

Draft Interim Code of Conduct for Bus Tour Companies - June 2011

General Conduct

- Tour company representatives will not use offensive language in front of visitors and members of the public;
- Tour companies will not shout loudly re their tours in the vicinity of the public
- Tour company representatives will not engage in any anti-social behaviour whatsoever including:-
 - offensive language to other tour company staff or members of the public/ monitoring staff
 - aggressive behaviour to other tour company staff or members of the public/ monitoring staff
 - threatening behaviour to other tour operator staff or members of the public/ monitoring staff
 - littering on the public footway or street furniture.
- Tour company representatives will not loiter in front of the Welcome Centre offices or the area outside of the office;
- Tour company representatives will not interfere with other companies' literature/fliers (which includes removal/displacement etc either in Belfast Welcome Centre, any of the other Tourist Information Centres or any other establishments);
- Tour company representatives will not interrupt or impede another company's sale
- No company will trade illegally in the street;
- For Health and Safety reasons, Tour company representatives will not congregate at pedestrian crossing \ access points;
- All Tour companies, their representatives and their concessions will at all times portray a positive image of their organisation and Belfast;
- All Tour companies will fully brief their representatives with the terms of this Code of Conduct.

On Cruise Ships days

- Tour companies, including their concessions, will have no more than 1 representative stationed at the corner at Burger King and Clinton Cards;
- Tour companies, including their concessions, will not have any representatives stationed outside the Belfast Welcome Centre or its approach;
- Tour company representatives will not approach passengers alighting from the Cruise Ship shuttles;
- When escorting a potential passenger along the route of Donegal Place, Tour company representatives will not flyer other passengers in passing;
- Tour companies will not arrange any pick ups by coach of passengers unless at their designated stops

Name of Company _____

Name of operator/ owner _____

I agree to abide to this Interim Code of Conduct

Signature _____