





## **1Summary**

**Advertising and Marketing**

**Booking & Pre-Service**

**Completing the Services**

**Invoicing Billing & Payment**

**Competence**



## **Booking & Re-Service**

**What this commitment means in practice is that:**



**What can you do?**





**What can you do?**







# **Appendix 1**

## **Definitions & Legislation**



## **Appendix 2**

### **Complaint Process**

**. Initial Complaint Stage**

**Code Sponsor Stage**











