



Member Commitment to Quality

Together, Ottawa Tourism and its members share a common goal: striving for excellence as we collectively market and represent Ottawa and the National Capital Region as a premier destination.

As a member in good standing of Ottawa Tourism, I commit to:

- Provide a clean, welcoming, well-maintained and safe environment for all customers.
- Respond promptly, fairly and professionally to all customer inquiries and complaints.
- Provide customers with the highest possible level of service.
- Treat customers, visitors, Ottawa Tourism staff and other members of Ottawa Tourism courteously, ethically, respectfully and professionally.
- During periods of full capacity, assist customers with finding other suitable arrangements to ensure that they feel welcome.
- Abide by all applicable federal, provincial and municipal laws
- Keep my business information updated with Ottawa Tourism including, but not limited to, staff contacts, website listing and other public information.

Ottawa Tourism reserves the right to deny, or discontinue, membership due to unbecoming conduct by a member, non-payment of dues, or for reasons that may be detrimental to Ottawa Tourism's goodwill, reputation and/or goals of the organization, including contravention of the principles listed above.

Member Organization:

Name:

Position:

Date:

Signature: _____