

Conference Torquay

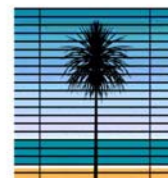
Code of Practice

- The Conference Torquay office will be manned between the hours of 9am and 5pm Monday to Friday, excluding Bank Holidays.
- A member of the Conference Torquay team will always seek to answer your calls promptly and deal with your query in a polite and courteous manner.
- As a small office our constant internal communication will ensure that any customer query can be answered by any member of the team during a working week.
- Your online event enquiry will be acknowledged by a member of our team within 1 hour during working office hours.
- Your accommodation enquiry will receive an automatic acknowledgement within 1 hour.
- A copy of your confirmed accommodation booking will be e-mailed to you and a copy to the relevant hotel within 7 days.
- The Conference Torquay office will undertake appropriate benchmarking with similar venues/bureaus once per calendar year, in order to keep up with any new and better ways of enhancing our service.
- Relevant press releases shall be produced and published through established industry publications to ensure you are kept up-to-date with any improvements and changes on the English Riviera.
- Conference Torquay will aim to send mailings to mail all member accommodation providers and affiliate venues with relevant information.

Relax

Organise

Attend



Conference
TORQUAY
THE ENGLISH RIVIERA

