

YOUR COMPANY LOGO

## TRADE TERMS

*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. Your rate sheet will show your retail (gross) and nett rates including GST on a separate page and be attached to your trade terms. Please see the rate sheet templates for guidance on how to set up your rate sheet.

Trade terms to include the following items. It is recommended that you obtain legal advice to finalise this document.

## RATE VALIDITY

*This is a 12-month period from 1 April to 31 March and is the tourism calendar year.*

E.G: Rates are valid from 1 April 2021 to 31 March 2022.

## SPECIAL CONDITIONS

*Over special event periods, state if there are any surcharges or if any block out dates apply and be specific with the dates.*

E.G: Tulip Festival Bowral: 22 Sep to 1 Oct 2021, a surcharge of AUD 50.00 per room per night is applicable.  
Christmas and Boxing Day: 25 and 26 Dec, rates are available on request.

## MINIMUM NIGHTS

*This is the minimum number of nights a guest must stay.*

E.G: A minimum two-night stay applies to weekends – Friday and Saturday nights.  
A minimum three-night stay applies for long weekends – Friday, Saturday, Sunday nights.

## MAXIMUM GUEST CAPACITY

*This is the maximum number of guests per room.*

E.G: A maximum of two pax in a standard room and a maximum of three pax in a deluxe room (with a rollaway).

## BEDDING CONFIGURATION

*Advise the bedding configuration per room type.*

E.G: The property has 10 double rooms with one x queen bed and 10 twin rooms with two x double beds.

## CHILDREN AND INFANTS

*Advise the age range for children and infants and then provide actual rates on your rate sheet.*

E.G: An infant is under two years and a child is two to seven years inclusive.

*If a child up to a certain age can use 'existing bedding' and that is free, state that clearly. The same applies to a cot, state if it is available and if there is a charge.*

E.G: For a child up to seven years inclusive using existing bedding, there is no extra cost. A rollaway is an extra AUD 30.00 per night. A baby cot is available on request.

## INCLUSIONS

*Explain what is included in the room rate, ie: a buffet breakfast, wifi, newspaper etc. If the service is weekly, with an additional cost for daily service, specify this.*

E.G: The weekly room service is included in the rate. For daily service, an extra charge of AUD 50.00 will apply.

## CANCELLATIONS

*Explain cancellation charges based on the time cancellation occurs prior to travel. Check your competitors' cancellation policies as a guide. Keep the cancellation policy simple and try to avoid too many variances. It is not possible for inbound and wholesale to work with a 'credit note'.*

E.G: If a booking is cancelled 14 days or more prior to arrival, no cancellation fee will apply. If a booking is cancelled 14 to seven days prior to arrival, a 50% cancellation fee of the total booking cost will apply. If a booking is cancelled less than seven days prior to arrival, a 100% cancellation fee of the total booking cost will apply. If the booking is a 'no-show', a 100% fee of the total booking cost will apply.

**PLEASE NOTE: THIS IS AN EXAMPLE OF TRADE TERMS. THE DETAILS ARE PROVIDED AS AN ILLUSTRATION ONLY.**

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## AMENDMENTS

*Keep these fees to a minimum, especially for international markets. Where changes are inevitable due to airline schedules and other unforeseen circumstances that are beyond the control of the agent, agents very rarely pass this on to a client and will absorb this fee themselves. It could be the difference in choosing between you and another product. If you are going to charge an amendment fee, it should only be within 24 to 48 hours of arrival.*

E.G: An amendment fee of AUD 50.00 per booking will be charged for any changes made within 48 hours of arrival.

## CONFIRMATION OF GROUP NUMBERS

*Applicable to groups only. Specify how many days before the booking an agent needs to confirm and provide final numbers, rooming list, passenger list, dietary and any other special requirements (eg --high floor, rooms near elevator etc).*

E.G: Final group numbers are required 30 days prior to arrival. Final rooming list and dietary requirements are required 14 days prior to arrival.

## FREE OF CHARGE (FOC) POLICY

*Applicable to groups only.*

*Advise how many rooms need to be booked to receive an FOC room.*

E.G: One FOC room for every 10 rooms booked.

*If there are any conditions attached to the FOC policy, state it clearly.*

E.G: Group bookings will be allocated to deluxe rooms, however the FOC room will be a standard room.

FOC should be applicable to a bona fide tour leader and/or a coach driver or local guide

## PAYMENT POLICY

*Specify how and when payment is due. If the agent 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 need to fill out your credit application form. Most agents do not use vouchers anymore, so the guarantee of the booking and payment is the confirmation number and guest name. All tourism industry partners have different methods of payment. It is the responsibility of the individual operator to negotiate an agreed payment method directly with the booking agent.*

E.G: Payment is due seven days from date of invoice.

## BANK DETAILS

*Provide your bank details and advise if you will absorb the bank fees or if the agent needs to allow for that. If payment is by credit card, specify if there is a surcharge and, if so, how much.*

E.G: Payment by Amex, Mastercard and Visa will incur a surcharge of 3%. Diners Club is not accepted.

## DAMAGES AND RESPONSIBILITIES

*State who is responsible for any damages and that you accept no responsibility for property. Keep this clear and concise.*

## CONTACT DETAILS

*Provide trade contact name, landline and mobile (with international codes +61), email and website.*

E.G: Matt & Bernice Smith

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m: +61 419 999 999

e: trade@abchotel.com.au

w: abchotel.com.au