



Code of Conduct

The Local Tourism Association (LTA) is a professional organization dedicated to working with and promoting businesses that adhere to a high standard of service and professionalism. In order to ensure that we achieve this, we require you to subscribe to the following code of conduct.

1. Maintain high standards of courtesy and hospitality. Ensure that facilities and services are appropriate and of a good standard.
2. Describe fairly to all visitors and prospective visitors the facilities and services provided by an establishment, whether through advertisement, brochure, word-of-mouth or any other means.
3. Allow each visitor reasonable opportunity to view the services prior to registration.
4. Be clear to visitors exactly what is included in the prices quoted, including taxes and any surcharges (where applicable). Give clear details of charges for additional services or facilities available.
5. Give each visitor, on request, details of payments due and a receipt, if required.
6. Adhere to and not exceed current prices and advise guests of any alteration in rates prior to registration.
7. Deal promptly and courteously with all enquiries, reservations, correspondence and complaints from visitors.
8. Ensure, within the bounds of legal liability, the safety of guests and their possessions.
9. Ensure that no guest is discriminated against in an unfair manner, notwithstanding the operator's Right of Admission.
10. Actively protect and enhance, where possible, the environment and experiences of tourists in the Western Cape.
11. Implement lawful, healthy, safe and equitable employment conditions, enhance equal employment opportunities and support human resource development through training.
12. Allow an LTA representative reasonable access to an establishment to confirm that the establishment is complying with the minimum requirements.
13. As a member of Ceres Tourism, I will desist from publicly criticising the municipality, office bearers and/or municipal officials. All complaints in respect of any municipal decision and/or conduct will be referred to the Chair-person of the Tourism Portfolio Committee of Council.
14. Treat Ceres Tourism and each of its employees and representatives with respect and dignity.

I, the undersigned understand that continued participation is subject to:

- Compliance with the Code of Conduct
- The payment of all fees upon receipt of the invoice.
- Compliance with all relevant minimum requirement criteria and inspection requirements.
- Informing the LTA within 14 days of any changes relating to the information contained in this application.

DECLARATION

I, the undersigned understand the code of conduct and will adhere to these requirements of membership.

Signature of Owner: _____

Date: _____

CERES TOURISM

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