



Bed & Breakfast  
Association of Newfoundland and Labrador

## **CODE OF ETHICS**

*The Code of Ethics shall include:*

- Compliance with Canada Select Star Rating Program to ensure cleanliness, comfort, safety, and quality of facilities, and:
  1. Minimum continental breakfast must be provided at no extra cost.
  2. When a full breakfast is an extra charge, this should be clearly stated, including prices.
- Professional & Quality Customer Care provided by host(s) and staff; including host(s)' families.
- All members shall have, and make customers aware of policies regarding cancellation deadline, check-in time, and check-out time, credit card acceptance and charges.
- Reservations, once accepted by the business, shall be honoured. Customers shall be made aware of any change(s) in advance of their arrival.
- The published schedule of rates cannot be changed.
- When meals other than breakfast are served, a complete cost shall be published and advertised.
- When there is no vacancy, members will refer customers to licensed members only.
- All members shall adopt and practice proper telephone etiquette.

**The Code of Ethics shall be a required policy for our Association.**