



HCSNZ. – Hotel Concierge Society Les Clefs D’Or New Zealand Incorporated
PO Box 7617 Victoria St West, Auckland 1142, New Zealand
www.hotelconciergesocietynz.org

CONSTITUTION OF THE HCSNZ - HOTEL CONCIERGE SOCIETY LES CLEFS D’OR NEW ZEALAND INCORPORATED

PREAMBLE

Whereas the Concierge standards represent only the finest principles of hospitality, we the Hotel Concierge *Society Les Clefs d’Or* New Zealand, do establish this society in keeping with the finest tradition of hospitality.

ARTICLE I – NAME AND REGISTERED OFFICE

(a) Name

A National Society of Hotel Concierge has been formed under the name of “HOTEL CONCIERGE SOCIETY LES CLEFS D’OR NEW ZEALAND INCORPORATED”.

For the purposes of these statutes, HOTEL CONCIERGE SOCIETY LES CLEFS D’OR NEW ZEALAND may be referred to in this Constitution as the “Society”.

The Society is affiliate to the UNION INTERNATIONALE DES CONCIERGES D’HOTELS << LES CLEFS D’OR >>.

(b) Registered Postal Office

The registered postal office of the Society is:

HOTEL CONCIERGE SOCIETY NEW ZEALAND INCORPORATED
PO Box 7617
Victoria St West
Auckland 1142
New Zealand

ARTICLE II – AUTHORITY

- (a) These rules shall be the principle governing documents of the Society, and any previously existing rule, or practices are hereby declared null and void.
- (b) At least one (1) copy of these rules shall be in the custody of the chairman in the formal meeting. In addition, one copy shall be place accessible at all times to member of the Society at business meetings. Each member is to be provided with a copy of the rules as part of their membership introductory pack.

ARTICLE III – PURPOSE AND OBJECTIVES OF THE SOCIETY

The purposes of the Society shall be to promote, encourage and give recognition to the professional excellence in the field of the Concierge hospitality. These objectives include but are not limited to, the following:

- (a) To function as a network of professional concierge hotels and to establish and develop mutually beneficial ties with the national and international tourism business in New Zealand;
- (b) To serve as a link between the concierge profession in New Zealand for the development of friendship and solidarity;
- (c) To increase the professionalism of and establish high professional and ethical standards for the concierge profession in New Zealand;
- (d) To exchange ideas, concerns and create an information network to promote the profession of the concierge with service through friendship;

- (e) To expand the training of those entering the profession and to promote, foster, enhance and improve the technical skills and professionalism of the hotel concierge;
- (f) To serve as arbitrator if called upon to settle disputes related to the Society as outlined in these statutes, which may arise between members;
- (g) To foster the development of the hotel industry and tourism in New Zealand internationally through networking with other travel professionals in support of national and international travel;
- (h) To publicise and distribute newsletters and/or magazines relevant to the professional life of the concierge and to the promotion of the highest standards of service for hotel guests; and
- (i) To organise meetings and congresses on national and international level serving to sustain and propagate the Society ideal.

ARTICLE IV - ANTI-DISCRIMINATION DISCLAIMER

- (a) This Society strictly prohibits discrimination based on social, racial, political, trade union, religious, or commercial biases.

ARTICLE V – MEMBERSHIP

SECTION ONE - CATEGORIES:

The members of the Society shall be categorised as follows:

