

## BROCHURE RACKING

Brochures displayed at the Albany Visitor Centre and/or the Albany Regional Airport must meet the following requirements:

- DL in size (DL measures 99mm x 210mm – exactly one-third of A4).
- Must be of appropriate quality, colour printed on 80gsm gloss paper or better.
- It cannot contain any images or words likely to be offensive to the public.
- Brochure information must be accurate, factual and up to date.
- A sufficient quantity must be provided, relevant to the anticipated demand.
- Delivered to the Albany Visitor Centre at the cost of the operator.

## REQUIREMENTS BY ALL OPERATORS BOOKED BY THE ALBANY VISITOR CENTRE

### TAX INFORMATION

Operators must provide the Albany Visitor Centre with their Australian Business Number (ABN). If the operator chooses not to obtain an ABN, the operator must provide a completed Statement by Supplier Form. If this is not completed and returned, the Albany Visitor Centre is required to take 49% off any payment made to operators and pay the ATO. Non-compliance is breaching Australian Tax Law. Please advise if you require a copy of the Statement of Supplier form upon your application.

### INSURANCE

All Operators bookable by the Albany Visitor Centre must obtain the appropriate insurance and business licensing for their accommodation or tour product. This includes Landlord Insurance and Public Liability Insurance. Would you please provide an electronic copy of these which we will hold on file? It is required by law that businesses keep this information up to date.

### INFORMATION INTEGRITY

Changes to amenities, facilities, services, booking terms and conditions, or any other factor that would affect clients booking your property, product or tour must be advised to the Albany Visitor Centre in writing. This information must be updated by the operator in the relevant booking platform. The Visitor Centre staff can provide free training to operators in updating this information on the appropriate platforms.

All information advertised by operators via the opportunities provided by the Albany Visitor Centre must be true and accurate. Tourism operators found publishing or advertising false or misleading information will have their content removed immediately.

### LOCAL GOVERNMENT APPROVAL

All short-stay accommodation providers located within the City of Albany must apply for the necessary approvals from the City of Albany. Providers must abide by policies stated in the Health Act 1911 City of Albany Local Laws 2001 Part 8 – Lodging Houses. In accordance with the Act, these approvals must be renewed every financial year.

If your accommodation is outside of the City of Albany boundaries, but have chosen to register your Bookeasy account with the Albany Visitor Centre, then you must abide by the Local Laws set by the Local Government of your property's location. Would you please provide any relevant documentation with your application?

### RATES & AVAILABILITY

Other Visitor Centres can book your property in the Bookeasy network across Australia. Rates/prices/specials are to be reviewed by the operator at all times. Bookings can be made up to a year in advance. Please keep this in mind and update rates and booking calendars regularly. All price variations must be updated by the operator on the booking consol. The Albany Visitor Centre can provide free training in updating this information.

Price match policy: Published tariffs must be consistent with all your advertising and distribution channels, including direct sales. In the case that an operator wishes to offer a lower rate and/or special rates with extra inclusions, the operator must also have these rates available to the Albany Visitor Centre. The commission rate will still apply to offers and specials.

All details entered under Specials or Last Minute Rates in Bookeasy must be commissionable. Operators must honour all published specials and provide a start and finishing date and year.

## RATES & AVAILABILITY (CONTINUED)

If changing rates on the system, bookings that are already in place must be honoured at the price originally booked. When the booking is made, the rates are determined by what is on the Bookeasy console. Once these have been quoted, they must be honoured.

Your availability must be kept up to date if you are not taking bookings for a period. These need to be blocked out. If you cannot clean or have the property available due to scheduled maintenance, also block it out on the Bookeasy system.

Any changes to bookings made through the Bookeasy console by the Albany Visitor Centre will need to be changed or amended by the Albany Visitor Centre. If a client or operator wishes to cancel or amend the booking, they must contact the Albany Visitor Centre directly.

## DOUBLE BOOKINGS & UNAVAILABLE ACCOMMODATION

If an operator is unable to provide accommodation to a client due to a double booking, or the event the accommodation is unclean, unsafe or not fit for purpose (no power or hot water), the operator is responsible for organising alternative accommodation to an equal or higher value with similar facilities and location for the client. The operator must contact the client directly and liaise to organise an alternative property.

The operator will still receive payment for the booking less commission at the start of the following month. See the section named Operator Payments for more information.

