



2473 White Mountain Highway, PO Box 2300, North Conway, NH 03860
603-356-5701 | www.VisitMWV.com

DUTIES OF MEMBERSHIP & CODE OF ETHICS

SECTION 1 - DUTIES OF MEMBERSHIP:

The membership duties are as follows:

- A. To abide by the Consumer Relations Code as defined below.
- B. To abide by the by-laws of the corporation and the lawful rules and regulations of the Board of Directors as published under on MWVCC.org (click on "AboutUs").

SECTION 2 - CODE:

The Association is committed to advancing the five (5) basic rights of the consumer:

- A. THE RIGHT TO SAFETY
- B. THE RIGHT TO BE HEARD
- C. THE RIGHT TO CHOOSE
- D. THE RIGHT TO BE INFORMED
- E. THE RIGHT TO QUALITY AND INTEGRITY IN THE MARKETPLACE

In furtherance of the foregoing rights, the responsibilities of the membership shall include:

1. Strive to protect the health and welfare of consumers in the design and manufacture of the products and the provision of consumer service
2. Seek out the informed view of consumers and other groups to help assure customer satisfaction from the earliest stages of product planning and the rendering of services
3. Make every effort to honor product and service warranties, guarantees, and service commitments
4. Strive to create a healthy, pleasurable atmosphere for tourists
5. Eliminate frauds and exceptions from the marketplace, setting as our goal not only strict legality, but honesty in all transactions
6. Ensure that sales personnel are familiar with product service capabilities and limitations and that they fully respond to consumer needs for such information
7. Provide sound value across the widest range and choice of products and services
8. Provide effective channels for receiving and acting on consumer complaints and suggestions utilizing the resources of associations, chambers of commerce, better business bureaus, recognized consumer groups, individual companies, or other appropriate bodies.

When renewing your membership, please sign and return your Membership Invoice by August 1.

And to encourage web traffic for all member businesses, we ask that you post a link to VisitMWV.com on your website, if you have one, and all share the Chamber's social media posts.

The current dues policy implemented by the Board of Directors states: Once a member, the Chamber assumes that you wish to remain a member if we do not receive a notification in writing stating otherwise. Therefore, we will charge for the business membership until notified. The membership year begins August 1; therefore, member dues are due on that date. Members will be given until September 15th to return their signed membership investment form with payment, or a payment plan authorized by the MWVCC. If the accounting department has not received

this information by the September 15th date, the staff has been directed to remove the member from the website and to refrain from making referrals until such time as these items are received. It is felt that by continuing a member's exposure on the web or making referrals to businesses that have not indicated their plans to renew is unfair to those members who have made payment which in turn supports the programs of the chamber.

If you have questions or wish to set up a payment plan,
please call 603-356-5701, ext. 303, or contact Janice Crawford janice@mtwashingtonvalley.org