

YOUR COMPANY LOGO

ABC HOTEL

ABN: 99 999 888 777
t: +61 2 9999 9999
m: +61 419 999 999
e: trade@abchotel.com.au
w: www.abchotel.com.au

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@abchotel.con.au

SPECIAL CONDITIONS

Over special event periods, state if there are any surcharges or if any block out dates apply and be specific with the dates.

E.g: Special event: Tulip Festival Bowral held between 22 Sep to 1 Oct 2024.

Festive season: Christmas, Boxing Day and New Years: 25 Dec 2024 – 02 Jan 2025, inclusive. Minimum 2-night stay applies. Rates are available on request. A non-commissionable surcharge of AUD 50.00 per room per night is applicable.

MINIMUM NIGHTS

This is the minimum number of nights a guest must stay.

E.g: A minimum two-night stay applies to weekends and over special events/seasons – Friday and Saturday nights.

MAXIMUM GUEST CAPACITY

This is the maximum number of guests per room.

E.g: A maximum of two adults in a standard room and a maximum of three adults in a deluxe room (with a rollaway).

BEDDING CONFIGURATION

Advise the bedding configuration per room type.

E.g: The property has 10 x Standard rooms with one queen bed and 10 x Deluxe rooms with two double beds with a rollaway available at an additional cost.

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 aged two years and under inclusive. A child is aged three to seven years inclusive.

If a child up to a certain age can use 'existing bedding' and that is free, state that clearly. The same applies to a cot, state if it is available and if there is a charge.

E.g: Children aged 7 years and under stay free of charge if sharing existing bedding with a full paying adult. Children aged 8 years and above are charged at adult rate. Cots are provided free of charge for infants aged 0-2 years inclusive and are available on request basis only. A rollaway can be added at an additional cost when booked in a Deluxe room: Child Retail AUD 25.00/ Nett AUD 17.50, per night and Adult Retail AUD 50.00 / Nett AUD 35.00 per night.

INCLUSIONS

Explain what is included in the room rate, ie: a buffet breakfast, wifi, newspaper etc. If the service is weekly, with an additional cost for daily service, specify this.

E.g: The weekly room service is included in the rate. For daily service, an extra charge of AUD 50.00 will apply.

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. It is not possible for inbound and wholesale to work with a 'credit note'.

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

- 14 days or more prior to arrival, no cancellation fee will apply.
- Between 13 & 7 days prior to arrival, a 50% cancellation fee of the total booking cost will apply.
- Less than seven days prior to arrival, a 100% cancellation fee of the total booking cost will apply.
- A 'no-show', a 100% fee of the total booking cost will apply.

Refer to group cancellation policy for group bookings.

AMENDMENTS

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 within 24 to 48 hours of arrival.

E.g: An amendment fee of AUD 20.00 per booking will be charged for any changes made within 48 hours of arrival.

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 check-out 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: A booking of more than 6 rooms is a group booking. Group rates are tailor-made to the group requirements and are issued on a quotation basis.

CONFIRMATION OF GROUP NUMBERS

Specify how many days before the booking an agent needs to confirm and provide final numbers, rooming list, passenger list, dietary and any other special requirements (eg --high floor, rooms near elevator etc).

E.g: Final group numbers are required 30 days prior to arrival. Final rooming list and dietary requirements are required 14 days prior to arrival.

FREE OF CHARGE (FOC) POLICY

Advise how many rooms need to be booked to receive an FOC room.

E.g: One FOC room for every 10 rooms booked.

If there are any conditions attached to the FOC policy, state it clearly.

E.g: Group bookings will be allocated to deluxe rooms, however the FOC room will be a standard room.

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 check-in 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 check-out 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 prior to check-in 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 the hours of business.

- 60-31 days prior to check-in date: 50% cancellation fee of the total booking cost will apply.
- 30 days or less prior to check-in date: 100% cancellation fee of the total booking cost 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 property from legal costs and compensation resulting from accidents that guests may have whilst on your property.

FORCE MAJEURE

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

E.g: Where accommodation 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
t: +61 2 9999 9999
m: +61 419 999 999
e: trade@abchotel.com.au
w: abchotel.com.au