

TERMS & CONDITIONS

1. Clause 1 – Brochures

- a. Tourism Southern Highlands (TSH) reserves the right to reject any promotional material deemed unsuitable for display in its Visitor Information Centre (VIC).
- b. A member may substitute a brochure for another brochure at any time.
- c. A minimum of 500 brochures should be supplied to TSH in the first instance.

2. Clause 2 – Approvals

- a. Where applicable a copy of the relevant Council approval to operate or any relevant accreditation is required at the time of becoming a member of TSH.
- b. If your approval is revoked or your business is in breach of Council regulations you must notify TSH within 7 days. All services and support of TSH will be withdrawn until the approval is reinstated or Council regulations are met. This includes any financial obligations to Council, including TSH.
- c. A copy of your Certificate of Currency for Public Liability must accompany your partnership agreement.

3. Clause 3 – Information

- a. It is the responsibility of the member to ensure all information given to TSH is current and correct.
- b. It is the responsibility of the member to ensure that any changes in business operation are advised to TSH as soon as possible to allow for updating of records, e.g. change of owner, change of manager, **new tariffs**, etc. **Please note this is required in writing / fax / email.**
- c. It is the responsibility of the member to ensure adequate stocks of brochures are provided to the VIC and to monitor the stock levels and monitor usage. The VIC will require an initial supply of 500 brochures.

4. Clause 4 – Commissions & Booking Fees

- a. By signing the Membership Agreement Form and purchasing membership, all members of TSH agree to pay a base commission, on all bookings made by TSH.
 - i. *Accommodation providers will pay either a 12% commission (Gold BookEasy Member) or a 13.5% commission (24 Hour BookEasy Member), on the Bed & Breakfast package only sold.*
 - ii. *Gold BookEasy Members can also opt to have a BookEasy Book Now button installed on their independent websites – if this choice is made then the commission rate payable to TSH is reduced to 11%.*
 - iii. A "Fee For Service" charge will apply when TSH engages clients in the reservation of spaces for special events, such as community halls, auditorium space, etc. This "fee" will be negotiated between TSH and the space operator at the time of booking.
 - iv. *Tour operators, car hire, etc, will pay a commission fee of 13.5% (i.e. 24 Hour BookEasy Member).*
- b. NB: **Tourism industry "Best Practice"** is that all quoted / published rates include retail commission of either 12% (Gold BookEasy Member) or 13.5% (24 Hour BookEasy Member), i.e. the commission **MUST** be built into the published or quoted rate. **Any TSH Member who does not abide by this industry standard will have their membership terminated.**
- c. ALL Commissions & Booking Fees charged by TSH will be GST inclusive.

5. Clause 5 – Membership – Additional Information

- a. Any attraction or event that is a registered charity or not for profit organisation is eligible for gratis membership for a one off 12 month period, and should contact TSH for details of membership. Please note that full General Business Membership will be offered for continuing memberships at a specially reduced rate, equal to that of General Supporter. Applicable only to Wingecarribee Shire Businesses. The attraction or event must have been fully operational for a period of no less than five years to qualify for the initial gratis membership.
- b. Any attraction that is a registered charity or not for profit organisation and charges an entry fee, operates seven days a week and employs paid staff is NOT considered a charity for the purposes of membership.
- c. Any accommodation operator who provides two or more styles of accommodation will be required to pay one base fee for their core business and then the appropriate rate per room / cottage / other business. In some cases it will be advantageous to the accommodation operator to negotiate a Platinum Membership Package.
- d. TSH reserves the right to deny or cancel any membership.