



# UKINBOUND

THE VOICE OF INBOUND TOURISM

## CODE OF CONDUCT

### HOSTED BUYER ON FAMILIARISATION TRIPS AND DISCOVER WORKSHOPS

I hereby agree to the below code of conduct and any violation may be cause for my dismissal from this Fam trip and future UKinbound Fam trips and wider events.

#### REGISTRATION

- Each fam trip has a limited number of places available, therefore places are allocated on a first-come, first-served basis.
- Places will automatically be restricted to **ONE representative** per tour operator member company unless otherwise specified in the invitation.  
If more than one person registers from the same company, the additional booking will be added to a waiting list. If this is the case with your booking, we will let you know that you have been added to the waiting list and that we cannot confirm your place unless we receive cancellations prior to the event.
- If you have specific dietary or other special requirements, please ensure you advise the Events Team at least **72 hours** before the trip.

#### CANCELLATIONS AND NON-APPEARANCES

- Tour Operator delegates are invited to attend familiarisation trips and discover workshops **FREE OF CHARGE**. Where necessary and possible, trip hosts aim to provide overnight accommodation and return travel for all delegates.
- If you have registered to attend a hosted trip, please ensure you do your utmost to attend, as the UKinbound and the host will still incur the cost of hosting and you may also be denying another operator a chance to participate.
- If cancellation is unavoidable, delegates must do so in writing no less than **FIVE** working days in advance to [events@ukinbound.org](mailto:events@ukinbound.org) so that the spaces can be reallocated.
- In the case of non-attendance on the day or cancellation after the deadline, a charge of **£50+VAT** will be applied. No refunds are available after the cancellation deadline but a substitution attendee from your organisation would be accepted.
- UKinbound recognises that there will always be cases where people need (for whatever reason) to cancel close to the event. We ask that if you are unwell and especially if the sickness is contagious, please consider canceling so you don't infect others on the trip.

#### EXPECTATIONS ON THE TRIP

- All attendees are expected to fulfil the whole itinerary and participate in all organised activities on the trip unless agreed with the UKinbound Events Team and hosts.
- We remind attendees that these are business trips, not a “perk” or a vacation. Please ensure you are prepared to learn about the destination.  
These events are filled with various activities so please be prepared to walk, see and hear plenty of what the destination has to offer. UKinbound encourages attendees ask questions, make notes etc.
- Remember at all times that you are an ambassador for your company and your appearance contributes to their reputation and the development of their business. Ensure you are courteous and respectful to the hosts, guests at the destination and suppliers you are visiting. Respect the rules and regulations of the hosts and venues you will be visiting. Please ensure you follow the dress code instructed by UKinbound and the hosts.
- Please ensure that you arrive on time to all scheduled meeting times and locations – particularly following a scheduled break in the itinerary. . Failure to do so will hold up the entire group and delay the itinerary.
- Please be mindful of other participants and do not talk or text during presentations (this also includes a bus driver who is narrating). It's disrespectful to the speaker and distracts other participants around you who are there to learn.
- When viewing rooms, do not sit on the beds, use the bathrooms, or touch anything in the room, as it is already set for the next guest (unless invited to do so by the accommodation provider).
- If there is a significant issue with your bedroom you have been assigned or you have additional demands for services or feedback about the content, please contact the UKinbound representative in the first instance.
- Please ensure you settle your bill for extras, check out promptly and leave bedrooms in an acceptable state.
- If you are permitted to bring a companion who is not an agent, your companion is expected to maintain the same professional behaviour as you. The purpose of the trip is to educate UKinbound buyer members about the host’s product. It is not meant to be a short break trip for you and your companion.
- Drink responsibly - know your limit.
- Bring a large supply of business cards - enough for all the suppliers you may meet.

## **POST TRIP EXPECTATIONS**

- Tell your colleagues what you’ve learned and share your experiences on social media.
- Fam trips can help you build useful contacts with not only industry suppliers, but fellow travel agents as well. Follow up with your new contacts and grow your database.
- Complete the post-event survey to help UKinbound develop future Fam trips.