

## The Australian Tour Guides Code of Conduct

I agree to abide by the TGA - and **the Australian Tour Guides, Code of Conduct** in all my actions and conducts. I shall encourage the Code of Conducts implementation across the industry through interactions with tourism businesses, organisations' and other Tour Guides.

**I will:**

- 1 Provide a professional service to visitors – ensuring they are treated with respect, care and a commitment to best practice guiding. Providing objective and fair interpretations of the places visited.
- 2 Make every effort to present true and accurate facts and ensuring 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 always impacts.
- 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 the promotion of it as a tourist destination.
- 6 Regularly update and upgrade my guiding skills and knowledge through training, professional development, and networking activities.
- 7 Declare to customers 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.
- 11 As a professional guide I shall establish my own complaint handling procedures.
- 12 Inform my clients that a Complaints Handling Policy covering grievances or other issues with professional tour guides is available through my professional association.
- 13 Continually maintain a valid Certificate II in First Aid & CPR, as a pre-requisite for guiding. First Aid course renewal to be completed every 2 years.
- 14 At all times hold a current \*Certificate of Currency for Indemnity insurance to the value of min. \$10 mill. (Unless working in one permanent part-time/full time job, where I am covered by my employer's insurance.)

***\*Special low-cost insurance is available for TGA Professional Guide Accredited members. See TGA website for cost and conditions.***

**Please sign and confirm your agreement with the Australian Tour Guides' Code of Conduct.**

**Date:** ...../...../.....

**Name:** ..... **Signature:** .....