



HELOA National and Group events

Speaker, Partner, Sponsor and Delegate Expectations

To ensure that all attendees at HELOA events have the best possible experience, we have outlined the below code of conduct. We would ask that all speakers, sponsors and delegates observe the following:

Speakers

- a) Speakers attend all relevant elements of the conference (exhibition, workshops etc.) in a timely manner, show conscientious effort in participating, and conform to conference rules and regulations.
- b) Organisations need to ensure that individuals representing them at conferences and group events exhibit professional and personal integrity and honesty at all times. Behavior of the individual should not interfere with the rights of others. This includes the use of appropriate language, actions and attire. Organisations are accountable for individuals.
- c) Organisations must safeguard all confidential, commercially sensitive and personal data acquired as a result of business relationships and not use it for personal advantage or the benefit or detriment of third parties.
- d) Speakers are responsible for returning the event space and other rooms in good condition when leaving and will be required to pay for the cost of any damage incurred.
- e) Speakers are responsible for their own behavior during the conference, and are not affiliated as representatives of HELOA in any way. The venue reserves the right to deny access or to eject anyone not behaving in an appropriate manner. The venue reserves the right to enter the event room at any point during the event. No guest or delegate attending conference or group meeting shall be allowed to smoke in the venue except for in any area designated as such.
- f) HELOA asks that any issues or concerns are raised to members of the HELOA UK Committee in a timely and appropriate manner for us to address as required. You will have a dedicated contact within our UK Committee or Group committee who will brief you on arrival. If you are unsure as to who these members of staff are please get in touch with a member of the Training Team or Group committee. Their contact details can be found [here](#).

Sponsors & Partners

- a) Sponsors and partners attend all relevant elements of the event (exhibition, workshops etc.) in a timely manner, show conscientious effort in participating, and conform to event rules and regulations.
- b) Sponsors are expected to establish, maintain and develop business relationships based on confidence, trust and respect. This is not exclusive to the event, but includes engagement with delegates in electronic communication and social media, prior to and after the event. We would ask that sponsors observe ICO communication principles when undertaking follow up communication (e.g. ensuring relevance, and appropriate frequency etc.).
- c) Organisations need to ensure that individuals representing them at the event exhibit professional and personal integrity and honesty at all times. Behavior of the individual should not interfere with the rights of others. This includes the use of appropriate language, actions and attire. Organisations are accountable for individuals.
- d) Organisations must safeguard all confidential, commercially sensitive and personal data acquired as a result of business relationships and not use it for personal advantage or the benefit or detriment of third parties.

- e) Sponsors and partners are responsible for returning the event and other rooms in good condition when leaving and will be required to pay for the cost of any damage incurred.
- f) All sponsors and partners are responsible for their own behaviour during the event, and are not affiliated as representatives of HELOA in any way. The venue reserves the right to deny access or to eject anyone not behaving in an appropriate manner. The venue reserves the right to enter the function room at any point during the conference. No guest or delegate attending the event shall be allowed to smoke in the hotel except for in any area designated as such.
- g) HELOA asks that any issues or concerns are raised to members of the HELOA UK Committee in a timely and appropriate manner for us to address as required. You will have a dedicated contact within our UK Committee or Group committee who will brief you on arrival. If you are unsure as to who these members of staff are please get in touch with a member of the Partnerships Team or Group committee. Their contact details can be found [here](#).
- h) We ask that sponsors pay any invoices due to HELOA for events in a timely manner.

Delegates

- a) Delegates are expected to attend all aspects of the event in a timely manner, show conscientious effort in participating, and conform to the event rules and regulations.
- b) Delegates are asked to engage with workshop speakers and event exhibitors, including engagement during the business exhibition (if relevant) and ask relevant questions to ensure everyone involved gets the most out of the event.
- c) Delegates are expected to exhibit professional and personal integrity and honesty at all times. Behaviour of the individual should not interfere with the rights of others. This includes the use of appropriate language, actions and attire.
- d) Delegates have a responsibility to always maintain the highest level of professionalism, diplomacy and discretion. HELOA Committee members, sponsors, partners, fellow delegates and event staff, should be treated with the highest level of courtesy and respect, including on social media and in electronic communication.
- e) Delegates must safeguard all confidential, commercially sensitive and personal data acquired as a result of business relationships and not use it for personal advantage or the benefit or detriment of third parties. This includes commercially sensitive information shared by fellow delegates in workshops and sessions as part of the HELOA event.
- f) You are responsible for returning the function and other rooms in good condition when leaving and you will be required to pay for the cost of any damage incurred.
- g) All delegates are responsible for their own behaviour during the event, and are not affiliated as representatives of HELOA in any way. The venue reserves the right to deny access or to eject anyone not behaving in an appropriate manner. The venue reserves the right to enter the function room at any point during the conference. No guest or delegate attending the event shall be allowed to smoke in the venue except for in any area designated as such.
- h) HELOA asks that any issues or concerns are raised to members of HELOA UKC in a timely and appropriate manner for us to address as required. Their contact details can be found [here](#).