



# Standards and Ethics

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## STANDARDS FOR MEMBERSHIP . . .

### Membership shall be subject to the following requirements:

- The inn shall be located within the State of Oregon and be operated primarily as a bed and breakfast inn.
- The member shall own and operate his/her facility professionally and consistently.
- The inn shall have a resident manager or an owner involved in the daily operation of the inn.
- The inn shall have no more than 30 and no minimum number of guest rooms. All inns must comply with state, county, and local licensing requirements. Inns with two rooms or less may not be required to have these licenses but must meet licensing requirements.
- The inn shall have current and complete all required permits, licenses, and/or certification including, but not limited to, all health department, safety, and travelers' accommodation licenses.
- The owner shall be registered with the Oregon State Department of Revenue and shall be aware of and comply with all appropriate State, County and City tax requirements, including room taxes.
- The inn shall be commercially insured for operation as a bed and breakfast inn.
- The member shall act with honest and integrity in all business practices and shall refrain from misrepresentation in all advertising promotion.
- There shall be a common area for guests' use for social interaction.
- The inn shall be operated with high standards of personalized service, housekeeping, food preparation, decoration, and hospitality.
- The inn's breakfast service shall include more than coffee, tea, and juice, and shall be provided at no additional cost and be attractively presented in a common area, bedroom, or a restaurant that is owned and operated by licensee of the inn, but not at other public (off premise) restaurants.
- The inn shall provide a safe and secure environment for guests which complies with state and local regulations.
- The inn must pass a physical inspection as defined by the Quality Assurance Guidelines upon initial application to the Guild and shall be subject to reinspection.

## CODE OF ETHICS . . .

- OBBG members acknowledge ethics and morality as inseparable elements of doing business and will test every decision against the highest standards of honesty, legality, fairness, impunity, and conscience.
- We will conduct ourselves personally and collectively at all times such as to bring credit to the service and tourism industry at large.
- We will concentrate our time, energy, and resources on the improvement of our own product and services, and we will not denigrate our competition in the pursuit of our own success. We will treat all guests equally regardless of race, religion, nationality, creed, or sex. We will deliver standards of service and product with total consistency to every guest.
- We will provide a safe and sanitary environment at all times for every guest and employee.
- We will strive constantly in words, actions, and deeds to develop and maintain the highest level of trust, honesty, and understanding among guests, clients, employees, employers, and the public at large.
- We will provide every employee at every level the knowledge, training, equipment, and motivation required to perform his or her own tasks according to our standards.
- We will guarantee that every employee at every level will have the same opportunity to perform, advance, and will be evaluated against the same standards as all employees engaged in the same or similar tasks.
- We will actively and consciously work to protect and preserve our natural environment and natural resources in all that we do.
- We will seek a fair and honest profit.
- We will not engage in deceptive or misleading advertising.
- We will not engage in any activity to the detriment of other member inns or the innkeeping profession in general.