

Code of Practice

Our Vision: All About People

Our Mission: To promote the professional growth and quality of hosted accommodation in New Zealand.

Bed & Breakfast Association has formulated the following Code of Practice which members are required to observe.

1. To provide the highest professional standards of quality, service and personal hospitality on their property.
2. To ensure a high standard of courtesy, cleanliness, comfort, catering and service appropriate to quality hosting.
3. To always strive to offer value for money.
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.
5. To describe clearly and accurately to booking agents, guests and prospective guests the amenities, facilities and services provided.
6. 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.
7. To state clearly the type of breakfast provided (ie. continental, full, provisions).
8. To honour all confirmed bookings as binding.
9. To deal promptly and courteously with all enquiries, reservations, correspondence, requests, comments and complaints.
10. To support other members of the Association, including the referral of would-be guests when unable to accommodate those persons.
11. To be alert to the special needs of prospective visitors at the time of booking.
12. To comply with the various laws, regulations, and bylaws that affect hosting.
13. To comply with the Association's Constitution and policies as amended from time to time.
14. To notify the Association Secretary of their resignation.
15. To submit any printed material containing the Association logo to the Secretary if requested. The Association logo must not be a principal feature on such printed material.