

Queenstown Wedding Association Professional Standards Guideline

Couples who visit the Queenstown Wedding Association website trust that the listed suppliers are of the highest calibre and will each offer the same level of professional service. With this in mind, the committee has drafted the following professional standards guidelines that all members of the QWA are expected to meet.

These guidelines will be published on the QWA website for all website visitors to see, giving them further assurance that they will be in trusted hands when working with a member of the Queenstown Wedding Association.

In the rare occurrence a member is found to not be meeting these guidelines, the committee will consult with that member to ensure that they are given the opportunity to bring their business practices in line to meet the QWA professional standard guidelines. Should there continue to be any concern around a member's professional standards, the committee will consult to make a decision around that business' membership eligibility with the QWA.

Professional Standards Guidelines

As a member of the Queenstown Wedding Association, we agree to:

- Uphold a high level of professional standards and ethics at all times.
- Not discriminate against clients for any reason, including but not limited to, sex, gender, race, colour, sexual orientation, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status.
- Stay up to date with laws that affect our businesses and abide by New Zealand legal requirements at all times. This includes, but is not limited to, the Consumer Guarantees Act, the Marriage Act and the Human Rights Act.
- Treat every client fairly and be honest and upfront in all dealings.
- Provide all services that have been agreed upon with our clients. Should we not be able to deliver these services due to any unforeseen circumstances, we will communicate openly and honestly with our clients and endeavour to assist them to find an alternative supplier.
- Professionally meet contractual obligations entered into with other businesses to provide services to wedding clients.
- Make recommendations based on merit, in the best interests of our clients, not ourselves or the vendor suggested.
- Believe in continuous professional development, networking and training.

When paying your membership dues, it is understood you are agreeing to the above professional guidelines as a condition of QWA membership.

The Queenstown Wedding Association professional standards guideline is subject to updates as deemed necessary by the committee and is also open to feedback from our members. Any changes or updates to these guidelines will be circulated through the membership if and when those changes are made.