



## CODE OF ETHICS

1. Consistently provide to clients and customers quality goods and services that conform to standards which are reasonably expected within the wedding services industry.
2. Accurately and honestly represent to all parties in all professional communications including written, electronic, and verbal, my business' expertise, qualifications and services.
3. Comply with all business permits and licensing requirements in all municipalities in which I do business; and maintain as current and valid, those required licenses and permits. Individuals within my business will also hold any required licenses or professional certifications appropriate to their position within the industry in which our business operates.
4. Consistently serve each and every client fairly and honestly, abiding by what is stated in a clearly written agreement or contract that stipulates all terms, conditions, and charges for goods or services to be delivered.
5. Refrain from using hate speech or harassing language in public, whether as a part of my personal or professional business.
6. Communicate clearly and accurately with clients, suppliers, and other wedding professionals regarding charges for services, pricing lists, billing and payment options, and any other requirements relating to the goods and services my business offers.
7. Endeavor to resolve all disputes or misunderstandings that may arise in a prompt and professional manner to the best of my ability.
8. Endeavor to conduct all business with the public, my colleagues, and OBWA in a manner that avoids any conflict of interest or appearance of conflict of interest.
9. Cooperate with, and make referrals to, other OBWA members except when such cooperation and referrals is not in the client's best interest.
10. Refrain from knowingly or recklessly making false or misleading statements about competitors, their businesses or their business practices.
11. Honor the trust, privacy, and confidence of my clients and other OBWA members by treating information that may be shared in the course of conducting business with the utmost discretion.
12. Treat other OBWA members, wedding professionals, suppliers and vendors in a professional manner.

**I agree to and accept and understand the above Code of Ethics.**

Signature:

Date:



