



TIAC Membership Agreement: Code of Conduct

Tourism Industry Association of Canada (TIAC) Members are businesses or organizations which operate in Canada and/or are related to a business with the Canadian Visitor Economy.

This document sets the terms and code of conduct expected of all members of the TIAC and is a condition of membership. It applies to all members, irrespective of their membership type, the role they fulfil, or the jurisdiction in which they live or work.

All members of TIAC must abide by the following rules:

- Uphold the reputation and good standing of TIAC;
- Refrain from using offensive or inappropriate language on all TIAC-related communications and social collaboration tools,
- Adopt TIAC's Meeting Code of Conduct for each event;
- Act with integrity and respect others; value alternative points of view;
- Act within the boundaries of relevant legislation;
- When participating on a TIAC Committee, act in the general interest and must not use their position to unfairly benefit themselves, their employers, or others;
- Promptly pay membership fees as part of continued membership;
- Not commit TIAC in any way unless authorized to do so;
- Not make any statement on behalf of TIAC or purport to represent TIAC through any public medium, including digital social media, unless authorized to do so by TIAC;
- Must reject and will not make any offer of bribery or unethical inducement; and,
- Be respectful to the staff of TIAC if it disagrees with its advice or policies, allowing it to comment, reply or change its processes in a professional manner

TIAC reserves the right to review any individual membership application or conduct audits of its members for validity and conformity to the rules stipulated in the membership agreement. Should a member fail to meet the conditions in this Code of Conduct, TIAC may, at its sole discretion, decide on the appropriate action to take. As noted in TIAC's [Membership Terms & Conditions](#), TIAC does not refund or reimburse any portion of its membership fees, not even if the membership is cancelled within the membership year period.

As a member of TIAC, you agree that TIAC can maintain your contact information in the TIAC database and use it for purposes of communication related to TIAC membership, programs, conferences, TIAC Committee activity, eligibility for TIAC Benefits, and other TIAC-related business as defined in TIAC's [Personal Information Protection Policy](#).

By applying for membership to TIAC, you indicate that you have accepted and will abide by the Membership Terms and Code of Conduct as published.

