



CHARTER FOR THE HOSTING OF MAJOR CONGRESSES

1. Context

In order to attract major professional events and in particular congresses¹, the Paris City Council, the Paris Île-de-France Regional Chamber of Commerce and Industry, the Paris Convention and Visitors Bureau, through its Convention Bureau and the tourism professionals that it brings together and UNIMEV have put in place a global policy facilitating the organization of major events and increasing the attractiveness of the destination. This global strategy agreed on by all of the operators, above and beyond their respective strategies, has led to the elaboration of a charter for the hosting of major congresses, signed by the 17 hotel groups representing more than 650 hotels all categories taken together (i.e. more than 75,000 guest rooms), the Paris City Council, the Paris Île-de-France Regional Chamber of Commerce and Industry, and the Paris Convention and Visitors Bureau.

2. Objectives of the charter

- Formalize a veritable attractive “destination policy”;
- Provide an adapted response to the requirements of major congresses’ organizers;
- Maintain the attractiveness of Paris in the strategic activity of association congresses;
- Guarantee long-term economic activity for the destination.

3. Scope of the application of the charter

Targets

The charter applies to all congresses funded by non-profit organizations (learned societies, federations, professional associations, etc.) and this, in a systematic way, in the absence of a contract proposed by the client, and when the Paris Convention and Visitors Bureau acts as the intermediary.

Size of the event

The charter applies to all new congresses of more than 1,000 overnights over at least one night, and in more than one hotel establishment.

4. Duration of the validity of the charter

It will come into effect on the date of signature for a period of 3 years.

It is tacitly renewable for one-year periods.

¹

A **congress** is an event:

- organized at the initiative of one or several scientific or technical bodies (professional associations, learned societies, public agencies, international intergovernmental organizations, universities, research centres, federations, etc.)
- with **financial contribution** from the congress attendees
- in the course of which participants from **different backgrounds** meet **at a given moment and specific location**
- with a **distinct pedagogical value**
- whose objective is the **dissemination and exchange** of knowledge and the **comparison** of experiences on a **given theme** between specialists in the **same field**
- held at **generally fixed time intervals**.

I. The commitments of the Paris City Council

Ms Anne Hidalgo Mayor of Paris, undertakes to support the congress industry and entrusts the Paris Convention and Visitors Bureau with coordinating the requests.

At any given moment, the Paris Convention and Visitors Bureau can mobilize the different services of the City, and contact elected representatives, to win a bid proposal and develop the welcome arrangements as set out in a vade mecum. Taking an active part in these arrangements:

- the office of the Mayor of Paris,
- the deputy mayors of Paris, in particular Mr Jean-François Martins Deputy Mayor in charge of Sports and Tourism,
- the departments of the Paris City Council: Department for Economic Attractivity, Department for Information and Communication, Department for Parks, Gardens and Environment Department, Road and Transport Department.

The City of Paris undertakes to:

During the bid proposal phase:

- write letters of support signed by the Mayor of Paris;
- organize meetings between the decision makers of international associations and the deputy mayors concerned;
- make long-term commitments regarding the welcome arrangements above.

During the hosting phase:

- deliver a welcome letter and/or a welcome speech by a councillor;
- broadcast welcome messages throughout the city on its electronic information boards;
- open the prestigious salons of the City Hall.

Furthermore, for major congresses:

- guarantee the smooth running of the technical organization with the ensemble of the partners;
- authorize some of the major Parisian avenues to be decked out in flags.

Finally, when the theme represents a priority for the City of Paris vis-à-vis the general public, it works closely with the international association organizing the congress to capitalize on its content and organize events to raise public awareness alongside the professional congress.

II. The undertakings of the Paris Chamber of Commerce and Industry

The Paris Île-de-France Regional Chamber of Commerce and Industry (CCI Paris Idf) and its Paris delegation may also be called on during the bid proposal phase and hosting phase for major professional events.

Like the Paris City Council, it undertakes to:

During the bid proposal phase:

- write letters of support signed by the Chairman of the CCIP;
- organize meetings with the decision makers of international associations.

During the hosting phase:

- welcome the congress attendees and exhibitors as VIPs;
- deliver a welcome letter and/or welcome speech
- depending on availability and rental restrictions, the Paris Île-de-France Regional Chamber of Commerce and Industry will open its prestigious salons, in the best conditions possible, to major international congress organizers if this contributes to Paris Region touristic attractivity.

