

AEO CODE OF CONDUCT

Members of the AEO undertake to observe the following Code of Practice

1. **Integrity** Statements made by Members with respect to any exhibition will be accurate and correct and will not seek to mislead.
2. **Attendance** Members undertake to record and publish attendance by visitors at exhibitions accurately and to issue attendance figures to exhibitors on request. Members also undertake to provide attendance figures audited by an aeo-recognised body for each for each indoor show of 2,000 square metres of sold net space and above and for each outdoor show of 8,000 square metres of sold space and above. Any exhibition which has indoor and outdoor space must audit if either of the above criteria are met.
3. **Promotional Literature** Undertakings or promises made by Members in all literature shall be adhered to. In the event of necessary change, notification will be given to actual or potential exhibitors.
4. **Insurance** Members will carry a minimum of £5 million insurance cover in respect of public liability. Any exceptions to this are to be specifically agreed in writing by the aeo executive.
5. **Contractors** In appointing official contractors for an exhibition, members will choose companies who, to the best of their knowledge, have sufficient capacity and experience to perform their duties satisfactorily. They will encourage contractors to adhere to uniform and reasonable charges and will endeavour to protect exhibitors against overcharging or bad service. They will recommend that Contractors be members of the Association of Exhibition Contractors (aec), BECA or other recognised trade body. They will ensure that contractors adhere to the provisions of the Health & Safety at Work Act 1974 and any other statutory rules and regulations applying to Health & Safety.
6. **Services** Members will cause to be provided recognised services including general security, experienced organising and attendant staff, general cleaning, rubbish removal and, where appropriate, press and foreign visitor facilities in accordance with the nature of the exhibition. During the build-up, open and breakdown periods of an exhibition, exhibitors shall have access to at least one responsible executive of the organisers at all times during the normal working hours relating to those periods. Members will give due regard to aeo's Health & Safety 'Red Book'.
7. **Tenancies** Members will provide reasonable times for installation and dismantling of their exhibition, dependent on availability of halls and on the nature of each exhibition. These times will be made known to prospective exhibitors before they enter into an agreement to participate.
8. **Cancellation** In the event of the cancellation or lengthy deferment of an exhibition through any circumstances within the organiser's control, he will abide by the Association's policy to refund stand rentals received from exhibitors. If the exhibition contains specialised sections which are cancelled the exhibition companies contacted specifically for the sections concerned must be advised immediately and given the option to withdraw from the exhibition without loss of stand rental.
9. **Authority** In all matters concerning compliance or breach of this Code of Conduct a decision will be dealt with in accordance with aeo's complaints procedure. Members undertake to furnish any documentation or information, which the aeo executive may require for this purpose within a stipulated period.