



## **Tourism Accreditation and SATIC Membership Terms and Conditions**

As an Accredited Tourism Business and/or member of the SA Tourism Industry Council, I agree to the following Terms and Conditions:

### **Customer Service Guarantee**

- The business operates in a professional and courteous manner
- All advertising and promotion reflects a true and accurate picture of our business
- Customers are informed of all terms and conditions and we adhere to these
- All customers are treated equally
- Acknowledge the responsibility to meet the reasonable expectations of customers
- All customer queries and concerns are handled promptly and fairly
- All reasonable care is taken to ensure customer and staff health and safety
- No customer information is divulged which breaches an individual's right to privacy
- All plant, equipment and products are in good working order

### **Legal Compliance**

- The business has public liability insurance for at least \$10million
- The business maintains all relevant license and permits to operate the business

### **Onsite Reviews (for Accredited members only)**

- Accredited Tourism Businesses must participate in an onsite audit every 3 years or as the result of a consumer complaint, which in the view of SATIC warrants an onsite visit.
- Any quality improvement request arising as a result of an audit should be completed within 14 days.

### **SA Tourism Industry Constitution (relevant to membership)**

Participation in Tourism Accreditation Program includes membership of the SA Tourism Industry Council. The following excerpts of the SATIC Constitution are:

- The Board may approve or reject an application for membership of the Association in its discretion.
- Any Member who becomes a bankrupt or equivalent or of unsound mind or is in arrears by 3 months or more in the payment of any money due to the Association will cease to be a Member.
- A Member who resigns is not entitled to any refund of any fees paid to the Association.
- The rights and duties of a Member cannot be assigned or transmitted.
- If any Member is guilty of any conduct, which in the opinion of the Board is unbecoming of a Member, prejudicial to the interests of the Association or constitutes misconduct the Board may expel that Member from the Association
- A Member may appeal their expulsion to the Association. The intention to appeal will be communicated to the Chief Executive of the Association within fourteen days.

To link to the full SATIC Constitution [click here](#)

### **SATIC Member Information**

- SATIC may share member contact detail information with its business partners.
- SATIC members will from time to time receive information from our partners with special offers and member benefits.