

2024 KVC MEMBERSHIP BOOKLET



We acknowledge the traditional lands of the Mirriuwung Gajerrong people and pay our respects to their elders past, present and emerging.
We recognise the traditional lands of all custodians of Country that we traverse as we carry out our business across the Kimberley.



Call 08 9168 1177
www.visitkununurra.com
memberships@visitkununurra.com



About us

The Kununurra Visitor Centre (KVC) was established in 1972 and remains one of the oldest, continually operational Visitor Centres in Australia.

We are a not-for-profit, self funded organisation, with a business vision to excel as a trusted provider of services to Kununurra and Kimberley visitors, businesses and operators.

Maintaining a strong base of members is crucial to the success of the KVC and inherently the tourism services that we offer.

Whether you are a small family run business or a large corporation, KVC will work alongside you and our visitors to ensure we are providing that famous Kimberley hospitality!

What we do

Our team is friendly and proud to share their local knowledge.

We work in collaboration with operators, tourism industries and the local community to ensure quality products and services.

We regularly update our social media channels with almost 113,000 followers on Facebook.

We represent and advocate on behalf of the region's tourism industry at local, state and federal levels.

KVC engages with more than 70,000 visitors coming to the region each year, this figure includes face to face, telephone and social media interactions.

We also provide a civic service to locals and visitors alike, dealing with enquiries on topics of public interest such as health and safety (eg: COVID restrictions) weather patterns and road conditions, electoral arrangements and more.

KVC is entrusted with the Argyle Homestead Museum and our caretakers welcome visitors annually from April to September (details later in the pack).

Platinum and Gold member brochures are displayed onsite at the Homestead and we also carry Argyle homestead specific merchandise on sale, along with generic items and refreshments.



Meet the Team

General Manager	Vivienne McEvoy
Accounts Officer	Melissa McDonald
Sales/Marketing Coordinator	Marie Fitzgerald
Office Supervisor	Kelli Symonds
Memberships Consultant	Larissa Walker
Senior Tourism Consultant	Sheryl Kehl
Tourism Consultants	Seasonal team members
Argyle Homestead	
Museum Caretakers	Rod & Lyndal Brown

Our Elected Executive Committee:

Chairperson	Ebony Muirson (Freshwater East Kimberley Apartments, Bungle Bungle Guided Tours, Bungle Bungle Savannah Lodge)
Deputy Chairperson	Greg Smith (Lake Argyle Cruises)
Treasurer	Paul Cripps (Helispirit)
Secretary	Maria Bolten-Magnay (Kimberleyland Holiday Park)
Committee Member	Margot McTaggart (Ord Valley Events)
Committee Member	Cally Bugg (Artopia)
Committee Member	Deb Barrington (El Questro)
SWEK Representative	Beau Robinson



What benefit does tourism bring to our region

Tourism is one of the top five future growth sectors for the Australian economy, forecast to double in size over the next two decades. Tourism generates growth in local spend and employment opportunities. It also encourages investment into the development of infrastructure and the protection of natural areas and cultural icons for the shared benefit of visitors and the local community.

Why join us at the Kununurra Visitor Centre

All businesses, professional services and commercial operators within our region, will ultimately receive a benefit that has been provided, directly or indirectly, to the local economy by tourism

It is in the direct interest of all those who benefit from tourism to participate in, and contribute to, the effective promotion of the region and the planned management of its marketing activities. The success of our Local Tourism Organisations requires people to take ownership and make positive contributions to the organisation through active membership and support.

Through a collaborative approach, members work together to advance our common goals for the development of the tourism industry in Kununurra and the Kimberley.

