

THE IACC COLLECTION

Why meetings with IACC make sense





- Each process activity is tested for its value-add comparison
- Ask the following questions to identify non-value-add steps
  - Is the form or work item necessary for this activity?
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# The IACC Meeting Experience™

IACC Conference Centres provide the world's most trusted meeting environments, services, and professional support, and are dedicated to successful outcomes for their customers.

The "Meeting Experience" reinforces everything we do at IACC.

The International Association of Conference Centres (IACC) has been the thought leader on the "meeting experience" for over 30 years and represents only the very best meeting and conference venues globally. Whether you need a meeting in Washington DC, Tokyo, Paris or at many other global destinations, there is an exceptional IACC experience awaiting you and your delegates!



# Inspiring Meeting Environments

**Different meetings require different environments. By providing the finest services and facilities, designed and operated to allow customers to get the very best from their meetings, IACC venues deliver the highest quality environment.**

Being passionate about meetings means striving to provide the very best meeting environments to meet the needs of delegates. There are no two IACC venues which are the same.

Using the latest meeting technology, the best furniture and designing meeting rooms that inspire is what sets IACC venues apart from the mainstream.

Using the latest research and trends, IACC venues design environments that help our clients deliver impactful and memorable events.



## We Have **Standards**

To be a member of the IACC collection, you cannot be an 'also-ran', you have to be the very best!

The IACC Quality Standards and IACC Best Practices are in place to ensure Meeting Planners have absolute confidence in the quality of the venue and high standards of service, before they set foot through the door and trust IACC venues to look after their delegates.

To become a certified IACC conference centre you must be able to demonstrate you have the best facilities and that all-important passion for delivering innovative and exceptional meeting experiences. IACC venues offer the very best in their region and country.

IACC keeps these standards and best practices up to date by continually engaging with Meeting Planners and conducting research to ensure the highest standards are always maintained in a fast changing meetings industry.



# We Make It **Easier** for Meeting Planners

## IACC Website

Discovering great meeting and conference venues can take a life-time, or you can just take our 30+years experience and knowledge and visit **[www.iacconline.org](http://www.iacconline.org)**. You will find 300 of the very best venues in our collection, spread over 15 countries. Use IACC's electronic Request for Proposal tool to send your next meeting request to one or a number of IACC venues in the area chosen for your next meeting.

## Transparent Pricing & Easy Delegate Packaging

IACC developed flexible delegate packages to make it easier for planners to budget. There are no surprises at the end of the meeting as these comprehensive and value-driven packages incorporate catering, technology, event planning, meeting rooms and accommodation.

At an IACC venue, if you are a Meeting Planner who books meetings Internationally, then you can be assured of dealing with a team that understands global meetings and how you wish to do business.



# Productive **Outcomes**

**Through collaboration we help customers achieve outcomes from their meetings that improve the performance of their organisation.**

IACC has pioneered solutions such as interactive audio-visual and inclusive delegate packaged pricing and integrated design elements that contribute to the world's best meeting environments and incredible settings, operated by our members in 15 countries.

## **Technology**

As Meeting Planners incorporate more and more technology and media into their meetings, IACC conference venues recognise it is their job to create that important 'edge', by providing the best infrastructure and support to Meeting Planners. IACC venues get the importance of solid broadband infrastructure and IT/AV support needed to support your next meeting.

## **Staying Connected**

Whether your meeting is for 10 or 500 delegates, they all need to stay connected to the outside world and at the same time. Meeting organisers now encourage delegates to use social media to send messages about their meeting and to comment on their experience.

Creating Mobile Apps for meetings is now mainstream and no longer the reserve of the larger meetings. IACC conference venues understands that to stay connected, delegates need a good solid and fast broadband service and device charging points in meeting rooms, bedrooms and public areas. IACC venues lead the world in innovation for meetings and our customers benefit from the best practice which follows these new ideas.

## Outstanding Food & Beverage

The dining and service experienced in the bars and restaurants at IACC conference venues is a cut above your typical conference experience.

Flexible dining, variety and high quality internationally influenced cuisine is at the heart of great meeting experience and IACC knows this.

IACC annually stages a global chefs competition which not only demonstrates the quality of cuisine served at IACC venues, but also raises important international awareness.

Menus are developed according to the dining environment clients are looking for, from vibrant networking dinners to formal banquets and everything in between. Expect passion and pride to be demonstrated when you bring your delegates for your next meeting.

# IACC Hospitality

You can expect a hospitable environment at an IACC meeting venue, delivered by a highly trained and motivated staff. IACC is a community of passionate people and organisations delivering innovative and exceptional meeting experiences and to do this they need the very best staff delivering the best service.

## Cultural Awareness

Many meetings these days bring together people from different cultures and backgrounds. The hospitality IACC provides is critical to making all feel welcome and catered for whether it is through the style of food offered or the languages spoken by staff members.

Through programmes such as IACC's **Global Staff Exchange**, staff are encouraged to spend time experiencing hospitality in different countries and are encouraged to bring back new ideas.



# Sustainable Meetings & **Shared Values**

IACC is the leader in creating environmental awareness among its member properties and their clients. We do this by communicating the initiatives that we have researched and identified as having a lesser environmental impact; by encouraging IACC members to adopt these environmentally responsible practices into their business operations.

IACC members and the communities and customers they serve have many shared values of corporate social responsibility across the environment, workplace health and safety, equality and justice.







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