

ACTA CODE OF ETHICS

In order to provide the public with the highest quality travel services and promote the most efficient and amicable relationships with other members, each ACTA member agrees to adhere to the following code of ethics.

RELATIONS BETWEEN ACTA MEMBERS (RETAIL, ALLIED AND CERTIFIED) AND THE PUBLIC

When dealing with the public, it is the duty of ACTA members to:

- (a) respect all people and treat them with equality and dignity;
- (b) train and inform in-office and outside sales staff on all phases of travel which they offer to the public in order to provide professional travel advice and secure the most appropriate available travel services;
- (c) make every effort to ensure that accurate information is provided to enable their clients to exercise an informed judgment in making their choice of travel services;
- (d) advise clients of the necessary passport and visa requirements for the journey to be undertaken and verify that client's travel documents are up to date;
- (e) advise clients of known health requirements/risks and refer them to a travel medicine professional when appropriate to the trip being undertaken;
- (f) at the time of booking, advise their clients of the existence and amount of any known cancellation fee, revision fee, supplier service charge or administration charges, and inform clients of the existence of cancellation protection and/or travel/health insurance;
- (g) disclose in advance of counselling the existence of any service charges to be assessed to the client;
- (h) ensure that all travel and other documents are checked before delivering them to their clients and that any points requiring clarification are explained;
- (i) promote the services of other ACTA members, whenever consistent with the best interests of the client;
- (j) refrain from disparaging the business practices of another member, transaction or service, and render any opinion with strict professional integrity and courtesy;
- (k) refrain from carrying on business under a name and style or in a fashion that is intended to, is likely to, or in fact does confuse the public or the industry as to the identity, association, affiliation, or qualities of that member.

RELATIONS BETWEEN ACTA MEMBERS (RETAIL, ALLIED AND CERTIFIED)

When dealing with another ACTA member, it is the duty of members to:

- (a) treat as binding any accepted commitment for accommodations or services, written or oral, subject to the member's terms and conditions of sale;
- (b) cancel immediately upon notification by the client a commitment for accommodations or services;
- (c) refrain from suggesting or making duplicate bookings;
- (d) comply with all reasonable published rules and regulations of suppliers or licensing associations;
- (e) give to ACTA members an opportunity to make a full investigation of any written complaint, grievance or claim by a client before taking action against them, process all complaints, grievances, claims and refunds due within thirty days of notification, or provide written reasons for any further delay;
- (f) refrain from taking advantage of the former affiliation of a new employee through the use of unauthorized lists or records which may accompany the employee, nor shall they take advantage of bookings made prior to transfer;
- (g) refrain from unfairly infringing upon the business practices of another member.

RELATIONS BETWEEN CERTIFIED ACTA MEMBER AND EMPLOYER

Certified Members (CTC/CTM) shall:

- (a) Properly represent the employer in all matters.
- (b) Abide by formal or informal practices, policies, Manual of Office Procedures, dress code, or other such statement of principle by the employer.
- (c) Obtain the employer's consent prior to using his or her position to gain advantage for self, family or friend.
- (d) Attend to his or her responsibilities in such manner as to allow a fellow employee easily to assume responsibility of a file in the event that it becomes necessary.

RELATIONS BETWEEN CERTIFIED ACTA MEMBERS AND ACTA

Certified Members (CTC/CTM) shall:

- (a) Pay the appropriate annual fee or due on time in order to maintain the use of CTC or CTM designations. As these are trade marked designations, misrepresentation may result in the permanent loss of the ability to regain use of the designation, as well as legal action.

Read carefully and sign the following:

For Retail and Allied Members - Our employees are familiar with the ACTA Code of Ethics, understand it and promise to abide by this Code.

For Certified Members – I am familiar with the ACTA Code of Ethics, understand it and promise to abide by this Code.

Signature: _____

Date: _____