

## Code of Conduct for Tour Guides

I commit to uphold the Tour Guides Australia *Code of Conduct for Tour Guides* in all my actions and encourage its implementation across the industry through interactions with tourism businesses, organisations and other tour guides.

I agree to abide by the Tour Guides Australia *Code of Conduct for Tour Guides* and will:

- 1 Provide a professional service to visitors – ensure they are treated with respect, care and a commitment to best practice guiding.
- 2 Provide objective, fair interpretations of places visited. Make every effort to present true and accurate facts, ensure that a clear distinction is made between stories, legends, traditions and opinions.
- 3 Act honestly, fairly and professionally in all dealings with those who engage my services and with all colleagues within the tourism industry.
- 4 Educate visitors on the need to be respectful of our precious natural, cultural and heritage environments, minimising our footprint and impacts at all times.
- 5 As a representative of Australia, I will welcome all visitors, and act in such a way as to bring credit to the country and to its promotion as a tourist destination.
- 6 Regularly update and upgrade my guiding skills and knowledge through training, professional development and networking activities.
- 7 Declare to visitors any relevant personal commercial interests, including commissions. I agree to not engage in forced visitor purchases, or soliciting of tips.
- 8 Be mindful at all times of my duty of care and other health and safety issues.
- 9 Provide all goods and services as is presented in the job brief, itinerary and promotional materials.
- 10 Abide by all national, state and territory legislation governing the operation and conduct of tours, tour operators and tour guides, including holding all relevant licenses and certificates for the activities I undertake.
- 11 As a professional tour guide, I shall establish my own complaint handling procedures if I am an independent operator, or if not, be familiar with the complaints handling procedures of the organisation I am engaged by.
- 12 Inform my clients that TGA has a Guiding Standards Complaints process covering alleged breaches of the TGA Code of Conduct for Tour Guides.
- 13 Continually maintain a valid Level 2 in First Aid (valid for 3 years) & CPR (valid for 12 months), as a pre-requisite for tour guiding.
- 14 At all times that I operate as an independent contractor, I will hold a current *\*Certificate of Currency* for Combined Liability insurance to a minimum value of \$10 million.

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_