

Ethical Conduct

Consistency Openness Decency Ethics

- As an AIM Secure accredited venue we are committed to deal professionally with our clients, employees and suppliers in ways which are consistent, open, decent and ethical;
- Our customer service policy puts a positive customer experience at the heart of what we do and clearly defines the service level so our clients can reasonably expect to receive from our team;
- Our booking terms and conditions are simple, clear to understand, and are made publicly available;
- We have written contracts and agreements in place with all our clients which include specific references to the arrangements for charges and payments; the confirmation of bookings; changes and cancellations; arrival and departure;
- The minimum components of all residential and non-residential packages for conferences, meetings and events are published, and meet the criteria set by the mia;
- In all our dealings with venue finding agencies, we communicate clearly our position with regard to contractual arrangements for sole agency agreements; the payment of any commissions; holding provisional bookings; the publication of VAT inclusive or exclusive charges; cancellation charges and communicating any specific constraints;
- In all our dealings with production companies, we detail in writing and convey to our clients the reasonable expectations which they can have of all production companies which we use;
- Our relationship with the suppliers of audio visual services are set out in a written agreement which is made known to our clients to avoid potential disputes;

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- We have clearly defined the standards of service which our clients can reasonably expect, they are compliant with minimum legal requirements, and our staff are trained to ensure that they are consistently applied;
- We plan our business development and finances and continually invest in our venue facilities to increase our brand reputation, meet customer expectations and ensure a safe environment for customers and our staff;
- We do not permit any unlawful discrimination or harassment of clients, suppliers or staff and work towards achieving an inclusive and accessible environment for everyone;
- Our client packages, marketing, booking conditions and contracts are transparent and clearly communicated to clients and meet the criteria set by the MIA;
- We endeavor to develop and maintain a positive working relationship with our venue finding agencies and suppliers using clearly defined service agreements and follow MIA guidelines in relation to contractual and payment arrangements;
- We are committed to the welfare and development of our team and value their contribution to our business; legal employment practices are adhered to and engagement initiatives aim to motivate and retain staff;
- We commit to the MIA strategy to promote sustainable and environmentally friendly practices and are actively working to increase our corporate social responsibilities;
- We embrace business and social legislation and apply it proactively to increase our standards and safeguard our brand reputation;
- The meetings and conference facilities which we provide are “fit for purpose”, provide a safe and healthy environment, and are clearly defined in the contractual agreements which we have in writing with our clients;
- We are committed to play an active part in the work of the MIA and to encourage the development of best practice standards across the meetings and events industry.

