



euromic's Basic Service Level Commitments

This is a basic minimum standard of service you can expect from each and every euromic DMC. However all our members were specifically granted euromic membership status due to their outstanding reputation for service quality and delivery. We are confident that individually these standards are likely to be exceeded.

Responsiveness & Communications

- All messages and return call requests to be acknowledged within 1 business day, acknowledging international time zone differences.
- All non-verbal enquiries are to be acknowledged within 1 business day.
- Enquiries will be completed within 3 business days for simple requests. More complex requests and response for proposals (RFP) are dependent upon supplier response and will be completed by timescales agreed with you, once assessed.
- Where enquiries cannot be completed within above response times, a status update will be given within 24 hours.
- We will contact clients upon receipt of an RFP on the same day wherever possible, if time zones allow, and within 24 hours, to gain further insight and understanding.
- Advance notice to be given of upcoming public holidays and project staff absences in the lead up to and during an event will be provided by the DMC.
- An out of hours number will be available during the course of an event.
- A suitably experienced project manager will be allocated to each project as the principle point of contact.
- The DMC will provide information regarding visa and vaccination requirements when the nationality and type of passport held by the individual travellers is known.

Good Faith in Negotiation

- The DMC shall negotiate the best possible rates with third party suppliers for the level of services provided each and every time.
- The DMC will use its systems and processes and expertise to deliver efficiencies and added value for the client wherever possible
- Any costs variations will be communicated to the client immediately upon receipt from the supplier.

Operational Standards

- All euromic members have provided their staff with suitable training and in general make use of their own fully employed staff. Where the use of freelancers is required, they commit to ensuring all contracted staff are vetted, properly briefed, capable and suitably qualified or experienced to fulfill their duties.
- It is common practice within euromic to send an advance party to all restaurants and activities prior to any groups arrival to ensure the arrangements are as contracted and are of the proposed standard.
- euromic DMC's have a strict policy when contracting local guides and use only suitably qualified and/or accredited guides.



- Each euromic DMC has had to demonstrate to the other members of euromic that they have the necessary capabilities, experience and competence to be a member of euromic, should a euromic member bring the association into disrepute, they will be expelled from the association.
- euromic holds annual staff training events for all levels of staff throughout the association.
- euromic provides best practice and methodology training to all members.

Project Payments and Reconciliation

- On written confirmation of an event, a payment schedule will be issued to show when deposits are due.
- euromic DMC's commit to ensuring all payments are paid to third party suppliers as soon as they are due.
- The final invoice is to be issued in the agreed format to the client within 10 working days of client approving the final reconciliation.