

Visit CINCY



Code of Business Practices

Visit Cincy, MeetNKY and our partners share a commitment to delivering exceptional hospitality and elevating the overall visitor experience. To uphold the integrity, reputation, and welcoming spirit of the Cincinnati and Northern Kentucky (“Cincy”) region, partners agree to the following standards of conduct.

Our Shared Commitments

Accountability

We provide safe, high-quality, and family-friendly experiences for visitors and comply with all applicable Municipal, City, State, and Federal laws.

Professionalism

We honor our commitments and interact with visitors, partners, and peers with courtesy, respect, and integrity at all times.

Excellence

We strive for excellence in everything we do: offering reliable service, high-quality products, and experiences that reflect the best of the Cincy region.

Responsiveness

We address inquiries, requests, transactions, and concerns promptly, fairly, and with genuine care for the visitor experience.

Partner Standards

Visit Cincy, MeetNKY and its partners commit to conducting business in a way that reflects the highest levels of personal and professional behavior. Partners will refrain from any

action that could damage the reputation, image, or goodwill of our organizations or the region we collectively represent.

If a partner is found to have seriously violated this Code of Business Practices, their partnership may be suspended or discontinued.

Reasons for Suspension or Discontinuation

Including, but not limited to:

- Repeated or significant visitor complaints related to quality, product, or service
- Misrepresentation of a partner's relationship with Visit Cincy or MeetNKY
- Violation of City, State, or Federal laws
- Actions—or the appearance of actions—that could harm the reputation of Visit Cincy or contradict our standards
- Suspension or termination may result in the forfeiture of any partnership dues already paid up to the date of action

Content & Listing Guidelines

To preserve the quality and accuracy of our digital and printed materials, Visit Cincy and MeetNKY reserve the right to edit or update partner submitted content as needed to maintain alignment with brand, style, and visitor-facing standards.