

## BOOKING SERVICE AGREEMENT

This **Agreement** is between Tourism Whitsundays (“TW”) and “The Member” (detailed below). This Agreement governs the relationship between TW and The Member and pertains to all bookings made on behalf of “The Consumer” via TourismWhitsundays.com.au website in relation to The Member’s product and any commission due to TW. Any reference to Tourism Whitsundays is inclusive of the Whitsunday Regional Information Centre (“WRIC”).

Business Name:	_____ (“The Member”)		
Sales and Marketing Contact:			
Address:			
Postal Address:			
Telephone:		Mobile:	
Fax:			
E-Mail:			
Web Address:			

### Terms and Conditions

- The Member agrees to accept bookings taken on their behalf via TW;
- The Member agrees TW will not confirm any booking or reservation without prior contact with The Member. No contact is required if a booking is made via Bookeasy;
- The Member agrees to pay TW 15% commission on all bookings made by TW. This equates to 15% of the total paid by the Consumer to TW;
- The Member agrees to keep all relevant Bookeasy data relating to their product current, informative, and up to date. The Member agrees TW will not be held liable for bookings made utilising obsolete information entered (or not entered) by The Member;
- The Member will upload directly, or notify TW immediately, in regards to changes in tariffs, conditions and facilities or any other relevant information which may affect bookings;
- The Member agrees that all booking cancellation policies and procedures must be included on their Bookeasy portal and communicated either on Page 2 of the document or via additional attachments;
- If The Member does not have a specific booking cancellation policy, The Member agrees to abide by the TW’s cancellation policy detailed on Page 2 of this agreement ;
- In the event of a cancellation, The Member agrees TW will be responsible for the refund to the Consumer;
- TW agrees to forward a bookings reconciliation, remittance cheque or electronic funds transfer, and tax invoice for commission due to TW, fortnightly on the 15<sup>th</sup> and 31<sup>st</sup> of each month (The Member will receive payment for bookings as per above payment dates the next payment date following the customers check in); and
- “Electronic Funds Transfer” is the only payment method available between TW and The Member. The Member agrees to immediately update TW should the provided banking details change. E-mail: [finance@tourismwhitsundays.com.au](mailto:finance@tourismwhitsundays.com.au) with changes.
- The Member and TW agree to abide by the terms and conditions of this document.



**Members Cancellation Policy (if applicable)**

*(if insufficient space please attach additional pages)*


**TW's Booking Cancellation Policy**

Cancellation refunds will be processed using the following terms and conditions (unless The Member specifies by separate documented agreement in which conditions are agreed upon by both parties):

- If a cancellation is made by The Consumer with more than 21 days' notice – TW will refund The Consumer the full amount paid less administration fee of \$25.00.
- 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 TW.
- If a cancellation is made by The Consumer with less than 7 days' notice – TW will retain commission due and forward the balance to The Member.

Any disputes regarding the aforementioned cancellation policy and / or subsequent cancellations must be forwarded, in writing, to the Chief Executive Officer of Tourism Whitsundays Limited.

**Electronic Banking Details:**

Member Name:	
Member ABN:	
Account Name:	
Bank Name:	
Branch Number (BSB):	
Account Number:	
<b>For Remittance Advice</b>	
Contact Name:	
Fax Number and E-mail:	

**Authorisation and Agreement:**

Member	TW
Signed: _____	Signed: _____
Name: _____	Name: _____
Date:     /     /	Date:     /     /

