

Customer Charter

CJDA believes that all our clients deserve the very best service available within the exhibition industry. To this end, we have produced our unique customer charter to give you, our customer, guaranteed satisfaction and standards.

We promise:

To deal with any inquiry courteously and efficiently.

To ensure that our advice is always relevant to your company's needs.

To respond to any reasonable request within one working day.

To set out all your costs clearly and keep 'on-site extras' to a minimum.

To undertake that only qualified staff will be used at all times.

To build your stand to the highest standards using only approved materials.

To meet and exceed any current Health and Safety regulations within the industry.

To ensure that your stand is compliant with current DDA legislation.

To complete your exhibition stand 24 hours before the show opens.*

To be present on the morning of the show opening to attend to any last minute requests that you may have and ensure a smooth hand over.

To make available at least one Director as a point of contact for all clients.

To make available a private telephone number for 24 hour emergency access.

* Subject to the length of the build up