

CODE OF CONDUCT

Introduction

This Code of Conduct defines the wedding industry and contains a set of rules for members of the Wedding Industry Network (WIN) to observe as basic rules for their daily work.

The basic principle is that the Code of Conduct applies to all members,

Transparency

With the Code of Conduct, the Wedding Industry Network makes explicit how the values and standards relate to it.

Wedding Industry Network Code of Conduct

The Wedding Industry Network Code of Conduct consists of three parts:

1. Listing of relevant definitions
2. Outline of general principles
3. Description of values and standards

Definitions

The Wedding Industry Network embodies all activities and services concerning the professional planning of a wedding.

The Code of Conduct applies to all members.

Members are individually responsible for their own professional behaviour.

General Principles

Members of the Wedding Industry Network practice their profession according to a few general principles:

- i. Work to the highest standards of professionalism, integrity, confidentiality, and personal behaviour;
- ii. They are honest and reliable in their professional contacts with clients, suppliers, fellow colleagues and the public;
- iii. Show due regard for all suppliers, clients, public, and fellow colleagues.
- iv. observe the law;
- v. Respect the Wedding Industry Network Code of Conduct.

- 1.1.1 Members make clear how their business or department deals with confidential matters.

Members keep (confidential) data in such a way that no crucial data can get lost or end up in the hands of third parties. Members prevent third parties from gaining access to data and information about clients they have promised to keep confidential.

- 1.2 Members provide clients, suppliers, and other parties with a realistic picture of services to be delivered, this includes the costs charged for the services to be provided.

- 1.4 Members must act in the client's interest (rather than his or her personal interests or feelings).

- 2.1 Members must have a reputation of reliability.
 - 2.1.1 Members must always aim for the highest possible level of expertise.
 - 2.1.2 All agreements and arrangements must be kept.
 - 2.1.3 Wherever possible, Members must contribute to enhance the quality and the image of the event and wedding industry.

- 2.2 All information regarding pricing, products, and procedures, during the planning of a wedding, must be dealt with confidentially.

- 2.3 Members need to offer the correct information about their services to all potential clients to enable them to make a fair comparison between services and prices.

- 2.4 Selection of suppliers must be based upon an objective criterion, rather than personal preferences, unless the client states they have a personal preference.

- 2.5 Members need to maintain a positive relationship with all suppliers, while also considering the supplier's interest.

- 2.6 Members need to provide all clients with correct information.

- 3.1 Members must always adapt to the clients' (reasonable) wishes, and show due regard for people, regardless of origin, inclination, religion, or life principles.

- 3.2 Members must show due regard to fellow Members and competitors.

- 4.1 Members will observe the law, and existing regulations when delivering their professional advice.
- 4.2 Members will prepare and perform their duties in a professional and knowledgeable way.

- 5.1 Every Member agrees to act according to the above guidelines, and according to current law.

By becoming a member of the Wedding Industry Network, you express your agreement with these conditions and agree to observe the Code of Conduct.