## CHANGE OF OWNER

It is the responsibility of the current operator and new operator to contact the Albany visitor centre regarding a change of ownership. The Current operator needs to initially introduce the new owner and provide the settlement date for their property to Albany visitor Centre in writing. The new owner then needs to provide their contact details also in writing

It is the responsibility of the current operator to inform the new operator of any forward bookings. It is agreed that the new operator will honour these bookings as they were confirmed at the time of the booking being made. If the new operator cannot provide accommodation to a client, the operator is responsible for organising alternative accommodation to an equal or higher value with similar facilities and location for the client. The operator must contact the client directly and liaise to organise an alternative property.

The operator will still receive payment for the booking less commission at the start of the following month. See the section named Operator Payments for more information.

## CONTACT INFORMATION

It is the responsibility of the operator to have their contact information up to date on the Bookeasy console at all times.

Changes to phone numbers or email addresses are to be changed by the operator. The Albany Visitor Centre takes no responsibility for emails going to incorrect addresses. Contact details for accommodation and tour operators are not provided to a client until a booking is confirmed and full payment has been received.

You or a business representative needs to be contactable during business hours for our team to confirm any 24-hour bookings received. Where possible, please divert your home phone to your mobile.

Clients must be provided with a contact number available 24 hours a day for emergencies. This contact number must be listed in your Bookeasy console under "Itinerary Only", so the client receives it with their confirmation and final payment. If you are absent for any period, you must advise the Albany Visitor Centre by email listing who to contact within this period of time. If you have existing bookings for this time period, please contact the client directly to provide them with the new contact information.

## CONFIRMATION OF BOOKINGS

If operators are confirming online bookings themselves or have received bookings from other distributors, they are responsible for organising the check-in directly with the client and adding the details to your system's booking notes.

If you are a 24-hour operator, Albany Visitor Centre staff will contact you directly to confirm bookings. You will also receive an automated email from Bookeasy when the booking is made and when payment has been received. It is the operator's responsibility to be aware of all bookings, and the details for those bookings, i.e. check-in times, number of people staying and number of nights.

## CANCELLATION POLICY AND BOOKING CONDITIONS

Your cancellation policy and booking conditions are part of the clients' booking procedure when they make the booking. They need to be clearly written and adhered to.

All operators must have a firm and fair cancellation policy in place that is clear to Visitor Centre staff and clients – it must include the notice required and cost incurred. Cancellation policy examples can be provided upon request.

Booking conditions and minimum nights must be reviewed regularly and updated if necessary. Annual booking conditions need to be amended each year, as they do not rollover. A booking condition cannot be put in place or altered after a client has made a booking. Booking condition periods may include Christmas, New Year, Easter, and School Holidays.

The Albany Visitor Centre is authorised to charge the client a cancellation or amendment fee.

## BOOKING PAYMENTS

Online bookings for properties and bookings made in-store by visitor centre staff can be held without payment for up to 24 hours from confirmation. This will give visitors the time to organise their finances.

Further consideration needs to be given to international clients due to the time zones.

Clients booking over a fortnight in advance for a 24-hour confirmation property are given the option to pay a 50% deposit upon booking, with the balance due a month before arrival.

## BONDS

Operators that choose to request a bond need to manage the payment of the bond directly with the client. If requesting a bond, this will need to be listed as a condition on the Bookeasy console under Rooms and Rates.

The Albany Visitor Centre does not manage any aspects of bonds.

## CORPORATE/GOVERNMENT AND LONG TERM BOOKINGS

The Albany Visitor Centre often receives enquiries from corporate bodies, other businesses and individuals for long-term bookings. If you wish to be contacted for long-term bookings, please indicate with your application.

When setting your rates for long-term bookings, you will need to consider a reduced rate inclusive of cleaning and laundry services. Please note that the commission rate will still apply to long-term bookings. Any additional terms and conditions can be communicated to the client at the time of booking.

## CHECK-IN & CHECK OUT OF BOOEASY BOOKINGS

If an operator has their own reception, the Albany Visitor Centre assumes that the operator will always manage the check-in and out of clients booked by the Albany Visitor Centre. Check-in instructions, along with reception opening hours and contact information, should be included in the Itinerary Only section in Bookeasy.

If an operator does not have a reception, like a holiday home or self-contained apartment, the Albany Visitor Centre will always assume that they provide the check-in information to the clients who have booked the property with the Albany Visitor Centre. If the operator wishes to contact all clients with their check-in information, please advise the Visitor Centre.

The operator can choose for their guest to always collect the key from the Albany Visitor Centre (see Key Management Section), only provide the lockbox code for after-hours collection, or only provide a lockbox code with no keys stored at the Albany Visitor Centre.

The preferred method of check-in should be clearly explained in the Itinerary Only section in Bookeasy. Examples of check-in information can be provided upon request. Information such as the lockbox location and code should only be included in the For Staff Only section, so this information is only released to the client if required.

