

Code of Ethics and Professional Conduct

Congres.com

By registering your organization on Congres.com, you agree to uphold the conditions, principles, values, and standards of conduct presented in this Code of Ethics and Professional Conduct.

This document outlines the eligibility criteria, pricing and renewal conditions, and the expected behavioural standards designed to promote an exemplary business events industry, rooted in integrity, transparency, and respect for all stakeholders.

About Congres.com

Vision : To become Québec's reference platform for business events, recognized for offering a seamless, intuitive, and relevant user experience — and for its ability to contribute to the growth and vitality of the tourism industry.

Mission : To make Québec's entire business event offering accessible through a single entry point, to efficiently connect its key players, and to promote the province's business events ecosystem.

Valeurs :

- **Collaboration:** bring together and connect all stakeholders in Québec's business events ecosystem.
- **Accessibility:** make the province's entire event offering available through a single entry point.
- **Visibility:** highlight the destinations, places and suppliers that make Québec's business events industry so rich and diverse.
- **Innovation :** providing modern, intuitive digital tools tailored to the needs of the industry.

Eligibles organizations

The platform is exclusively reserved for the following categories of organizations:

1. **Destinations:** Entities responsible for promoting and developing tourism within a territory, including Regional Tourism Associations (ATR) and municipalities. ;
2. **Venues:** Establishments capable of hosting events, including hotels, convention centers (with or without accommodations), multifunctional halls, exhibition parks, university campuses, or unique or unconventional spaces.

Tourist accommodation establishments holding a CITQ number and wishing to appear on Congres.com must be members of the Association Hôtellerie du Québec (AHQ). To become a member and learn more about the available services and benefits [click HERE](#) ;

3. **Suppliers:** Organizations providing goods or services related to the planning and execution of business events.

Pricing

Subscription pricing for Congres.com varies by category:

- **Destinations** : Pricing is based on the total number of tourist accommodation units (excluding campgrounds and outfitter) located within their territory.
- **Venues** : Pricing is based on the maximum capacity of the largest event space within the establishment.
- **Suppliers** : Pricing is fixed, regardless of the organization's size or business volume, and depends on the chosen visibility plan.

Organizations agree to:

- Provide complete, accurate, and verifiable information used to determine pricing;
- Subscribe to the plan corresponding to their actual capacity or category;
- Notify Congres.com of any changes likely to affect their pricing.

Any omission or misrepresentation may result in suspension of the profile and/or retroactive adjustment of subscription fees due

Subscription Duration and Renewal

Subscriptions to Congres.com are valid:

- For twelve (12) months starting December 1 of each year, for destinations and event venues. Organizations joining mid-year (between two renewal cycles) may register by paying prorated fees based on the number of months remaining, rounded to the nearest month.
- For twelve (12) months starting from the registration date, for suppliers.

A renewal notice is issued before the subscription expiry date to allow payment for the upcoming term.

Failure to complete full payment before the expiry date will result in the profile's automatic removal from the platform effective the following day, without further notice.

Reactivation of the profile requires payment of all outstanding fees.

Principles

1. Professional and Respectful Conduct

- All exchanges, communications, or transactions initiated via the platform must remain professional, courteous, and respectful. Discriminatory, harassing, or offensive behaviour will not be tolerated.

2. Confidentiality

- Organizations must ensure the confidentiality of information received through the platform or in the course of professional activities, and refrain from any unauthorized disclosure.

3. Accuracy and Transparency of Information

- Organizations are fully responsible for the content posted on their profile and agree to:
 - Provide all necessary information required for their listing;
 - Publish only truthful, up-to-date, and representative information regarding their offerings (capacity, services, descriptions, photographs, etc.);
 - Update their information to ensure accuracy and completeness.
- Interactions between organizers, venues, destinations, and suppliers must be conducted with fairness, respect, and transparency.

4. Integrity

- Users agree to use the platform in good faith, without attempting to bypass its functionalities, access unauthorized data, or circumvent subscription or billing mechanisms.

5. Compliance with Legal Obligations

- Organizations commit to complying with all applicable laws and regulations, including:
 - Personal information protection,
 - Intellectual property (text, photos, logos),
 - Professional standards (proper display, licences, certifications).

Professional Conduct Rules / Obligations of Members and

Partners

1- Towards Society

- Actively collaborate with public authorities to ensure compliance with laws and regulations.
- Operate their organization ethically and in accordance with recognized professional standards.
- Contribute to the continuous improvement of business event standards across Québec.
- Avoid any conflict of interest between professional obligations and personal interests.
- Maintain the confidentiality of received information and refrain from using it for personal purposes.

2- Towards Clients

- Provide an accurate description of services and pricing in all communications, including advertising and websites.
- Ensure services and prices correspond to what was agreed upon at booking or contract signing.
- Guarantee that the services and/or products offered to clients are safe and in proper condition.

3- Towards Congres.com

- Interact with Congres.com employees in a courteous and professional manner.
- Protect the image of Congres.com by avoiding behaviours or comments that could harm its reputation.

4- Towards Industry Peers

- Act fairly and respectfully toward other organizations on the platform and refrain from harming their professional relationships or reputation.

Registration Agreement for Congres.com

1- Compliance with the Code

By registering on Congres.com and paying the subscription fee, you acknowledge having read this Code of Ethics and Professional Conduct and agree to comply with

it. Any breach may result in sanctions

2- Insurance and Permits

Registrants must ensure they hold all necessary insurance and permits required for their operations.