



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 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 and TW agree to abide by the following terms and conditions of this document;

- 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 The Member agrees that TW will not be held liable for bookings made utilising out of date information entered (or not entered) by The Member;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 agrees to advise TW of any change in booking dates or cancellations at the time of amendment to the booking;
- If a cancellation notice is advised after the Member has received payment for the booking, the Member agrees to reimburse TW for the overpayment;



- TW reserves the rights to adjust future member payments to cover any cancelled bookings that have been overpaid;
- TW agrees to process fortnightly Bookeasy Operators returns on **completed bookings** on the 15th and last day of the month. If these dates coincide with a weekend or Public Holiday, they will be processed on the next available business day;
- TW will forward a Recipient Created Tax Invoice (RCTI) with remittance advice providing a reconciliation of the booking information and commission payable to TW;
- TW will make payment by Electronic Funds Transfer directly to the members nominated bank account within three business days of the Operators Return. This is the only method for payment available from TW to The Member;
- The Member agrees and acknowledges that, should the provided banking details change, they are responsible for
 - updating the details in Bookeasy or
 - advising TW via email to finance@tourismwhitsundays.com.au, the details of any bank account changes and
 - email finance@tourismwhitsundays.com.au proof to of bank details to confirm these account amendments, e.g. deposit slip, bank statement, a letter from the bank;
- The Member agrees that TW will not be held liable for payments made utilising out of date bank account details entered (or not entered) by The Member;

Members Cancellation Policy (If applicable. If additional room required, please attach additional page)

WWIC 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 The Consumer cancels with more than 21 days notice -
 - TW will refund The Consumer the full amount paid less an administration fee of \$25
- If The Consumer cancels with more than seven days but less than 21 days notice
 - TW will refund the amount paid by The Consumer less commission due to TW
- If The Consumer cancels with less than seven 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: _____