



## NSBBA Code of Conduct

High standards are essential in any business, especially one that caters to the traveling public. The Nova Scotia Bed and Breakfast Association (NSBBA) is committed to high standards and recognize the importance of establishing and maintaining an ethical business relationship. We want satisfied guests who will return to our province and recommend our Association properties.

All Association members are expected to accept and endorse the Code of Conduct. If complaints are received, the Association executive committee will contact the property concerned. If a problem persists and issues remain unresolved, the executive committee may recommend removal of the offending property from the Association.

The following Code of Conduct is established as a guide to all Association members. Please sign the NSBBA code of conduct and membership criteria documents and return them to the TIANS office.

All members are required to:

1. Establish high standards of quality and professionalism and encourage those standards among fellow members.
2. Have premises maintained at high levels of cleanliness, comfort, and courtesy.
3. Provide quality furnishings and linens for guest use.
4. Prepare and serve the type of breakfast that is described in their advertising, i.e., full/continental.
5. Provide for the security and fire protection of guests in accordance with provincial guidelines.
6. Provide a reasonable and clearly explained deposit and cancellation policy.
7. Be present and available to guests during their stay.
8. Provide useful information about local attractions, restaurants, and travel routes.
9. Ensure that accommodations, services, and meals are consistent with their advertising.
10. Advertise clearly, accurately, and truthfully.
11. Address all guests' concerns in a fair and courteous manner.

As a member of the Nova Scotia Bed and Breakfast Association (NSBBA), I agree to abide by the Association Code of Conduct and display a copy of the Code in a prominent location.

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(Date)

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(Signature)

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(B&B property name, printed)

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(Owner/operator name, printed)



## NSBBA Criteria

To be a member of the Nova Scotia Bed & Breakfast Association you must adhere to the following criteria:

- A private home where the owner resides and there is a common living room.
- Four (4) rooms or fewer within the home occupied by the owner.
- Breakfast is included in the price of the accommodation.

I hereby confirm that the bed and breakfast for which I am applying for membership meets each of the above criteria. If at any time in the future I no longer meet the criteria for membership, I will inform the NSBBA. I acknowledge that the NSBA membership committee may periodically review my membership eligibility to the NSBBA.

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(Date)

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(Signature)

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(B&B property name, printed)

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(Owner/operator name, printed)