Furthermore, for major congresses, it guarantees the smooth running of the technical organization alongside the Paris City Council, and the Paris Convention and Visitors Bureau.

III. The undertakings of the Paris Convention and Visitors Bureau

The Paris Convention and Visitors Bureau (PCVB) was created in 1971, at the joint initiative of the Paris City Council and the Paris Chamber of Commerce and Industry, as a non-profit association, ruled by the French law of 1 July 1901. Its missions are:

- **welcoming and providing visitors with information;**
- promoting the capital's attractions in France and abroad;
- assisting Paris and Paris region tourism professionals.

A platform for networking and partnerships with the Parisian professionals

The Bureau thus federates some 2,000 members among which are some 600 professionals from the meetings industry, members of its Convention Bureau. It is therefore a **veritable platform for networking**: in addition to regular contacts, every year it brings together "congress and exhibition centre" members and "professional congress organizers – PCOs" with a proactive approach to targeting non-profit organizations, to network and work on strategic lines for Paris and thereby optimize the competitiveness of its offer.

Within the Marketing Department, the Paris Convention and Visitors Bureau has a **dedicated team targeting professional associations**, learned societies, professional institutions, and public and parapublic organizations, which enables these international congress organizers to benefit from a **neutral and objective gateway to the destination** within the framework of the organization of their events.

Long-term assistance for congress organizers

The Paris Convention and Visitors Bureau advises and assists professional associations, **in collaboration with Parisian professionals and the City of Paris.**

For associations in direct contact with the Convention Bureau and/or on the request of members:
During the bid proposal phase:

- recommends and ensures the putting in touch with the service providers meeting the requirements of the project specifications;
- intervenes in the putting together of the bid proposal;
- promotes the advantages of the destination and all of the dedicated² hosting arrangements;
- federates and coordinates the professionals involved in the project;

² The offer is structured so as to propose global, diversified and competitive solutions to the organizers of professional events – from the arrival of participants at the airports and train stations, up to the welcome and event venue:

- **RATP Congress Card**, a transport pass in banker's card format, which may be personalized with the logo of the event.
- **Offer of the welcome services of the Aéroports de Paris** : mobile desks, signposting with the logo of the event, VIP welcome, places reserved for buses, etc.
- **Offer of similar welcome services for events in Parisian train stations, a further addition to the information points of the PCVB, present in the three main train stations: the Gare du Nord, Gare de l'Est and Gare de Lyon.**
- **Viparis Welcome Pack** offered to congresses of more than 5,000 participants and conceived in partnership with the Aéroports de Paris, the Comité Régional du Tourisme d'Île-de-France, the Comité des expositions de Paris, the Paris Île-de-France Regional Chamber of Commerce and Industry, the Paris City Council and the Paris Convention and Visitors Bureau: information kiosks at train stations and airports, signposting for arriving guests, transport shuttle service, on-site bell-boys and conciergerie, flags, etc.).

*As of the signing of this charter (cf. IV.), the Paris Convention Bureau will also be able to **centralize the propositions of hotel groups for dossiers in which Paris is at a bid stage**. It will draw on its network of contacts identified in each hotel signatory group. This mission finishes once the destination has been chosen; the Convention Bureau then passes on the hotel propositions to the agency that has been officially appointed by the client and whose responsibility it is to carry out the commercial negotiations.*

- organizes site inspection visits with Parisian professionals;
- mobilizes the Paris City Council;
- ensures the lobbying, even the presentation of the destination to the decision makers of the international association that precede the vote for the host city, in total coordination with the accepted venue and /or PCO.

Once Paris has been selected:

- supports the association to promote Paris and attract the largest number of participants;
- takes part in the welcome arrangements presented in the bid document.

A proactive approach: targeted prospecting

Prior to its role of providing advice and assistance, **the Convention Bureau works to develop strategic actions, sometimes initiated by Parisian professionals**, with the priority of attracting the 800 or so international congresses of more than 1,000 participants that rotate in Europe or on each continent and for which Paris may be considered as a future venue.

