

Mackay Isaac Tourism Terms & Conditions

Mackay Isaac Tourism (MIT) will meet all requirements of privacy principles in relation to storage, use, and release of personal and or commercial "in confidence" information. MIT will ensure the protection and correct use of databases of external contact, members and directories. MIT maintains on record only the details included in each membership application.

MIT Membership Terms and Conditions

Membership acceptance is subject to MIT membership terms and conditions as follows:

1. All MIT members must agree to be bound by the Mackay Isaac Tourism Constitution, Code of Conduct and any other relevant specifications of membership classes.
 - Please read the MIT Constitution here: www.mackayisaac.com/corporate/membership
2. Membership is based on submission of the completed application form and agreement with these terms and conditions.
3. New membership is subject to formal acceptance by the MIT Board.
4. MIT reserves the right to decline membership:
 - where the level nominated is considered inappropriate;
 - where the individual/business has been previously declined; or
 - at Mackay Isaac Tourism's discretion.
5. Membership is on a financial year basis from 1st of July to 30th June, payable by credit card, direct debit or other payment form at MIT's discretion.
 - You will receive an annual renewal notice prior to 1st July outlining level of membership and the appropriate annual fee.
 - If you wish to cancel, change details or amend membership level you must advise MIT in writing within 30 days of renewal notice date.
 - A membership invoice will be emailed to you for payment within 30 days
6. Members joining MIT after the commencement of the financial year will pay a pro- rata amount. This rate may change subject to membership benefits and opportunities.
7. MIT is registered for GST and has an obligation to collect GST on all fees. **Fees listed are exclusive of GST**
8. Any individual/business in any class of membership will not commence receiving membership benefits until payment has been received.
9. If the subscription of a Member shall remain unpaid for a period of two (2) calendar months after it became payable, then Membership and benefits will have deemed to be lapsed and no further Membership benefits will be extended.
 - NOTE: In most cases Membership Renewals will lapse under this Rule on 31st August each year.
10. MIT reserve the right to amend, add or remove any membership conditions at any time, in its sole discretion, without notice.

Cessation of Membership

1. If the subscription of a Member shall remain unpaid for a period of two (2) calendar months after it became payable, then Membership and benefits will have deemed to be lapsed and no further Membership benefits will be extended.
 - NOTE: In most cases Membership will lapse under this Rule on 31st August each year.
2. A Member may at any time by giving notice in writing to the Secretary resign his Membership of the Company but shall continue to be liable for any annual subscription and all arrears due and unpaid at the date of his resignation and for all other money due by the Member to the Company
3. If a complaint is made to the Board about the conduct of a Member or if the Board otherwise determines the conduct of a Member does not comply with the Code of Conduct then the Board may exercise its powers to cancel the Membership of the Member.

MIT Membership Code of Conduct

This code of conduct is intended to give all members of Mackay Isaac Tourism (MIT) guidelines to ensure the professional projection of their own businesses, and MIT as leaders of the tourism industry to the general public of The Mackay Isaac Region and visitors to this region.

Members agree to adhere to the following principles of professional ethics. Failure to adhere may result in the exclusion or termination of an operator from membership and its associated benefits.

1. Conduct their business dealings and interactions with integrity, honesty, ethics and within the laws of Australia, Queensland, and the local Mackay Region.
2. Members should lead by example. Not injure or attempt to injure, maliciously or recklessly, directly, or indirectly, the professional reputation of other members of the organisation or of MIT.
3. Respect the confidentiality of information which is received from other members or from MIT and not use this information to the detriment of other members of MIT.
4. When giving an opinion to do so as objectively as possible without compromising the integrity of MIT. Members will treat other members, MIT Board, Strategic Advisory Group representatives, MIT Staff and Volunteers with respect and in a professional and courteous manner.
5. Promote wherever possible in the local community the role of MIT and the benefits of the tourism industry to the local economy.
6. Members are encouraged to support sustainable practices that minimise operational and environmental impacts and operate in a manner that enhances and preserves the natural, social cultural and economic values of the region.
7. MIT membership package benefits are unredeemable if not utilised by the expiry of membership contract.

Breaches of the code include:

- Misuse of brand
- Failure to honour the objectives
- A report of misconduct or unsafe practices
- Other instances as deemed to breach the code as determined by MIT at our discretion.

Reporting a breach or complaint

To report a breach or complaint about another member, MIT Staff or MIT Board member please follow the procedure outlined in the MIT Constitution at www.mackayisaac.com/corporate/membership

Please return the signed form to development@mackayisaac.com

- ☐ I hereby acknowledge that I have read, understood and agree to the Mackay Isaac Tourism Terms & Conditions, Code of Conduct and the Mackay Isaac Tourism Constitution

Member (Business Name):

Owner/Manager:

Signature:

Date:

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