



### **Code of Ethics**

It is in the best interest of both VisitErie and its partners that visitors to our region are treated in a welcoming and professional manner. VisitErie partners will safeguard the reputation of our destination and promote tourism through partnership with VisitErie. The VisitErie Partnership Code of Ethics provides that partners should embrace the following ethical business standards:

#### **Professionalism**

Provide a clean and well-maintained business and ensure that guests feel welcome and encourage them to return at a future date. Consistently honor all commitments, ensuring customer satisfaction through courteous and respectful business practices, and treating all customers with integrity and respect.

#### **Excellence**

Provide fair pricing and value in quality products and exceptional service.

#### **Responsiveness**

Resolve complaints quickly and fairly, as well as respond to VisitErie requests and inquiries in a timely manner.

#### **Accountability**

Help us create a safe and family-friendly destination for all visitors and adhere to all city, county, state, and federal laws. VisitErie retains the right to reject or discontinue partnership due to unbecoming conduct by a partner, non-payment of dues, or for reasons that may be detrimental to VisitErie's goodwill, reputation, or are counter to the goals of the organization.

#### **Diversity, Equity, Inclusion & Accessibility**

Partner businesses commit to welcoming people of all races, ethnicities, religious beliefs, genders, sexual orientations, and physical abilities.

If it is determined that a partner has not followed the Code of Ethics, the partnership with VisitErie may be terminated. In accordance with our Code of Ethics:

*C. Expulsion for conduct. Any partner may be expelled by a two-thirds vote of the Board for conduct prejudicial to or in conflict with the mission/vision, objectives or reputation of VisitErie as determined by the Board. Before any expulsion for such conduct, the Partnership Committee shall hold a hearing to consider the expulsion. This hearing may be conducted at any regular or special meeting. If deemed, the Director of Partnership would recommend to the Board a vote for expulsion. The Committee shall give to the partner proposed for expulsion written notice at least ten (10) days prior to the meeting during which the hearing is to be conducted, advising the partner of the reasons for the proposed expulsion and the time and place of the hearing.*