In order to do this the Convention Bureau **prospects alone or alongside its Parisian members – at their request and in the case of exclusivity – French members of international associations, international associations and their intermediary agencies** (Association Management Companies - AMCs and Professional Congress Organizers - PCOs), through targeted operations:

- participation in events organized on growth markets;
- participation in professional international trade shows (IMEX, IBTM, Association congress, ...);
- organization of fam trips and events in Paris;
- publication of special Paris reports in the specialist foreign press;
- and especially individual meetings (sales calls) with clients for a better understanding and adapted response to their expectations.

A platform for the observation and analysis of congress activity in Paris and the Paris region

Since 2005, the Paris Convention and Visitors Bureau has been compiling a comprehensive list of congresses that have taken place in Paris Île-de-France, **with the active contribution of professionals**. This recurrent survey not only enables the PCVB to give comprehensive information to the international bodies ICCA (International Congress and Convention Association) and UIA (Union of International Associations) - Paris thus becoming **the world leader** -, but also to show the abundance of congresses in Paris, the markedly international profile of their participants and the diversity of infrastructures available to host them. This annual survey has confirmed the same great trends and notably an activity of some 1,000 congress associations per year that is approx. 700,000 participants.

IV. The undertakings of the Paris and Paris region hotel industry

In the interest of their clients (the non-profit organizations), the Hotel Group signatories undertake to respect at least the terms below, relative to tariffs, specific sales conditions, management procedure for allotments as well as commitments on quality.

These commitments are not a substitute for contracts proposed by these non-profit organizations; the Hotel (or Hotel Group) will do its best to respect them.

Tariffs (VAT and tourist tax subject to modification)

- The rates proposed must be per room and per night;
- The rates must be shown inclusive of taxes and must mention whether or not they include breakfast. In the latter case, details must be given of the breakfast, inclusive of taxes;
- The rates, inclusive of tax, for double and single rooms must be identical, exclusive of breakfast;
- The rates, inclusive of tax, must include agency commissions, with details of the percentage;
- If the request for rates takes place less than 3 years before the event, the rates, inclusive of tax, must be fixed and definitive;
- If the request for rates takes place more than 12 months before the event, the rates must be given inclusive of tax, based on the current year ,along with the annual percentage increase up to the year of the event, and this, up to 3 years, to be reconfirmed every 3 years;
- The Hotel (or Hotel Group) undertakes wherever possible to offer free bedrooms/nights, conditions for which will be established at the invitation to tender, according to the allotment of rooms requested;
- The Hotel (or Hotel Group) will do everything possible, up to D-30 to ensure that at equivalent general sales conditions, the rates offered, inclusive of tax, through the majority of booking channels are not more generally attractive than those rates negotiated for the congress;
- Paris remains a destination for the hosting of events in the field of health.
The Hotel (or Hotel Group) states that they are familiar with the rules and regulations of laboratories and health specialists³;
- The rates inclusive of taxes are subject to the specific sales conditions mentioned in the following pages.

³ Pharma Codex and the DMOS law are more and more strict (cf. International Pharmaceutical Congress Advisory Association – IPCAA, www.ipcaa.org and European Federation of Pharmaceutical Industries and Associations – EFPIA, www.efpia.org)

Example: a four-star room may not exceed €200 to €250 inclusive of tax and breakfast.

Specific sales conditions « GROUPS »

<p>Deposits</p>	<ul style="list-style-type: none"> • D-180: 30% of the total estimated amount of services reserved should be paid. • D-60: 30% of the total estimated amount of services reserved should be paid, less any prior cancellation of overnights. • D-30: 10% of the total estimated amount of services reserved should be paid, less any prior cancellation of overnights. <p><i>According to the number of rooms required at the same Hotel, a maximum of 10% of the total estimated amount of the contract may be paid starting from 1 year before the event.</i></p>
<p>Payment</p>	<ul style="list-style-type: none"> • D+30: the balance must be paid no later than 30 days after the event.
<p>Full cancellation</p>	<p>Up to D-30: all deposits paid or remaining due will be kept in the case of full cancellation of the event.</p> <p>From D-29 and up to the event: invoicing of 100% of the total number of reserved overnights.</p>
<p>Partial cancellation</p>	<ul style="list-style-type: none"> • From the signing of the contract to 1 year prior to the event: 100% of the number of rooms per night and per hotel may be cancelled without penalty. • From D-365 to D-181: 50% of the number of rooms per night and per hotel may be cancelled without penalty, on the basis of the revised block of rooms. Above 50%, every cancelled overnight will be billed at 50%. • From D-180 to D-91: 30% of the number of rooms per night and per hotel may be cancelled without penalty, on the basis of the revised block of rooms. Above 30%, every cancelled overnight will be billed at 80%. • From D-90 to D-31: 10% of the number of rooms per night and per hotel may be cancelled without penalty, on the basis of the revised block of rooms. Above 10%, every cancelled overnight will be billed at 90%. • D-30: 100% of the total amount cancelled on the remaining block will be invoiced.

