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## **CODE OF CONDUCT**

### **1. AIMS OF THE CODE OF CONDUCT**

To maintain and enhance the reputation of our association and industry by providing quality, service and value to our clients.

To promote awareness of our association and industry to tourist organizations, trading partners and the general public with particular regard to fair trading, standards and sustainable operational practices of our members and compliance with regulatory requirements by our industry and our customers.

### **2. VESSEL SURVEY AND CERTIFICATION**

All vessels must have a current Certificate of Survey issued by the Department for Planning and Infrastructure and must comply with any amendments to survey requirements made by the Department from time to time.

Members must obtain certificates or licences for areas of operation as determined by the relevant authorities.

Members must comply with manning requirements as set down by the Department for Planning and Infrastructure and that all crew and employees hold required qualifications.

Copies of surveys and licenses must be available to the association upon request.

### **3. CUSTOMER RELATIONS**

Members will inform their customers of cancellation policies or additional costs pertaining to their cause before accepting payment. This information should be in writing.

Members will inform their customers of any self-regulation practices applying to the services being purchased which are in excess of existing regulations (e.g. fishing and access restrictions). This information should be in writing.

Members are to provide customers with any other information regarding any aspect of the tour which may affect cost or expectations of the service provided. Again this information should be in writing.

Members will avoid misleading advertising and will follow the best practices of salesmanship and fair trading when dealing with customers and fellow members alike.

Any unfair or misleading dealings may be deemed contrary to the interest of this Association and are open to action under Section 5b of the constitution.

Members are to encourage new memberships and to positively promote existing members where practicable, with professional integrity and courtesy.

Members are requested to include on all brochures, stationary and printed advertising that they are "Members of Marine Tourism Western Australia (Charter Boat Owners & Operators)"

#### 4. ENVIRONMENTAL IMPACT

Members will take every possible precaution to minimize accidental damage to the environment and will adhere to all laws and regulations concerning the environment with particular reference to:

- \* Pollution
- \* Illegal waste disposal
- \* Overcrowding areas or harassment of wildlife
- \* Taking under size or protected fish
- \* Exceeding Possession and Bag Limits
- \* Safe refueling practices

Members are also requested to take an active role in promoting environmental practices with their clients that will reduce or eliminate any adverse effect on the environment caused by our operations.

#### 5. DISPUTES

Marine Tourism Western Australia (Charter Boat Owners & Operators) will set up a committee as per section 7.5 of the Constitution to respond to related complaints or alleged breaches of this Code of Conduct by any member.

If a member is in breach of this Code of Conduct the Association will investigate the said breach. The member will provide any information or documentation relevant to the alleged breach to the investigative committee. Should the member be found to have breached this Code of Conduct he or she will be asked to explain why their membership should not be revoked under section 6 of the Constitution. The committee will advise the Executive Committee of Marine Tourism WA (CBOOA WA) regarding its recommendations relative membership status and resolution of the matter. Where there are confirmed breaches relating to illegal or uncertified practices, any relevant information will be passed on to the authorities.

In the event of disputes between members, and should the members agree, this committee will act as mediator and arbitrator and will abide by the decision of this committee.