**Travel Agent Professional Ethic and FAM Etiquette Agreement**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, in compliance with Mom Loves Travel Agency agrees to comply with the following travel industry ethics and etiquette. Travelers depend on travel agencies and others affiliated with the travel industry to guide them honestly and competently. All Independent Contractors, aka Travel Agents, pledge to conduct their business activities in a manner that promotes the ideal of integrity in travel and agree to act in accordance with the applicable sections of the following principles and ethics.

1. **ACCURACY** Independent Contractors, aka Travel agents, will be factual and accurate when providing information about their services and the services of any supplier/agency they represent. They will not use deceptive practices**.**
2. **DISCLOSURE** Independent Contractors, aka Travel Agents, will provide in writing, upon written request, complete details about the cost, restrictions, and other terms and conditions, of any travel service sold, including cancellation and service fee policies. Full details of the time, place, duration, and nature of any sales or promotional presentation the consumer will be required to attend in connection with her/his travel arrangements shall be disclosed in writing before any payment is accepted**.**
3. **RESPONSIVENESS** Independent Contractors, aka Travel Agents, will promptly respond substantively to their client’s complaints and concerns.
4. **REFUNDS** Independent Contractors, aka Travel Agents, will remit any undisputed funds under their control within the specified time limit. Reasons for delay in providing funds will be given to the claimant promptly.
5. **Cooperation** Independent Contractors, aka Travel Agents, will cooperate with any inquiry conducted by supplier and/or Mom Loves Travel to resolve any dispute involving consumers.
6. **Confidentiality** Independent Contractors will treat every client’s transaction with confidentiality and not disclose any information without the permission of the client, unless required by law.
7. **Affiliation** Independent Contractors, aka Travel Agents, will not falsely represent a person’s affiliation with Mom Loves Travel Agency/consortium/suppliers.
8. **Conflict of Interest** Independent Contractors, aka Travel Agents, will not allow any preferred relationships with a supplier to interfere with the interests of their clients.
9. **Compliance** Independent Contractors, aka Travel Agents, shall not have been convicted of a violation of any federal, state, and local laws and regulations affecting consumers. Pleas of nolo contendere, consent judgements, judicial or administrative decrees or orders, and assurances of voluntary and similar agreements with federal and state authorities shall be deemed convictions for purposes of these provisions.
10. **Notice** Independent Contractors operating tours will promptly advise the agent or client who reserved the space of any change in itinerary, services, features or price.
11. **Delivery** Independent Contractors, aka Travel Agents, operating tours will provide all components as stated in their brochure or written confirmation, or provide alternate services of equal or greater value, or provide appropriate compensation.
12. **Credentials** Independent Contractors, aka Travel Agents, shall NOT, in exchange for money or otherwise, provide travel agent credentials to any person as to whom there is no reasonable expectation that the person will engage in a bona fide effort to sell or manage the sale of travel services to the public on behalf of the member through the period of validity of such credentials. This principle applies to the Mom Loves Travel Independent Contractor and all affiliated or commonly controlled enterprises.
13. **FAM TRIPS ARE WORK TRIPS! Fam Trip-**  A low cost trip for travel professionals provided by a travel operator as a means of promoting their service. Our suppliers work hard to offer agents the most educational and exciting tours possible at substantially reduced rates. These trips take months of planning and a lot of hard work. Please be respectful of your hosts and tour conductors. If you have complaints about a tour or property, do not complain while on your trip. After the tour we will provide a survey and you can provide us your honest opinion of the tour at that time.
14. **Come prepared-**Pack appropriate shoes and clothes for the climate and destination. Most FAMs include lots of walking during the day and reception or meal function in the evenings. Many of the restaurants have dress codes so be sure to bring more formal clothes as well. During the tour portion of the trip short-shorts and revealing clothes are not allowed. If you are unsure of what to pack, please ask your tour supplier or Mom Loves Travel Agency.
15. **Be on time-** A lot of our tours require a strict schedule. Make sure that you are on time for all scheduled events.
16. **Be respectful of other guests (even ones not on the FAM)-**When touring resorts and cruises, keep your voice lowered so as to not disturb other guests. Walk in single file when meeting other guests in the hall way. **Never** discuss with other guests what you paid for your stay. DO NOT SOLICIT BUSINESS either.
17. **Be Neat-**While onsite inspections never sit on the beds and never leave anything behind. This includes leaving trash in the trash cans or toilets. These rooms have already been cleaned for the next guests checking in and should be left the way you found them.
18. **Do not act entitled-** We cannot stress this enough! One of the main complaints we receive from tour suppliers is that so many travel agents feel entitled it ruins the experience for the entire group.
19. **Be gracious-** Be sure mind your manners and treat everyone including other participants, your hosts, housekeepers and wait staff with respect.
20. **Tipping-** Unless notated, gratuities are not included. Please be generous with your tips.
21. **Failure to adhere to this Code may subject a member to disciplinary actions, as set for the in this agreement.**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**