2026-27 BOOKING AGREEMENT
- Tours and Attractions

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 attractions provider, and is valid for the booking period 01/07/2026 to 30/06/2027.

Why receive bookings from the Western Australia Visitor Centre?

SQT Partners Pty LTD trading as 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 at the Perth Train Station, Shop 1/378 Wellington Street, 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 34,000 + visitors annually through its doors consisting mainly of interstate and international visitors and an average of 74,000 visitors to its website last year.
- Continues to grow its interstate, international and local markets, 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
- Provides the opportunity for you to offer the WAVC staff familiarisations so as they can sell your product from first-hand experience.
- Offers additional advertising opportunities within the centre, secured in advance.

Work together with our team of local Western Australians to promote your business and the wider Western Australian tourism industry.

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.

A listing of your product on Bookeasy is required to work with us.

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 will 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 you may have with Bookeasy Pty Ltd.

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 attractions or services sold through our company are advertised at the rates provided by the individual hotel property or service provider. Our Company receives a commission directly from the requested operator and books tours, attractions 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 room, per person, per tour/charter as stipulated. All prices are in Australian Dollars and include GST where applicable.

3. The terms and conditions of the tours and attractions or service provider will be displayed on the Purchaser's Booking Form as per the terms and conditions that the hotel property or service provider have 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 attractions provider direct or on other booking sites should equal. Your listing may be disabled should rate parity not be met.

5. The operator shall allow us access or provide 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

7. Familiarisation / Product experience training for staff should be booked each year. Refer to agreement section to book your details.

8. Annual Advertising Opportunities will be shared and bookable in advance, refer to the agreement section.

Payment by WAVC

9. 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, attractions 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 as the WAVC takes no responsibility for incorrect details.

Responsibility

10. 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.

11. 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.

All operators are required to access, maintain, and update their Bookeasy listings via their unique login.

12. While tours and attractions or other bookings are made by our Company with individual properties and operators on the basis that such tours and attractions 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 individual properties or operators. Compensation will need to be obtained directly from the property or operator concerned.

Professional Conduct

13. All operators and service providers engaging with the Western Australia Visitor Centre (WAVC) agree to uphold the highest standards of professional conduct. This includes courteous communication, ethical business practices, and respectful treatment of all clients, staff, and stakeholders.

14. All services must adhere to applicable local, state, and federal laws, including consumer protection and privacy regulations.

15. Operators must ensure that all promotional materials, service descriptions, and pricing provided to WAVC are accurate, up-to-date, and not misleading. Misrepresentation may result in removal from the booking platform and termination of the agreement see clause 20 & 21 below.

16. Operators are expected to deliver services in a timely, professional manner, with a customer focus at the forefront. Complaints or disputes must be handled promptly and respectfully, with a commitment to resolution in line with WAVC's customer service standards. Failure to do so may see the termination of this agreement, see clause 20 below.

17. Operators must avoid overbooking, double-booking, or any practices that may result in customer inconvenience or financial loss. WAVC reserves the right to review and suspend booking privileges for operators who breach this clause.

18. WAVC aims to maintain a minimum 4.5 star google review rating and expect similar from our partners. We reserve the right to review and remove listings and/or terminate this agreement should feedback and customer experience warrant this.

Termination of Agreement

19. It is your responsibility to maintain and update your Bookeasy listing. If your information is not current or correct, our company reserves the right to remove the display of your products on our website.

20. If our company receives 1-3 customer complaints about the tours, attractions or service provider without an adequate resolution, this will result in the termination of this agreement.

21. 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: SQT Partners Pty Ltd t/a The Tourism Group

Western Australian Visitor Information Centre

ABN: 18 097 447 302, ACN: 097 447 302

Shop 1/378 Wellington Street, Perth Station, Perth, WA, 6000

AND:

ABN:

Agreed Commission Rate: (minimum level is 15%)

Dated:

Banking Details:

Account Name

BSB: **Account Number**

Agreement

I understand and agree to the above:

Signed: Date:

Name: Position:

Email: Phone