

VIRTUOSO EVENTS

CODE OF CONDUCT

The Virtuoso network is synonymous with professionalism, and the following guidelines help us sustain, and create the professional atmosphere you expect at Virtuoso Events. *Thank you in advance for your cooperation.*

Attending Virtuoso Events constitutes agreement to these Code of Conduct standards and guidelines. Those who do not follow these guidelines may be asked to leave the event, and could be prohibited from attending future Virtuoso events.

Registration and Access

PLEASE DO

- **Show I.D. at Registration.** We'll need to see proof of identification before giving you your official name badge and registration materials.
- **Wear your name badge throughout the event.** No one will be allowed in the conference area without their name badge. Event staff will scan your badge as you enter our conference areas.
- **Keep your name badge secure.** Treat it like your phone and wallet – keep it with you and keep it safe.

PLEASE DON'T

- **Enter the conference area without your name badge.** If you lose yours, stop at an Information Desk for a replacement.
- **Share your name badge.** We do check I.D.
- **Ask us to hold items for you.** Please take all registration materials at the time you receive your name badge. We will not have a secure area to hold items.

Attendee Roles and Guidelines

When your company holds both Member and Partner membership in the Virtuoso network, you are welcome to register for events under either role. Please note that when registering, you can only select one role. If your company plans to attend under both roles, you'll submit two registrations. Please ensure your company sends enough representation as one person cannot register twice and cover both roles at the event.

PLEASE DO

- **Register for an event under only one role** - either Member or Preferred Partner.
- **Conduct yourself in line with your registered role** for the event, including your agenda and meetings.

PLEASE DON'T

- **Represent multiple business roles or misrepresent your registered role** at the event.
- **Distribute business cards from companies not associated with your registration** for the event.
- **Promote non-Virtuoso products or services** during the event.

Professional Standards

PLEASE DO

- **Conduct yourself professionally.** At all times, and throughout the event.
- **Be polite and kind.** Treat all attendees, speakers, and Virtuoso staff professionally, ethically, and respectfully. Please silence your phone and voice during presentations.
- **Honor commitments.** This includes attending meetings, appointments, and events you agreed to attend.
- **Seek to understand.** Aim to completely comprehend situations before jumping to any conclusions.
- **Report non-compliance issues.** If you have a grievance, please notify us at any Virtuoso Desk or by emailing comment@virtuoso.com.
- **Share positive feedback.** We love to hear good stories from our network. Please share with any Virtuoso staff member or by emailing comment@virtuoso.com.

PLEASE DON'T

- **Be late or miss appointments.** Please be on time for all meetings, particularly for your Assigned and Matched appointments.
- **Take calls during appointments.** For urgent matters, please step outside.
- **Solicit for personal causes during appointments.**
- **Poach employees.** It is not acceptable to solicit others for employment or contract work while attending Virtuoso events.

Thank you in advance for your cooperation. Those who do not follow these guidelines may be asked to leave the event, and could be prohibited from attending future Virtuoso events. We look forward to an amazing and professional Virtuoso event. #VirtuosoTravel

Revised: January 2018