

MEMBERSHIP BOOKING FORM 2017



Kununurra Visitor Centre, East Kimberley, WA



MEMBERSHIP APPLICATION FORM 2017

Subscriptions are based on the calendar year and renewals can be made each year on 1st January.

Membership Options		\$ Cost (all costs ex. GST)	Quantity	Total Cost
Event		250	N/A	
Bronze		250	N/A	
Silver		650	N/A	
Gold		1000	N/A	
Platinum		1650	N/A	
Glove Box Guide	1/4 page	500		
	1/2 page	900		
	1 page	1600		
(Additional) Brochure Display D/L / A4		150 / 200		
Information Bay	Large (1080x980)	800		
	Small (800x500)	400		
KVC wall signage		200		
Membership fees payable ex. GST				\$
+10% GST				\$
Total incl. GST				\$

Business Name:

Contact: Position:

Business Address:

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Postal Address:

.....

Telephone: Fax:

Mobile: Email:

Website:

Brief description:

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Are there any other employees who you would like to be kept up to date with our communications, including newsletters and marketing opportunities?

Name: Email:

PAYMENT OPTIONS

Please fill out your preferred method of payment.

CHEQUE

I enclose a cheque for \$ made payable to 'Ord Tourist Bureau'

CREDIT CARD

Name on card

Credit card number

CVV number

Expiry date (DD/MM/YY)

Amount to be charged \$

Signature

DIRECT DEPOSIT

I, confirm that an amount of \$ has been directly deposited into the bank account of Kununurra Tourist Bureau

Account Name Kununurra Tourist Bureau T/A Kununurra Visitor Centre

Bank NAB Kununurra

BSB 086 – 787

Account number 01793 9049

AGREEMENT

I/We hereby apply for membership/renewal of membership with Kununurra Visitor Centre and in doing so I/We agree to abide by the rules, constitution and code of ethics of the Company and acknowledge that membership is not transferable nor are fees refundable.

Signature: Date:

APPENDIX 1

TERMS & CONDITIONS

GENERAL

For membership applications to be accepted, the membership application form must be signed, dated and paid in full along with the certificate of public liability insurance.

It is the responsibility of members to advise the KVC in writing of any changes in property ownership, contact details and changes to bank account details which occur during the membership year.

Membership fees are non-refundable and non-transferable.

Members who have a complaint about the KVC or its staff should raise concerns in the first instance directly with either the KVC management or KVC Board (if the complaint is regarding the General Manager)

CUSTOMER COMPLAINTS

The member must use reasonable endeavours to resolve all complaints of customers reported to the KVC within 7 days of receipt of complaint from the customer and fully cooperate with KVC in any settlement negotiations including making an offer of refunds where appropriate. The KVC will direct dissatisfied customers in such circumstances to lodge a formal complaint with the Department of Commerce. Where there are ongoing complaints, especially in regards to safety, hygiene or cleanliness the KVC reserves the right to suspend or terminate membership.

MEMBERSHIP

Valid 1st January 2017 to 31st December 2017. For membership applications to be accepted membership forms must be signed, dated and completed in full.

Through payment of membership fees all members of the KVC agree to be bound by the constitution and member's terms and conditions as listed here. Kununurra Visitor Centre adheres to a 'three strikes' policy whereby members who break conditions of membership will be: formally warned in writing on the first offence; have their membership suspended for three months on the second offence; and have their membership terminated on the third offence.

By becoming a member of the Kununurra Visitor Centre, you agree to the commission rates as set by the Board of the Visitor Centre at 15% (13% for accredited members).

Brochures and any other member collateral will be removed or ceased one week from payment due date if payment has not been made.

AVAILABILITY AND RATES

Anything shown on your BookEasy operator page must be honoured. Members are directly responsible for updating rates and availability in BookEasy on a daily basis and should be aware that bookings can be made up to two years in advance.

If a member is unable to provide a product/service after the booking has been confirmed in writing to the consumer, the member is responsible for providing an alternative product/service to equal or greater standard as well as covering any additional cost. This requirement is pursuant to the Trade Practises Act 1974.

The KVC reserves the right to suspend or terminate membership where there are ongoing complaints. The KVC will direct dissatisfied consumers, in such circumstances, to lodge a formal complaint with the Department of Commerce. The KVC is not liable for any errors or incorrect rates/availability displaying in your BookEasy console.

PRICE MATCH POLICY

Accommodation, touring, ticket and event booking services are offered via the Kununurra Visitor Centre as a complimentary service to visitors to encourage longer stays, return stays and increased tour bookings. Commission must be included in published tariffs and must be consistent with all your advertising and distribution channels including direct sales. If a member chooses to offer a lower retail price and/or special rates with extra inclusions, the member agrees that KVC will be able to access such rates or specials in order to price match. The KVC normal commission applies.

Upon joining KVC Members will receive a username and password to access their online listing on www.visitkununurra.com through the BookEasy console.

All information published by operators on their BookEasy console must be true, accurate and kept up to date. Members who publish false, misleading, or offensive information or imagery will have their listing removed. The KVC reserves the right to remove unsatisfactory listings at their discretion.

OPERATORS CANCELLATION POLICY

Members' cancellation policy or booking conditions must be published in their BookEasy console. 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.

APPENDIX 2

MEMBERS CHECKLIST

EXISTING MEMBERS MUST PROVIDE/ADVISE

- Completed Membership Application Form
- Copy of current Accreditation Certificate (if accredited)
- Copy of all current Insurances and Licences
- Yes, I wish to receive an emailed copy of the current Constitution of the Kununurra Visitor Centre
- Yes, I wish to receive an emailed copy of the current Code of Ethics for the Kununurra Visitor Centre
- I have checked the box to CONTINUE with my existing KVC Wall signage
- I have checked the box to CONTINUE with my existing Info Bay signage
- I have checked the box to CONTINUE with my existing Glove Box Guide artwork

NEW MEMBERS MUST PROVIDE/ADVISE

- Completed Membership Application Form
- Certificate of Registration of Business Name
- Certificate of Incorporation of Proprietary Company (if applicable)
- Details of Public Liability Insurance, including current Schedule
- All necessary business licences and permits (eg. Passenger Vehicle Licences, National Park Permits, Travel Agents Licences etc)
- Copies of your current brochure or business card for racking within the Visitor Centre (if applicable)
- Individual Product Information (ie. Product Codes, Prices, Departures, Room Details etc if not already included within attached brochure)
- Yes, I wish to receive an emailed copy of the current Constitution of the Kununurra Visitor Centre
- Yes, I wish to receive an emailed copy of the current Code of Ethics for the Kununurra Visitor Centre