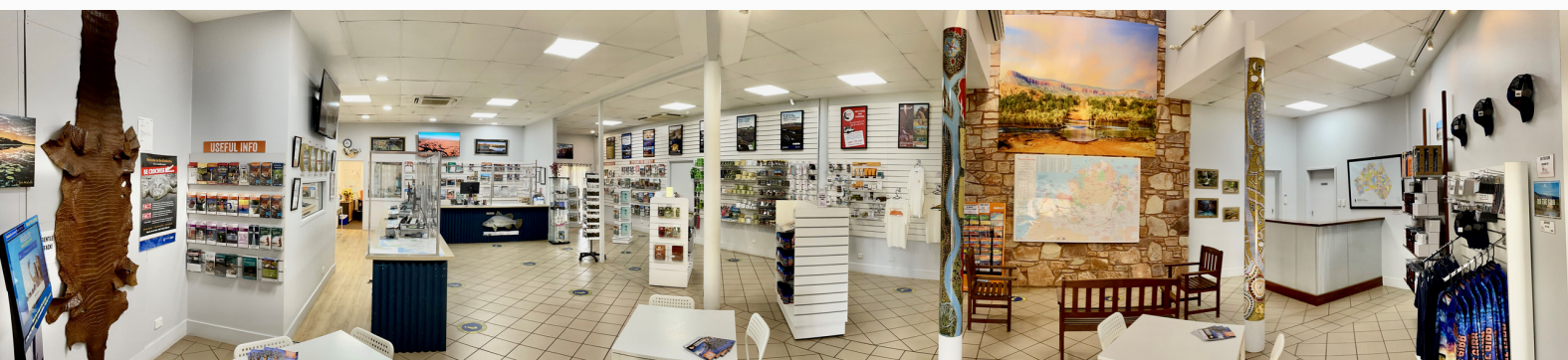
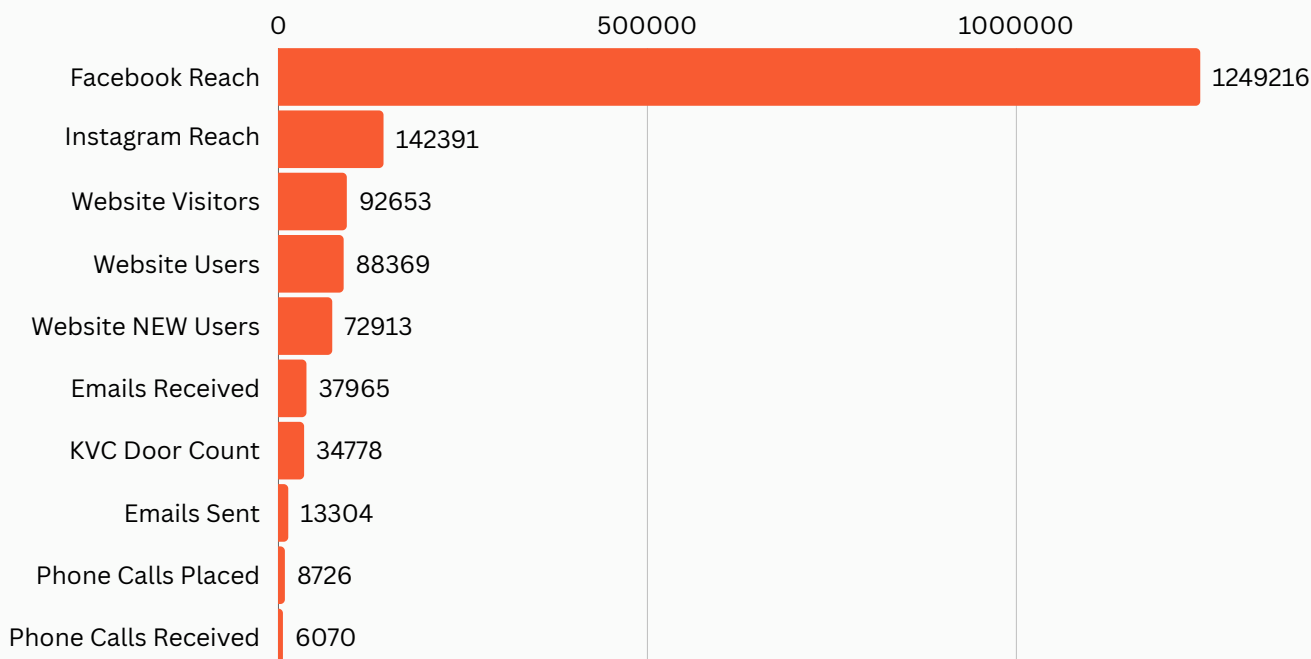
And for our tour operators - without Kununurra Visitor Centre as your booking agent in Kununurra - would your business be able to handle the number of people that will come to your office to book your product?

The value of the WA tourism industry is
\$9.5 billion by Gross State Product
(GSP) and employs 94,800 people in
WA.

Please support your local visitor centre
as a member to ensure the growth of the
tourism industry in the East Kimberley

2023 Stats

Below is the Statistics from 2022/23, they provide an insight into the volume of tourists that the KVC comes into contact with throughout the year.



2023 Kununurra Visitor Centre Brochures Distribution List

Below is a list of where our Visitor Centre Brochure could be found in 2023.

Kununurra Township

- Bushcamp Surplus Store
- Discovery Parks - Lake Kununurra
- Discovery Parks - Lake Argyle
- East Kimberley Airport (QR Code option also)
- Ivanhoe Village Caravan Park
- Kimberley Cafe
- Kimberleyland Waterfront Holiday Park
- Lily Lagoon Resort
- Ord River Roadhouse
- Town Caravan Park
- The Sandalwood Shop
- The Hoochery



Beyond The Region

- Timber Creek Police Museum
- Timber Creek Roadhouse
- Victoria River Roadhouse
- Adelaide - Caravan and Camping Show
- Darwin - Travel Expo
- Brisbane - Caravan and Camping Show



Visitor Centres

- Broome Visitor Centre
- Derby Visitor Centre
- Fitzroy Crossing Visitor Centre
- Katherine Visitor Centre
- Tourism Top End (Darwin Visitor Centre)
- Western Australia Visitor Centre (Perth City)

Advertising Tips

Social Media is forever trending and plays a massive part in our advertising, especially for remote regions like ours.

