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The Society of Professional Wedding Vendors

Code of Conduct

Buy With confidence and peace of mind

The Society of Professional Wedding Vendors was formed to give the public peace of mind. Having worked in the industry for over 10 years the founders want to be able to put couples in touch with vendors who share their ethos:

To provide excellent customer service, maintain high standards, provide quality products and acting with integrity and honesty.

Putting your trust into strangers on one of the most important days of your life is a scary thought. Most of the time it works out fine. However, you never want your day to be the one time it doesn't work out. This is why we created the SPWV. We do background checks on our members so you know they have a good track record.

The SPWV does not accept every vendor into membership, not everyone meets the criteria. To find our approved members please check out our website. www.spwv.co.uk

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Client charter

You can buy with confidence knowing the vendor you hire abides by our code
You have peace of mind there is a procedure in place if problems arise
You have peace of mind there is someone you can turn to if you have a problem with a vendor
You will receive a friendly jargon free service

The SPWV Code of Conduct

1. Advertising
2. Contracts
3. Customer Service
4. Peace of mind
5. Problem solving

Advertising

- 1.1 Vendors will advertise openly and honestly and in a way that does not mislead the client.
- 1.2 All offers must be presented clearly and should not be confusing, where any conditions apply to the offer these must be given alongside the offer. Any offers must be presented in a clear understandable manner, terms and conditions must be made available in the same place as the offer or with a link direct to them.
- 1.3 Any offers made at the point of sale must be fully explained by the vendor to ensure terms and conditions have been understood.
- 1.4 Pricing in any advertisement must be honoured, except where a honest mistake has been made. Any changes to the price must be agreed by the customer. .
- 1.5 Advertising must comply with any relevant code of advertising including.
 - 1.5.1 UK code of Non-broadcast Advertising, and Direct Promotional Marketing. (CAP Code_
 - 1.5.2 The UK Code of Broadcast Advertising(BCAP)
 - 1.5.3 All other statutory requirements, such as the Consumer Protection from Unfair Trading Regulations 2008. The Consumer Contracts Regulations 2013. Business Protection from Misleading Marketing Regulations 2008.

Contracts

- 2.1 Contracts must be provided for any service offered by a vendor.
- 2.2 The contract must easy to read 10pt font size is to be used.
- 2.3 Before a contract is agreed, the vendor will provide the customer with all information needed to make a decision and the pre-contractual information as required by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
- 2.4 Vendors will detail in writing any extras agreed upon and the cost associated with them before the completion of the sale.
- 2.5 Vendor is responsible for ensuring the client has read and understood the contract.

2.6 Vendors will allow clients ample time to read the contract thoroughly, it is recommended you leave them with the contract so your presence doesn't make them feel pressured into agreeing or you read it through with them and address any questions as they arise.

2.7 Contracts must be signed by both parties and both parties should have a copy.

2.8 Vendors contracts must include or have attached to it information on the procedure that a vendor will follow should they be unable to provide the contracted service on the day, due to acts of god, illness, accident, to reassure clients that a backup plan is in place.

2.9 Vendors who provide product instead of service do not need a contract but must supply terms of sale which must include a production and delivery time line, delivery time lines should be such that the product could be redone if necessary and still meet the required deadline in the event of damage in transit, or the product not being as agreed.

2.10 Terms of sale must include a product agreement, this may, in the instance of wedding stationary for example come after the sale has been agreed and samples have been created.

Once colours, fonts, ribbon etc have been agreed this must be written down and signed and added to the terms of sale.

Customer Service

3.1 A vendor will familiarise themselves and any work force with the SPWV Code of conduct, and will have it linked on their website and available to view by a potential client should they ask.

3.2 A vendor and staff will be professional at all times and will provide answers to queries in a timely fashion.

3.3 A vendor will provide a safe environment in which to meet with clients.

3.4 A vendor will not use pressure sales tactics. A client should be given all necessary information to make an informed decision and should be given time in which to make that decision.

3.5 The vendor will provide a written quotation for the package/service the client is considering. The quotation must make it clear the additional costs of any additional extras (ie. extra pages in a wedding album, champagne in the car).

3.6 Vendors will detail in writing any extras agreed upon and the cost associated with them before the completion of the sale.

3.5 Vendors will ensure the client understands the terms and conditions of any contract which the client agrees to enter into with the vendor.

3.8 Vendors will ensure the client receives all benefits as advertised at the delivery of the product or service, or at a time agreed by client and vendor.

3.9 Vendors will ensure any customer facing staff are able to handle any complaint efficiently and courteously before it escalates. If the complaint cannot be resolved please refer to our problem solving section.

3.10 Vendors are obliged to appoint a customer service manager who will be suitable to handle complaints that have been escalated.

3.11 Vendors will ensure their terms of sale are clear. This includes cancellation rights, return of deposits if the sale is cancelled and any associated reasonable costs in doing so. Vendors will ensure deposits are protected in the event they cannot fulfil the agreed contract.

3.12 Vendors will make sure the client has a copy of all documentation associated with the sale of the service of product on paper or via email if agreed to by the client.

3.13 Should a client feel they need further support in making a purchasing decision (such as that of parents if they are helping to fund the wedding), the vendor will treat the supporters in the same manner as dealing directly with the client.

3.14 If the vendor offers payment plans the terms and conditions must be made clear.

3.14.1 [Payment plans](#) must be for a fixed amount with no interest or fees and must be no more than 12 payments over a 12 month period. If you are offering payment plans outside of this scope you must have the authorisation of the FCA.

3.15 Vendors will regularly check the dedicated members area of the website for code updates

3.16 Vendors must explain the communication plan up to the event. Exact dates are not required but a general timeline should be provided Set expectations and exceed.

Peace of mind

- 4.1 Vendors must ensure contracts and terms of sale contain details of cancellation, Vendors must state any cancellation on their part will take place in adequate time for the client to find a replacement. 2 Months minimum is suggested. Any cancellation within 2 months will be seen as a vendor being unable to fulfil their contract and will mean the vendors procedure 2.6 for the inability to fulfil their contract should be activated.
- 4.2 The vendor will offer the client details of their insurance policies and licences and what they cover. This can be verbal or written.
- 4.3 Vendors will not make clients feel pressured into upgrading their chosen package/ product/ service.
- 4.4 Vendors will make clear any responsibilities which the client is responsible for which will affect the delivery of services or products.
- 4.5 Any additional benefits offered by the vendor will not diminish any legal rights the clients have under any relevant consumer protection legislation.
- 4.6 Vendors will provide any pre contractual information and must provide this in writing.
- 4.7 Vendors will ensure contractual terms and conditions are reasonable and will comply with the Consumer Rights Act 2015

Problem Solving

- 5.1 If a client experiences a problem or issue with any of the services or products supplied by a vendor the client must contact the vendor directly in the first instance. Many issues can be solved easily with a phone call.
- 5.2 If a phone call doesn't solve this issue then the vendors complaints procedure should be activated. This procedure should be made available on request.
- 5.3 If you (The Client) nominate someone to deal with the complaint on your behalf you will need to give the vendor permission to discuss the issue with this person.
- 5.4 If you feel your complaint hasn't been resolved the SPWV will offer a conciliation service. Meaning we will investigate whether or not the member fulfilled their contractual obligations and work towards a resolution.
- 5.5 Should an investigation find a vendor in breach of the code of conduct they will be removed from membership.

Amended:

Oct 2020