

## *Reliability, Ethics and Compliance*

A Question of reliability, ethics and compliance	Answer
Is your DMC in Spain a fully registered travel agency?	Yes, in line with Spanish legislation, registered travel agencies like <i>Cititravel</i> are the only organisations authorized to provide DMC services. NB: Having a VAT Registration number (NIF) does not imply having a full licence.
Is your DMC fully insured?	Yes, and what is more <i>Cititravel</i> has greatly exceeded the obligatory legal minimum cover for liability insurance.
Is your DMC financially sound and demonstrably solvent?	Yes, <i>Cititravel</i> is within the top 6% of creditworthy Spanish companies in Dun & Bradstreet's Prestige Rating Book. Bank references are available upon request.
Are your deposits guaranteed?	Yes, in cases where large amounts are involved a Barclays Bank bond is available to guarantee any deposits paid by you to <i>Cititravel</i> .
Local knowledge: does your DMC have permanent offices in the areas in which they operate?	<i>Cititravel</i> owns and operates from its various offices throughout Spain in Barcelona, Madrid, Malaga, Seville, Valencia and Tenerife. Also in Portugal – Lisbon.
Is your DMC aware of their responsibilities in terms of Data Protection and the measures required by law?	Yes, we are accredited with an ISO 27001:2005 certificate which deals with the security of all data held within the company and protects against any external threats. An IT team is in place to ensure a fully operational uninterrupted service 24/7, 365 days a year.
Does your DMC have quality management accreditation?	Yes, all of the <i>Cititravel</i> office management systems are based on our ISO 9001:2008 quality certification which is focussed on client satisfaction and our continuous pursuit of excellence.
Is your DMC able to handle several simultaneous operations?	Yes, <i>Cititravel's</i> account managers successfully handle a large number of projects every year. Large operations are handled by a team. Work flow is carefully monitored and controlled by a <i>Cititravel</i> office manager.

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Does your DMC have Risk Assessment and Health & Safety procedures in place?	Yes, risk assessment procedures include the operational, financial and technological requirements of any project. All <i>Cititavel</i> office and freelance staff receive instructions and procedures in case of emergency.
Does your DMC have a strict selection process in their choice of third party suppliers?	Yes, within <i>Cititavel's</i> quality management system it is forbidden to work with any third party suppliers who cannot demonstrate that they are fully licensed and insured to provide the services they are contracted to supply.
Should your DMC offer cheaper prices than all of the competition?	Not necessarily. <i>Cititavel</i> has realised that providing an excellent quality of service has a cost. Our aim is always to provide the best possible quality at the best possible price. Before accepting a less expensive quote, please make sure you ask the questions detailed above – an apparent short term saving could easily prove to be false economy in the long run!
Save V.A.T on your transaction of MICE – ask for details of the Reverse charge mechanism – which can contribute savings on a Mice group of 10-20%	