



## CODE OF ETHICS

1. At no time, knowingly or wittingly to do any act that could reasonably be construed as bringing the Member Company into disrepute and consequently the Industry generally and the Association in particular.
2. At all times to trade ethically both with the public generally and the Industry in particular.
3. At all times to comply with the Association's Standards for Self-Contained (Portable) Spas and for Hot Tubs, and to abide by the Rules and Regulations of the Association.
4. At all times to comply with the procedures and instructions issued by the Association for the treatment of spa and hot tub water in the interest of the safety of the public.
5. To comply in all respects with the Trades Descriptions Act, 1968, Supply of Goods (Implied Terms) Act, 1973, the Sale of Goods Act, 1979 and any other subsequent acts or regulations amending or replacing the same so far as goods supplied by the Members are concerned.
6. To advertise and market so that the nature and extent of the products and services advertised and offered by the Company is fully understood by the prospective client. At all times to comply with the requirements of the Advertising Standards Authority.
7. Where a self-contained (portable) spa or hot tub is supplied either direct to a Member of the Public or to a Spa Retailer there shall be supplied sufficient instructions and information generally as to the proper operation and maintenance of that spa or hot tub. In particular, handover certificates and other relevant documentation prescribed by the Association shall accompany the product during each transaction
8. Not to derogate in any way a competitor's product or services.
9. To use ones best endeavours to fulfil all contractual obligations.
10. To offer a reasonable warranty of products and services and to perform on such warranties where justifiable claims are made with reasonable expedition.

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### BRITISH AND IRISH SPA AND HOT TUB ASSOCIATION

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