



# Code of Conduct

## 1 Objectives

The Federation of International Youth Travel Organisations' Code of Conduct has been established:

### 1.1 *Reputation of the Federation*

To promote the reputation of the Federation as an association of responsible, efficient and reliable members of the international youth travel industry with the highest ethical standards.

### 1.2 *Ethical Behaviour*

To promote ethical behaviour and good business practices by members of the Federation in their dealings with:

- 1.2.1 the Federation
- 1.2.2 each other
- 1.2.3 young travellers
- 1.2.4 other members of the travel industry
- 1.2.5 governments and institutions

## 2 Responsibilities

### 2.1 *Observe Laws*

Members must observe the laws in their country of residence particularly in relation to:

- 2.1.1 registration of business and services
- 2.1.2 handling of monies paid by clients
- 2.1.3 insurance
- 2.1.4 employment of properly trained and qualified staff
- 2.1.5 health and safety of clients and staff
- 2.1.6 protection of the environment

### 2.2 *Conduct of Business*

Members must conduct their businesses in a manner which:

- 2.2.1 is ethical and professional
- 2.2.2 is mindful of the health and safety of their clients and staff
- 2.2.3 is consistent with their paramount responsibility for the safety of young traveller clients
- 2.2.4 promotes the good name of the Federation and its members
- 2.2.5 meets the standards required by any appropriate quality control body for their industry in their country of residence
- 2.2.6 is respectful of the environment

### 2.3 *Refrain from Unethical Conduct*

Members will not engage or participate in any activity which is likely to damage the good reputation of the Federation or the youth sector of the travel industry.

### 2.4 *Changes of Ownership*

Members must promptly inform the Federation of any change in ownership or shareholding involving majority control of their businesses.

### 2.5 *Provide Information to Federation*

Members must provide the Federation with any information which is relevant to their continued membership promptly upon request.

### 2.6 *Debts between Members*

Members must notify the Federation forthwith when any debts owing to them by other members are not settled within 6 months of their due dates for payment.

### 2.7 *Pay Membership Fees*

Members will pay their annual fees and any other monies payable by them to the Federation as and when those monies become due and payable.

- 2.8 *Display Federation Logo*  
Members will display the logo of the Federation on their trade documents.
- 2.9 *Specify Payments in Contracts*  
Contracts between members must specify the terms and time for payment of services rendered.
- 2.10 *Settle Accounts Promptly*  
Members will promptly collect all payments due for services from the respective sources and, where appropriate, forward monies in a timely and pre-arranged manner to their contract partners.
- 2.11 *Perform Contracts*  
Members must act in good faith at all times in the performance of their contracts with each other.
- 2.12 *Specify Principal and Agent*  
All agreements between members regarding provision of services to third parties shall specify the respective roles of principal and agent.
- 2.13 *Respond Promptly to Correspondence*  
Members will respond promptly and fully to any correspondence from other members in relation to any business transactions between them.
- 2.14 *Provide Full and Accurate Information*  
Members will ensure that they provide each other with full, accurate and punctual information about all matters which are relevant to their contracts with each other including:
- 2.14.1 the nature, condition and extent of their services and facilities
  - 2.14.2 prices
  - 2.14.3 discontinuation of or changes to any services
- 2.15 *Protect Proprietary Commercial Information*  
Members shall include in their contracts of employment with their staff a prohibition against rendering of the member's proprietary commercial information to any other party during their employment and after termination of employment.
- 2.16 *Receiving Proprietary Commercial Information*  
No member shall accept or use any proprietary commercial information (such as client mailing lists) of another member which has been obtained or disclosed without the authority of that member.
- 2.17 *Conduct at Annual Conference*  
The Annual Conference of the Federation is a unique opportunity to promote friendship and understanding between members and non-members and to showcase to governments and the public the valuable contribution it makes to international understanding and trade. Members will ensure that their representatives at the Conference conduct themselves in a way that does not give offence to other delegates or to the general public.

### 3 **Breaches of Code**

- 3.1 *Purpose of Section*  
The purpose of this section is to give practical effect to the objectives of the Code and not to provide a mechanism for settling commercial disputes between members.
- 3.2 *Notice of Intended Complaints*  
Public criticism can unfairly damage the reputations of members and of the Federation. No member shall publicly claim a breach of this Code by another member unless and until the complainant has given to the other member:
- 3.2.1 full particulars of the claim
  - 3.2.2 notice of the intention to refer the claim to the Executive Committee
  - 3.2.3 a period of not less than 14 days (or such longer period as is reasonable in the circumstances) to respond to and to defend the claim or to correct an admitted breach so that where possible members can themselves resolve differences with each other
- 3.3 *Report Breaches to Executive Committee*  
Members must promptly report any unresolved alleged serious breaches of the Code by other members to the Executive Committee. Reports must be in writing

and must be accompanied by copies of all correspondence or material relating to the alleged breaches including correspondence showing that full details of the complaint and the intention of the complainant to bring the matter before the Executive Committee have been brought to the notice of the member.

**3.4 *Reports Confidential***

All reports of claimed breaches of the Code will be treated by the Executive Committee as confidential until a finding has been made.

**3.5 *Investigation may be Delegated***

The Executive Committee may delegate one or more of its members to investigate any or all reports it receives about breaches of this Code. In the parts of the Code referring to investigation of complaints, use of the expression "the Executive Committee" may mean its delegate or delegates.

**3.6 *Confirming Notice Given***

Before considering such reports, the Executive Committee will first satisfy itself that the member who is the subject of the complaint has been given full information about the substance of the complaint either as a result of the notice procedure earlier in this Code or from the Executive Committee itself.

**3.7 *Opportunity to Explain or Rectify***

When the Executive Committee has satisfied itself that the member has been given full information about the complaint, it will require the member to explain why the actions or behaviour complained about should not be dealt with by the Executive Committee as misconduct. It will allow the member 30 days (or such longer period which is reasonable in all the circumstances) to provide the explanation and/or to correct the circumstance complained of.

**3.8 *Executive Committee may request Further Information***

The Executive Committee may also request further information from the complainant in relation to any response or explanation from the charged member. Likewise it may request further information from the charged member about any response or explanation which is offered.

**3.9 *Findings of Executive Committee***

The Executive Committee may decide that the investigation of the alleged breach of the Code discloses no such breaches or indicates actions, practices or behaviour by a member which are either:

3.9.1 unsubstantiated or inconsequential misconduct

3.9.2 minor misconduct

3.9.3 serious misconduct

3.9.4 gross misconduct

**3.10 *Patterns of Minor Misconduct***

Where the Executive Committee finds a practice or pattern of minor misconduct by a member, it may decide that such a practice or pattern in total constitutes serious or gross misconduct.

**3.11 *Sanctions for Misconduct***

Where the Executive Committee finds that a breach of the Code by a member constitutes misconduct, it may exercise the powers in the FIYTO Constitution to either suspend or terminate the membership.