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Membership Criteria	Code of Practice
<p>1 @home NEW ZEALAND membership is open to all New Zealand based persons who provide personally hosted bed and breakfast accommodation to paying guests in their own residence, or in a self-contained unit on the same property title or immediately adjacent thereto.</p> <p>2 Membership is obtained and retained by compliance with documented policies, standards and operational criteria.</p> <p>3 Home hosts may have up to ten paying guests at any one time on their property.</p> <p>4 Home hosts must be resident on the property and available to carry out the following hosting activities:</p> <ul style="list-style-type: none"> <li>• personally greeting and farewelling guests</li> <li>• offering suitable complimentary light refreshments and making them available</li> <li>• providing breakfast, which must be included in the tariff</li> <li>• inviting guests to share the home and the facilities of the property and generally being involved with them during their stay</li> <li>• providing guests with the appropriate amount of privacy, company, and information</li> <li>• making guests feel welcome and “at home” as part of the host family.</li> </ul> <p><i>Revised 1 July 2005</i></p>	<p>@home NEW ZEALAND has formulated the following Code of Practice which members are required to observe.</p> <ol style="list-style-type: none"> <li>1 To provide the highest standards of quality, service and personal hospitality on their property.</li> <li>2 To ensure a high standard of courtesy, cleanliness, comfort, catering and service appropriate to quality home hosting. To always strive to offer value for money.</li> <li>3 To describe clearly and accurately to booking agents, guests and prospective guests the amenities, facilities and services provided and the customs of the family home.</li> <li>4 To make clear to guests exactly what is included in all prices quoted, including GST. To allow guests to see accommodation, if requested, before booking.</li> <li>5 To make no supplementary charge to guests for facilities and services included in the agreed rate, and to clearly explain the cost of additional services when this is requested.</li> <li>6 To honour all confirmed bookings as binding.</li> <li>7 To deal promptly and courteously with all enquiries, reservations, correspondence, requests, comments and complaints.</li> <li>8 To be alert to the special needs of prospective visitors at the time of booking.</li> <li>9 To comply with the various laws, regulations, and bylaws that affect home hosting.</li> <li>10 Any printed material on which a member has included the Association logo is to be submitted to the secretary, if requested. The Association Logo must not be a principal feature on such printed material.</li> <li>11 Members who resign from the Association are obligated to notify the national secretary of their resignation.</li> <li>12 It is advisable that members state in their advertising the type of breakfast they serve, ie continental or full.</li> <li>13 Support other members of the Association, including the referral of would-be guests when unable to accommodate those persons. (as per the Association’s Constitution 10.6). It is not considered acceptable to refer an overflow of guests to friends.</li> </ol> <p><i>Revised 9 February 2009</i></p>

**Mission Statement**

*To promote the growth and quality of farm and home hosting in New Zealand*