

CODE OF CONDUCT

AIMS

- i. To ensure that the public receives 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 a 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.

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.

CONDUCT BETWEEN MEMBERS & ENVIRONMENTAL AND SOCIAL CONCERNS

- I. Communicate and encourage responsible behaviour and environmental safety by your guests, both hosted and self-drives. Also, ensure (where possible) and encourage them to adhere to this code of conduct; including not uprooting or damaging plants.
- II. Have proper waste management disposal strategy for your tours and for your office of operation.
- III. Apply sustainable consumption strategies and save energy, water, and money in the process.
- IV. Reduce and endeavour to eliminate the use of plastic water bottles. This can also save water while reducing waste in communal areas where there no proper waste management systems. Alternatives are available, you may enquire at the TASA office.
- V. Endeavor to reduce, reuse and recycle waste in your operations and during tours e.g. having designated trash collection cans on board your vehicles or at your premises.
- VI. Ensure tour guides and office teams prepare for trips wisely; that they respect the flora and fauna, and avoid the need to cause damage whilst on tour. (firewood, bush toileting, etc.)
- VII. Plan your tours in ways which minimize waste and encourage guests to not feed wildlife it is best for their protection and conservation.
- VIII. Encourage minimum negative footprint in destinations.
- IX. Advise your guests not to buy products made from rare or endangered species and promote local quality souvenirs.
- X. Support responsible marine conservation because marine wildlife can be disturbed just as much as terrestrial.
- xi. Support conservation and upliftment efforts in communities you visit by making use of local site guides to enrich the local communities.

- XII. Train tour guides to respect and honour the local authorities, culture, and expectations especially during village and cultural tours.
- XIII. When traveling through the national parks and country in general. Maintain a safe distance from wildlife.
- XIV. Drive responsibly and adhere to the maximum speed limits on and off-road.
- XV. Avoid driving off the designated path when off-road driving as this damages the environment.
- XVI. Side of the road camping is not safe. Do avoid this habit except in cases of emergency.
- XVII. Avoid “bush toileting” especially for defecation. Plan stops responsibly.
- XVIII. Your tour guides should always honour national park rules and regulation. Should TASA become aware of dangerous and illegal behaviour we are obligated to report these matters to the relevant authorities and take the necessary action.

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: _____