1. Category 1 - Hotel Concierge Society Member (Active Member):

1.1 Being a person who:

- (a) Has a minimum of five years in the lobby, two years in the position of Concierge, Assistant Concierge or Chief Concierge in a Full Time capacity
- (b) He or She has a desk in the lobby of the Hotel either separate from or shared with reception; and
- (c) He or She is currently employed in a 4 or 5 star-rating hotel only; and
- (d) He or she manages assistants at the desk and may also manage other uniformed staff such as pages, door attendants, luggage porters, and chauffeurs etc; and
- (e) He or she reports to the Chief Concierge, Front Office Manager, Resident Manager or General Manager; and
- (f) He or She must be sponsored by two (2) active members of the HCSNZ in order to maintain the prestige of the sections and of HCSNZ; and
- (g) He or She has the main task as Concierge to look after the hotel guests, fulfilling their request and answering their inquiries, giving information about the city and country, making hotel bookings, car rentals, restaurant and airline reservations, etc. The concierge may also handle other front office responsibilities; and
- (h) An active member must have the words "Concierge" is his/her job title.
- (i) If a Member is made redundant he/she will remain an Active Member until the end of his/her yearly subscription (March 31st). From April 1st he/she will then become a Non-Active Member for the remainder of the 12 month period from the date of being made redundant.

1.2 An Active Member is eligible to attend, and should attend at least 50% of the business meetings called by the Executive Committee of the Society.

1.3 An active member is an ambassador of the Society and should conduct himself/herself accordingly. Invitations to attractions and functions should be attended by as many members as possible and reviewed at the next Society meeting. A letter of thank you from the member on behalf of the Society should always follow such functions. When attending such functions all members should adhere to the Society's code of ethics and protocols.

1.4 An active member should bring a guest to attend to events or function organizes by the Society by invitation only.

1.5 Any hotel concierge member must resign membership and all privileges in writing to the President no less than 1 month prior to their end date if that member is no longer employed as a hotel Concierge, Assistant Concierge or Chief Concierge. However, any member may be invited back into the society with full privileges if the period of unemployment does not exceed one (1) year. The member in order to qualify must apply as soon as he/she resigns for the second category of "Hotel Concierge member - Non Active member" for the year of unemployment.

2. Category 2 - Hotel Concierge Society Member (Non Active):

- 2.1 Being a person who is an active Hotel Concierge Member who resigns, retires or has not held the position of Chief Concierge, Concierge or Senior Porter for the period not exceeding one (1) year. The member must return to the position of Concierge, Assistant Concierge or Chief Concierge in a Full Time capacity within one (1) year in order to regain their active member status.
- 2.2 Whilst the member is a non active member:-
- (a) He or She cannot wear the Les Clefs d'Or insignia.
 - (b) He or She cannot use the Society logo in her/his business card.
 - (c) He or She shall not have the right to vote or hold a committee position, national or international.
 - (d) He or she is not entitled to attend any business meetings of the Society unless invited by the Executive Committee.

3. Category 3 - Retired Member:

- 3.1 A retired member of the society is any active member who has reached retirement age and no longer works as a Concierge, appointed in a Annual General Meeting by the majority vote, at the Society's discretion.
- 3.2 Whilst the member is an retired member:-
- (a) He or She cannot wear the Les Clefs d'Or keys.
 - (b) He or She cannot use the Society logo in her/his business card.
 - (c) He or She can wear the HCSNZ Social pin.
 - (d) He or She shall not have the right to vote or hold a committee position, national or international.
 - (e) Retired Members can attend meetings, events or functions organised by the Society by invitation only.

4. Category 4 - Honorary Members

- 4.1 An honorary member of the society being any person of eminence or distinction supporting the aims and objectives of the society or any member or past member of the society who has rendered outstanding services to the society, appointed in a Annual General Meeting by the majority vote, at the Society's discretion.
- 4.2 Whilst the member is an honorary member:-
- (a) He or She cannot wear the Les Clefs d'Or keys.
 - (b) He or She can wear the HCSNZ Social pin
 - (c) He or She cannot use the Society logo in her/his business card.
 - (d) He or She shall not have the right to vote or hold a committee position, national or international.
 - (e) Honorary members and Patrons can attend meetings, events or functions organised by the Society by invitation only.

