



## **VISIT KC PARTNERSHIP CODE OF ETHICS**

### **MISSION**

Ignite global passion for Kansas City

### **VISION**

Visit KC will serve as a primary catalyst for extraordinary and continuous economic growth of the Kansas City region's convention and visitor industry.

### **PARTNERSHIP RULES AND GUIDELINES**

- Partners should treat all other partners and staff of Visit KC in a respectful and courteous manner and support the missions and goals of Visit KC.
- All partners should maintain a safe and clean place of business, ensuring that guests feel welcome.
- All visitors and guests of partner establishments must not be discriminated against regardless of gender, race, sexual preference, etc.
- Partners should handle all inquiries, requests, transactions, correspondence and complaints in a timely manner, operating fairly and professionally and abiding by all applicable federal, state and municipal laws
- Partner establishments and individuals must provide partners with exceptional customer service to ensure repeat visitation and customer satisfaction.
- Partnership with Visit KC may be terminated for not adhering to or upholding any of these guidelines.