



MEMBERS' CODE OF ETHICS

Membership with the Olympia-Lacey-Tumwater Visitor & Convention Bureau requires each member, and their respective company/organization, to adhere to the Members' Code of Ethics. All members commit to:

- Ensure familiarity with Thurston County attractions and OLTVCB visitor services.
- Provide visitors with exceptional customer service and information on the destination's products, services and attractions.
- Treat OLTVCB team and fellow members courteously, ethically and professionally.
- Handle all inquiries, requests, transactions, correspondence and complaints promptly, courteously and fairly. Address disputes or complaints promptly, fairly, and with a commitment to community benefit and customer retention in mind.
- Exercise truth in all promotional materials concerning facilities, services and amenities provided and advise the public in a reasonable manner if, and when you are unable to provide the level of services or facilities as advertised. Promotional material supplied to the OLTVCB must be appropriate for all audiences. Refusal to display or publish a member's promotional material is at the OLTVCB's sole discretion.
- Provide customers with complete details on process, cancellation policies and services at time of purchase and inform public and OLTVCB of changes in services, products, or costs in and when they occur.
- During periods of full capacity, assist customers with finding other suitable arrangements, ensure they feel welcome and encourage them to return at a future date.
- Promote responsible and sustainable use of Thurston County's environmental resource base when providing services and products to customers
- Abide by all applicable federal, state and municipal laws.
- Provide clean and well-maintained facilities and equipment for the enjoyment of their customers.

All new members are given a copy of the Members' Code of Ethics with their Welcome Letter. Members are not required to sign the document but are highly encouraged to review and abide by the code of ethics.

EXPERIENCEOLYMPIA.COM

T (360) 704-7544

2424 Heritage Ct. SW Suite B, Olympia, WA 98502

The Olympia-Lacey-Tumwater Visitor & Convention Bureau is the official destination marketing organization for Thurston County.