5. Category 5 – Social Affiliates:

- 5.1 Active Members who have left the Concierge profession but who still wish to stay connected to Les Clefs d'Or. Active members who have taken early retirement (before the recognised retirement age).
- 5.2 They are affiliated to HCSNZ on an individual basis, not Les Clefs d'Or International.
- 5.3 Social Affiliates can attend meetings, events or function organised by the Society by invitation only.
- 5.4 Whilst they are a Social Affiliate:-
- (a) He or She cannot wear the Les Clefs d'Or keys or any other keys that bear any resemblance or similarity.
 - (b) Social Affiliates may wear the HCSNZ Social pin.
 - (c) He or She cannot use the Society logo in his/her business card, marketing material or use the word member in their title.
 - (d) He or She shall not have the right to vote or hold a committee position, national or international.

6. Category 6 – Business Affiliates:

- 6.1 This category is available to other businesses, associations and organisations that wish to be involved and affiliated with the Society, and whose representative(s) shall be of mutual benefit.
- 6.2 Each Business Affiliate shall have two representatives.
- 6.3 Representatives should attend meetings, events or function organised by the Society by invitation only. Only one representative shall attend a meeting, event or social gathering unless the invitation specified otherwise
- 6.4 Whilst they are representatives of an Business Affiliate:-
 - (a) He or She cannot wear the Les Clefs d'Or keys or any other keys that bear any resemblance or similarity.
 - (b) Representatives may wear the HCSNZ Affiliate Pin.
 - (c) He or She can use the HCSNZ logo in his/her business card and marketing material at the discretion of the Executive Committee.
 - (d) He or She cannot use the word member in their affiliation or personal title.
 - (e) He or She shall not have the right to vote or hold a committee position, national or international.
- 6.5 This category is for any person or business engaged within the Hotel Industry and capable of taking active part in the carrying of the objectives of the Society.

7. Category 7 – Professional Affiliates:

- 7.1 Are individuals whose products or services are recommended or utilised by Les Clefs d'Or Concierges, or Concierge professionals who do not meet the necessary membership requirements to qualify for Les Clefs d'Or membership but wish to connect with our society.
- 7.2 They are affiliated to HCSNZ on an individual basis, not Les Clefs d'Or International.
- 7.3 Representatives should attend meetings, events or functions organised by the Society by invitation only.
- 7.4 Whilst they are a Professional Affiliate:-
 - (a) He or She cannot wear the Les Clefs d'Or keys or any other keys that bear any resemblance or similarity.
 - (b) Professional Affiliates may wear the HCSNZ Affiliate Pin.
 - (c) He or She cannot use the Society logo in his/her business card, marketing material or use the word member in their title.
 - (d) He or She shall not have the right to vote or hold a committee position, national or international.
- 7.5 This category is for any person engaged within the Hotel Industry and capable of taking active part in the carrying of the objectives of the Society.

SECTION TWO – APPLICATIONS:

- 1.1 Every applicant for membership must deliver to the Secretary a signed application form, as prescribed by the Executive Committee, by which the applicant shall undertake to be bound by these rules and by the code of ethics adopted by the Society from time to time.
- 1.2 Applicants found to have knowingly supplied false information will have their application terminated.
- 1.3 The applicant must provide any information concerning the application as may be required in the application form.
- 1.4 At the time of application the prerequisite timeframe to have been served in the hotel lobby is to be five (5) consecutive years and the applicant is to be currently, and has been, employed as a Concierge for a minimum of two (2) years, who works a minimum of 32 hours per week.
- 1.5 Applications for the status of membership in all the categories shall be endorsed by one active member of the society by written recommendation.
- 1.6 The applicant shall follow the application process stated on the Application form.
- 1.7 The supporting member of the applicant shall check if the application is in accordance with the statutes.
- 1.8 The President shall notify the applicant of their election to membership and forward to the Treasurer a request of payment of entrance fee. An elected applicant shall become a member of the society, unless, if payment is not made within one month of the date of the election, the committee may at it's discretion cancel such an election.
- 1.9 A reason needs to be given for rejection of an application.
- 1.10 Any Non Active member who has resigned from Active status more than 12 months ago, must spend a minimum of 12 months as a concierge before being eligible to reapply to the Society, and must reapply as a new applicant.

