PORTFOLIO OF SERVICES

BOFFINS IN ALL THINGS MEETINGS AND EVENTS.

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About Us
Bien Venue is a boutique creative agency that is dedicated to providing a venue sourcing, event management, corporate entertainment, and team building service of exceptional quality. Our approach is dynamic, innovative, and characterised by the personal touch. With the help of the latest technology, our team of experts work alongside clients from the initial idea right through to delivery. Our mission is to ensure that their expectations are surpassed, every time.
With a vast range of collective expertise and invaluable industry connections, Bien Venue’s venue and accommodation sourcing experts won’t just find you the perfect location, they’ll also ensure that it comes at a price your organisation won’t baulk at.

The Process

Firstly, our experts will discuss your requirements and cost expectations with you in-depth. They’ll then source a range of options for your consideration, help you narrow them down, and arrange site visits to your preferred choices if required. Our negotiations with the venue include reduced cancellation policies, low minimum numbers, and contract negotiation. Once the venue is confirmed, we’ll manage all the necessary details to make your event a success, or if you wish you can liaise with the venue yourself.

BVine

Using the online accommodation portal BVine guarantees real time availability and rates, which can be managed from your desktop, wherever you happen to be in the world. BVine can be accessed via our website with personalised log ins, embedded on your own website, or set up as a desktop icon for bookers to access, and also provides easy integration into Bien Venue’s existing system for reporting and invoicing. Best of all, it allows you to access your own organisation’s previously negotiated rates along with Bien Venue’s preferential rates, and to compare accommodation by searching by postcode, tube station, motorway junction, and much more. Providing an online inventory of over 200,000 hotels worldwide, BVine takes the pain out of the accommodation sourcing, booking, and management process. BVine also allows you to create group allocations at multiple venues for your events. Delegates will be able to log on themselves 24/7 to view available hotels and book your negotiated rates online with the hotel.
Our comprehensive event management service extends from the marketing of the event, to the invitation of the delegates, to the organisation of every aspect of the event itself, including site visits, and even afterwards to the evaluation and feedback stages.

**Before the Event**

Our process begins with an in-depth discussion about your aims, objectives, and the overall message of the event with your own dedicated Bien Venue event manager. We'll then source a venue that’s both suitable and suitably impressive. If necessary, we can arrange and assist in the design, printing, and distribution of marketing materials, as well as invites and welcome packs. Once attendees have been confirmed, we can organise their accommodation and transportation as well as acting as first point of contact for any enquiries related to the event.

In terms of preparation, we can help with the theming of the event, contact any necessary third party suppliers, and organise entertainment audio visual set-up, as well as providing project management of timelines. Our online system provides delegate, programme, sponsor, and financial management, including registration and payment for delegates. Finally, we’ll also deal with any last-minute special requests or amendments.

**During**

Your dedicated event management team will be on-site to ensure that everything runs as smoothly as possible during your event. This includes acting as the main point of contact for attendees and delegates, and liaising with suppliers, exhibitors, sponsors, speakers, and delegates to ensure that even the smallest detail is taken care of.

**Afterwards**

After your successful event, we’ll organise and process evaluation questionnaires and an after-event debrief, as well as providing access to final budget reporting and all management information.
Here at Bien Venue, we firmly believe that nothing bonds a team more than fun, which is why our motivational activities are all based on this simple principle. Make no mistake, however, this isn’t just about entertainment, it’s also about improving business efficiency, morale, and ultimately your bottom line.

**Individually Tailored Packages**

Because every business is wholly unique, our team building packages are individually tailored and can include such activities as problem solving activities, segway challenges, bushcraft experiences and much more! Don’t worry if you’re not sure exactly what would benefit your team; we’ll discuss exactly what you’re looking to achieve in terms of leadership, communication, trust, personal development, and task achievement, and source an activity or activities that will strengthen these abilities. We’ll then use our contacts and negotiate on your behalf to ensure that the rates you receive are always competitive and designed to suit your budget.

