



MEMBER COMMITMENT TO QUALITY

Eugene, Cascades & Coast is one of the most preferred travel destinations in the Pacific Northwest.

Travel Lane County is a recognized leader in achieving year-round economic growth throughout the Eugene, Cascades & Coast region through innovative destination marketing, product development and exceptional visitor experiences. Travel Lane County and its members take great pride in our region, provide outstanding service and pledge to adhere to the following Member Commitment to Quality.

TRAVEL LANE COUNTY & TRAVEL LANE COUNTY MEMBERS PLEDGE TO:

- **Extend a warm, hospitable welcome and deliver the Oregon Experience to visitors**
- **Abide by all applicable local and state laws, licensing, permitting and insurance requirements**
- **Provide a clean, welcoming and safe environment for all visitors**
- **Respond promptly, fairly and courteously to customer inquiries and complaints**
- **Provide excellent service that exceeds the expectation of our visitors**
- **Assist visitors with procuring alternative arrangements during periods of full capacity**

This commitment to quality service is a basic requirement of membership in Travel Lane County and the Eugene, Cascades & Coast Sports Commission.

