

# SAACI VENUE CHAPTER

## Code of Conduct

### **The Pledge:**

Members of the SAACI Venue Chapter pledge to act with professionalism and integrity in all dealings with clients and colleagues within the Conference, Event, Incentive and Meeting Industry and without, to maintain the highest possible standards in the best interest of all concerned and to uphold the SAACI Articles of Association and the Venue Code of Conduct.

### **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 Venues who are members of SAACI;  |
| 1.2 "Venue"                           | Individuals, and businesses excluding Conference and Event Organisers and Service Providers that provide goods, equipment, Information, advice, or any other commodity or service to the Conference, Event, Incentive and Meeting industry; |
| 1.3 "Clients"                         | The individuals, organisations and businesses to whom services are provided – including both principals and users, or attendees, and all Conference and Event Organisers and Service Providers;   |
| 1.4 "Conference and Event Organisers" | Professional Conference Organisers, including 'Event organisers within client businesses and organisations;   |
| 1.5 "Venues"                          | The owners, managers or administrators of the venues at which functions and events are conducted.   |
| 1.6 "Colleagues"                      | Other Venues;   |

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

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

- 2.4 Not add to any rates or prices without informing the Conference and Event Organisers 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 Conference and Event Organisers 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 Conference and Event Organisers and clients are informed of the terms and conditions attached to the service and/or facility 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 CONFERENCE AND EVENT ORGANISERS, SERVICE PROVIDERS or CLIENT aware and comply with third party service providers' contractual terms and conditions, and potential penalty clauses relating to requirements, where such requirements have been adequately conveyed to the SAACI CONFERENCE AND EVENT ORGANISERS CHAPTER, SERVICE CHAPTER member and clients.
- 2.11 Be duty bound to inform the Executive Committee of SAACI VENUE CHAPTER and SAACI National Executive Committee 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.
- 2.12 Will not maliciously injure the professional reputation or practice of other SAACI VENUE CHAPTER and other SAACI members.
- 2.13 Respect the dignity and decisions of SAACI, the SAACI Venue Chapter, Executive Committee and all other appointed committees.
- 2.14 Abide by the code of conduct of the Venue Chapter.
- 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 VENUE CHAPTER meetings.
- 2.18.1 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 VENUE CHAPTER by-laws
- 2.19 Undertake to have the necessary public liability insurance in place and produce to any client should it be required.