



**General:**

Federation of Ontario Bed &  
Breakfast Accommodation  
P.O. Box 998  
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www.fobba.com  
Hospitality Lives Here!

## FOBBA Code of Ethics

*The FOBBA Constitution defines a Bed & Breakfast as...*

*“An owner-occupied, private, residential dwelling that is the owner’s principal residence, and in which the owner has control of the environment. It provides temporary accommodation not exceeding 28 consecutive days, and amenities and services auxiliary to guest accommodation, including the preparation and service of breakfast for an all-inclusive fee.”*

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A FOBBA “Inspected and Approved” Bed & Breakfast is committed to meeting, maintaining and exceeding FOBBA standards.

1. All FOBBA Bed and Breakfast hosts are required to provide:
  - A high standard of cleanliness
  - Friendly guidance and assistance to guests about local attractions and places of interest
  - Provisions for the safety protection of guests consistent with regulatory guidelines
  - Quality furnishings and linens in guest rooms
  - An adequate number of bathrooms, none shared with hosts, with quality fixtures and sufficient hot and cold water supply
  - A breakfast of consistently high quality, which is included in the room rate
2. All hosts shall have a published, reasonable deposit and cancellation policy.
3. All hosts are required to carry and prove adequate liability insurance.
4. Hosts will register their business name in accordance with the laws of the province of Ontario and obtain a Master Business License number, keeping it current every five years.
5. All hosts shall provide accommodation, services and meals consistent with their own advertising.
6. All hosts shall respond reasonably, responsibly and promptly to guest complaints or concerns if and when they arise, either verbally or in writing as appropriate. All hosts agree to comply with the complaints process of the FOBBA Executive regarding the resolution of any complaints reported to FOBBA. Complaints should be addressed to: Federation of Ontario Bed & Breakfast Accommodation, Complaints Committee, 568 South River Rd., Elora, Ontario, N0B 1S0. (email: concerns@fobba.com)
7. All hosts agree to implement the recommendations of the complaints committee.
8. Failure to implement the recommendations of the complaints committee will result in withdrawal of the Federation Certificate of Membership.
9. FOBBA members understand and support the principles and values expressed in our Five-Year Plan as published in January 2009, which is available to any interested party on request.