To help promote your own business on social media we have collected the trending hashtags below.

Although we have these displayed throughout your Visitor Centre and the visitor guides/tourist maps, having these on display for your business will assist to promote your product further!



#2024itstimetoexplore

#visitkununurra

#thekimberleyaustralia

#StartYourKimberleyAdventureWithUS

#kimberley_australia

#WAtheDreamState



#northwestaustralia

#thekimberley

#westisbest

#kununurraadventures

#theeastkimberley

#gibbriverroad

Tag the location!



Don't forget to tag Kununurra or the specific location (ie. Lake Argyle, Bungle Bungles, Wyndham) for your posts and stories, this helps people find us on the map!

❤ 963

#Include hashtags in your posts,
promote our region all over the world!

Our Visitors

Whilst digital information is taking over, many visitors still prefer a printed pocket size guide to read and scribble on.

Together we handed out 25,000 printed copies, and at the height of the 2022 season we introduced a option for our visitor to scan a QR code to access an electronic copy of the Visitor Guide, improving our sustainability.

Because of our expertise and solid reputation, we enhance your marketing opportunity to increase booking nights and/or tours.

KVC is often the first point of contact for visitors arriving in the region or beginning to plan their Kimberley adventure from interstate.

Visitors often come with little or no knowledge of Kununurra with questions like:

"How many Bungles are at the Bungle Bungles?"

"Argyle Diamond Mine - do they make the diamonds there or do they dig them up?"

"Is there any water in Lake Argyle?"

"We are trying to get to the Kimberley - can you help with directions please?"

Of course, this is where the staff come in.

We go through what there is to see and do in Kununurra, what will entertain the kids or how to get out on the river or lake. Birds, Boabs, Bungles, Barra, boating or a bed are all covered in our recommendations, as well as coffee, jewellery, pottery or crockery.

Visitors are seeking local advice, trusted guidance and accurate information to navigate unknown territory, they understand the value of seeking out a Visitor Centre in a regional town.

Figures continue to demonstrate direct and online bookings are increasing for our operators. Don't underestimate the value of the KVC as a significant number of those will definitely have come from contact with us first!

"A point of reference for all sorts of businesses"

Paul, Helispirit

"Being members of the Kununurra Visitor Centre, Viv and her team have consistently provided exceptional support and service to our business. It is always a pleasure working with Viv and the team at the Kununurra Visitor Centre as we share the goal of providing visitors to the region with a memorable experience."

Jaclyn

*Jaclyn Rawlings | Director / Marketing Team Leader
Kimberley Air Tours*

"I'm happy to say that it comes to the end of the season and we're so grateful working with you all."

Once again we look forward working with you next year 2024."

*Rose and the team,
Mimbi Caves Tours and
Campground*

Working together/Shared vision/common goals

KVC is grateful to our members for their hospitality when the team is invited to experience products and services, this ensures we can recommend confidently what there is to see and to do in Kununurra.

