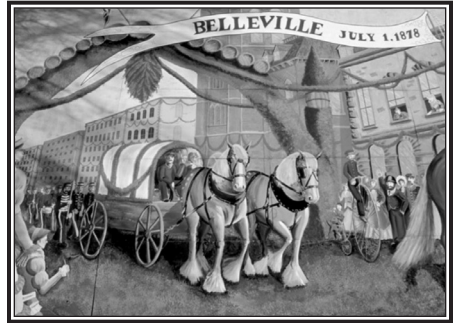


BCC MEMBERSHIP DIRECTORY & BUYING GUIDE

Frequently Asked Questions

Is the Chamber a government agency?

No. The Belleville & District Chamber of Commerce is a membership organization for business, and is one of the oldest institutions in Belleville. We have a tourism contract with the City of Belleville, and provide information services on behalf of the city and the province. We will partner with government departments and other community groups to develop programs for the benefit of our members and the public.



How is the Chamber of Commerce organized?

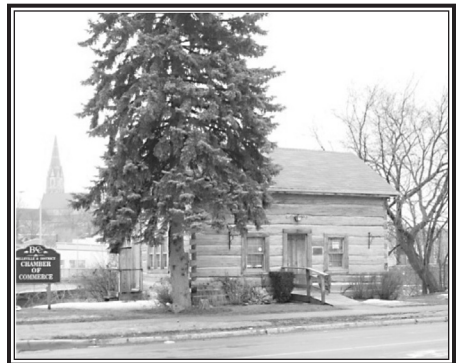
The Chamber is headquartered in the Log Cabin, which is staffed by four full-time employees and two part-time summer staff. A volunteer Board of Directors is elected from the general membership to provide direction to the organization. A President and Executive Committee are elected annually, and Committees are appointed to carry out the work of the Chamber in several areas such as Tourism, Education, Programming and Government Affairs. Members pay an annual fee to belong to the Chamber of Commerce and in return receive networking opportunities, discounts on business services, access to group insurance, and programming.

Can you recommend a school, a restaurant, a roofer, a lawyer a hotel?

No. We can direct you to several members who can provide the goods and services you are seeking, but we stop short of recommending a specific business, unless there is only one that qualifies. Usually the Chamber can suggest a number of member companies that can meet your needs, or we can direct you to another information source. For questions about services in other communities, we can provide contact information for the Chamber or Municipal office there.

Are you the Better Business Bureau?

No. The BBB is a membership organization usually located in larger cities. The process for pursuing consumer complaints is somewhat complicated, and only applicable to member businesses. The Chamber does not have jurisdiction over business practices or consumer complaints. Often problems in this area can be avoided by getting written quotes for services, confirming things like exchange or refund policies, and generally exercising good judgement when entering into a transaction. There is a Consumer & Commercial Relations Department of the provincial government that has jurisdiction over this area if a problem does arise.



"THE LOG CABIN"

BCC

"It's Just Good Business"