



## VHRA MEMBERS & ASSOCIATE MEMBERS CODE OF ETHICS

1. The purpose of the Code of Ethics is to satisfy the VHRA core objective to promote and protect the Hotel and Tourism industry within Vanuatu.
2. Members are required to apply the Code of Ethics as a condition of their membership.

### **Members Duties**

#### ***Members are required to:***

3. Promote the interests and goals of VHRA.
4. Actively promote membership and associate membership of the VHRA
5. Actively participate in providing an environment where guests have a positive experience of Vanuatu
6. Actively recommend Vanuatu to their friends and family
7. Participate in destination marketing.
8. Maintain their properties in an environmentally sustainable manner, to the highest possible level of cleanliness
9. Maintain their properties in safe & clean conditions in order to promote the product of Vanuatu.
10. Hold all necessary insurance to cover themselves, their property and their guests.
11. Participate in in-house staff training & support local tertiary institutions.
12. Actively assist in the promotion of the Outer Islands
13. Actively support and participate in VHRA members meetings by:
  - (i) Attending meetings
  - (ii) Suggest relevant Agenda items for discussion
  - (iii) Expressing viewpoints at meetings or by other means if not possible to attend
  - (iv) Exercise discretion when responding / replying emails
14. Actively support and participate in VHRA activities as suggested by the Executive and members' resolutions by:
  - (i) willingly completing surveys and questionnaires relevant to the betterment of the industry.
  - (ii) participating financially to destination marketing with contributions to the Tourism Development Marketing Levy
  - (iii) paying dues and fees on time so as to minimize the time demands on the executive
  - (iv) Participate in the annual "Vanuatu Tourism Awards"
15. Treat all fellow members in a respectful and professional manner

10/04/08