

Visit Rochester Code of Business Practices

Visit Rochester and its organizational members are committed to seeing that visitors traveling to the Greater Rochester area are treated in a professional and client-focused manner. Members are expected to represent the hospitality and tourism industry and extend a welcome to all visitors.

Standards include:

Accountability – Provide a safe and family-friendly destination for all visitors and agree to obey all local, state, and federal laws and regulations.

Excellence – Provide value in quality product and exceptional service to all visitors.

Inclusion – Purposely welcome all people, whether guests, clients, or employees.

Professionalism – Consistently honor all commitments and ensure customer satisfaction through courteous practices that treat our visitors with dignity and respect.

Responsiveness – Professionally react to feedback and resolve complaints fairly and in a timely manner.

This Code of Business Practices assures that membership with Visit Rochester is protected and enhanced so that all members may regard their membership with pride. Visit Rochester reserves the right to reject or discontinue membership due to unbecoming conduct by a member, non-payment of monies owed for dues or other services provided by Visit Rochester, or for reasons that may be deemed detrimental to Visit Rochester's goodwill, reputation, and/or mission and vision of the organization.

