

Membership Certificate 2023

Vancouver is a place that connects people and inspires them to live with passion.

This is to certify that

is a member in good standing of Destination Vancouver,
The Metro Vancouver Convention and Visitors Bureau,
and abides by the Member Code of Ethics to:

1. We will provide clean and well-maintained facilities and equipment for the enjoyment of their customers.
2. We will provide visitors with exceptional customer service, information on other products, services and attraction when requested and treat all other members of Destination Vancouver courteously, ethically, and professionally.
3. We will handle all inquiries, requests, transactions, correspondences, and complaints promptly, courteously, and fairly.
4. We will exercise truth in all promotional materials concerning facilities, services, and amenities provided and advise the public in a reasonable manner if and when unable to provide the level of services or facilities as advertised. Promotional material supplied to Destination Vancouver must be appropriate for all audiences. Refusal to display or publish a member's promotional material is at Destination Vancouver's sole discretion.
5. We will provide customers with complete details on prices, cancellation policies and services at time of purchase and advise of changes in services, products, or costs if and when they occur.
6. We will provide all customers with a fair exchange for Canadian dollars on their foreign currency.
7. During periods of full capacity, we will assist customers with finding other suitable arrangements ensuring that they feel welcome and encouraging them to return at a future date.
8. We will promote responsible and sustainable use of Vancouver's environmental resource base when providing services and products to customers.
9. We will abide by all applicable federal, provincial and municipal laws.
10. We will ensure familiarity with Metro Vancouver attractions and the location of Destination Vancouver Office.

Valid to December 31, 2023



Royce Chwin
President & CEO



Matthew Coyne
Chair, Board of Directors