



WHITSUNDAYS VISITOR INFORMATION CENTRE

Booking Service Agreement

This Agreement is between Tourism Whitsundays (“TW”), the operators of the Whitsundays Visitor Information Centre (“WVIC”) and “The Member” (detailed below). This Agreement governs the relationship between TW and The Member regarding bookings made by the WVIC or by consumers via TourismWhitsundays.com.au website (“TW”), of The Members product and any commission due to WVIC.

Business Name:	_____		
	("The Member")		
Sales & Marketing Contact:			
Address:			
Postal Address:			
Telephone:		Mobile:	
E-mail:			
Web Address:			

Terms and Conditions

- The Member agrees to accept bookings taken on their behalf from the WVIC;
- The Member, and TW, agree the WVIC will not confirm any booking or reservation without prior contact with the Member if the booking is made manually by the WVIC staff. No contact is required if a booking is made via Bookeasy;
- The Member agrees to pay TW 15% commission on all bookings made by the WVIC or bookings made via TW. This means 15% of the total paid by the Consumer to TW or the WVIC.
- The Member agrees to keep the Bookeasy information relating to their product up to date. The Member agrees that TW will not be held liable for bookings made utilizing out of date information entered (or not entered) by The Member;
- The Member will keep WVIC informed at all times of changes in tariffs, conditions and facilities or any other information which may affect bookings;
- The Member agrees that if the Member has a specific booking cancellation policy or procedure, this information must be included on their Bookeasy portal and communicated either on page 2 of the document or with additional attachments;
- If the Member does not have a specific booking cancellation policy, the Member agrees to the policy detailed on page 2 of this agreement (“TW’s Booking Cancellation Policy”);
- The Member agrees that in the event of a cancellation TW will be responsible for the refund to the Consumer;
- The Member and TW agree to abide by the terms and conditions of this document;
- TW will forward reconciliation of booking information together with remittance via electronic funds transfer and a tax invoice for commission due to TW fortnightly on the 15th and 31st of the month (the Member will be paid out for bookings the next payment date following the customers check in); and
- “Electronic Funds Transfer” is the only method for payment available from TW to The Member. The Member agrees to update TW should the provided banking details change.
- Email: finance@tourismwhitsundays.com.au with changes.



Members Cancellation Policy (if applicable)

(if insufficient space please attach additional page/s)

WVIC Booking Cancellation Policy

Cancellation refunds will be processed using the following terms and conditions (unless The Member specifies otherwise above or by separate agreement and TW has agreed to the same:

- If a cancellation is made by The Consumer with more than 21 days notice – TW will refund to The Consumer the full amount paid less an administration fee of \$25
- If a cancellation is made by The Consumer with more than 7 days but less than 21 days notice – TW will refund amount paid by The Consumer less commission due to WMDL.
- If a cancellation is made by The Consumer with less than 7 days notice – TW will retain the commission due and forward the balance to The Member.

Any disputes regarding any cancellation and this policy must be forwarded, in writing, to the Chief Executive Officer of Tourism Whitsundays.

Electronic Banking Details

Member Name:	
Member's ABN:	
Account Name:	
Bank Name:	
Branch Number (BSB):	
Account Number:	
For Remittance Advice	
Contact Name:	
Fax Number & Email	

Authorisation & Agreement

Signed: _____

Date: _____

Name: _____