SECTION THREE – FEES:

- 1.1 The fees and subscriptions payable by each category of members can be changed and shall be determined from time to time by the Executive Committee in an Annual General Meeting.
- 1.2 The current fees are to be provided in the application pack sent to each member.
- 1.3 All members must pay annual subscriptions by the 31st of March each year, regardless of the date on which they joined the society, members may not attend to any meeting, events or functions unless their subscriptions are paid in full.
- 1.4 Once fees are paid, there is shall be no refund of any fees for any reasons.

SECTION FOUR – TERMINATION OF THE MEMBERSHIP:

- 1.1 A member shall cease to be a member of the Society if he/she provides the Society not less than four (4) weeks written notice of resignation.
- 1.2 Re-admittance as a member will require re-application for membership and will be subjected to a rejoining fee after an absence of 12 months.

SECTION FIVE – SUSPENSION OF MEMBERSHIP

- 1.1 Any member will be automatically suspended at the Executive Committee's discretion for a period not exceeding three months for sufficient cause. Sufficient cause includes but not limited to:
 - (a) Failure to attend less than 50% of *business* meetings in 12 months.
 - (b) A failure to pay assessed fees or dues by the 31st of March of the current year or any other due date.
- 1.2 Automatic suspension will make the member ineligible to attend any social events sponsored by the Society. In addition, the suspended member's name will be removed from the membership directory.
- 1.3 Suspension for non-attendance or non-payment will be at the discretion of the Executive Committee.
- 1.4 Any member not conforming to these statutes or for any reason bringing disrepute upon the Society itself or any of its members morally or materially shall be suspended by the Executive Committee, acting by (2/3) majority of vote of the members in attendance.
- 1.5 Any suspended member shall during the suspension period lose all the membership rights.
- 1.6 Re-admittance as a member will require re-application for membership and will be subjected to a rejoining fee after an absence of 12 months.

SECTION SIX – EXPULSION

- 1.1 Any member may be recommended to the President for expulsion from membership in the society by (2/3) majority vote of the members in attendance after a thorough investigation has been made by the President and the member in question has been granted an opportunity for an impartial hearing.
- 1.2 Voting for the expulsion shall not take place at the same meeting in which the preliminary hearing has been held, but in an extraordinary general meeting. The decision will be final and binding. Cause for expulsion shall include but not be limited to:
 - (a) Dishonorable dismissal from one's Concierge duties (which shall be due cause for the immediate recommendation for expulsion from the Society).
 - (b) Conviction of any offence under the laws of New Zealand or being declared by a court of competent jurisdiction to have committed fraud.
 - (c) Being found guilty of any act or default discreditable to the Society in the sole discretion of a majority of members in an extraordinary general meeting.
 - (d) Willfully committing any breach of any rule or regulation currently in force in New Zealand or elsewhere, which the Society at an extraordinary general meeting may decide applies to members of the Society.
- 1.3 An individual member expelled from the Society may not be accepted by another Society part of Les Clefs d'Or Internationale, in such event the name and address of the expelled member shall be sent to the Secretary General of Les Clefs d'Or, who shall pass it on to the secretaries of all national sections.
- 1.4 Any member of the Society may be suspended or expelled from the Society at any time. The resolution must be passed by not less than 2/3 of the members voting whether in person or by proxy and the decision shall be final and binding on the member in attendance.

- 1.5 Any member so proposed to be suspended or expelled is entitled to make any representations, which he/she may desire at any extraordinary general meeting of the Society before the resolution expelling him/her is passed.
- 1.6 No reason for such decisions shall be required to be given.
- 1.7 A member who has been suspended or expelled from the Society is not entitled to have his/her subscription for the current year or any other sum or sums paid by his/her refunded to his/her.
- 1.8 Any member suspended or expelled from the Society in accordance with the foregoing provisions shall forfeit all such rights to or claims upon the Society or its property or funds as such members otherwise would have had by reason of membership provided that the Society may at any time revoke or modify any such suspension in manner aforesaid subject to such terms and conditions as the Society may think fit.