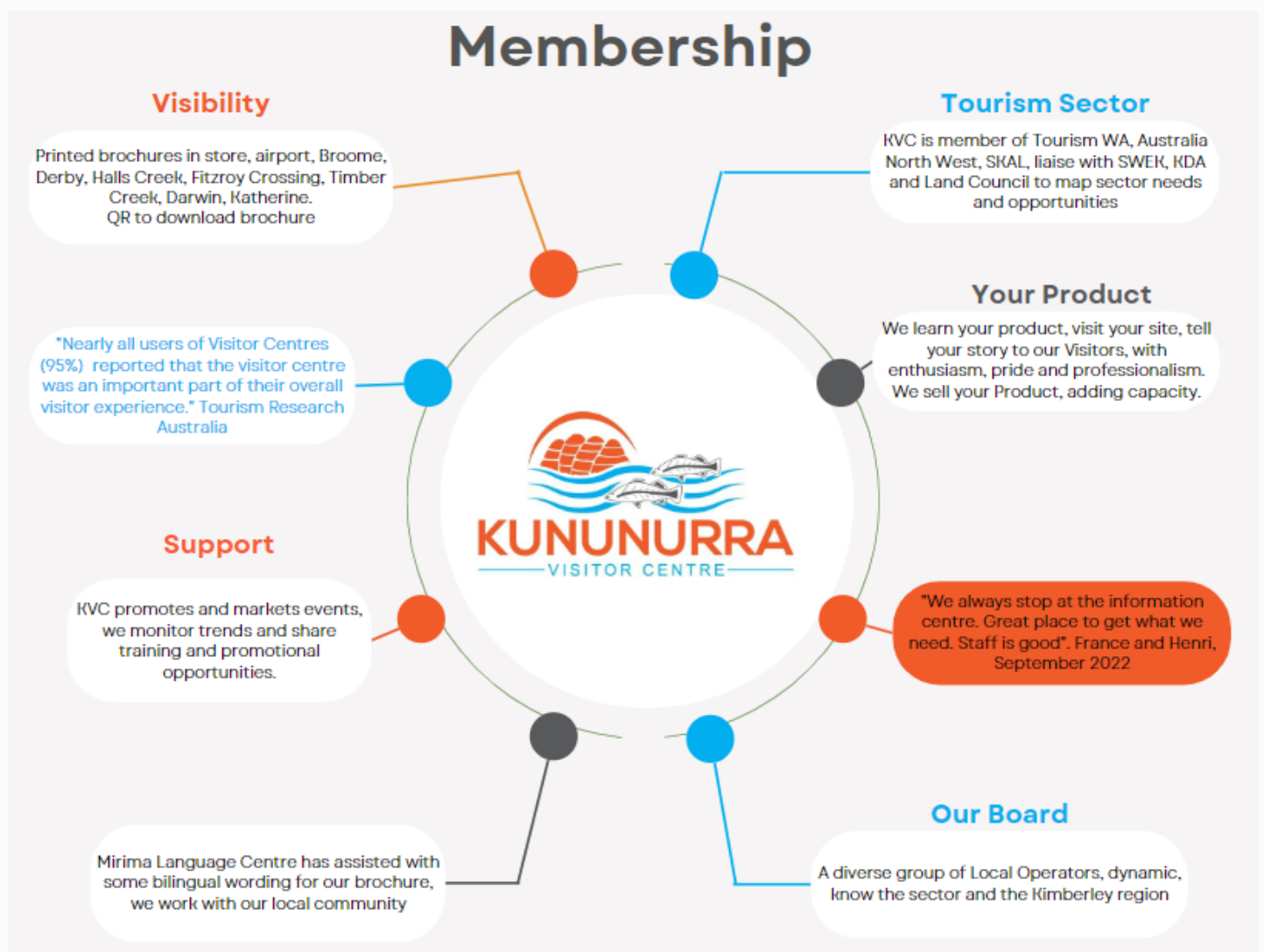
We offer a benchmark of quality and value for money, reassurance to visitors and members alike.

As we support inclusion and participation, it is important that we know what is suitable for different mobility and/or sensorial abilities, such as ability to do lengthy walks or to climb a set of stairs.

We appreciate it when members visit the visitor centre too - product updates are very valuable to you and our staff.

Visiting the visitor centre during busy times is also welcomed.

We have a very strong code of conduct that we expect our members to adhere too, ensuring both KVC and Members each support each other.



What we are about

Our Vision

For Visitors to Start their Kimberley Adventure with US!

Attracting and welcoming visitors through excellence in visitor servicing and promotion

Offering an immersive, customised, and extraordinary Kununurra and East Kimberley journey

Enticing longer stays and greater spend

Building the tourism industry and broader regional economy

Instilling community pride

Our Goals

To grow awareness of the East Kimberley region, open their eyes to who we are' and what we offer as a destination

- Attract visitors to the centre, in person and by electronic means, so they leave feeling welcomed, well-informed, and excited about their East Kimberley adventure
- Through strategic and dynamic marketing, grow regional visitation, length of stay and spend in the East Kimberley
- Be the foundation and voice on which the tourism industry, local businesses and the community can grow and thrive
- Delight, surprise and deliver on the promise of East Kimberley – Magic, leaving visitors wanting more, to share with their family and friends and visit time and time again
- Ensure the long-term sustainability and viability of the KVC

Strategies

Strategy 1: Excite and delight

Strategy 2: Collaboration and community participation

Strategy 3: Innovation and smart operations

Strategy 4: 'Open their eyes to who we are' – a consistent East Kimberley narrative

Strategy 5: A Gateway to the Future

"We would like to thank the visitor centre for directing customers our way as it has truly been the basis behind many of our bookings."

*Kind Regards,
Colin
Dirt Trax Campers PTY LTD*



ORIA.

Showcasing our spectacular irrigation system, gorgeous local photography and the history of our East Kimberley landscape.

For those of you who remember 'The Ord' first edition, Kununurra Visitor Centre has brought to life a limited edition two, the keepsake of our region.

Now available to purchase at KVC.

Membership Packages

Events \$275

Is your company or organisation planning to hold an event? Events membership gives access to expertise, advertising, and shared space.

Bronze \$275

Do you own a shop or general business and want to feel part of our collective? Have your brochures displayed in KVC so we can recommend your business! If you are a tour/accommodation product speak to us about taking your bookings. We have extras you can add onto a Bronze membership.

Silver \$715

You are starting up in your tourism business and feel budget-conscious, join us so we can support you through your next steps.

