

NTGFIA

CODE OF CONDUCT

Introduction:

- 1.1 As a prerequisite to membership of the NTGFIA the applicant agrees to be bound by this Code of Conduct
- 1.2 This Code exists to enforce the highest standards of sportfishing ethics, general conduct and safety in the conduct of guided fishing tour operations by NTGFIA members.
- 1.3 This Code is to be read in conjunction with the NTGFIA constitution.

2 Sportfishing Ethics

- 2.1 A member shall practice "catch and release" using appropriate release methods, subject always to applicable bag limits.
- 2.2 A member shall encourage where possible and appropriate the use of barbless hooks on lures and flies.
- 2.3 A member shall not engage in false or misleading advertising, promotion or marketing.
- 2.4 A member shall always be proactive in the preservation of marine and terrestrial environments in which he or she operates, including but not limited to:
 - (i) preventing damage to fauna and flora
 - (ii) removing all rubbish from areas of operation to authorised rubbish disposal points
 - (iii) conduct threatening or causing death or damage to wildlife
 - (iv) leaving camp sites clean and tidy
- 2.5 A member shall always have proper respect and consideration for the wishes and requirements of land owners and for the wishes and lifestyle, culture, ceremonies, customs, traditions and sites of significance to aboriginal people, whether conducting operations on aboriginal land or otherwise.
- 2.6 Members shall at all times comply with all laws and other valid legal requirements of Government, Statutory Authorities, corporations, associations: and with the provision of any licence, or permit authorising the conducting of guided fishing tours.
- 2.7 Members are encouraged to participate in all fish tagging scheme or programmes, all statistical and data gathering programmes of relevant fisheries authorities and provide all necessary and required fishing returns.
- 2.8 Members shall not engage in any conduct detrimental to the reputation and integrity of the NTGFIA or of the guided fishing industry in general.
- 2.9 Members shall always conduct their operations to the highest possible standards in maintenance and safety and shall comply with all relevant legislation governing the operations of the guided fishing industry.

3 Consumer Relations

- 3.1 Members shall, where possible, inform their customers of pertinent facts concerning tours, transportation, accommodation and other services offered in the course of their business operations..
- 3.2 Members shall be factual and accurate when called upon to provide information to the customer
- 3.3 Members shall inform their employees of any alteration to services,
- 3.4 Members will endeavour to eliminate any practices which could be damaging to the consumer or to the dignity and integrity of the guided fishing industry.
- 3.5 Members shall avoid misleading and doubtful superlatives in their advertising.
- 3.6 Members should advise customers about cancellation policies and service charges prior to the receipt of any initial booking fee.

4 Relations with Other Service Providers

- 4.1 Members shall follow the best traditions of salesmanship and fair dealings by according fair, objective and impartial representation of other service providers whom they may from time to time represent
- 4.2 Members should share with other members, those aspects of their experience and study which will improve the professionalism, competence and service of all participants in the guided fishing industry.
- 4.4 Members should attempt to conduct their businesses such as to preclude conflict with fellow members and FTOs generally
- 4.5 If an opinion is sought about a competitor, members shall render it in a professional and impartial manner.
- 4.8 Members should encourage and promote membership of the Association.
- 4.9 Where members desire to sub-contract or refer work to other fishing tour operators, preference should be given to other members, subject to competence and availability.