

Ethic Codes of DMC Incentive Travel Iceland

DMC Incentive Travel Iceland is a responsible destination management company operating in Iceland. In order to provide the highest level of professionalism to its valued clients the organisation has made a commitment to honour and uphold following standards. By doing business with recognized and responsible service providers, suppliers and clients we ensure what we are delivering.

- DMC Incentive Travel Iceland partner with clients, colleagues and suppliers in a professional and businesslike manner.
- DMC Incentive Travel Iceland keeps to protect the confidentiality of all client requests for proposals (RFP) and organisation information shared with them.
- DMC Incentive Travel Iceland honor oral and written agreements in spirit and intent.
- DMC Incentive Travel Iceland avoid actions, which are or could be perceived as a conflict of interest or for individual gain.
- DMC Incentive Travel Iceland shows all clients, suppliers and partners respect and consideration regardless of gender, origin, culture, sexual orientation, religion, age, social status and physical presence
- DMC Incentive Travel Iceland ensures that all information about their clients, colleagues and suppliers or their business are true and trustworthy
- DMC Incentive Travel Iceland offers reasonable and appropriate incentives, goods and services in business relationships.
- DMC Incentive Travel Iceland commits to the protection of the environment by responsible use of resources in the production of events and meetings and offering environmentally responsible alternatives to clients.
- DMC Incentive Travel Iceland practices financial integrity by maintaining proper and accurate records in accordance with applicable laws and regulations.
- DMC Incentive Travel Iceland emphasizes Iceland's best interests and reputation as a high-quality resort by offering professionalism, hospitality, good service and sustainability.

Supplier and Industry Relationships

- DMC Incentive Travel Iceland provides all known information during the bidding process such as whether the program is confirmed, or if other options/suppliers are being considered.
- DMC Incentive Travel Iceland refrain from knowingly using proprietary and confidential information, proposals or concepts from competing Destination Management Companies or third parties.
- DMC Incentive Travel Iceland accepts only reasonable and appropriate incentives, goods and services in business relationships.
- DMC Incentive Travel Iceland responds with timely information necessary to successfully deliver services.
- DMC Incentive Travel Iceland gives business reasons why any proposals are rejected and release appropriate suppliers in a timely manner.
- DMC Incentive Travel Iceland is fiscally responsible and pay all deposit and final invoices in a timely manner when required.

Client Relationships

- DMC Incentive Travel Iceland acts ethically, with integrity and professional competence.
- DMC Incentive Travel Iceland presents the events and venues that best suit the clients' goals and objectives.
- DMC Incentive Travel Iceland uses client deposits/payments as contracted for each clients' program.
- DMC Incentive Travel Iceland protects clients' information by using programs that secure and encrypt information.

Partnerships are based on trust and mutual commitment and as such, DMC Incentive Travel Iceland expect our clients to:

- Solicit proposals with the intent of contracting with DMC Incentive Travel Iceland services. Provide the DMC Incentive Travel Iceland with the most current information available regarding program including goals and objectives, budget, program specifications, demographics, etc.
- Indicate whether other destinations are being considered.
- Indicate whether another DMC or entity is being considered for the same program.
- Respect that DMC Incentive Travel Iceland designs, ideas, concepts, pricing and proposals are proprietary and confidential.
- Provide timely feedback after proposal has been received.
- Communicate in a timely manner reasons why DMC Incentive Travel Iceland is not selected.
- Contract with a DMC Incentive Travel Iceland for proposed services selected.
- Establish and meet timelines, including payment schedule, to ensure the success of the program.