We can also help select extras that accommodate to your business profile with the budget in mind.

Gold \$ 1,100

Our most popular type of membership it excellent value for money, and an inclusive option - get the most out of your membership with KVC.

Platinum \$1,815.00

Our ultimate level of membership, includes half page advertisement in the visitor guide and other upgrades. Have your business on the map!

What we do for you

- Promote your business in our annual Visitor Guide - 35k printed and distributed nationally each year.
- List your business on our Kimberley & Kununurra Map.
- Meet with our marketing team to discuss business opportunities.
- Stay up-to-date on industry growth and opportunities.
- Take advantage of subsidised advertising rates in marketing campaigns.

Connect with us

- Find everything you need to know about what there is to see & do in and around Kununurra and the East Kimberley on our Facebook page:
<https://www.facebook.com/VisitKununurra/>
- The one-stop shop for planning a trip to Kununurra including trip itineraries, accommodation, tours, services and much more inspiration can be found on our website:
<https://www.visitkununurra.com/>
- Take inspiration from our 'gram' : <https://www.instagram.com/visitkununurra/> remember to use the #visitkununurra hashtag to be featured!

Membership Inclusions

Below is a basic benefits table, which should help you in deciding which membership level is appropriate for your business which should assist in choosing a membership level.

Membership Level	Events	Bronze	Silver	Gold	Platinum
Cost (Ex GST)	\$275.00	\$275.00	\$715.00	\$1,100.00	\$1,815.00
Brochure display at the KVC	✓	✓	✓	✓	✓
Membership Certificate	✓	✓	✓	✓	✓
Newsletter Subscribed	✓	✓	✓	✓	✓
Recommended by KVC	✓	✓	✓	✓	✓
Joint advertising opportunities	✓	✓	✓	✓	✓
Voting rights at the AGM	✓	✓	✓	✓	✓
Listing on KVC Website	✓	✓	✓	✓	✓
Membership support	✓	✓	✓	✓	✓
Information bay signage	\$	\$	Small	Small	Large
Visitor guide advertisement	\$	\$	\$	1/4 Page	1/2 Page
Homestead brochure display	-	-	-	✓	✓
Map Reference	-	-	-	✓	✓
TV screen advertising	-	-	-	✓	✓
KVC wall display	-	\$	\$	\$	\$
Window advertising	-	\$	\$	\$	\$

Membership application forms are located towards the back of this booklet.

Membership Breakdown

Brochure Display at KVC - Provide KVC with your brochure for the 2024 season, your brochure is displayed throughout the information centre where customers can help themselves to the information and our customer service consultants can use this tool to recommend your product.

Membership Certificate - A certificate of membership is provided to display in your businesses portfolio for your commitment to the regions tourism industry.

Newsletter Subscribed - A newsletter is released from the KVC Marketing team each month. This membership newsletter holds up to date information about the tourism industry, any changes within your region and KVC statistics.

Recommended by KVC - Our customer service consultants at KVC are able to recommend your product. We pride ourselves on providing accurate information to our customers, having your business visit us to provide familiarisation with your business and product assists us in continuing to provide the most accurate information. If available we can also book your product (for tour operators and accommodation). If this sounds like an option that interests your business please speak with our membership consultant.



Joint Advertising Opportunities - We love to take KVC on the road and we would love to take you with us! Being a member of KVC brings the opportunities to jump onboard advertising opportunities available on a larger platform. Joint advertising means we can share your product with caravan and camping shows (ie; Melbourne, Brisbane, Adelaide, and Sydney). KVC is also offered advertising spaces in books and magazines - we love to share these spaces with businesses and showcase our region together. Please note that these advertising opportunities are an additional cost to the membership purchased itself.

Voting rights at the AGM - A General Meeting that the KVC holds annually, we strive for improvement and we love having our members involved in the tourism vision for our region. AGM's are a space for your business to get involved or just enjoy a catch up with other businesses.

Listing on Visit Kununurra Website - For many tourists our website is their hub of research. With your business listed on the website we can direct them to your information directly, or they can assist themselves to having first hand information.

Our website is an extremely important part of our membership packages as for many travelling through our region it is their 'go to' prior to their arrival, during their stay and for future research for their next trip. Visit our website here - <https://www.visitkununurra.com/>

Membership Support & Assistance - We have a membership consultant available to help your business get the most out of its membership with KVC. We want to see you succeed and we love having businesses that we can proudly recommend to the tourists flowing through town. If you require assistance or want to expand your business growth we are here to help!

For accommodation/tour products we have seen time and time again the positive effect it has on businesses sales with KVC Customer Service Consultants taking bookings at the desk right then and there when a customer is interested. If this is something you are interested in let us add you to our booking system! - Speak with our Membership Consultant on what this looks like for you and your business.

