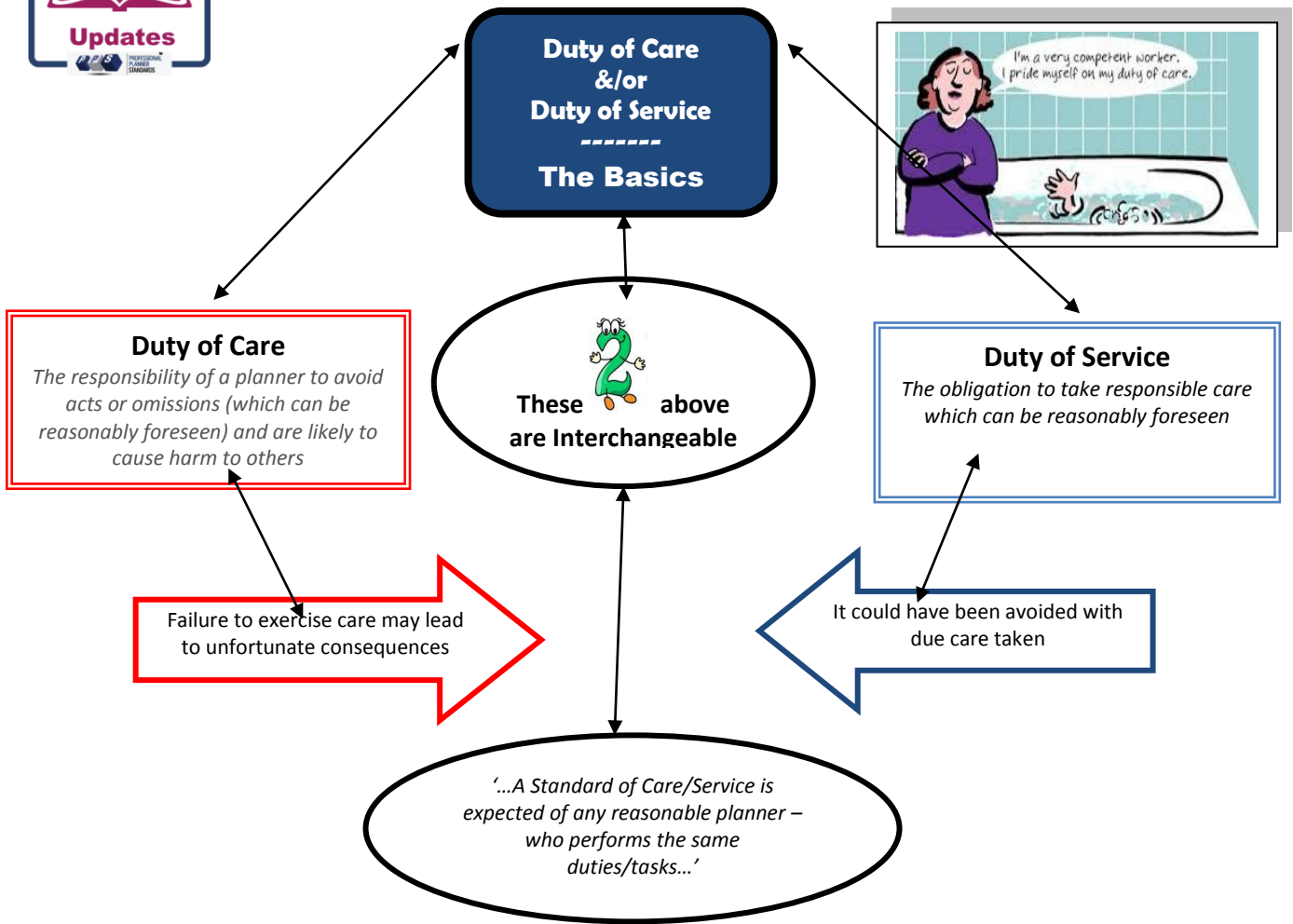




Duty of Care / Service: The Foundation for All Event Planning



Mediators decisions are based on whether or not a planner has failed to provide a reasonable Standard of Care.....such as:

- Training that the planner has received
- Laws and regulations as laid down
- Practicalities relating to the situation
- Needs of others in the situation

Breaches in the Duty of Care / Service

- Not confirming the dates of the booking
- Not ensuring the required venue set-up is undertaken
- Not undertaking a Vulnerability Risk Assessment
- Not advising the delegation of programme changes
- Altering the meeting venue without notification to the delegation
- Insufficient catering
- No internal signage leading to confusion and late arrival

These examples are elementary dear Watson



That may be so....but some of these examples occur regularly dear Holmes