

Trade Contract Requirements - Accommodation

Insert company logo & or images

Rate year

- We are currently in Tourism Year the last 2 months of 1 April 2014 – 31 March 2015

However prepare your documentation for

- 1 April 2015 – 31 March 2016

Conversations for the next season need to begin and be finalized and set by July this year; 2015 for the Tourism Year – 1 April 2016 – 31 March 2017

Rates

- Give retail & nett rates - allow commissions (10–25% may need to consider 30% if working AOT/Sunlover Group)
- Have a master grid sheet with all rate columns for internal use, then a single document per % amount will be created from that. Use this master for everything, ie. Accommodation types, for meals, for transfers or any other applicable services you will be providing on the contract.

Room Type	Rack Rate	10% Nett	20% Nett	25% Nett	Date Period

- Add any applicable meal, or transfer, or tour rates as required.
- Advise any exceptions, ie. If Meals no commission
- Use consistent room names keep simple
- Ideally create codes which also remain consistent
- Round up or down to nearest \$00.25
- Provide Adult and children rates where applicable
- If offering a Family Fare, then make it worthwhile
- Don't create or utilize a zillion rate periods (date periods – remember the simpler for trade the better)
- Think about the bigger picture for min. night stays
- Provide FIT and Group rates if available
- Be clear: rates are per person, per room, or twin share, give triple reduction & single supplement

Inclusions

- After listing the rates, outline the inclusions
- Ensure for room types, etc clearly outlined
- Hotel facility inclusions, list clearly.
- Meal codes: B, L, D or M/T, A/T are standard
- Advise meal types included, ie 2 or 3 course set menu, detail beverages or if to pax own expense
- State vehicle type, ie. For any transfers. Show vehicle types – seat capacities and always for trade distribution ensure your seating capacity allows for luggage capacity for same number of passengers, ie. International luggage pieces per pax

Descriptions

- 50 to 100 word copy on hotel, surrounds etc
- Of room types and hotel facilities etc
- Don't forget: "Itinerary/Menus subject to change" if /where applicable
- Room configurations are very important, ie. 1Q, 1K, 2S and total property room numbers.

- Max no. of people per room 3A, or 2A & 1 child, using existing bedding, or if rollaway/sofa bed
- Restaurant capacity, tour no's, boat min & max
- Luggage restrictions, soft bags or weight limitations if applicable

Contact Details

- Provide complete company information, business name, trading names, ABN, explain acronyms etc.
- Contact details – full address details both postal and also shop fronts if different
- Provide regular & up to date “Key staff” including Managing Director, Operations, General Manager, Reservations and Sales & Marketing Manager
- Phone numbers, emails, 1800 and/or 24 emergency numbers if available
- Banking details, account details for transfer of funds and ALWAYS ensure if you change any bank details you advise your clients.

Other vital requirements

- Applicable government taxes or levies
- Always state if GST inclusive or input tax
- Check-in / check-out times, restaurant hours
- Minimum stay requirements
- Blockout dates
- Special events
- Portorage if FOC (free of charge) or costs, if any
- Any planned refurbishment work or closure dates
- Any special deals
- Any special events – if unable to provide rates in advance, advise tentative dates & state rates to be confirmed/ on application.
- Optional Extras - important for upselling.

Terms & Conditions

- Payment Policy incl. deposit and final payments
- Credit Arrangements if available
- FOC Policy (for bonafide tour escorts & guides)
- Child Policy (infant 0-2 years, child 3-14 years)
- Cancellation Policy for both FIT & Groups
- No show Policy
- Freesale and/or Room Allotment Arrangements
- Final number advice requirements for group arrangements