

SERVICE CHARTER

This Service Charter summarises the service you can expect from Destination Tweed Inc working in partnership with our members on a reciprocal basis. With your assistance and feedback, we seek to continuously improve our service to the Tweed.

WHO WE ARE

Destination Tweed Inc is a membership based destination marketing organisation structured to promote the region as a leisure and business destination.

WHAT YOU CAN EXPECT FROM US

We will

- *market and promote the Tweed for tourism visitation by providing ongoing marketing, promotion, public relations services and maintaining an efficient website*
- *provide destination information, support services and reservations through the Visitor Information Centres at Tweed Heads and Murwillumbah*
- *investigate, develop and deliver new tourism product by ongoing research to identify new and existing tourism product*
- *market and promote the Tweed for business investment by identifying new and existing areas and industries of focus and development of a Business Investment Marketing and Promotion Strategy*
- *work cooperatively with our members and business partners by supporting and assisting their individual marketing endeavours.*
- *use local suppliers where possible*

Click here to view our [Vision & Mission Statement](#).

HOW YOU CAN HELP US

- *Interact proactively with our staff and Visitor Information Centres*
- *Provide feedback to help us improve our services*
- *Provide accurate information about your operation or potential business venture*
- *Keep your details and images updated on the website or contact our staff to ask for assistance*
- *Attend our networking events*
- *Actively promote the region through your networks and escalate all opportunities and potential business to Destination Tweed*
- *Raise any concern with positive intent and indication of resolve*
- *Support any activity rather than remaining complacent*

TELL US WHAT YOU THINK

It is important that you are satisfied with our service. Any comments will help us to improve. Click here to email us at info@destinationtweed.com.au.