



Philippine Travel Operators Associations

Principles of professional Conducts and Code of ethics of The Philippine Tour Operators Association, Inc.

Preamble

We, the members of the Philippine Tour Operators Association, Inc., conscious of our responsibilities and obligations do adhere to and conduct ourselves in accordance with the by-laws, rules and regulations of the Republic of the Philippines, the Constitution and By-laws of our Association and guided by the norms of professional conduct and ethics as required in our relations with the travelers, among fellow members, our principals and suppliers, do hereby promulgate and adopt these principles of professional conduct and Code of Ethics.

Formation

01. An Ethics committee shall be established whose main responsibility is to entertain any violation of the code of ethics. It shall decide after it has exhausted any and or all means to determine the merit of the case. It shall also recommend the imposition of appropriate penalties if deems necessary.
02. The Ethics Committee shall have the power and authority to hear and prepare recommendation cases involving violations of the Code of Ethics to the Board of trustees.

Only within the notarized complaint will be entertained. It must also contain among others the substantiated documents to prove its allegation.

All complaints for violation of the code must be referred to the Ethics Commission.

The Ethics Committee is empowered to appoint an investigating panel to determine the allegations of the complaint/s. All facts in the conducted inquiry shall be submitted to the Ethics Committee together with its finding/s and recommendation/s.

03. Ethics Committee shall be composed of Chairman and three (3) members Appointed from regular and allied members of the association in good standing by the president, with the concurrence of the Board of Trustees, for term of twelve (12) months co-terminus with term of Board of Trustees.

03.01 Should there be any vacancy, the President with the concurrence of the Board of Trustees shall appoint a new member, with the

Appointee serving only the un-expire term.

03.02 The Ethics Committee is an Independent body and members of

this committee shall not be qualified for any other position in the Association.

04. The ethics Committee shall have power to formulate rules and regulations and to Amends there to, upon approval by the Board of Trustees, shall govern the internal organization of the committee and the conduct of proceedings, involving violations of the code.

05. The Ethics Committee shall acts as body and shall endorse it recommendation/s to the Board of Trustees.

The Board of Trustees, by majority vote of those present constitutes a quorum, review the recommendation of the Ethics Committee, and render a decision on the same, which shall be deemed final.

Chapter I

Relation with Travelers

~~1.01 To maintain the highest~~ norms of service and to protect the traveling public from fraud, misrepresentation anomalous and unethical practices.

1.02 Members of Association should commit to safeguard the privacy, security and confidentiality of customer data unless authorized by the client/s to do so. This provision requires that customer information collected is relevant and accurate.

1.03 To inform client/s all the pertinent data of the transaction together with their obligation.

1.04 To be clear and concise in all claims and not confuse or mislead the travelers as to the services advertised in all our advertising or promotion. To display the PHILTOA logo in all advertisement, promotions of it so desired.

1.05 Members must make completely factual and truthful statements about its product and those of competitors, either in advertising or directly to the customers and others.

Chapter II

Relationships with Co-members, Suppliers, Airlines and Partners in the Tourism Industry

- 2.01 To follow the best traditions of salesmanship fair dealing with all suppliers and co partners.
- 2.02 To promote ethical business practices in relation with the employees of the suppliers and co-members.
- 2.03 To maintain close coordination, with Reference to the requirements and conditions of both parties, which should preferably be supported with documents to safeguard and avoid inconveniences, misunderstanding and the like.

Chapter III

Relationship with Government

- ~~3.01 To maintain and establish close~~ working arrangements and good relations with all governments.
- 3.02 Ensure factual, accurate compliance with government / industry reportorial requirements.

Chapter IV

Relation with Members

- 4.01 To maintain friendly and harmonious relationship with all members.
- ~~4.02 To respect and maintain~~ high ethical Business standard in conduct of business.
- 4.03 To share negative information with the Association in order to protect fellow members from possible harm by unscrupulous elements / persons that can prove injurious to the business and / or fellow members.

Chapter V

Implementing Rules and Procedures

- 5.01 The Chairperson of the Ethics Committee may appoint temporary assistants to serve as the investigating panel of the Ethics Committee.
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However, it shall receive all complaints or reports. of anomalous or unethical practice committed by member. The Ethics Committee can only entertain written, properly signed and notarized complaints, which must be fully substantiated by evidence/s.

5.02 The committee shall hear and recommend on the merits complaints elevated to its attention by the investigating panel.

5.03 It is the responsibility of any member to report in written anomalous or unethical practice committed by any entity to protect members and industry.

5.04 In the event that a complaint or grievance is received, the respondent (regular or allied member) shall be given seven (7) days to answer the complaints in writing before the Ethics Committee.

5.05 Upon conclusion of the investigation, where both parties have submitted its side, the Ethics Committee is required to render a recommendation within seven (7) days after it received from both parties their respective arguments.

5.06 Where circumstances may demand, the Ethics Committee may impose an extension of up a maximum of (10) days extension shall be allowed.

Chapter VI

Definition of Unethical Practices

6.01 False or misleading claims or statements in advertising or promotional materials.

6.02 Providing material gift or incentives to influence employees or carries,

hotels, resorts, travel agencies and other suppliers for the purpose of securing preferential consideration and privileges.

6.03 Criticizing, discrediting, belittling or ridiculing a fellow member client, principal or fellow member.

6.04 Causing the cancellation or withdrawal of a negotiated sale by a client, member or withdrawal misrepresentation or deceit.

6.05 Undercutting of prices among fellow member which will result in the cancellation or withdrawal of a negotiated sale is known to the parties concerned and that such action will be beneficial to either one of the member involved.

6.06 Non-payment of overdue account by members despite repeated

demands by complaints.

6.07 Repeated issuance of unfounded checks made to pay for outstanding accounts / obligations.

6.08 Presentation and / or submission of fraudulent applications, document, reports and information.

6.09 Misrepresentation or providing false, misleading claims by members for undue benefit.

6.10 Abuse of privileges / authority of the association's officer / members.

6.11 Violation of any law's, rules and regulations of the Republic of the Philippines and that of the Association.

Chapter VII

Penalties

7.01 The applicable penalties and sanction are, but not limited to: formal reprimand, suspension of privileges, termination of membership, recommendation to local Government Units and Department of Tourism for cancellations of fines to be determined by the Ethics Committee.

7.02 Penalties imposed shall be approved by the Board of Trustees by majority vote to those present constituting a quorum except termination of membership.

7.03 The penalty of termination of membership shall only be imposed with at least 2/3 vote of the Board of Trustees (6 votes), which shall be served with finality.