

Our Commitment to Our Customers

110 Rochester Row

As an AIM Secure accredited organisation, we commit ourselves to the following standards in all our dealings with our customers:

Customers

- We take the business meetings, conference, and events industry seriously.
- You will be dealing with an organisation totally dedicated to providing you with a service that meets your business meeting, conference, or event requirements.

Quality

- We are committed to delivering good and services which meet the highest specified standards.
- Your standards are our standards!

Standards

- We believe in raising industry standards
- Your business meeting, conference, or event will be handled by professionals who will translate your requirements into reality on the day.
- The AIM Secure Accreditation assures you of our service, safety, health, and responsibility.

Training

- We are committed to developing the potential of all our staff.
- Your business meeting, conference, or event will be looked after by professionals with skills to respond to your requirements and to recommend the best solutions.

Social Responsibility

- In all our dealings we aim to behave with openness, trust, and integrity.
- You have the right to question and to receive an honest answer.

Booking Conditions

- Our booking terms and conditions are simple and easy to understand.
- All our staff who deal with business meetings, conferences, and events understand our booking conditions and can discuss them with you.

Problems

- We are committed to understanding and resolving any problems you may have quickly and satisfactorily.
- You will be dealing with an organisation aware of your need for quick and effective solutions.