
AROC Code of Conduct

This Code of Conduct exists to provide a framework of values for the members of the Romanian Association of Organizers of Cultural Concerts and Events, as well as to increase the public's confidence and the confidence of the artists in AROC members.

Principles of conduct:

(1) Members promote and maintain ethical standards of conduct and at all times treat the public and artists they promote fairly and honestly.

(2) The members recognize that the safety of the public and of the artists is their highest responsibility and ensure that the highest possible safety standards are respected when organizing and managing the concerts. In this regard, the members will also make the necessary steps to conclude a compulsory civil liability insurance for the organized concerts.

(3) The members act at all times in a professional manner and do not engage in practices that would lead to a bad reputation of the concert organization industry.

(4) Members recognize the right of the public to accurate information about the concerts they organize and endeavor to ensure that all relevant information, in particular regarding changes to an already published program, is made available to ticket holders as soon as possible. The name of the organizer, the logo, the web-site must be clearly stated on all advertising materials, concert tickets and press releases. Ticket holders should know exactly who they can contact if they have questions or complaints.

(5) The members shall make every effort to ensure that all the concerts they organize are in compliance with all the laws, statutes and regulations in the field.

(6) Members shall make every effort to ensure that at the concerts they organize, any form of harassment or racial or sexual abuse and other threatening behaviors, whether we are talking about the public or their own staff, is not tolerated and prompt measures are taken.

(7) Members shall make every effort to ensure that all adjacent services, such as food, hygiene and toilet facilities, are managed in a manner that complies with all legal provisions and is suitable for public use.

(8) Members shall ensure that they have the necessary finances and adequate insurance for the concerts they organize and acknowledge that the timely and appropriate payment of the artists is of central importance.

(9) The members will develop a professional relationship based on trust and mutual support with the ticketing companies, the media and the sponsors with whom they collaborate, in the sense that the final consumer - the public, will enjoy the best experience and will not suffer if the concerts, for reasons independent of the organizer, will be modified.

(10) Members should at all times remember that integrity is the basic principle of AROC, which should be reflected in all their activity as concert organizers