

## CODE OF CONDUCT

### AIMS

- i. To ensure that the public receive the most professional service from Members.
- ii. To maintain and enhance the reputation and standing of the Association and its membership.
- iii. To abide by Namibian official legislation and statutory requirements as they relate to the travel industry.

### CONDUCT BETWEEN MEMBERS & THE PUBLIC

- i. Information has to be accurate and no advertising material shall contain anything that is likely to mislead the client.
- ii. Members shall inform their clients immediately they are advised of amendments to a tour for which bookings have already been accepted.
- iii. A Member shall not cancel any travel arrangements after a deposit or payment in full has been received from the client, unless it is necessary to do so as a result of circumstances amounting to *force majeure*, or in the instance of a client defaulting on payment. In case of cancellation in the instance of *force majeure*, the Member shall take all reasonable steps to either refund the client in full, less reasonable expenses, or offer alternative options equal in value.
- iv. Should a material alteration become necessary to a client's travel arrangements, the Members shall inform the party concerned without delay and shall offer such client the choice of either accepting the alteration, or of receiving a refund as in the instance of cancellation.
- v. A Member shall state clearly in his booking conditions all details relating thereto.
- vi. Complaints shall be dealt with promptly, courteously and efficiently.
- vii. Transactions with clients shall be treated as confidential and all correspondence dealt with promptly.
- viii. A Member shall maintain high standards of professionalism, courtesy and hospitality at all times.
- ix. Members shall ensure, within bounds of legal liability, the safety of clients and all their possessions.
- x. Members shall not discriminate against any client because of race, color, religion or any other reason.
- xi. Members shall advise their clients regarding any indemnities and risks.

### CONDUCT BETWEEN MEMBERS & PRINCIPALS

- i. Members shall carry out contractual obligations entered into with Principals in an honorable manner.
- ii. Members shall make themselves conversant with all relevant matters, such as tariffs and regulations, of their Principals.
- iii. Members shall adhere to booking conditions stipulated by their Principals and settle accounts promptly and as agreed upon.

#### Tour and Safari Association of Namibia

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Telephone: +264-61-238423 \* Facsimile: +264-61-238424 \* E-mail: [info@tasa.na](mailto:info@tasa.na) \* [www.tasa.na](http://www.tasa.na)  
Company Registration – 21/2004/449

#### Association Partner:



### **CONDUCT BETWEEN MEMBERS & OTHER TRAVEL CONCERNS**

- i. Members shall deal fairly with each other and not damage the reputation, nor disparage the business practices of other Members.
- ii. Members shall adhere to truthful statements and to good taste when called upon to express opinions of other Members.
- iii. Members shall not use the services of transport operators who do not have the necessary permits to operate tourist services.
- iv. Members providing tourism transport services shall not do so unless fully authorized to this effect by the relevant authorities and being in possession of permits.
- v. Members shall not solicit for business in accommodation establishments by means of bribery.
- vi. Members shall encourage other Tour Operators to become members of TASA.
- vii. Members shall co-operate with FENATA and their members.
- viii. Members shall support only legal and registered accommodation establishments and service suppliers.

### **INFRINGEMENTS**

- i. Any Member becoming aware of unethical practices on the part of fellow Members should advise the National Executive Council of TASA.
- ii. In the event of an infringement of this Code of Conduct all facts relating thereto will be fully examined by the National Executive Council.
- iii. The National Executive Council's decision in regard to a reprimand or expulsion shall be taken in terms of TASA's Constitution and shall be binding on the Member.

DATE: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ COMPANY NAME: \_\_\_\_\_

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