



British Columbia Bed & Breakfast Innkeepers Guild Code of Business Conduct and Ethics

Members of the Guild agree to be bound by the following standards of Business Conduct and Ethics.

1. Members will conduct business with honesty, integrity and fairness with respect to their guests, fellow members, business associates, and staff.
2. Members will not discriminate based on colour, race, creed, religion, national origin, disability, marital status, gender, or sexual orientation.
3. Members will conduct business with strict adherence to the laws of Canada, British Columbia and their respective municipalities.
4. Members will exercise truth in all their promotional materials concerning facilities, services, and amenities provided. They will advise guests in a reasonable and timely manner if and when they are unable to provide the level of services or facilities as advertised.
5. Members will, in writing, provide guests with complete details of their rates, cancellation policies and services at the time of booking.
6. Members will recognize their reservations as contracts, the terms of which must be honoured, including rate quotes and room assignments.
7. Members will be accessible to and accountable to guests and will make every reasonable effort to act for the guests' best interests and benefit.
8. Members will, during times of full occupancy, assist travelers in finding other suitable arrangements, preferably with fellow Guild members.
9. Members shall refer guests to other members without charge, and to members before non-members, taking into consideration the guests' requirements.
10. Members will be familiar with local and other tourism attractions and facilities, in order to best serve the needs of their guests.
11. Members will respect the confidential nature of information concerning their guests and other members, and may share it only with authorized persons within the law.
12. When requested, members will co-operate with the Guild and inspectors it has authorized, to review the B&B's operating procedures or property maintenance issues.
13. Members will support the ideals and goals of this organization, as well as support the B&B industry in general, in a constructive and professional manner.
14. Members will not act, or make representation, in the name of the Guild, or as though the Guild, without the explicit authorization of the Board of Directors