

Preamble

QTIC Membership is open to any business involved in any aspect of the tourism, hospitality, travel or events sectors, operating within Queensland and/or across Australia, which provides goods or services either directly or indirectly to the industry. Membership requires submission of the completed application form including a valid ABN, and is subject to the approval and subsequent ratification by the QTIC Board.

Membership Terms and Conditions

QTIC membership is subject to the QTIC membership terms and conditions as follows:

1. Membership is subject to formal acceptance by the QTIC Board.
2. QTIC reserves the right to decline membership:
 - a. Where the level of membership selected is considered inappropriate.
 - b. Where the individual/business has been previously declined.
 - c. At the discretion of the QTIC Board.
3. Members agree to be bound by the terms of the QTIC Constitution, Fit & Proper Policy and Code of Conduct, and any other relevant specifications of engagement.
4. Members joining QTIC in the first half of the financial year will pay the full annual rate. Members joining in the second half of the financial year are eligible for a pro-rata amount (only applicable to Advocate and Champion level membership).
5. QTIC membership fees are a deduction for tax purposes. QTIC is registered for GST and has an obligation to collect GST on all fees. All fees listed are inclusive of GST.
6. Any individual/business in any class of membership will not commence receiving membership benefits until application is approved and payment has been received.
7. QTIC reserves the right to amend, add or remove any membership conditions, benefits or services at any time, in its sole discretion, without notice.
8. Cancellation of membership:
 - a. All members must give 14 days' written notice to QTIC of intended cancellation of membership.
 - b. If payment for membership is not received within 30 days of application, or membership renewal, or is more than 30 days overdue. QTIC reserves the right to discontinue any membership benefits.

Fit and Proper Policy

As the peak body for the tourism industry, QTIC aims to lead its members in best practice and strives for continuous improvement in all operational aspects of business to ensure the highest standards for quality and reputation is upheld across the sector. When applying for membership the QTIC board considers all potential members for their status as a fit and proper applicant. To determine whether the applicant meets the minimum standards to be considered for QTIC membership the following considerations are made;

1. Has the business/individuals ever appeared in any court of law in any jurisdiction? Did they plead guilty to, or were found guilty of, any criminal offence which has not been set aside on appeal, or is a criminal charge pending against them?
2. Has the business/individual ever been subject to disciplinary action by a statutory, regulatory, professional or other body (including entering into enforceable undertakings)?
3. Has the business/individual been bankrupt or made an assignment for the benefit of creditors, or have they ever entered into a legal agreement with creditors, or have been subject to a legal procedure for the management or discharge of any debt?
4. Has the business/individual ever been subject to a notice not to manage a corporation or been refused any registration or license relevant to the operations of the business?

Code of Conduct

Once approved for QTIC membership, all owners/employees/contractors of the member organisation must adhere to the following standards for Code of Conduct. Members understand that any business in breach of this Code of Conduct - either verbally, in person, in writing or whilst using social media - may have their QTIC membership suspended or cancelled.

The objectives for the code are:

- To provide guidelines to businesses on the minimum acceptable standards and practices in the tourism industry;
- To lead by example;
- To contribute to a sustainable and quality tourism industry;
- To establish a framework for professional behaviour and practices.

QTIC Members agree to adhere to the following principles of professional ethics. Failure to adhere may result in the suspension or termination of membership and its associated benefits.

1. Members shall, where possible, inform their customers of pertinent facts concerning the goods and service offered to consumers;
2. Members shall provide factual and timely information to trade and consumers;
3. Any practices that are illegal or may be deemed as damaging to the integrity of the tourism industry shall have membership cancelled;
4. When advertising or promoting their business, members are to avoid using superlatives or misleading information in accordance with fair trading regulations;
5. Members will offer fair and impartial representation of other members and/or products they represent, and act in a professional manner if information is sought by a competitor;
6. Members should encourage collaboration to enable sustainability, growth and economic success within region and across the industry.
7. QTIC will not be liable for any claims, loss or damages, financial or otherwise, that may be caused by its members.
8. Members are encouraged to support sustainable practices that minimise operational and environmental impacts and operate in a manner that enhances and preserves the natural, social, cultural, and economic values of the industry;
9. All feasible steps should be taken to manage the public's exposure to risk and hazards and manage this according to current best practice;
10. All operations shall be in accordance with statutory requirements relevant to their operations inclusive of discrimination, harassment and safety;
11. Members are required to aim to strive for excellence in quality of service to customers and to foster best practice ethics;
12. Members shall treat other partners, Board members, committee members, and staff with respect and in a professional and courteous manner;

Any possible breaches of this Code of Conduct can be submitted in writing (with any supplementary information) to QTIC for review and recommendation by the QTIC Board.