



Last Updated: Dec. 2024

PARTNER CODE OF ETHICS

Partners of Experience Olympia & Beyond (EOB) require each member, and their respective company/organization, to adhere to the Partner Code of Ethics. All partners commit to:

- Ensure familiarity with Thurston County attractions and EOB visitor services.
- Provide visitors with exceptional customer service and information on the destination's products, services and attractions.
- Treat the EOB team and fellow members courteously, ethically and professionally.
- Handle all inquiries, requests, transactions, correspondence and complaints promptly, courteously and fairly. Address disputes or complaints promptly, fairly, and with a commitment to community benefit and customer retention in mind.
- Exercise truth in all promotional materials concerning facilities, services and amenities provided and advise the public in a reasonable manner if, and when you are unable to provide the level of services or facilities as advertised. Promotional material supplied to EOB must be appropriate for all audiences. Refusal to display or publish a partner's promotional material is at EOB's sole discretion.
- Provide customers with complete details on the process, cancellation policies and services at time of purchase and inform the public and EOB of changes in services, products, or costs and when they occur.
- During periods of full capacity, assist customers with finding other suitable arrangements, ensure they feel welcome and encourage them to return at a future date.
- Promote responsible and sustainable use of Thurston County's environmental resource base when providing services and products to customers
- Abide by all applicable federal, state and municipal laws.
- Provide clean and well-maintained facilities and equipment for the enjoyment of their customers.

Partners of Experience Olympia & Beyond are encouraged to review the Code of Ethics. While this document is not required to sign, partners are strongly encouraged to adhere to its principals.

[EXPERIENCEOLYMPIA.COM](https://www.experienceolympia.com)

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The Olympia-Lacey-Tumwater Visitor & Convention Bureau is the official destination marketing organization for Thurston County.