



CODE OF CONDUCT

MAST Travel Network's success and reputation is built on trust earned from the suppliers we work with and the agency members we serve. We are committed to providing the best services and assistance to both our suppliers and members. MAST Travel Network's Code of Conduct applies to all members. It is our ethical guide and its principles are held in the highest regard.

Definition of MAST

MAST Travel Network is a member-driven, sales, support, and marketing community of owner-operated independent travel agencies.

Vision Statement

MAST will become the most successful and respected travel consortium.

Mission Statement

MAST guides agencies to succeed in an ever-changing industry through trusted support and innovative travel services.

Values Statement

- We foster a community of inclusion and share experiences where everyone can contribute to our success.
- We are accessible.
- We are fair and have integrity.
- We strive to be creative and innovative.

Standards of Ethics and Integrity

Member Participation, Responsibilities, and Principles of Professional Business Behavior

- Members must attend three of MAST's seven major events / meetings per year.
- Contribute to the organization's sales goals by supporting preferred suppliers, meeting agency sales goals, participating in the educational opportunities provided by MAST and preferred suppliers, and make use of MAST's marketing program.
- Keep confidential MAST's commissions and override structure, contractual terms, and exclusive sales and promotions. This information is not to be shared with competing suppliers, non-preferred suppliers, and agencies outside of MAST.
- Recognize there are times when a member agency would discount a trip or rebate a portion of their commission to be competitive or close a sale that would be lost otherwise. The rebating of commission as a business model or a common business standard is not an acceptable business practice MAST members want to be associated with or how they want their organization to be identified as the norm for doing business.
- Business agreements and joint ventures between MAST agencies are confidential. It is inappropriate to discuss these matters outside of the parties involved.
- Soliciting of employees and independent contractors at a MAST meeting, event or on MAST exclusive fam trips is prohibited. Likewise the pursuit of employers at a MAST meeting, event or on MAST exclusive fam trips is also prohibited. These kinds of discussions should take place outside of a MAST function out of respect for all parties concerned to avoid being placed in uncomfortable situations and reluctance to participate.

- Verbal harassment will not be tolerated at MAST meetings, events, workshops, or sponsored functions. The person or persons perpetrating the harassment will be asked to leave the function. Separate follow-up conversations about the incident will be scheduled to resolve any lingering issues.
- Physical harassment is a police matter and security personnel will be contacted.
- Over-indulgence of alcohol is not appropriate behavior at a business function.
- Soliciting of another MAST agency's clients while on a FAM trip of any kind for the purpose of gaining business is not ethical and subject to consequences. Suppliers often have policies of their own against customer solicitation.
- It is inappropriate to discuss discounted rates on which you are traveling on with other guests or travelers. MAST members are expected to respect the hosts and sponsoring suppliers participation requirements and trip policies including but not limited to dress code, required attendance, etc. Your travel companions are expected to follow the same rules.
- Professional dress, cleanliness, respectfulness of speakers, punctuality, and attendance at all functions including supplier-sponsored functions is expected.
- Professional behavior is always warranted in a business environment with respect towards colleagues, fellow members, suppliers, MAST staff, and guests.

MAST members, shareholder members and non-shareholder members must uphold the qualifications listed in Article III of Section 3.2 of the MAST Shareholder BY-LAWS.

- Adhere to the highest standards of ethical business practices.
- Support the improvement of the travel industry and the goals of MAST Vacation Partners.
- Have all approvals and required licenses to operate a travel agency.
- Operate with the intention of making a profit from the travel agency business.
- Have the sale of travel services to the public as its primary business.
- Conduct the majority of its business in an agency-principal relationship with suppliers.

Comply with other standing rules as developed and ratified by the Board of Directors to demonstrate an ability to contribute to the financial and other goals of MAST Vacation Partners.

MAST Travel Network abides By American Society of Travel Advisors (ASTA) Code of Ethics and asks that all MAST members do as well whether they are ASTA members or not.

1. **Accuracy.** ASTA members will be factual and accurate when providing information about their services and the services of any firm they represent. They will not use deceptive practices.
2. **Disclosure.** ASTA members will provide in writing, upon written request, complete details about the cost, restrictions, and other terms and conditions, of any travel service sold, including cancellation and service fee policies. Full details of the time, place, duration, and nature of any sales or promotional presentation the consumer will be required to attend in connection with his/her travel arrangements shall be disclosed in writing before any payment is accepted.
3. **Responsiveness.** ASTA members will promptly respond substantively to their clients' complaints.
4. **Refunds.** ASTA members will remit any undisputed funds under their control within the specified time limit. Reasons for delay in providing funds will be given to the claimant promptly.
5. **Cooperation.** ASTA members will cooperate with any inquiry conducted by ASTA to resolve any dispute involving consumers.

6. **Confidentiality.** ASTA members will treat every client transaction confidentially and not disclose any information without permission of the client, unless required by law.
7. **Affiliation.** ASTA members will not falsely represent a person's affiliation with their firm.
8. **Conflict of Interest.** ASTA members will not allow any preferred relationship with a supplier to interfere with the interests of their clients.
9. **Compliance.** ASTA members shall not have been convicted of a violation of any federal, state and local laws and regulations affecting consumers. Pleas of nolo contendere, consent judgments, judicial or administrative decrees, or orders, and assurances of voluntary compliance and similar agreements with federal or state authorities shall be deemed convictions for purposes of these provisions.

Responsibilities of All Members

1. **Notice.** ASTA members operating tours will promptly advise the advisor or client who reserved the space of any change in itinerary, services, features or price.
2. **Delivery.** ASTA members operating tours and cruises will provide all components as stated in their brochure or written confirmation, or provide alternate services of equal or greater value, or provide appropriate compensation.
3. **Credentials.** An ASTA member shall not, in exchange for money or otherwise, provide travel advisor credentials to any person as to whom there is no reasonable expectation that the person will engage in a bona fide effort to sell or manage the sale of travel services to the general public on behalf of the member through the period of validity of such credentials. This principle applies to the ASTA member and all affiliated or commonly controlled enterprises

MAST Exclusive Fam Trip Eligibility Guidelines

- **Eligibility Requirement:** *These will differ slightly based on the Fam trip being offered:*
 - Agency needs to be in good standing with MAST and the supplier offering the Fam
 - Agency should have production with the supplier
 - Travel Advisor applying for Fam needs to be a selling advisor
 - Travel Advisor applying for Fam should not have been on the same Fam the year before
 - Travel Advisor applying for Fam should not have traveled with the supplier for at least a year
- **Possible Requirements:** *These will differ slightly based on the Fam trip being offered:*
 - Obtain specialist certificate
 - Create marketing plan
 - Agree to booking incentive
 - Come up with a targeted mailing list to market to after Fam