



DENMARK TOURISM INC



DENMARK VISITOR CENTRE

DENMARK TOURISM INC. Member Terms and Conditions

1. Operators are required to obtain and keep current, appropriate business licensing or registrations and will keep current, a Public Liability Insurance Policy providing minimum cover, for any one event of \$5,000,000. New members must supply current copies.
2. Customer Complaints: The member must use reasonable endeavours to resolve all complaints of customers reported to the Denmark Tourism Incorporated (DTI) within 7 days of receipt of the complaint from the customer and fully cooperate with the DTI in any settlement negotiations including making offers of refunds where appropriate. The DTI will direct dissatisfied customers in such circumstances to lodge a formal complaint with the relevant government authority. Where there are ongoing complaints, especially in regards to safety, hygiene or cleanliness, the DTI reserves the right to suspend or terminate membership.
3. The business complies and will continue to comply with all Commonwealth, State and Municipal authority laws which effect the conduct and supply of services of this business, and indemnifies, and will keep indemnified, the DTI against all actions, proceedings, claims, liabilities and costs in respect of any breach of these laws.
4. Adequate signage (in keeping with industry guidelines and regulations) must be installed to ensure safe and easy access to the property or business.
5. For membership applications and renewals to be accepted, the application form must be signed, dated and completed in full. Fees are non-refundable, non-transferable.
6. Operators to accept bookings from the DTI and pay commission for those bookings. The current DTI commission is 15%. Operators with bookable product must advise the DTI in writing of any changes to their booking status to from '24 hour' to 'Gold' or vice versa.
7. Through payment of membership fees all members of the DTI agree to be bound by the constitution and membership terms and conditions as listed here and in the membership form. The DTI adheres to a 'three strikes' policy whereby members who break conditions of membership will be: formerly warned in writing on first offence; have their membership suspended for three months on the second offence; and have their membership terminated on the third offence.
8. Supply of product/service: Availability and rates as 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 understand 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 DTI reserves the right to suspend or terminate membership where there are ongoing complaints. The DTI will direct dissatisfied consumers, in such circumstances, to lodge a formal complaint with the appropriate government authority. The DTI is not liable for any errors or incorrect rates/availability displaying in your BookEasy console.

9. 'Additional business' membership fees are only applicable to businesses registered under the same ABN as the primary business. If the business is registered under a separate ABN or sub-leased, a separate membership application will apply.
10. For quality assurance purposes, members are strongly encouraged to obtain accreditation through a quality assurance scheme recognised by T-QUAL – Australia's national tourism accreditation framework.
11. Guest check-in or tour arrival/pick-up procedure: An accommodation manager/caretaker to meet and greet guests on arrival or check-in/ key pick-up instructions to be made available to guest prior to arrival. Check-in or tour arrival information or 24 hour emergency contact telephone number should be included in the 'guest itinerary' section of your BookEasy console for all accommodation or tour operators.
12. A 24-hour emergency contact number to be made available to guests if there is no manager on site. This may be the owner/operators cleaner or caretaker. This 24-hour contact must be clearly displayed at the property. This person must be available to deal with property management issues.
13. Customer information to be clearly visible including hot water service, firewood, gas supply and other appliances and hazards. If a barbeque is provided it must be a gas barbeque. In the interests of public health, the barbeque must be clean. It is the responsibility of the 24-hour emergency contact person to ensure that the property and its contents are in working and safe order.
14. Operators must ensure that adequate arrangements for the removal of rubbish and recycling have been put in place, particularly during peak times.
15. A 'call-out service' fee of \$50.00 per hour and a 'property maintenance service' fee of \$20 per event will be charged to the owner operator to cover the costs associated with dealing with issues that amount to property management and/or general enquiries in those instances where guests/ the DTI (Denmark Visitor Centre) are unable to contact the owner and/or 24-hour emergency contact.
16. Upon (accommodation) member registration, members will receive a username and password to access their online listing on denmark.com.au through the BookEasy administrative console. Membership will not be activated until business content and images have been published.
17. Bond/security deposits: The GBTA is not responsible for the collection of bond monies or security deposits. Operators who require a bond will need to stipulate this as a booking condition in their BookEasy console. Operators are

responsible for the collection/return of all bond monies (accommodation operators only).

18. 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 DTI reserves the right to remove unsatisfactory listings at their discretion.
19. Cancellation policy: Operators must publish their cancellation policy or booking conditions in their BookEasy console. The DTI accepts the regular rate of commission on any cancellation fees paid to the operator. If the operator does not charge a cancellation fee, then no commission is collected.
20. It is the responsibility of members to advise the DTI in writing of any changes in business ownership, contact details, bank details or changes to business operations or standards.
21. Operator payments: All booking monies will be held in Trust by the DTI until the consumer has received the product/service. Operator net payments are processed once monthly and will be made directly to operator accounts by electronic funds transfer. Please ensure bank details are kept up to date in your BookEasy console.
22. The DTI may disclose information about your business to related companies in the course of Association marketing activities. If you do not wish this to occur, please notify the DTI CEO.
23. Visitor centres must have direct telephone communication to accommodation or tour operation owners/managers at all times. A mobile telephone number must be entered into your BookEasy contact details or be known to staff.
24. BookEasy operator change fee applies as follows: DTI staff are not authorised to make changes to member's business content in BookEasy unless an official request for change has been received in writing. Authorised changes actioned by staff will incur a \$22.00 fee per change (inc GST). The DTI accepts no responsibility for errors made in this circumstance.