

APITA CODE OF ETHICS

In order to assist in providing the traveling Interliner the highest quality travel experience, and to promote the most efficient relationship with other APITA members and travel suppliers, each APITA member, through its membership, agrees to the following Code of Ethics.

RELATIONS BETWEEN APITA MEMBERS AND THE TRAVELING INTERLINER

When dealing with the traveler interliner and fellow APITA members, it is the duty of APITA members to;

- (a) train and inform sales staff on all phases of travel which they offer to the traveling Interliner in order to provide the most professional travel advice, and to secure the most appropriate available travel services
- (b) make every effort to ensure that accurate information is provided to enable their clients to exercise an informed judgment in making their choice of travel services;
- (c) advise clients of the necessary passport and visa requirements for the journey to be undertaken
- (d) at the time of initial payment for any booking, advise their clients of the existence and amount of any known cancellation fee, revision fee, supplier service charge or administration charges and, where available inform clients of existence of cancellation protection and/or insurance;
- (e) ensure that all travel and other documents are checked before delivering them to their clients and that any points requiring clarification are explained to their clients
- (f) refrain from disparaging the business practices of another member, transaction or service, and render any opinion with strict professional integrity and courtesy;
- (g) refrain from carrying on business under a name and style or in a fashion that is intended to or is likely to or does, in fact, confuse the public or the industry as to the indemnity, association, affiliation, or qualities of that member.

RELATIONS BETWEEN APITA MEMBERS

When dealing with another APITA member and/or travel suppliers, it is the duty of members to:

- (a) Comply with all reasonable published rules and regulations of suppliers or licensed associations;
- (b) Allow APITA members an opportunity to make full investigations of any complaint, grievances, claims and refunds due within thirty days of notifications, or provide written reason for any further delay to APITA's Board of Directors.
- (c) Refrain from taking advantage of the former affiliation of a new employee through the use of unauthorized lists or records which may accompany the employee, including bookings made prior to transfer.
- (d) refrain from unfairly infringing upon the business practices of another member.
- (e) strictly adhere to all vendor contracts and requirements
- (f) commit to develop, institute, and monitor an internal system to verify employee eligibility status for every reservation made.
- (g) will respect the confidential relationship between individual association members and refrain from the dissemination of any malicious information concerning other interline agencies, whether or not they are APITA members.
- (h) will not obtain or attempt to obtain client lists or other confidential information from an employee's former employer.
- (i) strive to continually improve professional competence and ability through education and professional information exchanges.
- (j) strive to reach the highest levels of honor and integrity in all business relationships, bearing in mind that the respect and confidence of the Pass Bureaus and individual airline employees is paramount.