SECTION SEVEN: MEMBER RIGHTS AND ETHICS

- 1.1 The rights and privileges of members shall not be transferable and transmissible. The rules, regulations and ethics of the Society in force from time to time shall be observed by all members.

SECTION EIGHT: CODE OF ETHICS AND PROTOCOLS

- 1.1 The member also agree to be governed to being bound by the code of ethics and protocols of the Society, which are provided and agreed upon the membership acceptance.

ARTICLE VI – ORGANIZATIONAL STRUCTURE

The organizational Structure of HCSNZ is:

The Executive Committee

1. President
2. Past President
3. Secretary
4. Treasurer

Sub Committee

1. Assistant Secretary
2. South Island Delegate
3. Director of Membership
4. Director of Public Relations
5. Director of Social Media

The Members of the Society, comprising:

1. Hotel Concierge Member (Active)
2. Hotel Concierge Member (Non-Active)
3. Honourary Members
4. Retired Members

The HCSNZ Affiliates

1. Social Affiliates
2. Business Affiliates
3. Professional Affiliates

ARTICLE VII – EXECUTIVE COMMITTEE

Section One: The Executive Committee

1. Executive Committee:

- 1.1 The Executive Committee have the responsibility of the administration of the activities of the Society, and power to handle such administrative details and organizational functions as reason and precedent dictate to such a committee, and which do not conflict with provision of these statutes. However, the President has the presiding veto power.
- 1.2 Any decision reached by the Executive Committee shall be by the majority vote of 2/3 of the Executive Committee members. Active members other than those on the Executive Committee may attend business meetings although this shall be at the discretion of the president. Other members of the Society may attend meetings by invitation only. The member may participate in any discussion at such meetings, but have no voting powers.

- 1.3 Before making any expenditure of money of the Society of any expense different of the administration of the Society, these expenditures must be approved by majority of vote of 2/3 of the Executive Committee members.

2. President:

- 2.1 The Society every two years shall at the annual general meeting appoint from among the members of the Society a president (“**President**”).
- 2.2 Any person nominated/appointed as President must have a minimum of 2 years experience in an active role in either the Executive or Sub Committee
- 2.3 It shall be the duty of the President to represent the Society at all functions both national and international to which the Society is invited.
- 2.4 President will represent the Society in any Les Clefs d’Or international and national business meeting and be responsible to report to the members of the Society in the next business meeting.
- 2.5 The President shall be responsible to voting on behalf of the Society at all such functions provided that if for any reason the President shall be unable to fulfill all or any of these duties the Society shall be represented by any member of the executive appointed by the President.
- 2.6 The President has the responsibility for the authority over the planning and conducting of the affairs of the Society.
- 2.7 The President has the responsibility to organise annual general meeting, events, congress etc, where members can get together with the Society’s funds.
- 2.8 The President will organise a business plan for each year of Society business, and delegate to the Executive Committee and members the duties that they will be assigned during the year.

3. Past President:

- 3.1 The Past President will remain in the executive committee for a period of 2 years to act as an advisor and assist the President. His function is to advise and to safeguard the statutes and ideals of the Society. They may attend meetings in a consultative capacity.

4. Secretary Duties:

- 4.1 Keep an accurate and complete record of the proceeding of the Society meetings, and attendance at such meetings, and be prepared to report such information to the member if is required at any time.
- 4.2 Maintain a complete file all Executive Committee reports, and other material designated to be kept by order of the president.
- 4.3 Assume responsibility for acquiring, copying and maintaining files of all incoming and outgoing correspondence associated with the Society.
- 4.4 Maintain update the President and the Executive Committee of all the incoming and outgoing correspondence.
- 4.5 Send a “Thank You” letters to invited speakers, guests etc. on timely basis.
- 4.6 Develop and organise the agenda for business meetings in accordance with guidelines received from the Executive Committee.
- 4.7 Collect and assimilate suggestion for programs, make arrangements to obtain speakers, and meetings space and obtain biographical sketches of all speakers, and make arrangements for the introductions.
- 4.8 Process all new members’ applications.
- 4.9 Kept the minutes of the business meetings of the Society in the minute’s book signed and presented to the President within one month. Provide copy to the other members of the Society after the President approves the minutes.
- 4.10 The Secretary shall serve as an assistant to the President with the administration of the Society’s office.

