

Code of Guiding Practice

This Code of Guiding Practice outlines the responsibilities and standards of behaviour expected of Tour Guides working within Australia:

- Provide a professional service to visitors – professional in care and commitment, and professional in providing an objective understanding of the place visited – free from prejudice or propaganda.
- Ensure that every effort is made to present true and accurate facts and ensure that a clear distinction is made between this truth and stories, legends, traditions, or opinions.
- Act honestly, fairly and professionally in all dealings with all those who engage in the services of guides and with colleagues working in all aspects of tourism.
- Ensure that guided groups treat with respect the natural, cultural and heritage environments, and always minimise impacts on these.
- As representatives of Australia, welcome visitors, and act in such a way as to bring credit to the country and promote it as a tourist destination.
- Regularly update and upgrade guiding skills and knowledge through training and professional development activities.
- Never force visitor purchases or solicit tips.
- Be mindful, always, of duty of care and other health and safety issues.
- Provide all goods and services as presented in the tour itinerary and promotional material.
- Abide by all national, state or territory legislation governing the operation and conduct of tours, tour operators and tour guides.