

## **Code of Ethics**

The goal of the Code of Ethics is to provide guidance to the members of the Cyprus Convention Bureau, which fulfil the minimum criteria set, regarding its current obligations stemming from the existing Legislation and the Directives of the European Union, so as to be able to contribute to the best possible promotion of Cyprus as an ideal conference and incentive travel destination and to the systematic encouragement of the entrepreneurs of the sector towards the improvement of the conditions under which they operate.

Through the actions implemented by CCB, on the one hand the development of conference and incentive travel tourism in Cyprus and on the other hand the promotion of the businesses and stakeholders participating in the CCB with as much transparency as possible, are pursued. Every licensed local tourism and travel office that has been classified as being fit in terms of quality to be promoted as CCB members must be observing the following rules of ethics, so that the smooth operation of the conference and incentive travel industry of Cyprus is ensured.

## **Compliance with Legislation**

All the offices promoted by CCB must comply with the provisions of the Legislation in force.

## **Confidentiality**

All CCB members, including the CCB officers, must comply with the basic rules of confidentiality as far as the offices' client database is concerned as well as the requests forwarded by CCB, the statistical data submitted to CCB etc.

## **Requests from conference and incentive travel organisers**

Every competent officer of the CCB who receives a request from interested parties for the organisation of a conference or incentive trip in Cyprus, must send to the interested party the official conference guide of Cyprus as well as information on the basis of the specific requirements expressed (e.g. with respect to the number of conference participants and the required conference infrastructure).

The competent CCB officers must also forward the request, if requested by the interested party, to all CCB members which are relevant to the nature of the request.

In any case, the competent officers are forbidden from channeling the requests to offices of their choice, unless requested by the interested party to do so. For the cases when the latter is requested, the CCB officers will be maintaining records with the appropriate justifications of the choices made.

According to the obligations of the CCB members as described in the circular, the receipt of RFPs forwarded by CCB to CCB members must be confirmed within 24 hours and must be replied within 72 hours.

### **Use of the Cyprus Convention Bureau logo**

The CCB logo can be used only by the CCB members which fulfill the minimum criteria set by the Cyprus Convention Bureau and under the condition that the CCB approval has been secured prior to the use. The CCB members are forbidden from engaging in misleading advertising.

### **Fair Competition**

CCB members must not be deliberately harming or demeaning in any way other CCB members.

### **Cooperation between CCB members**

CCB members must show preference for cooperation among them, should there be an option and a potential for cooperation for mutual benefit.

### **Submission of statistical data**

According to the obligations of the CCB members as described in the circular, CCB members must submit the statistical data concerning the groups of every year in the requested form. CCB will respect the rules of confidentiality regarding the statistical data submitted by its members.

### **Maintaining and improving the services offered**

CCB members are responsible for maintaining and continuously improving the level of their offered services.



P.O.Box 24535, 1390 Nicosia, Cyprus

Tel: +357 22 69 11 00, [ccb@visitcyprus.com](mailto:ccb@visitcyprus.com), [www.visitcyprus.com](http://www.visitcyprus.com)

## **Green Meetings**

CCB members must organise conference & incentive travel events as environmentally friendly as possible.

## **Labour Legislation**

CCB members must comply with all the provisions of the Labour Legislation

## **The Safety and Health at Work Legislation**

CCB members must ensure that the Safety and Health at Work Legislation is observed in the areas where the events are organised for the protection of employees and visitors.

## **Respecting the rights of the guests**

CCB members must take all the necessary measures so as to show full respect to all the rights of the guests and undertake the appropriate actions so that their guests are able to enjoy these rights (religion, culture, dietary requirements etc)



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