

Sun Peaks Mountain Resort Association (DBA) Tourism Sun Peaks Code of Ethics and Standards of Practice

These articles establish guidelines that all Tourism Sun Peaks members should strive to obtain in an effort to raise the level of professionalism and value of service within our lodging industry.

Article 1

In the interest of promoting cooperation and enhancing their professional image, TSP members should refrain from making false or misleading statements or unsolicited criticism of other individuals or companies working within the vacation rental industry and if an opinion is sought about another vacation rental practitioner, their business or their business practices, any opinion should be offered in an objective, professional manner.

Article 2

TSP members should endeavor to eliminate any practices which could be damaging to the public, or bring discredit to the vacation rental industry.

Article 3

TSP members should endeavor to set a positive example for the industry by scrupulously abiding by all Provincial laws and Realtor regulations which govern vacation rentals and the ethical conduct of the vacation rental industry. Members should be proactive regarding establishments and change of policies and procedures regulating the vacation rental industry at the local, provincial and national level.

Article 4

TSP members should endeavor to share their experiences with other members of the vacation rental industry with the express goal of elevating the overall level of service performed and resultant public perception of the value of the industry generally.

Article 5

TSP members should seek no unfair advantage over competitors and should conduct their business so as to avoid controversies with others in the vacation rental industry.

Article 6

TSP members should protect and promote the interest of their owners/clients and treat their tenant/customers honestly and fairly.

Article 7

TSP members should avoid exaggeration,

misrepresentation or concealment of pertinent facts relating to a specific property to all affected parties including actual or potential owner/clients and tenant/customers.

Article 8

TSP members should not deny equal professional services to any person for reasons of race, color, religion, sex, handicap, familial status or national origin. Members should not be parties to a plan to make discriminatory decisions such as selective availability based upon the above criteria.

Article 9

TSP members should maintain a level of competent service in keeping with the highest standards of the vacation rental industry. Members should not present themselves as having expertise in field beyond their abilities and should not undertake to provide professional services concerning a property or its value where they have a present or contemplated interest unless such interest is specifically disclosed to all affected parties.

Article 10

TSP members should not recommend or suggest to a client or customer the use of service of another organization or business in which they have a direct interest or receive a fee without disclosing such interest at the time of recommendation.

Article 11

TSP members should present an accurate picture of rental offerings in all advertising and representations to the public and should not advertise specific properties without authorization by the owner.

Article 12

For the protection of all parties, TSP members should assure that all financial obligations to owners and tenants be in writing in a form which expresses the exact agreement including any terms or conditions. A copy of each agreement should be provided to the respective party upon signature of such agreement.

Article 13

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Signs giving notice of property available for lease or rent should not be placed on a property without consent of the owner. Sign design and placement should be in compliance with local zoning requirements and association rules and regulations.

Article 14

TSP members, prior to entering into a relationship with a property owner, should make a reasonable effort to determine

whether the prospective client is subject to a current, valid exclusive agreement with another rental management firm to provide the same type of rental services.

Article 15

TSP members should endeavor to operate in accordance with these Code of Ethics and Standards of Practice. Failure to do so may result in expulsion from TSP and prohibit participation in its member activities.

I, _____ of _____ on _____ hereby
(name) (property) (date)

agree to operate and abide by the terms and conditions noted in the above TSP Code of Ethics and Standards of Practice. I understand that failure to do so may result in loss of membership TSP and the benefits and programs that membership represents.