



### **MEMBER'S PROMISE**

Members will:

1. Ensure that all visitors are given a warm and friendly welcome.
2. Provide a high quality of service offering good value for money.
3. Take pride and promote our local heritage.
3. Ensure members and our staff have the knowledge and ability to adequately promote the Dunkeld product and through training where appropriate.
5. Promote member businesses and events to all visitors
6. Meet regularly with members to communicate visitor feedback in order to plan and implement improvements.
7. Promote local produce and products.
8. Listen to, appreciate and respect the opinions of all members and visitors.
9. To engage with the local community groups for our mutual benefit.

### **CHARTER FOR VISITORS**

A strap line is required for visitors in conjunction with the web site.  
Dunkeld and Birnam..... Our commitment..... where quality counts