Information Bay Signage - Whether the tourists are arriving from the West or the East our information bay areas on either side of town can be a general stopping point for many, have your business advertised here! Signage is supplied by your business, we have two sizes (small- 800x500 mm, large- 1080x980mm)

Visitor Guide Advertisement - Our visitor guide is the KVC's pride and joy, this is a chance for you to advertise your business! This guide for many is the go to of what to do in our East Kimberley Region. The guide is a directory and a free contact source for our travelers. With many having limited to no phone service during a lot of their trip the free hand guides are a popular item and a trusted source of information.

Homestead Brochure Display - We have seen a huge influx in Eastern States travelers which means Argyle Homestead Museum for many is a starting point of their trip into Kununurra. This is an opportunity to introduce yourself at the Homestead, put yourself on the their 'must see and do' list while in Kununurra.

Map Reference - Our KVC maps are throughout town in the tourist season and seen in many tourists hands as they navigate our area. Our map spans from West (Gibb River Road access) East (Lake Argyle Access) and as far north as Wyndham! Become a numbered hotspot as a recommended 'must see' on the KVC map.

TV Screen Advertising - KVC's TV's operate throughout the day in our Centre to advertise businesses. With a 90 second video space it is a great way to draw attention to your product while tourists are looking around or waiting to see a customer service consultant at our front desk.

KVC Wall Display / Window Advertising - Kununurra Visitor Centre has advertising spaces for both wall and/or window displays, your business provides their advertising and we showcase it.

Visitor Centre Merchandise - Our East Kimberley/Kununurra Town Maps are a high value tool for businesses to be equipped with. We offer 200 maps (2 map packs) for the start of the year included in the membership (please see the membership packages above).

Additionally the map packs are \$20 per pack (100 maps per pack) for members to purchase.



EXTRAS - Once you have decided the best fit membership for your business, please continue through the booklet to the form to the Membership Form 1.0 and 1.1. On this form you will notice that you can add extra's onto your membership. If you require any assistance on what would best suit please contact the Membership Consultant.

Code of Conduct

AIMS OF THE CODE

- Ensure that all visitors to the East Kimberley receive the best possible service from all service providers within the tourism industry.
- Maintain and enhance the reputation, standing and good name of Kununurra Visitor Centre and its collective members.
- Ensure that the public interest shall predominate in all considerations of the standards of competitive trading between member service providers in the collective Kununurra Visitor Centre membership.
- Encourage the growth and development of the Kimberley tourism industry consistently with the aims and objectives set out in the Kununurra Visitor Centre (Ord Tourist Bureau Constitution).
- To foster and develop an awareness of the environmental issues effecting our region and educate businesses and customers on sound environmental practices.

CODE OF CONDUCT & ETHICS

- A Business is considered any Service Provider or operation, be it individual or company based and must:
- At all times hold the appropriate insurances and licences for the given activity.
- All business operations must adhere to all the relevant Federal, State and Local Government legislation pertinent to their operations.
- Businesses must give an accurate representation of their products at all times.
- At all times act in a manner deemed professional in Business Management.
- Provide a responsible courteous service to customers and fellow operators alike.
- Be responsible for the actions of their staff. The Employee relates to staff of the Kununurra Visitor Centre and must:
- At all times act in a professional, courteous manner.
- Dress to the approved uniform standard.
- Present a clean, neat and tidy personal appearance.
- Show no bias, preference or recommendation between Visitor Centre members.
- Adhere to all aspects as defined in their Employment Contract.

Affiliates (Business, Service Providers and or Kununurra Committee & staff)

1.1 Affiliates will where possible, inform their customers of all pertinent facts concerning tours, transportation, accommodation or other tourist services that they provide.

1.2 Affiliates will be factual and accurate when called upon to provide information to both wholesale and retail customers.

1.3 Affiliates will keep their employees / representatives informed in an accurate and timely manner of any alterations to their services.

1.4 Affiliates will endeavour to eliminate any practice that could be damaging to customers or to the dignity and integrity of the tourism industry in general, and the Kununurra Visitor Centre (Ord Tourist Bureau).

1.5 Affiliates will avoid misleading or doubtful superlatives in their advertising and are required to provide promotional material free of misleading information or of false advertising implications.

1.6 Affiliates must advise their intending customers in writing, prior to the time initial payment is made for any booking, about cancellation policies and any service changes that may be imposed.

1.7 Affiliates will ensure that employee dress standards are consistent with an acceptable level of professionalism within their particular section of the industry.

1.8 Affiliates providers must ensure all staff are appropriately qualified to legally conduct business on behalf of the operator. Further to this the operator must provide copies of all qualifications, insurance and licence details to the Kununurra Visitor Centre (Ord Tourist Bureau) upon making application or renewal of their Kununurra Visitor Centre membership.

Code of Conduct cont.

2. Affiliate Relations with Other Affiliates

2.1 Affiliates shall follow the best traditions of salesmanship and fair dealing by according fair, objective and impartial representation of other service providers they may from time to time represent on behalf of the region or the Kununurra Visitor Centre, or the Wyndham Information Centre.

