



TGFI
Tourist Guides
Federation
of India

CODE OF BEST PRACTICE
between
Members of Indian Association of Tour Operators (IATO)
&
Members of Tourist Guides Federation of India (TGFI)

The Members of IATO will hereafter be referred to as IATO, and the Members of TGFI will hereafter be referred to as TGFI. This Code of Best Practice is signed on Tuesday, the 26th February, 2013 at New Delhi and the following is agreed to:-

1. Any complaints against guides or against IATO members will be addressed by a joint committee decided by the two associations.
2. IATO members will not use unlicensed persons (by competent government authorities), as a guide and will use only Regional Level Guides (RLG) with the priority to TGFI members for local and outstation assignments wherever RLG, TGFI guides are available.
3. IATO Members will ensure that their local handling agents/excursion agents / sub-offices will also adhere by this Code of Best Practices for assignments booked on their behalf.
4. IATO Members will not use shopping establishments to book a guide for assignments.

Honouring Commitments & Confidentiality of Information

5. Any TGFI Member backing out of assignment at last minute without a very valid reason to be reported to IATO and TGFI for further action. The same goes for any IATO member cancelling assignments at the last moment. If an IATO Member cancels an assignment 3 days or before the date of operation, the TGFI Member will be entitled for the full fee for the services booked. Force Majeure terms will however apply.

Shankar Singh

[Signature]

6. TGFI Members will not share or take information from one IATO Member to another and all trade secrets that are shared with them relating to an assignment will be kept confidential at all times.
7. At no point will a TGFI Member canvass for a tour operator in detriment/harm to the company giving them an assignment i.e. a guide when on assignment for Tour Operator A will not discuss with the client using another Tour Operator B.
8. A TGFI Member will not promote his own company or of friends/relatives or offer additional services not booked by the IATO Member.

Professional Fees

9. The Members of IATO agree to pay professional fees in full to the Members of TGFI as per the agreements signed by the two associations. In return, TGFI agrees to not undercharge or underquote rates to give any tour operator an unfair advantage. Both sides must at all times respect the sanctity of the signed agreement. Any deviation from same to be reported back to the respective association for addressal and remedial action. Both associations will be obliged to set up mechanisms to investigate and take punitive action where required.
10. Both IATO and TGFI agree that all guides across India will adhere to the rates as agreed and will not charge premium rates. TGFI will ensure that all its members, regardless where they operate and & especially in South India, will adhere to this agreement.
11. All TGFI Members must submit the bill along with the original monuments tickets and other supporting documents within 30 days of an assignment and all IATO Members are obliged to clear the bills within 30 days from receipt of bills. Monument/entrance fee paid by the TGFI members should be reimbursed to them within 7 days of submitting the supporting tickets/documents.

While on Duty

12. IATO will encourage its members to use TGFI Members where possible in the spirit of the protection this Code of Best Practices gives both sides.
13. All TGFI Members must be professionally attired during assignments or in the presence of clients at all times. This can be adapted to suit local sensibilities, cultures, traditions or customs.
14. Clients will not be forced for shopping at any point. If a client does wish to shop, they will only be taken to establishments predetermined by the IATO member who has given the assignment. If the client wishes to go to an alternate shopping establishment, the TGFI member will inform the IATO member/authorised handling agent immediately.
15. Gratuities should be not be solicited by a TGFI Member and understand that giving gratuity is at the discretion of the client and will be based on their individual satisfaction with their services during the assignment. Whatever is given by the client

Narendra Singh

*Harmandir*²

will be accepted graciously by the TGF member. If the IATO member has already charged the gratuity in advance, this should be given to the concerned guide once it is billed.

16. IATO and TGF will work jointly on determining future guide requirement.

Signed on February 26, 2013



Subhash Goyal
President
Indian Association of Tour Operators



Narendra Singh Rathore
President
Tourist Guides of Federation of India



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