## KEY MANAGEMENT BY THE ALBANY VISITOR CENTRE

Key storage at the Albany Visitor Centre will attract a fee of \$250 per annum, as per the City of Albany's fees and charges. For security reasons, keys will only be signed out to clients booked with the Albany Visitor Centre through the Bookeasy console.

Operators who choose to have their clients collect keys from the Albany Visitor Centre must provide two sets of keys. One set must have all required keys and electronic remotes needed to access the property, and the second set should have essential keys to access the property if the guest misplaces or locks in the first set.

The keys will be labelled using a generic label with the Albany Visitor Centre's address and phone number and the property's name.

Keys can be collected or return to the Albany Visitor Centre during business hours (10:00 am-4:00 pm, seven days a week, Closed Christmas Day). No after-hours key collection is available. Upon request, after-hours key returns can be arranged. The client must arrange this no later than 4 pm the day before their check-out and will have to collect a specially coded envelope from the Visitor Centre to access the after-hours return chute.

Outside of these times, clients will be provided with instructions on accessing the lockbox (if available) on your property. If the client is arriving outside of the Albany Visitor Centre's hours and the operator does not have a lockbox, it is the operator's responsibility to arrange the check-in of the guest.

Return and collection of keys from the Albany Visitor Centre are signed in/out through our Key Log Book. This applies to clients, operators, cleaners, and managers of the property.

You or your property manager must have additional sets of keys if keys need to be replaced or additional sets of keys are requested by the client.

The Albany Visitor Centre takes no responsibility for the loss or damage of keys whilst in the client's possession. This includes the keys not being returned to the Albany Visitor Centre. If keys are not returned to the Centre, the operator will be notified by the Visitor Centre. Operators are to liaise with the client directly to have the keys returned. If the Visitor Centre set is left at the property, it is the responsibility of the operator to have it returned to the Visitor Centre.

If a client returns the operator's lockbox key to the Visitor Centre instead of the Visitor Centre set, it is the responsibility of the operator to arrange collection of the key from the Visitor Centre and replace it with the Visitor Centre set.

Any damage to keys or lockboxes remains solely the responsibility of the operator.

## LOST PROPERTY

If a client has left behind a possession at the property, it is the responsibility of the operator to contact the client directly to arrange the return. The Albany Visitor Centre is unable to store or send any possessions left behind. Please ensure that your cleaner and/or manager is advised of this.

## OPERATOR PAYMENTS

Payments will be made to operators at the beginning and middle of each month for all bookings that departed in the previous month. Monthly payments are finalised within the first five business days of the month. Remittance advice will be emailed to the nominated email address listed in your Bookeasy console. If you have any questions or have not received your remittance advice, please email the Albany Visitor Centre at [stay@amazingalbany.com.au](mailto:stay@amazingalbany.com.au)

## BOOKEASY TRAINING

Staff at the Albany Visitor Centre can provide training on using online booking consoles to all operators bookable by the Albany Visitor Centre. Training is to be booked in advance by the operator at a time that suits the Albany Visitor Centre. There is no cost to the operator to attend training offered by the Albany Visitor Centre.



# TERMS AND CONDITIONS

## ACCEPTANCE OF TERMS AND CONDITIONS

It is a condition of membership that the indemnity section of this form is completed, signed and returned to the Albany Visitor Centre with a PDF copy of the certificate of currency of your indemnity insurance.

I, as the authorised representative of the business entity shown below, confirm that:

i. The business complies and will continue to comply with all Commonwealth, State and municipal authority laws which affect the conduct and supply of services of this business, and indemnifies and will keep indemnified the Albany Visitor Centre against all actions, proceedings, claims, liabilities and costs in respect of any breach of these laws and

ii. The business possesses and will keep current a Public Liability Insurance Policy providing a minimum cover for anyone event of \$20 000 000.

iii. I have read and agree with the Albany Visitor Centre Terms and Conditions as listed above.

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_

## BUSINESS DETAILS

<b>Business Name:</b>	<b>ABN:</b>
<b>Primary Contact Person:</b>	<b>Position:</b>
<b>Secondary Contact Person:</b>	<b>Position:</b>
<b>Emergency Contact Name and Number:</b>	
<b>Postal Address:</b>	
<b>Business Address:</b>	
<b>Home Phone:</b>	<b>Mobile:</b>
<b>Email:</b>	
<b>Website:</b>	

## BANK DETAILS

<b>Bank Name:</b>	
<b>BBS Number:</b>	<b>Account Number:</b>
<b>Account Name:</b>	
<b>Tourism Accreditation and Number:</b>	