



1. LISTING YOUR PRODUCT

1.1. The Book Australia website and the Bookeasy Network are owned and operated by Bookeasy Pty Ltd (ACN 122 744 209)

1.2. Your use of the service, information text, graphics and materials provided via or on the website is governed by these terms and conditions and our privacy policy. By using the website you agree to be bound by these terms and conditions.

1.3. The Bookeasy Network provides a booking facility for Bookeasy partnered Booking Centres, Affiliates and via the Book Australia Website.

1.4 You agree to have your product or service displayed and listed on Book Australia and throughout the Bookeasy Network..

1.5 You agree to provide accurate information and photos of your product or service and to keep your listing up to date.

1.6 You must be at least 18 years of age to transact on this site.

2. COMMISSIONS

2.1 You agree to pay Bookeasy 15% commission for all bookings received through the Book Australia Website, Book Australia Affiliates and the Bookeasy Network.

2.2 For any bookings received through the Bookeasy Network commissions will be handled as per section 5 below.

3. PRIVACY

3.1 Your privacy is important to Book Australia. Please read our Privacy Policy for details on how we collect and handle your personal information.

4. ACCEPTANCE OF BOOKINGS

4.1. You agree to keep your availability up to date and to accept bookings that are received through Book Australia and the Bookeasy Network.

4.2. If for whatever reason you do not have availability you agree to provide the guest with a similar or superior product or service at your expense.

5. PAYMENT FOR BOOKINGS

5.1 For Bookings made through the Bookeasy Network and/or via the Book Australia website;Bookeasy The Booking Centre will pay you the net booking amount (Gross less Commission) after the booking departs.

5.2 Payments will be made by directly into the bank account in your Bookeasy Operator Console on a regular basis.

6. BOOKING CANCELLATIONS AND AMENDMENTS

6.1 You agree to include your Booking Terms and Conditions as part of your listing. These will be provided to customers at the time of booking.

6.2 You agree to charge fees only in accordance with the Booking Terms and Conditions that have been provided to the customer at the time of booking.

7. CREDIT CARD CHARGEBACKS & FRAUD PREVENTION

7.1 Bookeasy uses fraud detection techniques that are designed to protect Operators and the card holder. As a result, Bookeasy may sometimes hold or reverse Traveller Payments. Despite this, Bookeasy takes no responsibility for protecting you from credit card fraud or any other chargeback or payment failure. You acknowledge that bookings and payments are taken entirely at your risk.

7.2 In the event of any fraudulent activities by a customer, an accommodation provider, or if Bookeasy is required by a financial institution, a court order, or subpoena to make a refund, of the entire or part of a booking, Bookeasy reserves the right to claim from the Accommodation supplier repayment of such amount, which will be (re)paid to the card owner.

7.3 If any amount required to be repaid to a card holder has already been received by the Accommodation provider, Bookeasy will invoice the amount of the repayment required and you will pay such amount to Bookeasy in accordance with the invoice's payment terms. If payment of the invoice is not received, Bookeasy will debit the relevant amount from any future amounts due to you from Bookeasy and potentially suspend your account.

7.3 Bookeasy may provide reasonable evidence to the relevant financial institution about any chargeback or transaction as required. If this is required, our team may contact you and request you to provide additional information, and if so you will provide all such requested information in a timely manner.

7.4 Bookeasy strongly encourages any tourism operator to request a credit card and a form of photo identification (e.g. passport or driver's license) at the time of check-in. By ensuring the name matches the card and the booking, this will reduce the possibility of fraud and any reversed payments.