



MORIS EVENTS

QUALITY & ETHICAL GUIDELINES

Annex document — referred to in Article 10.3 of the Service Provider Agreement

Last updated: July 2026

This document sets out the quality standards and ethical rules expected of every Provider listed on morisevents.mu. It forms an integral part of the Service Provider Agreement and is provided to each Provider upon registration. It is available at any time upon request to contact@morisevents.mu.

Article 1 — Purpose

Moris Events positions itself as a premium, curated marketplace. These guidelines are designed to preserve Clients' trust in all listed Providers, and to protect the collective reputation of the Platform and its partners.

Article 2 — Accuracy of Information

- The Provider's profile (name, contact details, services, indicative pricing, portfolio) must be accurate, up to date and non-misleading;
- Any photograph or video published must faithfully represent the Provider's actual work — generic stock imagery, non-representative content, or content belonging to a third party without authorisation, is not permitted;
- Indicative pricing communicated must reflect a realistic, good-faith range.

Article 3 — Professional Conduct

- Respond to Client enquiries transmitted through the Platform within a reasonable time (48 business hours recommended);
- Maintain courtesy and professionalism in all communications with Clients, including in the event of disagreement or cancellation;
- Honour commitments made to Clients in connection with agreed services.

Article 4 — Legal Compliance

- Hold all licences, permits and insurance required to lawfully carry on its activity in Mauritius;
- Comply with applicable law, including in relation to image rights and personal data protection (see Article 6 of the Service Provider Agreement), labour law and taxation.

Article 5 — Prohibited Content

The following are strictly prohibited on any profile or material published through the Platform:

- Any unlawful, defamatory, discriminatory content or content contrary to public order;
- Any content infringing the rights of a third party (copyright, image rights, trademark);
- Any false statement regarding the Provider's identity, qualifications or achievements;
- Any fraudulent content, including fake client reviews.

Article 6 — Procedure in the Event of Non-Compliance

- 6.1 Reporting: Any non-compliance identified (by the Platform or reported by a Client) is reviewed by the Moris Events team.
- 6.2 Minor Non-Compliance: The Platform notifies the Provider in writing and grants a reasonable period (fifteen (15) days by default, unless urgency requires otherwise) to remedy the situation.



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- 6.3 Serious Non-Compliance: In the event of gross misconduct, unlawful content or fraudulent activity, the Platform may suspend or remove the Provider's profile without notice, in accordance with Article 10.3 of the Service Provider Agreement.
- 6.4 Right of Reply: The Provider may contest a suspension or removal decision by writing to contact@morisevents.mu. The Platform will review any such contestation in good faith.

Article 7 – Updates to this Document

Moris Events may update these Quality & Ethical Guidelines at any time, in particular to reflect changes in applicable regulation or market practice. Any substantial update will be communicated in writing to active Providers, with reasonable notice before it takes effect.