2.2 Affiliates should conduct their business so as to try and avoid controversies with fellow providers. In the event of a controversy between service providers, such controversy shall be referred for mediation or arbitration, where appropriate, initially to the Executive Committee of the Kununurra Visitor Centre.

2.3 If an opinion is sought about a competitor, affiliates shall render such opinion with professional integrity and courtesy.

2.4 Affiliates are to encourage and promote membership of the Visitor Centre so that the entire tourism industry and the public benefit from the training, experience and high standards of all member service providers.

3. Conduct of Affiliates

3.1 Affiliates will minimise operational and client environmental impacts by sustainable practices, offering information, leading by example and taking corrective action when and where necessary.

3.2 Failure of a service provider to abide by this "Code of Conduct & Ethics" shall render an operator liable for disciplinary action or cancellation of membership by the Kununurra Visitor Centre.

Dealing with Complaints

4.1 If a complaint is lodged in writing against an affiliate by trade, consumer, and/or another affiliate, those concerned will take immediate steps to amicably deal with the complaint.

4.2 Affiliates are required to comply with agreements reached through mediation.

4.3 Written complaints will be dealt with in consultation with the Executive Committee of the Kununurra Visitor Centre.

5. Environmental Issues

5.1 Affiliates will endeavour to prevent both accidental and purposeful actions that cause damage to the environment such as crowding, harassment of wildlife, trampling, off-road driving, walking and riding (except as authorised) and the improper disposal of waste.

5.2 No Business, Service Provider or Employee of any Kununurra Visitor Centre membership shall act in any manner that is detrimental or damaging in any way to the environment as per the rules and regulations as laid down by the Western Australia Department of Environment.

6. Enforcement of Code of Conduct & Ethics

6.1 If the Affiliate fails in one or more nominated ethical standards, they may be suspended from membership of the Visitor Centre. The fact of member suspension will be advised to all tourism bodies associated with the Kununurra Visitor Centre.

6.2.1 Membership will only be restored when and if the operator shows due cause as to why their membership should be re-instated. This is to be determined by the Executive of the Kununurra Visitor Centre.

This Code of Ethics applies only to the financial members, committee and staff of the Kununurra Visitor Centre trading under the incorporated title of the Ord Tourist Bureau.

Terms & Conditions

GENERAL

Membership forms must be completed and signed, all required information returned and paid in full before membership is valid. It is the responsibility of the member to advise the KVC, in writing, of any changes in property ownership, contact details or bank account, members who have a complaint about the KVC or its staff should raise the issue with the general manager. Alternatively, if the complaint is about the general manager it should be addressed with the board. Membership fees are non refundable.

CUSTOMER COMPLAINTS

Members must use reasonable endeavours to resolve customer complaints reported to the KVC within 7 days of the complaint being lodged. The member must fully cooperate with the KVC in any settlement negotiations, including offers or refunds where appropriate. The KVC will direct dissatisfied customers to lodge formal complaints with the Department of Commerce. Where there are ongoing complaints, especially with regard to safety, hygiene or cleanliness, the KVC may suspend or terminate membership with no refund. The KVC adhere to a 3 strikes policy whereby members who break conditions of membership will initially be warned. The second offence will see membership suspended for a period determined by the general manager and the third offence will mean membership will be terminated with no refund of fees paid.

MEMBERSHIP

Membership will be valid per calendar year, with membership forms completed in full, signed and dated and returned to the membership coordinator prior to January 1st. If members do not meet these requirements on time the KVC will remove all advertising collateral of said business. Through payment of membership fees all members agree to be bound by the constitution and members terms and conditions listed here. Members agree to the commission rate, as set by the board of the KVC, for all bookings. A 15% commission will be charged to all members. With a 13% commission applied to all members with accreditation. A login and password is provided to each member, upon joining the KVC; all information published by operators on their Bookeasy console must be accurate. Members who publish false, misleading or offensive information or imagery will have their listing removed.

BRONZE MEMBERSHIPS

Bronze memberships are available for smaller businesses or those that are indirectly affected by tourism to the region, but support the aims and objectives of the Association are eligible to apply to the Association for membership as a Bronze Member provided that such a person or entity is not, for example: a tour operator, an attraction, an airline, a coach company, an accommodation facility or a travel agent that is directly involved in the tourism industry.

