

# The Meetings CODE

## MIA Venue Members

Consistency • Openness • Decency • Ethics



All MIA venue members agree to the following conditions of membership:

- as a member of the MIA we are committed to deal professionally with our clients, employees and suppliers in ways which are consistent, open, decent and ethical;
- 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;
- we have clearly defined the standards of service which our clients can reasonably expect and which reflect the MIA's Commitment to Our Customers, they are compliant with minimum legal requirements, and our staff are trained to ensure that they are consistently applied;
- 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 uphold and safeguard the good name of the MIA; to play an active part in its work; to uphold and advance the professional standards of conduct to which the MIA is committed, and to follow the process and procedures set down by the MIA for dispute resolution.