



## Working with Agencies

### Code of Conduct

The following Code of Conduct has been drawn up to provide assurance that any Member Venue that accepts an enquiry from an agency will conduct itself in accordance with this standard as a minimum.

Member Venues abide by all terms and conditions of the Code of Conduct and are responsible for ensuring that all staff are aware of the Code of Conduct.

Meet Cambridge has a number of Associate Member Venues that will abide where possible by this Code of Conduct, however due to the nature of these particular venues there may be some variances. You are advised to check all terms and conditions with the respective venue.

A list of Member Venues and Associate Member Venues can be downloaded [here](#)

[www.meet-cambridge.com](http://www.meet-cambridge.com)

Meet Cambridge | 12c King's Parade | Cambridge | CB2 1SJ

T: 01223 768740 | F: 01223 768741 | E: [enquiries@meet-cambridge.com](mailto:enquiries@meet-cambridge.com)

Meet Cambridge is the official, free venue-finding service for Cambridge University and its Colleges and it's our aim to find the perfect host for any event.

Meet Cambridge is the trading name of The Cambridge Venue Company Limited

The Cambridge Venue Company | A Company Limited by Guarantee | Registered Number: 06960613 | Registered in England | Registered Office: 12c King's Parade, Cambridge CB2 1SJ



**Meet Cambridge member venues that accept an enquiry from an agency will:**

1. Notify Meet Cambridge if the enquiry (where obvious) has already been received from another agent, or from the client direct. Meet Cambridge will inform the enquirer immediately if this is the case.
2. Keep client's details confidential.
3. Honour commission agreements.
4. Not knowingly undercut rates given to an Agent for the same business/enquiry already made on the same or similar date subsequently received direct from a Client.
5. Honour verbal or written agreements for all rates issued for an agreed period.
6. Unless agreed otherwise, pay commission on accommodation, room hire, delegate rates (day and 24hr rates) and pre-booked (prior to arrival and where supplied by the venue) food and beverage whether booked by the Agent or the Client.
7. Agree to pay commission at the rate agreed by all parties on all commissionable business, including cancellation charges and in accordance with the following;
  - 7.1 Where the Client is settling the invoice directly with the Venue, or on departure, commission will be due to the Agent within 30 days of the date of the Agent's commission invoice for all bookings where payment has been received in full;
  - 7.2 Venues will provide, if requested, copy invoices to the Agent within 5 working days of the guests departure from a venue, or within 5 working days of the Agent's request for the same;
  - 7.3 Where an Agent is operating a 'bill-back' process for the Client, as an Agent, commission will be paid to the Agent as soon as possible and within 30 days of the Agent transferring 'bill-back' funds to the Venue;
  - 7.4 Where an Agent is operating a bill-back process for the Client, as the principal, commission will be paid to the Agent within 30 days of receipt of bill-back funds from the Agent or may be taken at source by the Agent.
8. Not inform the Agent's Client of the percentage of commission received by the Agent either by express or implied methods. Such information will not be contained in contracts to be signed by Clients. However, contracts may state that rates are commissionable, but not the value or percentage of the commission.

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**Meet Cambridge member venues that accept an enquiry from an agency will follow best practice when handling the enquiry and conform to the following:**

1. On receipt of an enquiry and where space is available and subsequently offered by the Venue to the Agent on behalf of the Client, the Venue will provide the Agent with an exclusive provisional booking on a 1<sup>st</sup> option basis and agree in advance a period of time that the provisional booking will be held for.
2. The Venue will then hold space as per the initial enquiry and the details will not be amended or the enquiry cancelled unless agreed in advance with the Agent.
3. When a Venue declines an enquiry they will inform Meet Cambridge of the reasons why and Meet Cambridge will in turn inform the Agent.

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## Agents

### On contacting Meet Cambridge we would request that agents:

- Identify themselves at the initial enquiry stage and state their commission terms
- Be clear in all communications, either identifying their client, provide a means of referencing, or disclosing industry sector, if confidentiality is paramount
- Not mark up the venues pricing
- Review each venue's booking terms and conditions with their clients, as these may vary
- Honour any signed contracts and where cancellation charges apply assist in collection, where appropriate
- Arrange a venue site visit prior to booking and we would ask that agents pass on that recommendation to their clients.

*Meet Cambridge publishes this information in good faith that its member venues working within these parameters will abide their spirit. Meet Cambridge will not be held responsible for any dispute between Agents, Clients or Venues. Any contractual arrangements are made between the aforementioned parties and not Meet Cambridge.*

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