BOOKING - AVAILABILITY AND RATES

Anything displayed on tourism operators Bookeasy pro files must be honoured. It is the responsibility of the member to update rates, availability and information accordingly. Members should be aware that bookings can be made up to two years in advance. If a member is unable to provide a product or service after a booking has been confirmed in writing to the customer, the member is responsible for providing an alternative product or service to equal or greater value and standard, as well as covering additional costs, as per the Trade Practices Act 1974. Accommodation, tours, tickets and event booking services are offered by the KVC to visitors, as a complimentary service. Commission must be included in published tariffs and must be consistent with all advertising and distribution channels, including direct sales. If a member chooses to offer a lower retail price or special rates with extra inclusions, the member agrees that the KVC will have access to the same rates or specials, in order to price match. The standard commission rate applies at all times

OPERATOR'S INDIVIDUAL CANCELLATION POLICY

Member's cancellation policy, or booking conditions, must be published in their Bookeasy pro file. The KVC accepts the regular rate of commission on any cancellation fee paid to the operator. If the operator does not charge a cancellation fee, then no commission is collected

To submit your Membership Form online via mobile, tablet or computer please visit [here](#).

Membership Form 1.0

Membership Level

		<u>Cost Ex GST</u>	<u>Total Incl GST</u>
Events	<input type="checkbox"/>	\$275.00	\$302.50
Bronze	<input type="checkbox"/>	\$275.00	\$302.50
Silver	<input type="checkbox"/>	\$715.00	\$786.00
Gold	<input type="checkbox"/>	\$1,100.00	\$1,210.00
Platinum	<input type="checkbox"/>	\$1,815.00	\$1,996.50

Extras

		<u>Cost Ex GST</u>	<u>Total Incl GST</u>
Additional brochure display	<input type="checkbox"/>	\$220.00	\$242.00
Information Bay sign small (800x500mm)	<input type="checkbox"/>	\$440.00	\$484.00
Information Bay sign large (1080x980mm)	<input type="checkbox"/>	\$880.00	\$968.00
1/4 page Visitor Centre ad (90x124mm)	<input type="checkbox"/>	\$600.00	\$660.00
1/2 page Visitor Centre ad (184x124mm)	<input type="checkbox"/>	\$1,040.00	\$1,144.00
1 Page Visitor Guide ad (184x253mm)	<input type="checkbox"/>	\$1,870.00	\$2,057.00
TV Screen advertising (90 Seconds)	<input type="checkbox"/>	\$2,200.00	\$2,420.00
Wall advertisement (490x735mm)	<input type="checkbox"/>	\$350.00	\$385.00
Window advertisement (570x550mm)	<input type="checkbox"/>	\$350.00	\$385.00

PERSONAL INFORMATION

Business Name	:	<input type="text"/>			
Contact	:	<input type="text"/>	Position	:	<input type="text"/>
Business Address	:	<input type="text"/>			
Postal Address	:	<input type="text"/>			
Postcode	:	<input type="text"/>	State	:	<input type="text"/>
Phone	:	<input type="text"/>			
E-Mail	:	<input type="text"/>			
WEBSITE	:	<input type="text"/>			
Business Description (Please tell us in 100 words what your business does)	:	<input type="text"/>			

Membership Form 1.1

PAYMENT METHOD - CREDIT CARD

Name on Card	:																				
Card Number	:																				
CVV Number	:															Expiry Date MM/YY	:				
Total Amount	:	\$.											Signature	:					

OR, DIRECT DEPOSIT

I, Confirm that the amount of \$
has been directly deposited into the bank account listed below;

Account Name: Kununurra Tourist Bureau T/A Kununurra Visitor Centre

Institution: NAB Kununurra

BSB Number: 086 787

Account Number: 01793 9049

AGREEMENT

I hereby apply for membership with the Kununurra Visitor Centre. In doing so, I agree to abide by the rules, conditions, brochure racking policy and code of ethics. I acknowledge that memberships work on the calendar year and fees are non refundable.

Signature : Date :

NEW MEMBERS CHECKLIST

- ☐ Completed membership application form
- ☐ Copies of your current brochure or business card for display with KVC
- ☐ Individual Product Information provided (product codes, departure times, what your product entails
- ☐ Yes, I wish to receive an emailed copy of the current Constitution of the Kununurra Visitor Centre
- ☐ Yes, I wish to receive a Current Code of Ethics for the Kununurra Visitor Centre

- ☐ Accredited Business? If yes please tick and provide your accredited certificate,
(it is not necessary to complete the rest of the checklist)

If you are not an accredited business please complete below,

- ☐ Certificate of Registration of Business Name
- ☐ Certificate of Incorporation of Proprietary Company (where applicable)
- ☐ Details of Public Liability Insurance, including current schedule
- ☐ Business Licences and Permits (eg. Passenger Vehicle Licences, National Park Permits, etc)
- ☐ If the KVC will be taking bookings on your behalf, have you provided your current bank details?



Let's get in touch

Viv McEvoy - General Manager

E: manager@visitkununurra.com

Larissa Walker - Membership Consultant

E: memberships@visitkununurra.com

Marie Fitzgerald - Marketing Coordinator

E: marketing@visitkununurra.com

75 Coolibah Drive

Kununurra WA 6743

P: 08 9168 1177