

Code of Practice Famil Trips

The intention of Famil Trips (Familiarization) is to educate and network with ProGuides members and give people, who would like to join ProGuides a chance to gain an insight view of the associations mission, that is to raise the profile of the profession of tour guides whilst maintaining our high standards of work and customer service in consideration of New Zealand as a tourist destination. This Code of Practice should assist members who are willing to organise a famil trip to understand the meaning of famil trips and to give some guidelines:

- Famil should be organised at no financial gain to any party and at bare cost price of the visits, attractions, services involved.
- Famil visits should be organised to educate guides and to showcase sights, attractions, etc. with a chance to network and socialise with others
- A programme with an approximate indication of costs and included visits with date and times should be prepared in advance and distributed to the members through the associations emailing distributor. Please email info@proguides.co.nz or contact the Membership Secretary in order to use this service.
- If the tour has a maximum or minimum number of participants to attend this should be mentioned in the programme. If a booking deadline applies this should also be mentioned in the programme.
- Costs (if any) are divided by the number of members attending the famil and collected in cash at the time of the event. No invoices/receipts will be issued.
- The organisation of a famil should be conducted professionally and with integrity
- Cancellation fees for no shows or cancellations within 24 hours are understood to be paid
- Non members and partners attending a famil are welcome, however they are asked to pay a surcharge of 20% of the cost advised by the organiser on the day.
- Non members who would like to use a famil to get to know other members and the association may not be asked to pay a surplus as a one-off courtesy at the discretion of the organiser
- One member attending the famil is asked to do a write up for the monthly newsletter
- The organiser or a nominated person attending the famil is asked to fill in appendix A (or collect the respective business cards) with a list of visits during the famil. This list should be emailed to info@proguides.co.nz in order for the chairer to email the organisers an official Thank you.
- Photos by member(s) should be made available to the association on request and royalty free in order to use them for the association's newsletter or ProGuides facebook page only.
- ProGuides NZ Inc. cannot be held responsible for any cancellations, no shows or misconduct in relation to the event