



**Destination
NSW**

BOOKING TERMS AND CONDITIONS OF TRADE

Note: this document is to be used as a guide only. You should seek professional advice for your own business.

It is preferable that all the booking terms and conditions are clearly stated on one page. Your rate sheet should show your retail (gross) and nett rates including GST on a separate page but attached to your terms and conditions. Please see the rate sheet templates for guidance on how to set up your rate sheet.

Terms and Conditions should include the following items to cover you legally. It is recommended that you obtain legal advice to finalise this document.

- **Rate validity dates** – should be a 12 month period from 1 April to 31 March. This is the tourism calendar year that is aligned with wholesaler brochure production.
- **Contact details** – phone, fax, mobile, email & website
- **Cancellation Policy** – explain cancellation charges based on the time cancellation occurs prior to travel. Check your competitors' cancellation policies as a guide.
- **Amendment charges**
- **Child/Infant** – advise age ranges and then provide actual rates on your rate sheet. For example – Infant is under 2 years, child is 2 to 12 years inclusive.
- **Free of charge (FOC) policy** – applicable to groups only. Advise how many rooms to be booked or how many passengers on a tour i.e. 1 FOC for every 15 paying passengers or 1 FOC room for every 10 rooms booked.
- **Inclusions** – tour inclusions i.e. entry fees, lunch or room inclusions i.e. breakfast, newspaper
- **Confirmation of Group Numbers** – how many days before tour/booking does an ITO need to confirm and provide final numbers/rooming list/passenger list – **applicable to groups only**
- **Minimum and maximum passenger numbers** – for tours
- **Departure days, times and pick up points** – for touring
- **Minimum night stays** – for accommodation
- **Maximum guest capacity** – for accommodation per room
- **Bedding configuration** – per room type for accommodation
- **Payment policy** – how and when is payment due. If the ITO is going to be on account (invoiced at the end of each month), state that they need to have a credit check and that they must fill out your credit application form. Advise that you will accept ITO vouchers. All tourism industry partners have different methods of payment. It is the responsibility of the individual operator to negotiate an agreed payment method direct with the booking agent.
- **Banking Details**
- **Damages and responsibilities** – state who is responsible for any damages and that you accept no responsibility for property etc.
- **Any special conditions** – over special event periods- state if any surcharges or blockout dates apply and be specific with dates.