



As the organisation representing your tourism industry in the Outer Hebrides, we are here to **'develop, promote and sustain tourism in the Outer Hebrides'** and encourage all businesses involved in tourism in the Outer Hebrides to join us at [www.outerhebridestourism.org](http://www.outerhebridestourism.org).

We ask all members to work together with us as ambassadors to promote the Outer Hebrides as a tourism destination by adhering to our Members' Charter.

## Outer Hebrides Tourism

### Members' Charter

I/my business will:

1. Offer visitors a warm, courteous welcome and excellent service.
2. Provide a true and clear description of my business in all communications.
3. Act professionally, with integrity and honesty.
4. Use our local knowledge to guide visitors with suggestions for their stay.
5. Deal promptly and politely with any issues raised by our visitors.
6. Have regard for our visitors' health, safety and well-being.
7. Share our social and environmental responsibility to reduce our carbon footprint and encourage visitors to be 'Green'.
8. Engage with OHT activities and regularly consider changes to improve our visitor experience.

**Outer Hebrides Tourism**

A Community Interest Company (SC 471775)

Developing, Promoting and Sustaining **Our** Industry