5. Treasurer’s Duties:

- 5.1 Bill and collect dues, and any other fees, assessment, or collections and contributions.
- 5.2 Issue Receipt and Invoice for all moneys received by the Society at least once a month.
- 5.3 Recollect all funds and deposit in the bank account of the Society at least once a month.
- 5.4 Co – Sign Cheques with the President.
- 5.5 Receive and transmit the bank statement to the Society Auditor assigned each month for reconciliation.
- 5.6 Maintain current and accurate records of the financial position of the Society as requested by the President, in order to complete and accurate records of the Society’s financial position may be ascertained at all times.
- 5.7 Report on the financial position of the Society at all business meetings.

- 5.8 Prepare the annual financial statements, and submit them to the Society Auditor for approval.
- 5.9 Organise purchases of merchandise and uniform for new members as approved by the Executive Committee.
- 5.10 Serve as an assistant to the President with the administration of the Society's office.
- 5.11 Responsible for the annual payment of the International subscription with the Les Clefs d'Or Association, before 31st of May of each year.

Section Two: Duties and responsibilities of the Executive Committee

- 1. Responsible for being actively involved in all Society activities.
- 2. Attend at least 2/3 of the business meetings organised by the Society in their area each year.
- 3. Have the right to vote by proxy for all other members absent from these meetings.
- 4. Have the responsibility to assist with the organisation of activities of the Society.
- 5. Report to the President of all activities in their cities relating to Society business.

Section Three: Nominations

Active members may nominate candidates for the executive committee. Such nominations shall be made in writing to the secretary at least one month before the day of the annual general meeting

- 1. A nomination must be accompanied by a statement with a reason why the nominee has been chosen.
- 2. The nominee is required to present a written statement why he/she accepts the position and their objectives and plans to help the society
- 3. This nomination will be reviewed in a business meeting before the election and published to all other members.
- 4. All members of the Executive Committee should be Hotel Concierge Active members - Category One only.

Section Four: Terms of the Office and Elections

- 1. The office will be held in Auckland
- 2. The Executive committees are elected for a term of two years and shall be eligible for re-election.
- 3. The President, after having served for a mandate of 2 years remains as member of the executive committee with the title of Past President for the next mandate.
- 4. Elections must be conducted during the Annual General Meetings, by secret ballot on a simple majority.

Section Five: Disqualifications of the Executive Committee

- 1. Except as provided elsewhere in these statutes, the office of a member of the Executive Committee shall be vacated if:
 - (a) by notice in writing to the Society she/he resigns her office by giving at least one-month notice.
 - (b) without reasonable cause, as decided by the Executive Committee, she/he is absent from two consecutive meetings of the Executive Committee.
 - (c) the member has been absent for more than half of the business meetings organised during a year.
 - (d) he/she is expelled or suspended from the Society.
 - (e) he/she doesn't perform her duties and responsibilities within the Society.
 - (f) If he/she is found insane or becomes of unsound mind.
- 2. The member will be removed from office by resolution passed by not less than 2/3 of the members at an extraordinary general meeting.
- 3. By removing any member of the Executive Committee before the expiration of his/her period of office the President may appoint another person in his/her place; but any person so appointed shall remain in office only as long as the member whom he/she is replacing would have remained if he/she had not been removed.

Section Six: Resolutions

1. Resolution of the Executive Committee shall be adopted where approved by 50% of the Executive Committee Members votes cast. If the votes are evenly divided, that of the President prevails.

