

Membership Criteria	Code of Practice
<ol style="list-style-type: none"> <li>1. Bed &amp; Breakfast Association NEW ZEALAND (the “Association”) membership is open to all New Zealand based persons who provide personally hosted bed and breakfast accommodation to paying guests in their own residence, or in a self-contained unit on the same property title or immediately adjacent thereto.</li> <li>2. Membership is obtained and retained by compliance with the Association’s Constitution, Code of Practice, Assessment Schedule and policies, as amended from time to time.</li> <li>3. If members wish to market their accommodation via the Association’s website and mobile app, members agree to comply with the Members Terms and Conditions of the Website and mobile app, as amended from time to time.</li> <li>4. Full membership is open to three home based accommodation sections, these being:               <ul style="list-style-type: none"> <li>• In home bed and breakfast with a maximum of 10 guests;</li> <li>• Self-contained unit with a maximum of 8 guests, with breakfast provided; and</li> <li>• Commercial bed and breakfast with a maximum of 20 guests.</li> <li>• Any other home based accommodation provider that the Association, in its absolute discretion, deems suitable.</li> </ul> </li> <li>5. Home hosts must be resident on the property and available to carry out the following hosting activities:               <ul style="list-style-type: none"> <li>• personally greeting and farewelling guests</li> <li>• offering suitable complimentary light refreshments and making them available</li> <li>• providing breakfast, which must be included in the tariff</li> <li>• inviting guests to share the home and the facilities of the property and generally being involved with them during their stay</li> <li>• providing guests with the appropriate amount of privacy, company, and information</li> <li>• making guests feel welcome and “at home” as part of the host family.</li> </ul> </li> </ol>	<p>Bed &amp; Breakfast Association NEW ZEALAND has formulated the following Code of Practice which members are required to observe.</p> <ol style="list-style-type: none"> <li>1. To provide the highest professional standards of quality, service and personal hospitality on their property.</li> <li>2. To ensure a high standard of courtesy, cleanliness, comfort, catering and service appropriate to quality home hosting. To always strive to offer value for money.</li> <li>3. To describe clearly and accurately to booking agents, guests and prospective guests the amenities, facilities and services provided and the customs of the family home.</li> <li>4. To make clear to guests exactly what is included in all prices quoted, including GST. To allow guests to see accommodation, if requested, before booking.</li> <li>5. To make no supplementary charge to guests for facilities and services included in the agreed rate, and to clearly explain the cost of additional services when this is requested.</li> <li>6. To honour all confirmed bookings as binding.</li> <li>7. To deal promptly and courteously with all enquiries, reservations, correspondence, requests, comments and complaints.</li> <li>8. To be alert to the special needs of prospective visitors at the time of booking.</li> <li>9. To comply with the various laws, regulations, and bylaws that affect home hosting.</li> <li>10. To comply with the Association’s Constitution, Code of Practice, Assessment Schedule and policies, as amended from time to time.</li> <li>11. If listed on the Association’s website and mobile app to comply with Members Terms and Conditions, as amended from time to time.</li> <li>12. Any printed material on which a member has included the Association logo is to be submitted to the Secretary if requested. The Association logo must not be a principal feature on such printed material.</li> <li>13. Members who resign from the Association are obligated to notify the National Secretary of their resignation.</li> <li>14. It is advisable that members state in their advertising the type of breakfast they serve, ie continental or full.</li> <li>15. Support other members of the Association, including the referral of would-be guests when unable to accommodate those persons (as per the Association’s Constitution clause 10.6).</li> </ol>

**Mission Statement**

**To promote the professional growth and quality of home hosting in New Zealand.**