

YOUR COMPANY LOGO

ABC GARDENS

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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 2024 to 31 March 2025.

RESERVATION EMAIL ADDRESS

State where booking requests are to be directed to.

E.g: trade@abcgardens.com.au

SPECIAL CONDITIONS

Over public holidays, advise any changes to operating times.

E.g: Closed on 25, 26 December, and 1 January.

CHILDREN AND INFANTS

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

E.g: Child rates apply to children aged 5-12 years inclusive. Children aged 0-4 years inclusive enter free of charge with an accompanying paying adult.

INCLUSIONS

Explain what is included in the admission cost, ie: A free 45-minute introductory guided tour on the hour, between 10am and 3pm.

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 variations.

E.g: The following cancellation policy will apply, upon receiving a written notification within the hours of business. 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.

Refer to group cancellation policy for group bookings.

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 industry partners have different methods of payment. It is the responsibility of the individual business to negotiate an agreed payment method directly with the booking agent.

E.g: Prepayment is required seven days prior to the arrival date. Agents set up on credit terms will be invoiced upon departure with payment due 30 days from date of invoice. Refer to group payment policy for group bookings.

GROUP BOOKINGS

If applicable, include the following terms for group bookings only.

GROUP QUOTATIONS

Provide conditions on group bookings.

E.g: Group rates are tailor-made to the group's requirements and are issued on a quotation basis.

CONFIRMATION OF GROUP NUMBERS

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.

FREE OF CHARGE (FOC) POLICY

Advise how many passengers must be on a tour group.

E.g: One FOC for every 10 paying passengers, to a maximum of 2 per group. FOC should be applicable to a bona fide tour leader and/or a coach driver or local guide.

GROUP PAYMENT POLICY

Specify any conditions for group bookings.

E.g: Full payment is due 30 days prior to the arrival date. Failure to make your final payment by the due date may result in the cancellation of your booking. Agents set up on credit terms will be invoiced upon departure with payment due 30 days from date of invoice.

GROUP AMENDMENT POLICY

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 will be charged at discretion for any changes made within 48 hours from arrival date.

GROUP CANCELLATION POLICY

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 variations.

E.g: The following cancellation policy will apply to the entire booking, upon receiving a written notification within business operating hours;

- Within 60-31 days prior to tour start: 50% of total amount of the booking will apply
- With 30 days or less prior to tour date: : 100% of total amount of the booking will apply

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.

PUBLIC LIABILITY INSURANCE

Provide the Certificate of Currency (CoC) details including insurance value, and expiry of the policy as proof that a current insurance policy is held. Public liability insurance protects the attraction from legal costs and compensation resulting from accidents that guests may have whilst on your site.

FORCE MAJEURE

Removes the liability on the business for unforeseeable events that prevent the attraction from fulfilling their obligations under a contract.

E.g: Where an attraction schedules are cancelled, or is inaccessible due to a 'Force Majeure' (translated as "superior force") the Terms and Conditions of cancellation will be reviewed for the existence of force majeure provisions. This event may include floods, war, strikes, civil commotions, epidemics or pandemics, as declared by the Australian and New South Wales Governments. If such a declaration is made, then all bookings will be put into credit until such a time that the Federal government of Australia declares it is safe to resume business.

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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