

MEETINGS AND EVENTS SERVICE LEVEL AGREEMENT

1. Enquiry handling

- a. We will respond to an enquiry within two hours (up to 24 hours for international enquiries or 48 hours at weekends)
- b. We will follow up every proposal within 24 hours of sending
- c. We will quote transparent pricing for all items
- d. We will always offer sustainable options where applicable
- e. We will always offer a site visit for the client and/or your agent in person or virtually

2. Site visits

- a. We will confirm whom you will be seeing at the hotel(s)
- b. The site visit host will be fully briefed and be ready to show you the relevant event space and/or bedrooms
- c. We will introduce you to the named team member(s) who will deliver the event

3. Delivering the event

- a. You will have the same dedicated team member(s) throughout the event
- b. You will be added to a dedicated WhatsApp group during your event for real-time agenda changes.
- c. Meeting rooms and check-in will be set up as per your contract
- d. A dedicated team member will meet you at the end of the event, for a pre-departure debrief

4. Billing

- a. The invoice will be sent within 48 hours of departure
- b. A designated Meetings and Events/Finance contact will assist with any queries.
- c. You agree to adhere to our credit policy

