



## **Our Agency Charter**

### **Our commitment to you.**

- 10% commission paid on net invoice value
- 14 working days commission payment from receipt of your invoice
- Dedicated account manager to deal effectively with any issues
- Easy to understand terms & conditions
- Proposals that clearly show savings

Terms and conditions apply but do not apply to agents on preferred commission agreements. 10% is the new base commission level for enquiries made after 1st January 2014 only and is applicable to:

- 24 hour & 8 hour delegate rates
- Room Hire
- Pre-booked Food
- Pre-booked accommodation
- Ground Hire