No-Shows / Early departure	Invoicing at 100% of total reserved overnights.
Public liability	The stakeholders may in no case be held responsible for any delay or accident in the execution of their contractual obligations.
Force majeure <i>Applicable to hoteliers who do not have this clause in their contract</i>	<p>The stakeholders may in no case be held responsible concerning the hotel part, for any responsibility vis-à-vis a participant or client for any loss or damage of private effects, in the case where the delay or accident is the consequence of an event beyond the limits of its control/independent of the wishes of the Hotel (Hotel Group), including the (not exhaustive) following list:</p> <p>terrorist activities (threats or real) or serious risk of terrorist activity (defined according to the exclusive criteria of the Hotel (Hotel Group)), whether it be within the vicinity of the Hotel (Hotel Group), in France or abroad, and directly affecting the Hotel (or Hotel Group); the malicious acts or negligence of a participant, a client or a person from outside; a war or a threat of war; civil or political actions; disturbances, riots, natural disasters, fires, epidemics, bad weather conditions, military activity, governmental action or repressive industrial war, act of God, electrical or technical failure, breakdown or interruption of outside services, and any similar event outside the control of the non-stakeholder.</p>

Specific sales conditions « INDIVIDUALS »

The Hotel (or Hotel Group) reserves the right to limit at their convenience the block of rooms allotted for individual booking and to recover the rooms not allocated according to the following calendar:

From D-90	1st taking up of the option on the basis of 30% of the number of rooms remaining for individual allocation, per hotel, per night, deduction made from rooms already confirmed.
From D-60	2nd taking up of the option on the basis of 50% of the number of rooms remaining for individual allocation, per hotel, per night, deduction made from rooms already confirmed.
From D-30	3rd and final taking up of the option on the basis of 90% of the number of rooms remaining for individual allocation, per hotel, per night, deduction made from rooms already confirmed.
From D-15	4th and final taking up of the option on the basis of 100% of the number of rooms remaining for individual allocation, per hotel, per night, deduction made from rooms already confirmed.

Deposits	<p>When booking:</p> <ul style="list-style-type: none"> • 1 night's deposit to be paid for every 1 to 2 overnights • 2 nights' deposit to be paid for every 3 to 5 overnights
Early checkout	<ul style="list-style-type: none"> • In case of early checkout the last client will be responsible for paying for all the initially booked stay. <p><i>According to the terms of provision, this information must be mentioned for all bookings (paper forms, website with compulsory validation of the mention) and at the desk when checking-in.</i></p> <p><i>To do this, the individual client must sign a form agreeing to the debit of their card, in accordance with these clauses.</i></p>
Partial or full cancellation	<p>Option to cancel the room from D-30 without penalty</p> <p>Hereafter, all deposits paid will be kept.</p> <p><i>To do this, the individual client must sign a form agreeing to the debit of their card, in accordance with these clauses.</i></p>
No-shows	<p>All deposits paid will be kept.</p> <p><i>To do this, the individual client must sign a form agreeing to the debit of their card, in accordance with these clauses.</i></p>

