

# Members Charter

## About hospitality.brussels

The purpose of the Hospitality cluster ([www.hospitality.brussels](http://www.hospitality.brussels)) is to bring together and form a network of actors across the Hospitality sector.

Hence the cluster incorporates actors from Brussels' Hotel and Catering industry, the Events Management, Leisure and Culture industries, and the Transport and Tourism industries.

The cluster is hosted by hub.brussels, Chaussée de Charleroi 110, 1060 Brussels.

## Missions of the cluster

### **1. To support a Brussels ecosystem and promote innovation and competition between the different actors of the Hospitality sector:**

Entrepreneurs, small and large companies, universities and colleges, organisations involved in employment and training, professional bodies and associations, regional institutions, etc.

### **2. To support and promote entrepreneurship in order to encourage growth and the development of new activities**

### **3. Encourage multidisciplinary innovation & collaboration** between all of the players involved in enhancing Brussels' influence: tourism, lodging, food services, events organisation, travel, culture, leisure, transport, etc.

## Services available

The Hospitality cluster offers two types of free services to its members:

### **1. Group activities for members**

Many group services are available to **all members**:

- Conferences attended by professionals prepared to share their expertise
- Specific workshops based on the challenges encountered by members of the Hospitality cluster
- Inclusion in local networks
- Coaching on a group level
- Increased awareness of innovation
- Monitoring of trends in technological and social innovation
- Networking with similar ecosystems in other countries (other clusters or networks, etc.)

**2. A range of services that provide individual support is offered to entrepreneurs (depending on certain eligibility criteria), based on the following topics:**

Examples of topics:

- Financial and business plans
- Advice on public aids and subsidies
- Assistance for financing searches
- Competitive/strategic positioning
- Legal and tax advice
- Advice on obtaining urban planning and environmental permits
- Networking with international links, export assistance
- Support for member visibility
- Partnership opportunities
- Identification of strategic partners to accelerate company development
- Searches for European subsidies and partners

**By joining the Hospitality cluster free of charge**, I wish to become a member and for my organisation/company to enjoy the following benefits:

- Preferential access to all events organised by hospitality.brussels
- Promotion on the hospitality cluster website and access to other members' contact details
- A regular Newsletter providing information on the latest trends in the sector and the events programme

**In return, I undertake to:**

- Inform the hospitality cluster of any changes to the activities/services provided by my company/organisation to ensure that the website is up to date
- Provide my company logo
- Provide a contact at the company and keep the cluster updated of any changes to the company
- Take part in at least one cluster activity per year
- Respond once a year to the cluster's satisfaction survey

We look forward to welcoming you as a new member. Please contact us if you have any questions!