

## **Commission practices**

At Elle-Events Management, transparency and fairness are at the heart of everything we do. Our commission is always built into the initial rates we provide, ensuring clients receive clear, consistent pricing without unexpected additions or mark-ups.

We work with venues and partners who uphold rate parity and ethical practices, allowing us to maintain the trust, integrity, and loyalty that define our brand. Our goal is simple: to create seamless, honest, and mutually beneficial partnerships that put our clients' best interests first.

Our priority is always to secure the most suitable and exceptional options for our clients. While we greatly value working with venues that offer commission-inclusive rates, we fully understand that this is not always possible.

If a venue is unable to offer commission, please be assured that we will still include them at proposal stage whenever they represent the best fit for our client's needs. Our recommendations are always based on quality, suitability, and value - never solely on commission.

When we talk about ethical practices, we mean working in a way that is fair, transparent, and respectful to clients, partners, and the wider industry. For Elle-Events Management, this typically includes:

### **1. Rate Parity**

Ensuring that the rates offered to us are the same as those offered directly to the public or other partners - no hidden mark-ups, no inflated pricing.

### **2. Transparent Pricing**

Providing clear, upfront costs without surprise fees, vague add-ons, or last-minute charges.

### **3. Honest Commission Structures**

Building commission into the initial rate and never adding commission on top of the price a client sees.

### **4. Fair Treatment of Clients**

Putting the client's interests first - recommending venues and suppliers because they're the right fit, not because they pay the highest commission.

### **5. Responsible Contracting**

Clear contracts, fair cancellation policies, and no misleading terms or pressure-tactics.

### **6. Professional Conduct**

Communicating respectfully, meeting deadlines, being reliable, and representing all parties accurately.

### **7. Data Privacy & Consent**

Handling client and partner details responsibly and never sharing information without permission.

### **8. Sustainability & Social Responsibility**

Working with partners who consider environmental impact, support local communities, or follow inclusive hiring practices.

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