



**NORTHERN CALIFORNIA
CONCIERGE ASSOCIATION**

**RSVP AND CODE OF ETHICS COMMITMENT:
RESPONSIBILITIES AND REQUIRMENTS OF MEMBERS**

- Section 1** No member will accept money from any restaurant, bar, or club.
- Section 2** When hosted by restaurants, hotels or other concierge related services (such as, but not limited to tours, limousines, massage, hair salon, etc.) appropriate gratuity based on full value of service rendered is expected.
- Section 3** Every member is required to acknowledge every invitation and meeting, and to respond to the NCCA vice president or host as indicated on the invitation, at least 48 hours in advance.
- Section 4** No member shall demand services for any personal or professional gain. Services include, but are not limited to those offered by any travel agency, restaurant, limousine company, hotel, florist, car rental agency, etc.
- Section 5** It is expected of every member to vote in elections for board members, constitutional changes, and other substantive issues brought before the membership.
- Section 6** Any member who violates this code of ethics or fails to perform the duties of membership may be subject to membership review by the board.
- Section 7** Any member who conducts him/herself in an unprofessional manner which might disgrace the concierge profession will be subject to disciplinary action by the board.
- Section 8** Attendance at two of the monthly meetings per year is required.

As in any organization, there are requirements and responsibilities inherent in membership in addition to those listed above. These include:

- ❖ Timely renewal of membership and payment of dues.
- ❖ Writing thank you notes to acknowledge the gracious and generous invitations extended to us throughout the year.
- ❖ Attendance at the Trade Show is vital in order to make it a successful event.
- ❖ Involvement in selected community affairs, as proposed by our community liaison enriches the individual member as well as the organization and should be considered a responsibility of each member.
- ❖ Any member may approach the board of directors with a problem or concern with the assurance of confidentiality.

Print Name: _____

Signature: _____

Date: _____