

# SAACI SERVICE PROVIDER CHAPTER

## Code of Conduct for accredited members

### The Pledge:

Members of the SAACI Service Provider Chapter pledge to act with professionalism and integrity in all dealings with clients and colleagues within the MICE Industry and without, to maintain the highest possible standards in the best interest of all concerned and to uphold the SAACI Articles of Association, the Service provider Code, and the By-laws.

### The Code:

#### 1. Definitions:

Wherever they appear in this document, the following words and phrases shall have the meanings assigned to them below:

- |     |                     |                                                                                                                                                                                                           |
|-----|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.1 | "Members"           | All service providers who are members of SAACI;                                                                                                                                                           |
| 1.2 | "Service Providers" | Individuals, and businesses excluding PCO's and Venues that provide goods, equipment, Information, advice, or any other commodity or service to the Meetings, Incentives, Conference and Events industry; |
| 1.3 | "Clients"           | The individuals, organisations and businesses to whom services are provided - including both principals and users, or attendees, and all PCO's and venues;                                                |
| 1.4 | "PCO's"             | Professional Conference Organisers, including 'Event organisers' within client businesses and organisations;                                                                                              |
| 1.5 | "Venues"            | The owners or administrators of the venues at which functions and events are conducted.                                                                                                                   |
| 1.6 | "Colleagues"        | Other Service Providers;                                                                                                                                                                                  |
| 1.7 | "the By-laws"       | The By-laws proposed by the SAACI Service Provider Chapter.                                                                                                                                               |

#### 2. Members shall, in the provision of services:

- 2.1 Conduct themselves fairly, honestly, responsibly and with integrity, giving due respect to the PCO, venue and clients needs.
- 2.2 Make available to any PCO, venue or client this Code of Conduct.
- 2.3 Maintain and reasonably protect the PCO, venue and clients confidentiality.

- 2.4 Not add to services quoted Group & Convention Rates, Rack Rates, Day Packages or printed prices without informing the PCO and clients, unless such rates are provided to the member as a "net rate" in a separate contract between the vendor and the member.
- 2.5 Not entice or solicit business by offering a client representative, in **their personal capacity**, a portion of any commission or revenue earned or any other disproportionate gift.
- 2.6 Ensure that accurate financial records are maintained regarding all funds and/ or deposits received from PCO's or clients and ensure that such moneys are responsibly handled and paid timeously to service providers in terms of reasonable contractual obligations.
- 2.7 Ensure that the PCO and clients are informed of the terms and conditions attached to the service that the member provides.
- 2.8 Release or confirm provisional bookings timeously. All confirmations Should be provided in writing.
- 2.9 Comply with all contractual requirements.
- 2.10 Make the PCO or CLIENT aware and comply with third party service providers' contractual terms and conditions, and potential penalty clauses relating to service providers requirements, where such requirements have been adequately conveyed to the SAACI PCO CHAPTER member and clients.
- 2.11 Be duty bound to inform the Executive Committee of SAACI SERVICE PROVIDER CHAPTER if it has come to their attention or they have reason to believe a member has been engaged in practices that are a breach of this Code of Conduct, the SAACI SERVICE PROVIDER Chapter and ratified by-laws.
- 2.12 Will not maliciously injure the professional reputation or practice of other SAACI SERVICE PROVIDER CHAPTER members.
- 2.13 Respect the dignity and decisions of SAACI, the SAACI SERVICE PROVIDER Chapter, Executive Committee and all other appointed committees.
- 2.14 Abide by all ratified by-laws, codes of conduct, and articles of the SERVICE PROVIDER Chapter by-laws.
- 2.15 Not bring the Chapter or Association into disrepute.
- 2.16 Pay timeously all fees levied by the Association.
- 2.17 Endeavour to attend all duty constituted SAACI SERVICE PROVIDER CHAPTER meetings.
- 2.18 Appear before the committee, or board, should the committee deem this necessary, to be allowed to state their defence against any allegations of breach of this Code or the SAACI SERVICE PROVIDER CHAPTER by-laws