

**Code of Ethics**

**Section 1.**  The Network does not endorse any individual, company, or organization for any purpose. No single member has the right to individually represent the Network.

**Section 2.**  No member shall solicit money from any vendor utilized to actively perform a concierge service.

**Section 3.**  No member will demand or solicit services for personal or professional gain from any vendor utilized to perform concierge services.

**Section 4.**  RSVP Policy. It is the responsibility of all members to acknowledge every invitation and meeting and to respond (RSVP) to the designated individual at least 48 hours in advance unless otherwise specified. RSVP is defined as either a yes or a no response. An individual designated by the Chairman will monitor RSVP'S. All no-shows will be scrutinized with the possibility of reprimand and/or fine, or other disciplinary action.

**Section 5.**  It is the responsibility of all members to send a note or letter of appreciation to the host following acceptance and / or attendance of any invitational function.

**Section 6.**  When invited to resorts, hotels, and other Concierge related functions or services (i.e. tours, limousines, etc.), appropriate gratuity shall be defined and suggested by a member of the Board of Directors in accordance with the full value of the services rendered.

**Section 7.** Any member who behaves in a manner that would disgrace or embarrass the reputation of the Concierge profession will be subject to disciplinary action by the Board of Directors

*Guests are never allowed to attend VSCN functions or Concierge invitational functions unless otherwise specified.* ***A guest is considered anyone who is not listed on the official VSCN Roster.****This also includes guest service managers, bell captains, front office managers, etc. If you would prefer that the Network explain this to your management, please contact a member of the Board of Directors.* ***By signing this document, I also agree to abide by any new policies set forth by the VSCN committee members.***

*Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_*

*Property: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**Disciplinary Actions**

As a member of the Valley of the Sun Concierge Network, my signature above indicates that I am aware of the Code of Ethics and I will abide by the rules.

I also understand that the VSCN has the right to take disciplinary action if I do not adhere to these rules as stated in the Code of Ethics Sections 4 and 7.

DISCIPLINARY ACTIONS ARE AS FOLLOWS:

1. Three (3) “no-shows” or cancellations within the 24-hour cancellation policy will result in not receiving invitations to the events for the remainder of the year and may result in future denial of membership for the next year.
2. Full members must attend at least 3 network meetings within 6 months. Failure to do so will result in not receiving invitations to the events for the remainder of the year and may result in future denial of membership for the next year.