



### **Code of Ethics**

*The partner will agree to abide by the VisitErie Code of Ethics that values the following:*

- Provide a clean and well-maintained business and ensure that guests feel welcome and encourage them to return at a future date.
- Provide visitors with exceptional customer service to ensure customer satisfaction, information on other products, services and attractions when requested.
- Treat all other partners of VisitErie courteously, ethically and professionally.
- Ensure familiarity with the Erie County attractions and the location of the VisitErie Visitors Center.
- Handle all inquiries, requests, transactions, correspondence and complaints promptly and fairly, and abide by all applicable federal, state and municipal laws.
- Exercise truth in all promotional materials concerning business, services and/or amenities provided, including as applicable complete details on prices, cancellation policies and services at time of purchase.
- Advise of changes in services, products or costs if and when they occur.
- Provide promotional material supplied to VisitErie must be appropriate for all audiences. Refusal to display or publish a partner's promotional material is at the discretion of VisitErie.

It is the policy of VisitErie to investigate all complaints that a partner has acted in contravention of the VisitErie Code of Ethics, including engagement by partner businesses or their employees in acts of impropriety or the appearance of impropriety or in any conduct that might adversely affect the well-being and reputation of VisitErie or prove detrimental to the goals of VisitErie.