



**SITA Membership Office**  
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## CODE OF PRACTICE

1. The Scuba Industries Trade Association aims to represent the whole of the Scuba Industry.
2. In achieving membership of the Scuba Industries Trade Association members have indicated their wish to improve the standard of training, maintenance etc. in the industry and their intention to maintain an improving standard of service to all customers.
3. Customers purchasing goods from Member Companies, who feel that the Members Company in question has fallen below the standard required and invited to submit details to the Chairman of the Scuba Industries Trade Association. Member Companies who are shown to persist in practices which this body find unacceptable or fail to maintain proper standards of quality and performance will be liable to expulsion.
4. At all times members are to act in the interest of the Association. Any Member may be required or may volunteer to present an oral explanation or written particulars in regard to any act and/or alleged to have committed by themselves or any other member which may constitute a breach of a member's obligation to the Association. The Executive Committee or any panel given the appropriate authority by the Executive Committee will appoint a chair for all meetings with regard to the above. All meetings will be minuted and copies of these minutes sent to all concerned within in reasonable time frame. Any member presenting oral or written particulars may be accompanied by another member who may advise but not represent, no legal representation is allowed. Witnesses may be called by all parties and heard at the meeting. Said witnesses must provide written statements as to the evidence they are to give.  
The Chair of said meeting will have authority to suspend or postpone said meetings giving reasonable explanation and notice. Any requisition under this article shall be made by notice in writing accompanied by a copy of this and the next following Article to the member in question and shall specify the date being not less than seven days from the date of notice which such member is required to comply herewith by attending at a meeting of the Executive Committee or authorized panel or by full and details explanation in writing as the case may be.
5. Any member may be excluded from the Association by resolution of the Executive Committee by a two thirds majority. Provided that no member shall be excluded from the Association unless the member in question has first been required by the Executive Committee to give particulars and explanation of any acts to have been done or omitted by such member in accordance with the provision of the last foregoing Article and provided any Officer or Member of the Association so excluded or required to resign from the Executive Committee shall if he so wished be permitted to address the next following Annual General Meeting in the same regard.
6. No person who has been excluded from the Association by virtue of Article 5(a) shall on any application for Membership be re-admitted as a member except by resolution of the Executive Committee by a two third majority.
7. The Scuba Industries Trade Association maintains a Mediation Panel to assist in the settlement of disputes between its members and their customers. Members companies may elect to submit details of disputes in which they are involved to the Mediation Panel and by so going commit themselves to being bound by the findings of the panel. Whilst the Association will take all reasonable steps to enforce a decision, if a customer is dissatisfied with the decision, or a member does not comply with it, then the customer must take action through the civil courts.
8. The Mediation service is normally, restricted to technical matters rather than the contractual aspect of a dispute. The Mediation Panel, either as a result of a specific dispute or where a matter of general interest to members is drawn to their attention, may issue a directive of good practice to the Membership generally. Such a directive is effective immediately for all Members. Members who are aggrieved by the Directive may however raise the matter for discussion at the Annual General Meeting next following the Directive.
9. The Code of Practice is in addition to customer's legal rights whether statutory or contractual, and does not affect customer's legal rights in any way.
10. Retail Members will be required to display this Code of Practice prominently at their place of Business. Non Retail Members or Members dealing with the public directly or indirectly, will either include a copy in their advertisements, sales literature and packaging, or refer to the Code of Practice on their packaging, advertisements or sales literature. Where the Code of Practice is not printed in full, then they must either agree to supply the customer with a copy of request or alternatively refer the customer to the Association's Head Office.
11. A dissatisfied purchaser who cannot resolve a dispute with a member may, submit details to the Panel which has the power to invite the Members Company to submit details and to consider all circumstances and make an appropriate ruling.
12. Enquiries and submission should be directed in the first instance to the Secretary of the Mediation Panel via the Administration office.
13. One of the requirements for membership of the Scuba Industries Trade Association will be that companies are required to furnish evidence that they have appropriate insurance cover (being a minimum of two million pounds on any one claim, Public Liability).
14. Member Companies have a common aim in improving the image in the Sport of Scuba Diving and endorse and affirm their responsibilities to their customers under current legislation especially in relation to Health and Safety.