

## 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 public holidays, advise any changes to operating times.*

E.G: Special opening times on 26 December 10am to 3pm. Closed on 25 December.

### MINIMUM AND MAXIMUM PAX NUMBERS

*This is the minimum and maximum number on an included guided tour.*

E.G: A minimum of four pax and a maximum of 10 pax on the guided tours.

### 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 12 years inclusive. E.G: An infant and children two to five years are free of charge.

### INCLUSIONS

*Explain what is included in the admission cost, ie: a free 30-minute introductory guided tour, a bag of feed for the kangaroos, etc.*

### CANCELLATIONS

*Applicable for groups and private bookings only.*

*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.*

E.G: If a booking is cancelled 24 hours prior to arrival, a 50% cancellation fee will apply. If the booking is a 'no-show', a 100% fee of the total booking cost will apply. (No-show fees apply to FITs and Groups)

### AMENDMENTS

*Applicable for groups and private bookings only.*

*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 if the booking is amended on the day of arrival.*

E.G: An amendment fee of AUD 20.00 per booking will be charged for any changes made on the day of arrival.

### CONFIRMATION OF GROUP NUMBERS

*Applicable to groups only.*

*Specify how many days before the booking does an agent need to confirm and provide final numbers, passenger list, dietary (if applicable) and any other special requirements (eg - wheelchair access, etc).*

E.G: Final group numbers are required 14 days prior to arrival. Final passenger list and dietary requirements (if applicable) are required seven days prior to arrival.

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### FREE OF CHARGE (FOC) POLICY

*Applicable to groups only.*

*Advise how many passengers must be on a tour group.*

E.G: One FOC for every 15 paying passengers. 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@abcgardens.com.au

w: abcgardens.com.au