**ABPCO Members’ Charter**

Our priority is the delivery of successful events for our stakeholders – to fulfil their expectations. We will:

* Be professional and use all our resources to deliver events where we aim to fulfil stakeholder expectations.
* Be honest and transparent in all our transactions and negotiations.
* Work together collaboratively and share information regularly and in a timely fashion to ensure that everyone has a full understanding of the event and their individual roles and responsibilities.
* Have consistent and effective policies and practices in place to ensure clarity at every stage of the planning process.

**Conference Organiser Relationship with Venues and Suppliers - Pledges**

* **Honesty/Transparency** – we will share as much information as possible about our events including scope of event, timelines, budget expectations, other venues under consideration, commission expectations and changes to the event brief.
* **Commitment –** we will aim to meet regularly and keep you updated on progress and any event changes. Once we have committed to a supplier, we will aim to have the contract signed and returned within a reasonable timeframe.
* **Clarity –** we will aim to be clear and concise about our conference requirements and inform you ASAP of any changes.

**Venue and Supplier Relationship with Conference Organisers - Pledges**

* **Honesty/Transparency –** we will share as much information as possible about our services throughout the sales and events process including any staff, product, policy, or pricing changes. We will also advise you promptly if your provisional dates are at risk.
* **Commitment –** we will aim to work as partners with you to deliver a successful event. Your success is our success.
* **Clarity –** we aim for best practice, and we will ensure that you have consistent and effective policies, procedures and practices and we will keep you updated of any changes we may make.