

# Trade Contract Document Requirements - Tours & Attractions

## 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. The 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 (per document could be from 10–25%)
- Advise any exceptions, ie. Meals no commission
- Use consistent tour names - keep simple
- Ideally create codes which also remain consistent
- If big tour changes are made, new code/name
- 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
- Think about the bigger picture if any blackout / stop sell dates
- Provide FIT and Group rates if available
- Be clear: rates are per person, per tour, if extended touring ensure clear with twin share, give triple reduction & single supplement rates if necessary

## Inclusions

- Ensure for tours, room types, etc clearly outlined
- 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. If coach operator, show vehicle types – seat capacities and always for trade distribution ensure your seating capacity allows for luggage capacity for same number of passengers, ie. Int'l luggage pieces per pax
- You can state the various types of vehicles your tours may utilise, ie. You may operate a coaster or a 4WD depending on the tour numbers on the day

## Descriptions

- Inclusion summary ie. m/t, a/t, buffet lunch, talks etc
- Ensure rate tariff includes a complete product description, this can be around 50-100 words.
- Don't forget: "Itinerary/Menus subject to change"
- Utilise industry terminology ie. H/D, F/D
- Room configurations are very important if necessary, ie. 1Q, 1K, 2S and total property room numbers.

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- Max no. of people per room 3A, or 2A & 1 child, using existing bedding, or if rollaway/sofa bed if applicable
- Restaurant capacity, tour numbers, min & max capacity etc.
- Tours & Transfer pick up points/drop off points
- Tour requirements, towel, sleeping bag, pillow etc
- Luggage restrictions, soft bags or weight limitations

## 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, tours
- Minimum stay requirements
- Blockout dates
- Special events
- Portage 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 or state on application etc. Need to have a credit application form too.
- FOC Policy (for bonafide tour escorts & guides)

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- Child Policy (infant 0-2 years, child 3-14 years)
- Cancellation Policy for both FIT & Groups
- No show Policy
- Freesale and/or Allotment Arrangements
- Final number advice requirements for group arrangements