Excellence in Customer Service

The Rules

1. The Chamber Awards are free to enter for members of Accredited Chambers of Commerce only. Non members and members of affiliate Chambers of Commerce will be charged a fee of £199 + VAT to enter. For a list of Accredited Chambers please visit www.britishchambers.org.uk

2. Entries are treated in confidence but will be shared with a select group of individuals for judging purposes.

3. All entries must be electronic.

4. A maximum of 5 attachments (e.g. tables, graphs or photos) may be included with the entry form. These attachments must be image files (jpg, gif, png or tif) and must not exceed 5MB in total. Any attachments that exceed the permitted allowance or exceed the permitted file size will be deleted.

5. Any website links used within your entry will not be activated by the judges. Supplementary information may be requested at a national judging level.

6. Please note the maximum word count for any entry is 2000 words. This word count limit does NOT include the question. If your entry exceeds this word count or file size it will not be accepted and you will not be notified.

7. Entrants may be asked for staff or customer testimonials.

8. Entries will be judged at two stages by an independent and impartial panel of judges. The initial stage will be a regional judging panel from which the winners will be put forward to national judging.

9. National award winners will be announced at the Gala Awards Dinner on **Thursday 30th November 2017.**

10. Entry to more than one category is permitted.

11. Applicants must be authorised to enter their organisation into the awards programme.

12. Entries should be in English and should be produced using a word processor. All entries must be checked for spelling and grammar.

13. Incomplete entries will not be judged.

14. All entries that meet all of the rules will be acknowledged on receipt. Entry forms will become the property of the British Chambers of Commerce and entries will not be returned.

15. Proof of sending entry (by email) is not proof of receipt by BCC or its agents.

16. The British Chambers of Commerce reserve the right to withdraw an award from any applicant supplying false information within their entry. Judges reserve the right to audit any information supplied.

17. The closing date for entries is midnight **30th June 2017.**

18. The judges' decision is final and no further correspondence will be entered into.

19. No employee of The British Chambers of Commerce or an Accredited Chamber of Commerce shall be entitled to enter.

20. By registering and completing an entry for the Awards you agree to these terms and conditions.

If you have any queries please contact The Chamber Awards Team on
Tel: 0207 654 5800 or Email: awards@chamberawards.co.uk