



Standards and Ethics

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STANDARDS FOR MEMBERSHIP . . .

Membership shall be subject to the following requirements:

- The property shall be located within the State of Oregon.
- The member shall own and operate his/her facility professionally and consistently.
- A manager or an owner shall be involved in the daily operation of the property.
- The property shall have no more than 30 and no minimum number of guest rooms.
- Properties shall maintain their own unique website. The booking engine may be hosted elsewhere, but the website shall be self-owned.
- The property shall have current and complete all required state, county, and local permits, licenses, and/or certification including, but not limited to, all health department, safety, and travelers' accommodation licenses. Properties with two rooms or less may not be required to have these licenses but must meet licensing requirements.
- 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 Transient Lodging Taxes.
- The property shall be commercially insured for operation.
- 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 where appropriate.
- The property shall be operated with high standards of personalized service, housekeeping, food preparation, decoration, and hospitality when appropriate.
- The property shall provide a safe and secure environment for guests which complies with state and local regulations.
- The property must pass a physical inspection as defined by the Quality Assurance Guidelines upon initial application and reinspection.

CODE OF ETHICS . . .

- OAI 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, color, religion, sex, sexual orientation, gender identity, national origin, marital status, or disability. 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 properties or the innkeeping profession in general.