Section Seven: Disposition of funds

- 1 The income and property of the Society, however derived, shall be applied solely towards the promotion of the objectives of the Society, as set in these statutes, and no portion shall be paid or transferred directly or indirectly by way of dividend bonus or otherwise to the profit of any members of the Society.
- 2 Payment may be made, in good faith, of reasonable and proper remuneration to any member or servant of the Society in return for any services actually rendered to the Society.
- 3 The President shall be reimbursing appropriately for any expenditure during the representation of the Society in a national or international meetings. A quote of expenses should be present in a business meeting to decide if the Society has the sufficient funds to cover these expenses.
- 4 Other members of the Executive Committee shall be reimbursing only for expenditure that has been quote and pre-approved in a business meeting.
- 5 Invoices shall be provided in order to receive reimbursement.
- 6 Each event of the Society shall be organised with a budget and shall be planned and pre-approved in a business meetings.
- 7 The treasurer shall do Bank Account administration, and all payment shall be made by cheque or electronic transaction and proof of invoice shall be kept in the financial records.
- 8 All funds in the Treasure's custody shall be deposited in a the Society bank account only, and be used as authorized for administrative expenses, to finance meetings of the Executive Committee, seminars, congress, expenses of publications of magazines, bulletins, newsletter, yearbooks etc, provided such costs do not exceed the budget approved by the Executive Committee.

Section Eight: Liabilities

1. The liabilities are secured only by the assets of the Society, to the exclusion of any personal liability of any member.
2. Once registered the Society becomes a separate legal entity distinct from its members. This means that the members are not personally liable for Society's debt, contracts or other obligations.
3. Likewise members do not have any personal interest in any property or assets owned by the Society.

Section Nine: Contractors and suppliers

1. All contracts made by the Society must be signed only by the President of the Society, shall not be of a term of more than one year of length unless previously approved by the a majority resolution of the Active Members. The President can organise paid contracts only to assist with the administration of the office of the Society, as for example accountant, solicitors, marketing companies etc.
2. The Society can employ anyone including Society members and pay them for the work they do, or it can make payment to members to which they would be entitled to anyway even if they were not members of the Society.

ARTICLE VIII – MEETINGS

Section One: Annual General Meeting

1. Will be organised by the President of the Society
2. The President shall report and review the objectives of the past years.
3. The applicants for President shall present all the objectives and plan for the future year.
4. The agenda shall be ready one month before the meeting by the secretary.
5. Treasure shall report the Annual Financial Statement of the Society.
6. Only category one, (the Hotel Concierge Active Member) can be part of this meetings, however International Honorary Members, Prospective Applicants and Les Clefs d'Or Members from other chapters can attend as observers upon invitation by the Executive Committee.
7. The purposes of the Annual General Meeting is to witness and ratify any decisions made by the Executive Committee

- and participate in educational discussions and lectures which will further the concierge profession.
8. The elections of the Executive Committee will be done in an election year annual general meeting only.
 9. Members can offer opinion and feedback to the Executive Committee.
 10. Any Active Member could call extraordinary Annual General Meetings if it is necessary.

Section Three: Business Meetings

1. The Executive Committee shall meet a minimum of 6 times every year and at any other time the President shall deem necessary.
2. The South Island delegate shall organise at least six business meetings each year.
3. All business meeting shall require with at least one-month notice of the date and be communicated to all members by the Secretary.
4. All Hotel Concierge Active Members can participate in a business meeting.
5. The Society is not responsible for any expenditure to attend this meeting unless it is pre-approved by the Executive Committee in a business meeting.
6. The agenda for such meeting shall be prepared by the Secretary. Speakers, guest or members are responsible to provide the information necessary to create the agenda, at least 2 weeks before the meeting.
7. Resolution of any matter related to the administration of the Society can be done in a business meeting, by the majority vote of the members present at the meeting, provided at least 2/3 of the members are present.
8. These meetings are organised only to discuss matters relating to the Society
9. The minutes of all meetings shall be ready to be approved by the President and to be distributed to all members of the Society two weeks after the meeting.

