

Association of Event Venues Code of Conduct

Members of AEV undertake to observe the following Code of Conduct:

Integrity	Statements made by Members to the industry and to customers will be accurate and correct and will not seek to mislead.
Promotional Literature	Undertakings or promises made by Members in all literature shall be adhered to. In the event of necessary change, notification will be given to actual or potential clients.
Insurance	Members will carry a minimum of £5 million insurance cover in respect of public liability.
Contractors	In appointing official contractors for an exhibition, Members will choose companies who, to the best of their knowledge, have sufficient capacity and experience to perform their duties satisfactorily. They will encourage contractors to adhere to uniform and reasonable charges and will endeavour to protect exhibitors against overcharging or bad service. They will recommend that Contractors be members of the Event Supplier and Services Association. They will ensure that contractors adhere to the provisions of the Health & Safety at Work Act 1974 and any other statutory rules and regulations applying to Health and Safety.
Services	Members will cause to be provided recognised services including general security, experienced attendant staff, general cleaning, rubbish removal.
Health & Safety	Members will seek to provide appropriate times for installation and dismantling of the exhibition, dependent on availability of halls and on the nature of each exhibition as per the Health & Safety risk assessment.
Authority	In all matters concerning compliance or breach of this Code of Conduct a decision will be taken by the Council of the Association. Members undertake to furnish any documentation or information which the Council may require for this purpose within a period stipulated by the Council. Failing settlement of a dispute by the Council the issue may be referred to arbitration.
Complaints Procedure	The Association operates a complaints procedure, details of which are available from the Association's secretariat offices on request.
Confidentiality	The secretariat and Council of the AEV agree to treat as confidential any information of a sensitive commercial nature pertaining to any member of the AEV or member of the Association of Event Organisers or the Event Supplier and Services Association that becomes known to them during in the course of their performance of duties on behalf of AEV.