**Invaluable Inspiration**

As well as taking care of bookings, transportation, and any special requirements for your special event, we’ll also be there on the day to make sure that everything goes according to plan and that your team go away at the end of the day with an invaluable injection of energy, enthusiasm, and inspiration.
When it comes to finding transportation, the Bien Venue team are masters of logistics, ensuring that the quickest and most cost-effective route is found, every time, and that all special requests are accommodated. Through our specially chosen partnerships across the world, we provide real-time access to hundreds of low-cost travel options.

**Booking & Issuing**

After sourcing the best travel option for your event, we’ll then book and issue all tickets to attendees, including a full and detailed travel itinerary, so that no attendee ever finds themselves a little lost between the airport and the venue.

**Above & Beyond**

Our service includes handling individual attendees special travel requests, no matter from where in the world they are travelling. If attendees or delegates will be travelling on from the event, we can also organise connecting transportation and car hire if necessary.
Sports Packages

We provide a variety of packages to suit every sporting tipple, from Wimbledon to the Cartier Queen’s Cup Polo match to the Ryder Cup to the Six Nations. Each one comes with the best in hospitality; a champagne reception at the Cartier Queen’s Cup, for example, access to The Fairway Village luxury hospitality complex at Wimbledon, and a four course meal at the Six Nations, to name just some of the extras we’ve thrown in to make these experiences truly memorable. Whatever the budget, we’ll accommodate all requirements.
At each step of the way, our aim is to make the event planning process as painless as possible while leaving our clients firmly in the driving seat.

**Client Educationals**

There’s nothing more unsettling than a faceless company, and here at Bien Venue we’re anything but! We’re happy to schedule face-to-face appointments with key members of the team, and regularly conduct entertaining client familiarisation events in conjunction with our partners. In fact, we’d go so far as to say our client evenings are legendary!

**Management Information**

Using our online management information system, any and all statistics regarding your event are readily and always available. This includes the total amount spend on accommodation, total nights spend, total conference spend and travel spend, as well as a detailed and itemised breakdown of spending by venue, location, cost, and duration of stay. Total savings made by negotiated cancellation and non-arrival can also be included.

**Centralised Billing**

Using our centralised billing system can save hundreds of hours of your own business time and result in real cash flow benefits, allowing for the processing and payment of supplier invoices, and production of monthly or weekly invoices or statements.
Back in 1996, our company was formed with a very simple idea in mind: that each and every business is unique. Too many events management companies seemed to believe that the same formula would work for every business, and we like to work differently. Too many business events were indistinguishable from one another, as their managers hadn’t taken the time to really get to know that business or understand their philosophy. Large companies taking on many events at the same time simply couldn’t afford to take that time; and that’s where we saw an opportunity for improvement.

A Boutique Service

Here at Bien Venue, our aim is not to continually and aggressively expand our client base, but rather to provide the highest possible quality of service to a select number of clients. The quality of our service is based on the personal touch which allows our events managers to get to know your aims so well, they could recite them in their sleep.

When OK is not Good Enough

While some events management companies aspire to client satisfaction, we aspire to go above and beyond client expectations with each and every project we take on. When a Bien Venue expert is assigned to you, you can be sure they will work together with you every step of the way, from initial ideas to project completion and even afterwards to cost assessment and attendee follow-up. Our portfolio includes training providers, association conference organisers, and the media – to name just a few. And the reason they keep coming back to us? Quite simply, we provide a quality of service that is unbeatable.
Utilising the Latest Technology

Our bespoke in-house proposal system creates simple, informative, and interactive venue proposals, prepared by our team. Your personalised log-in allows you to view proposals online, search for venues and submit enquiries, create your own favourite venue list, view past events, and run reports relating to your bookings.

BVine, our online accommodation portal, means the ability to find hotels to meet your specific requirements is at your fingertips 24/7, both for transient and group bookings, globally.

The Bien Venue Boffins

Bien Venue wouldn’t be what it is today without its wonderful team of dedicated experts. And they wouldn’t be what they are without our concerted investment in our staff, both in terms of choosing the best people for the job, and ensuring that those people are given the development opportunities they need to rise to the top of their profession. Our team are regularly taken on educational trips to venues worldwide, so that they have first-hand knowledge of many of the venues they suggest. We do all of this to take the hassle and stress out of the event planning process, and to let you get on with the important business of doing your day job.