

SALT Code of Conduct

1. Professional Standards

1.1 Compliance with Laws and Regulations

- **Strict Adherence:** Members shall comply with all applicable federal, state, and local laws, statutes, ordinances, and regulations governing the tour industry. Members are responsible for staying informed about and adhering to any changes in these laws and regulations.

1.2 Ethical Business Practices

- **Honesty and Transparency:** Members are required to conduct business with the highest standards of honesty, transparency, and fairness. Any form of misrepresentation, false advertising, deceptive sales tactics is strictly prohibited.
- **Conflict of Interest Disclosure:** Members must disclose any potential or actual conflicts of interest to the Board of Directors immediately upon identification of a conflict of interest. Participation in discussions or decisions where a conflict exists is strictly prohibited unless a formal waiver is granted by the Board after full disclosure.

1.3 Integrity in Customer Relations

- **Respect and Courtesy:** Members shall treat all customers, guests, residents, citizens, government officials, workers, and any other human, or animal with respect, courtesy, and professionalism.
 - **Prompt Complaint Resolution:** Customer, government, guest, and residential complaints shall be addressed promptly and fairly, in accordance with SALT code of conduct section 5.2.
 - **Non-Discrimination:** Discrimination against customers based on race, color, religion, gender, national origin, age, disability, marital status, sexual orientation, or any other legally protected characteristic is strictly prohibited.
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2. Tour Operations and Safety

2.1 Quality and Accuracy

- **Accurate Information:** We encourage members to provide historically and culturally accurate information in all tours, encouraging content is well-researched and responsibly presented. Folklore, hauntings, and legends are not included.

2.2 Safety and Responsibility

- **Participant Safety:** Members shall prioritize the safety of all tour participants and comply with all health and safety regulations.
- **Operational Considerations:** Tour operators must be mindful of group sizes, crowd control, and public right-of-way. We encourage tour operators to respect local businesses and residents, in accordance with local, state, and federal regulations.
- **Emergency Preparedness:** We encourage emergency preparedness plans to be in place. For example: Procedures for handling medical incidents, inclement weather, harassment, and crime.

2.3 Environmental and Community Considerations

- **Environmental Respect:** We encourage SALT members to respect the local environment. SALT members should not cause or encourage undue harm to historic sites, public property, or encroach upon private property.
 - **Community Awareness:** Be respectful. We encourage SALT members to be mindful of the noise levels of themselves and customers or other disturbances that negatively impact business and residents.
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3. Member Conduct and Responsibilities

3.1 Respect for Fellow Members

- **Collaboration and Professionalism:** Members shall foster a culture of collaboration and professionalism within SALT.
- **Prohibition of Defamation:** Defamatory remarks about fellow members, competing tour operators, and other entities are prohibited.
- **Dispute Resolution:** Disputes between members should be resolved professionally, with the option of mediation through the SALT Board of Directors if necessary or requested.

3.2 Participation and Engagement

- **Active Involvement:** Members are encouraged to actively participate in SALT meetings, events, and initiatives that promote the growth and sustainability of the local tour industry.
- **Policy Adherence:** Members must abide by policies set forth by the SALT Board of Directors.

3.3 Financial and Membership Obligations

- **Timely Payments:** Members must pay dues and fees as required by SALT's policies.
- **Good Standing Maintenance:** Members must maintain good standing by adhering to Bylaws, policies, and code of conduct of SALT.

3.4 Duties of Officers

- **Board of Directors:** Officers will uphold their duties in accordance with Bylaws and Officer Duties documents.
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4. Enforcement and Disciplinary Action

4.1 Reporting Violations

- Any member who becomes aware of a violation of this Code of Conduct is required to report it within ten (10) business days to the SALT Board of Directors. Reports should be submitted in writing and will be kept confidential to the extent possible.

4.2 Investigation and Resolution

- Reported violations will be reviewed by the board for thorough and impartial investigation. Barring consensus, the investigation will go to a third party for review. A formalized review process shall include documentation of findings, to ensure consistency and fairness in all investigations.
- Members accused of a violation will be given an opportunity to present their case by any approved means before disciplinary action is taken.

4.3 Disciplinary Measures

Depending on the severity of the violation, disciplinary actions may include, but not limited to:

- **Verbal or Written Warning:** Issued for minor infractions to address and correct the situation.
- **Probationary Period with Corrective Measures:** Implemented when a member's actions merit monitoring and improvement.
- **Suspension from SALT Activities:** Temporary removal from association events and functions for violations as deemed appropriate by the board.
- **Termination of Membership:** Expulsion from SALT, as outlined in the bylaws, subject to a two-thirds (2/3) vote of the Board.
- **Disciplinary Action:** Disciplinary action is ultimately decided upon with a two-thirds (2/3) vote from the Board of Directors.
- **Records of Disciplinary Action and Violations:** All reported violations and disciplinary actions shall be documented.

4.4 Appeals Process

- Members subject to disciplinary action have the right to appeal the decision. Appeals must be submitted in writing to the Board within fourteen (14) days of receiving the disciplinary decision. The Board shall review the appeal and provide a written response within thirty (30) days. During the appeal process, the original disciplinary action remains in effect unless otherwise stated by the Board. Suspended members may reapply after six (6) months for reconsideration of membership.

5. Amendments and Acknowledgment

5.1 Amendments

- This Code of Conduct shall be reviewed every other year, or as deemed necessary by the board, and may be amended by a two-thirds (2/3) vote of the SALT Board of Directors.

5.2 Acknowledgment and Agreement

- All members are required to acknowledge receipt and understanding of this Code of Conduct upon joining SALT and annually thereafter. The Code shall be made readily accessible in both digital and print formats.

Adopted on this ____ day of _____, 20

Signed:

Chair, Savannah Association of Local Tours (SALT)

Member Signature