Procedure for the management of allotments

- The Hotel (or Hotel Group) undertakes to respect every confidentiality clause requested by the contracting organization regarding the name of the event. This may remain anonymous out of respect for the procedure put in place by the client;
- As soon as a housing bureau or PCO has been officially mandated by the client and /or congress organizer, the Hotel (or Hotel Group) will undertake, insofar as possible to give them priority booking for groups. It will also be able to send the housing bureau/PCO all other requests addressed to them directly and those from other companies in relation to the aforesaid congress.
- The Hotel (or Hotel Group) undertakes to propose allotments over the long term (up to 10 years in advance), with mention of firm rates, or failing this, rate references and a maximum annual percentage (e.g.: maximum increase of 5% per year), and this, up to 3 years, to be reconfirmed every 3 years;
- The Hotel (or Hotel Group) undertakes for the « **GROUPS** » allotments, where possible and according to its room capacity, to allocate a minimum of 35% of its room capacity if it is located less than 1 kilometre from the event venue, otherwise 25%;
- As soon as the allotment has been determined, the Hotel (or Hotel Group) undertakes to attribute it following the procedure and terms defined in writing by the non-profit organization in order to respect the official channels for managing this allotment (collaboration with the officially appointed agency, etc.). These procedures and terms must remain identical at all stages of the project, whether, prior to, during the bid proposal stage or after the event has been confirmed;
- The allocated allotment must not be used for another client;
- The Hotel (or Hotel Group) undertakes not to overbook on the allotment of allocated rooms; in the event of this happening, the Hotel (or Hotel Group) undertakes to find alternative accommodation for the participant in a similar hotel, situated if possible close by, and to pay any inherent transfers;
- The allotments are subject to the specific sales conditions of the “Charter for the hosting of major professional events” mentioned previously;
- The Hotel (or Hotel Group) will pay the commission to the entity that has been officially designated in writing and which is a signatory of a contract with the non-profit organization for the management of the accommodation;
- The commission will be paid as soon as the final payment has been received, on the basis of the rooms occupied, at the previously indicated percentage;
- The commission will be paid on the basis of a proper invoice from the agency appointed by the non-profit organization.

Quality commitments

- The Hotel (or Hotel Group) undertakes to provide a translation of the contract in English for any non-French-speaking contracting party;
- The Hotel (or Hotel Group) undertakes to provide written information of any renovation work between the signing of the contract and the said event, and first and foremost, those susceptible to cause annoyance to hotel clients;
- In the case of a change of ownership or brand, the Hotel (or Hotel Group) undertakes to pass on to the new owner, all of the contractual obligations so that the terms of the contract can be respected as far as possible;
- The Hotel (or Hotel Group) undertakes to give participants the best possible welcome and ensure that they enjoy the full benefit of all the infrastructures devoted to them, under the best possible conditions;
- The Hotel (or Hotel Group) undertakes to put signposting in place (welcome messages, etc.) devoted to the event, according to the specifications duly furnished by the non-profit organization or agency, or failing this, on its own initiative.
- The client undertakes to accept the terms and conditions of sales of each Hotel, where these exist.
- The Hotel undertakes to commit to sustainability (Paris Convention and Visitors Bureau charter, quality label, certification, internal charter...).
- The Hotel will be suitable to all⁴ or able to orientate towards a suitable hotel (same category, same price, and same location).

⁴ Under the current law n° 2005-102, of 11 February 2005, for the equality of rights and opportunity, participation and citizenship of disabled persons.

V. The signing of the charter between the stakeholders

The signing of the charter officially records the commitments undertaken in terms of a destination policy by the Paris City Council, the Paris Île-de-France Regional Chamber of Commerce and Industry, the Paris Convention and Visitors Bureau and the Hotel Groups. All these stakeholders will promote the charter as widely as possible.

