

IMAGO VENUES CUSTOMER MANIFESTO

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**NEW
BEGINNINGS**
**SAME GREAT
SERVICE**



10 ACTIONS

Ten actions we have taken that give you confidence to hold events in our venues as we come out of lockdown.

1 PLEDGE

To deliver the same fantastic customer service we always have, whilst protecting the safety of all our guests.



1. ADAPTING OUR SPACES

From rigorous cleaning schedules to contact-free service and social distancing in meeting rooms and public areas, we will adapt our venues to make your event work, giving you confidence that your event will be safe and responsible.





2. HEALTH & WELLBEING

The health and wellbeing of our staff and customers is our highest priority. We will not compromise on safety and will communicate these measures clearly to our guests in advance, giving them peace of mind for a safe and pleasant stay.



3. FLEXIBLE PACKAGES

We understand that events won't be a standard format and our customers will want to be creative with space and numbers. We will offer flexible and tailored packages that suit YOU.





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4. TRANSPARENT PRICING

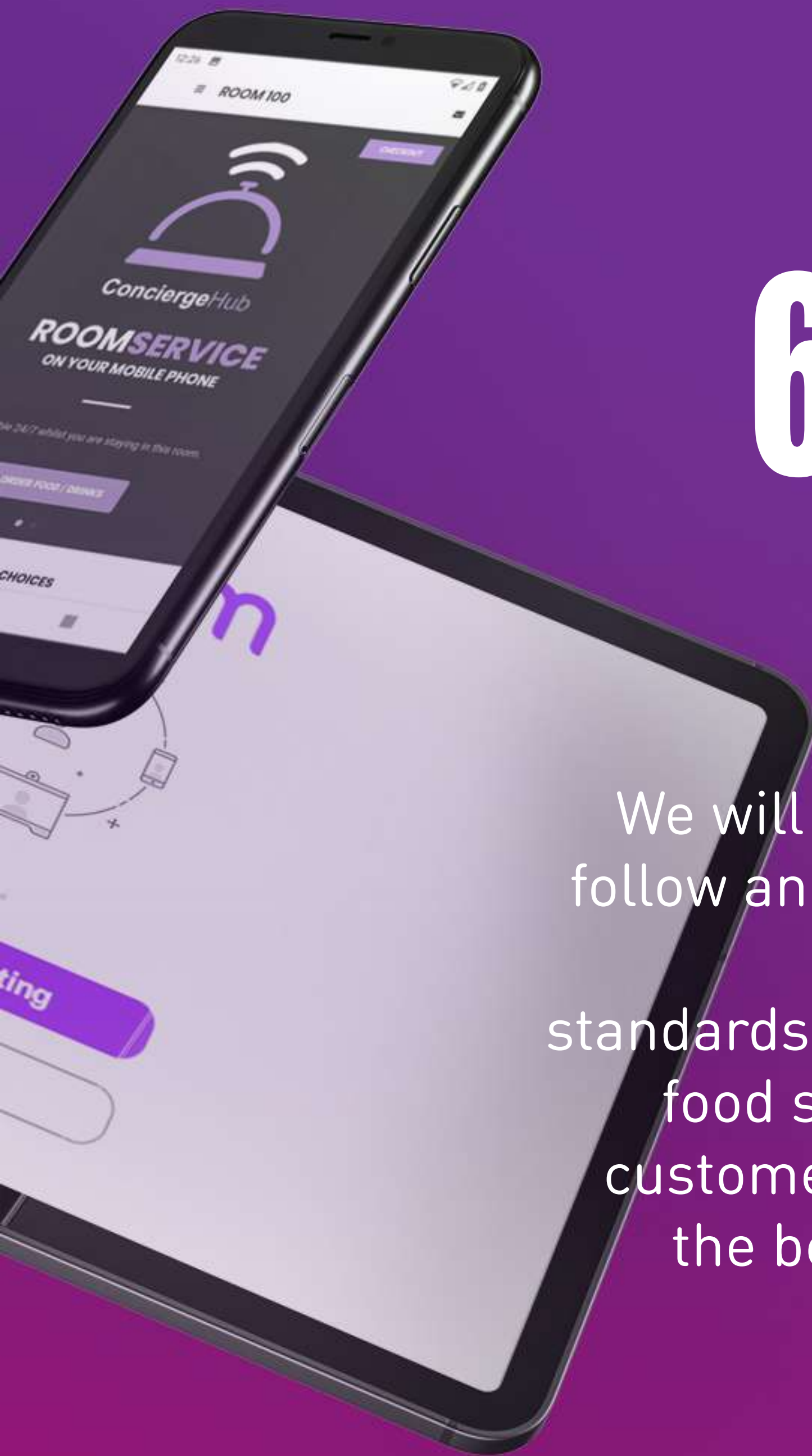
We understand that every business, including ours, has been severely impacted recently. We will be completely transparent with our pricing and fair with our terms and conditions.



5. DIGITAL SOLUTIONS

With social distancing and reduced capacities, we will need to be flexible and creative. We will find and source excellent digital solutions for you, including split-site live streaming and video conferencing facilities.





6. BEST IN CLASS

We will do everything we can to follow and exceed best practices. Whether that's through standards of cleanliness, hygiene, food safety or our exceptional customer service, we'll give you the best experience possible.



7. PERSONALISED EXPERIENCE

We will treat every event individually and work with you to deliver a fantastic and safe event for your delegates. We will work with you to make sure every detail works for you and achieves your objectives.





8. AGENCY PARTNERSHIP

We will work even closer with our agents to meet the complicated needs of your clients. We know times are tough for you too and we promise to respond to all enquiries urgently and pay commission quickly.



9. COMMITMENT TO SUPPLIERS

We remain fully committed to our suppliers and will always pay on time throughout this crisis. We promise to work closely with our supply chains, including our small local suppliers, to find creative solutions that give you the very best experience.





10. COMMITMENT TO OUR STAFF

At the start of this crisis, we committed to keeping our Imago family together! We have retained all our staff and will bring them back into the business as soon as we can to start delivering their usual fantastic customer service.



Our industry is all about service. As we adapt to a new 'normal', one thing will never change - our insistence on quality and outstanding customer care. We will get through this together and once again be

[#VENUESTHATCONNECT](#)





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VENUES

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