



CODE OF ETHICS

Revised January 2008

In order for the members of CROA to provide consistent and valid service to the general public, they have adopted a general code of ethics by which to operate. This code provides guidelines for the outfitter and gives the public an idea of what to expect from member outfitters.

- Safety of clients will be the outfitter's main concern.
- The outfitter/guide will be courteous, friendly and loyal to his/her clients and perform his/her job to the best of his/her ability at all times.
- All equipment should be of good quality and in safe condition.
- In the interest of safety, every reasonable effort will be made to assist fellow outfitters in the event of an adverse scenario. This directly applies to occurrences on the water, but may also include those that happen on land.
- A sanitary camp and kitchen will be maintained at all times. Food should be adequate, well prepared and cleanly served.
- The outfitter will respect the rights of the other outfitters/guides and will not, without just cause, directly or indirectly injure their reputation or business.
- CROA members will guard their profession against unprofessional outfitter practices and lack of good moral character in the industry.
- Every effort will be made to return found or borrowed equipment to its rightful owner. Please note that when a staff member finds equipment on the river he/she is obligated to return it to management.
- Every effort shall be made to direct guests to the outfitter with whom they have made their reservation. Intentionally taking another outfitter's guests is not acceptable.

- The outfitter will advertise in a dignified manner, setting forth a factual presentation of services offered, prices and outfitting experience.
- An outfitter must have a valid state license and appropriate river permits. The outfitter will comply with all state and federal laws and regulations related to river outfitting and advise clients of such laws and regulations as necessary.
- It is the responsibility of all members to inform their staff of the Colorado River Outfitters Association "Code of Ethics."

ETHICS VIOLATION-LOSS OF MEMBERSHIP

Upon motion of any director or any two members, the Chairperson shall appoint an executive committee to investigate the fitness for membership of any member of the association. After investigation, the committee shall give the party being investigated thirty days in which to respond to any allegations as to fitness of membership. The committee thereafter may present to the directors their report. A majority of the directors must then vote to present the report to the membership for the removal of the member from the association. If a majority of the directors fail to vote to present the report to the membership, the investigation is terminated.

Any member voted by a majority of the directors to be presented to the membership for loss of membership shall be notified in writing, return receipt requested, or by personal service, of the allegations presented, the findings of the committee, the actions to be taken, and the rights and the responsibilities it may have. The Chairperson shall present the report of the committee to the membership and call for a vote concerning the removal of the member from the association. Upon a vote of sixty-six percent (66 %) of the membership, the member shall be removed from membership of the association.