Signed in Paris,

Thursday, 12 May 2016

In triplicate

For the Paris City Council

Jean-Francois MARTINS
Deputy Mayor of Paris, in charge of Sport and Tourism

For the Paris Chamber of Commerce and Industry

Philippe SOLIGNAC
Chairman

Represented by

Jean Yves DELISLE
Vice-Chairman CCID Paris

For the Paris Convention and Visitors Bureau

Pierre SCHAPIRA
Chairman

For UNIMEV

Thierry HESSE
President

For the UMIH

Evelyne MAES
Vice-Chairman

For the SYNHORCAT

Didier CHENET
Chairman

For the Hotel groups

ACCOR HOTELS

Stéphane BENSIMON
Deputy Director Hotel Services France

B&B HOTELS

Matthieu ANCKAERT
Network Director

BEST WESTERN

Olivier COHN
Managing Director

BUSINESS SOLUTIONS DISNEYLAND PARIS

Nicolas DUPEUX
Managing Director

CARLSON REZIDOR

Lucie DENARCY
Regional Sales Director Western Europe

CHATEAUX & HOTELS COLLECTION

Xavier ALBERTI
Managing Director

CHOICE HOTELS FRANCE

Isabelle ROCHELANDET
Vice-President Choice Hotel France

HILTON HOTELS INTERNATIONAL

Stéphanie RAMBAUD
Sales Managing Director South and West Europe

**HOTEL CATALOGNE PARIS GARE
MONTPARNASSE**

Fabrice LEMOINE
Managing Director

HYATT HOTELS & RESORTS

Michel MORAUW
Managing Director

JJW HOTELS & RESORTS

Alexandre SCARVELIS
Managing Director

LOUVRE HOTELS GROUP

Pierre-Frédéric ROULOT
CEO Louvre Hotels Group & CEO Jin Jiang Europe

MARRIOTT HOTELS INTERNATIONAL

Kathleen MULLER
Sales Director Paris Sales Office

Pierre-Louis MOURY
Director Market Revenue Strategy Paris

MELIA HOTELS INTERNATIONAL

Jorge ROLL
Managing Director

Stéphanie BOTREL
Sales and Marketing Director GroupFrance & Benelux

MOVENPICK

Jan BUNDGAARD
Managing Director Mövenpick Hotel Paris Neuilly

SEH UNITED HOTELIERS

Jean LAVERGNE
Chairman of the Board

STARWOOD HOTELS & RESORTS

Jan NIELSEN
Area Manager France, Monaco, Nordic and Baltic

Appendix

List of hotel representatives as of 12 May 2016

List of « major professional events» key representatives, from among the hotel group signatories for the application of the charter and who are authorized to negotiate with the contracting parties.

ACCOR HOTELS

- Mr William CORNUAULT, Key Accounts Sales Manager
- Mr Jean CAPDEVILLE, Director of Sales Meetings & Events Inbound Paris

B&B HOTELS

- Mr Arnaud LEMONNIER, Sales Manager
- Mr Matthieu ANCKAERT Matthieu, Network Director

BEST WESTERN

- Mr Olivier LAUTISSIER, Sales Manager
- Mrs Alexandra FOUCAULT, B2B Sales Coordinator(MICE)

BUSINESS SOLUTIONS DISNEYLAND PARIS

- Mrs Zdenka CONFLANT, Sales Director
- Mrs Sylvie BOISRAMÉ, Congress Director

CARLSON REZIDOR

- Mrs Lucie DENARCY, Regional Sales Director Western Europe

CHATEAUX & HOTELS COLLECTION

- M. Olivier MOUCHET, Managing Director

CHOICE HOTELS EUROPE

- Mrs Monique BENSOUSSAN – Key Accounts Director & Consortia

HOTEL CATALOGNE PARIS GARE MONTPARNASSE

- Mr Fabrice LEMOINE, Managing Director

HILTON HOTELS INTERNATIONAL

- Mrs Laëtizia BARCHEWITZ, Corporate & Congress Director
- Mrs Catherine DELOFFRE, Deputy Sales Director Hilton Hotels Paris

HYATT HOTELS & RESORTS

- Mrs Annette BOTTICCHIO, Regional Sales Vice-President France
- Mr Alex ZRIBI, Revenue Director France

JJW HOTELS & RESORTS FRANCE

- Mr Philippe-Henri LEONARD, Sales Director
- Mrs Florence PICHON, Group Sales and Marketing Director Marketing

LOUVRE HOTELS

- Mrs Isabelle CADAS, Sales Director MICE
- Mrs Karine REINERT, Booking Director

MARRIOTT HOTELS & RESORTS

- Mr Arnaud BOIVENT, Sales and Marketing Director - Paris
- Mrs Kathleen MULLER, Sales Director Paris Sales Office
- Mr Nicolas AUGER, Sales Director MICE
- Mrs Mélanie CLAUDEL, Sales Director Groups & Conferences
- Mr Pierre Louis MOURY, Director Market Revenue Strategy Paris

MELIA HOTELS FRANCE

- Mrs Nelly DIVISATO, Sales Director – Paris

MOVENPICK

- Mrs Emilie MAISONOBE, Sales Director
- Mrs Margaux SOLVE, Sales Coordinator – MICE

SEH UNITED HOTELIERS

- Mrs Elisabeth SIROU, Sales Director MICE

STARWOOD HOTELS & RESORTS

- Mrs Nadine DE MYTTENAERE, Sales Director Starwood Paris
- Mrs Laure CHAZEAU-DELTOMBE, Key Accounts Manager Japan, PCOs and Associations
- Mrs Candice PÈRE ESCAMPS, Sales Director Groups