

2024-25 BOOKING AGREEMENT

- Tours and Experiences



This agreement states the terms & conditions regarding the sale and representation of a product by the Western Australian Visitor Information Centre (WAVC), on behalf of a tours and experiences provider, and is valid for the booking period 01/07/2024 to 30/06/2025.

Why receive bookings from the Western Australia Visitor Centre?

The Tourism Group operates the officially accredited Western Australia Visitor information Centre on behalf of Tourism Western Australia. Our expert team of WAVC travel consultants can provide visitors with information, make simple bookings, or create memorable experiences including a wide range of accommodation, tours, attractions, transfers, and packages throughout Western Australia.

The WAVC is conveniently located in Perth's city centre, 55 William St, and is open 7 days a week to provide holiday advice and bookings. The centre also offers an appealing range of Australian and Western Australian made souvenirs and produce.

The WAVC:

- Receives an average of 50,000 + visitors annually through its doors consisting mainly of interstate and international visitors and an average of 73,000 visitors to its website last year.
- Continues to grow its WA local market, with its digital presence growing exponentially through its social channels and EDMs in the last year; your product may be included in various marketing campaigns.
- Does not charge an annual membership fee. Brochure display is also free of charge.
- Will include a listing for you on wavisitorcentre.com.au subject to the terms and conditions stated in this agreement.
- Provides the opportunity for you to conduct training and product briefings direct to WAVC staff and the opportunity for you to offer the WAVC staff familiarisations so as they can sell your product from first-hand experience.

Set up

WAVC utilises the online reservation system and product content as provided by Bookeasy Pty Ltd, ABN 68 122 744 209 for all bookings, online and in person in store. If you do not have a listing on Bookeasy we can create one for you. You will be issued a login for Bookeasy where you can upload your business and product details. Once your listing is set up, you just need to ensure it is updated with the correct rates, description, cancellation policy, account details, terms, and conditions etc. For more information on Bookeasy Pty Ltd, please visit <https://www.bookeasy.com/>

This agreement in no way replaces or changes any agreement that the tours and experiences provider may have with Bookeasy Pty Ltd.

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Terms & Conditions

All transactions and all documentation pertaining to business conducted will be processed by Western Australian Visitor Information Centre and hereinafter referred to as our Company.

1. Tours and experiences or services sold through our company are advertised at the rates provided by the service provider. Our Company receives a commission directly from the requested operator and books tours and experiences and services on behalf of our customers without an additional service fee to our customer (the Purchaser) unless in the case of changes or cancellations.
2. Prices and conditions are current at the time of publication but are subject to change without notice. Prices are either per tour or per person as stipulated. All prices are in Australian Dollars and include GST where applicable.
3. The terms and conditions of the tours and experiences or service provider will be displayed on the Purchaser's Booking Form as per the terms and conditions that the service provider has previously incorporated into their Bookeasy Pty Ltd console.
4. Rate parity applies, i.e. rates offered to our Company and what is offered by the tours and experiences provider direct should equal.
5. The operator shall allow us access to and give permission to utilise relevant marketing collateral to use in WAVC promotions and campaigns.
6. Please visit our website for full customer terms and conditions, <https://www.wavisitorcentre.com.au/terms-conditions>

Payment by WAVC

7. Payments are processed only on travelled bookings on the first business day of the following month. A Recipient Created Tax Invoice will be issued with payment and WAVC will remit directly into the tours and experiences or service provider's bank account the gross amount of the tariff displayed in the Bookeasy Pty Ltd console less the agreed commission rate.

Please ensure that your bank details and rates listed in Bookeasy are correct.

Responsibility

8. The products and services offered in Bookeasy and on our website will be the responsibility of the individual operator and no guarantee or warranty for the type or quality of products and services advertised is offered or inferred by our Company.
9. While every effort is made to ensure the accuracy of information included in Bookeasy and on our website, no responsibility can be accepted by our Company for any changes, errors or omissions to the information included. We encourage all tours and experiences providers access, maintain, and update their Bookeasy listings via their unique login.

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10. While tours and experiences or other bookings are made by our Company with individual properties and operators on the basis that such tours and experiences or services for the required dates is available at the time the booking is made, our Company is not responsible for any overbooking which has been made by an operator and any compensation will need to be obtained directly from the operator concerned.

Termination of Agreement

11. It is your responsibility to maintain and update your Bookeasy listing. Our company reserves the right to not display your products on our website. The decision to display your product/s on our website will be based on product availability, up to date and correct information and current rates.

12. If our company receives 3 or more customer complaints about the tours and experiences or service provider without an adequate resolution, then this booking agreement may be terminated.

13. This booking agreement can be terminated by either party at any time should any of the above terms and conditions not be met.

Agreement between: The Tourism Group Pty Ltd,
trading as
Western Australian Visitor Information Centre
ABN: 59 155 112 584, ACN: 155 112 584
55 William Street, Perth, Western Australia, 6000

AND:

Agreed Commission Rate: _____ (minimum level is 15%)

Dated: Day Month Year.

Banking Details:

Account Name.....

BSB:..... **Account Number:**.....

Agreement

I understand and agree to the above:

Signed: Date:

Name: Position:

Email: Phone