Section Four: Proceedings of meetings

1. Chairperson

- 1.1 The President of the Society shall act as a chairperson in any business meeting.
- 1.2 If the President is absent within fifteen minutes after the time appointed for the meeting, the members of the Executive Committee may choose one to be chairperson in the meeting

2. Quorum and Voting

- 2.1 The Executive Committee may meet together for the business of the Society, adjourn and otherwise regulate their meetings as they think fit and determine the quorum necessary for the transaction of the business. Unless otherwise determined three (3) should be a quorum.
- 2.2 Questions arising at any meeting shall be decided by a show of hands and every member present shall have one vote only.
- 2.3 In case of any equality of votes the President or in his absence the chairperson shall have a second and casting vote.
- 2.4 Voting shall be show by show of hands unless one requests a secret ballot or more of the members present in the meetings.
- 2.5 Elections of Executive Committee shall be by secret ballot, and on a simple majority.
- 2.6 If elections take place and one of the members has to leave before the elections due to an emergency, he/she can fill in voting form and hand it to the secretary in a sealed envelope.
- 2.7 The President who shall have a deciding vote if the votes are evenly decided. If the election of a casting vote is for President, the retiring president has the casting vote. For election of any Executive or Sub Committee positions, the newly elected President will have the deciding vote.
- 2.8 When there are more than 2 candidates with the highest number of votes will take part in a second ballot. The 2 candidates with highest number of votes will take part in a second ballot.
- 2.9 Prior to voting two election proctors that are not part of the nominees are approved by the executive committee. The proctors then tally the votes and forward the result to the President, who will read the result to all members.
- 2.10 Where required by a Society member the votes will be open a count in front of all members.
- 2.11 Should an Active Member not be able to attend an Annual General Meeting, he/she may vote by Proxy through a nominated Executive Committee Member

3. Minutes

- 3.1 Minutes of all HCSNZ meetings are kept by the Secretary in a minute book and must be signed by the President and the Secretary. The Secretary shall provide a copy of the minutes to the executive Committee and President within 2 weeks. If no objection is made within 2 weeks after the date of dispatch, the minutes shall be deemed approved.
- 3.2 If a member objects to the minutes in whole or part, it shall so advise the Secretary in writing, and the Secretary shall forward such objection to the other members. According to the replies received from the members and by majority of the opinions expressed, the minutes shall or shall not be amended.
- 3.4 For minutes of the meeting held by the regional delegation, the South Island delegate will be responsible to provide the minutes within two weeks of the meeting and send it to all members

ARTICLE IX – THE DISOLUTION OF HOTEL CONCIERGE SOCIETY LES CLEF D’OR NEW ZEALAND

1. The Hotel Concierge Society Les Clefs d’Or New Zealand may be dissolved only by majority vote of 2/3 of the total of Hotel Concierge Active Member in an Extraordinary General Meeting. Absent Members will be given the opportunity to vote by correspondence.
2. In event of the dissolution of the Society, any cash in hand shall be distributed to different Charity Organizations, such organizations to be nominated by resolution of the Active Members via a Extraordinary General Meeting.

ARTICLE X - AMENDMENT OF THE CONSTITUTION

1. A proposal for the amendment of these statutes may also be considered by the Executive Committee providing that a majority of 2/3 members in an annual general meeting.
2. A proposal for the amendment of this constitution may also be entertained only on written request to the Secretary by at 2/3 of Hotel concierge Society Active Members - category one only.

ARTICLE XI- INTERPRETATION OF THESE STATUTES

1. In event of differences within the members, any question or matter arising at any point which is not expressly provided in these statutes, the Executive Committee shall have discretionary powers to resolve the matter. The decision of the Executive Committee shall be final unless is reversed by the majority vote of the members in a Extraordinary General Meeting, provided at least 2/3 of the members have voted.

ARTICLE XII - SIGNING OF DOCUMENTS

The Society shall have a common seal. A document shall be executed on behalf of the Society if;

1. The common seal is attached to the document; and
2. The document is witnessed by any one of the President, Vice President, Secretary or Treasurer and countersigned by one other member of the Executive Committee.