



# Member Policies and Benefits

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Indigenous Tour Agency Pty Limited  
ABN 49 617 789 518

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## Introduction

This document outlines Indigenous Tour Agency Pty Ltd (Ita) membership policies and benefits. Ita reserves the right to update and/or amend the contents of this document at any time. If you have questions or require additional information, please contact Member Services at [bookings@indigenoustouragency.com](mailto:bookings@indigenoustouragency.com).

## Membership Agreement

To commence or renew your Membership, a primary contact must sign a Ita Membership Agreement. This agreement represents a binding contract with Ita for annual membership. The agreement must be signed each year to signal the member organisation's official agreement to renew. Ita will issue an invoice for payment upon receipt of a signed Membership Agreement. Membership becomes effective upon the date signed. Payment is due upon date of signing.

## About Indigenous Tour Agency

Indigenous Tour Agency works with its global distribution network to build a just and sustainable tourism trade network for Indigenous Tour Operators, Eco Tourism and Nature based activities. Offices located in Brisbane, Innisfail, Queensland and Adelaide, South Australia. Indigenous Tour Agency develops sustainable business strategies and solutions through consulting, research, and cross-sector collaboration.

### Mission

To empower indigenous communities to develop existing assets into first class international tourism destinations.

### Objectives

To connect visitors, retail suppliers and operators to authentic Indigenous experiences

Increase capability of Indigenous ITOs to thrive in the New World of Technology, Business and Work

## Key Success Factors

Indigenous Tour Agency is Australia's leading online seller of Indigenous Tours and Experiences. To make this enterprise a successful journey we have identified the following Key Success Factors:

<b>Focus Area</b>	<b>Success Factor</b>
Collaboration and Partnerships	Leverage community and member benefits through partnerships
Business Development, Education and Support	Assist members to adapt and thrive in the New World of Technology, Business and Work
Commercial and Organisational Effectiveness	Grow internal capacity and capability to deliver value to community, business owners and visitors
Cultural Respect	Provide a platform for recognition, protection and celebration of culture
Capability and Sustainability	Increase capability of ITO to create sustainable business models
	Provide linkages, knowledge and tools to help members increase profitability

## Membership Benefits

Tourism made easy - Indigenous Tour Agency promotes tourism of traditional Australia to Online Travel Agents and all corners of the world - A global trade network supporting Indigenous Tour and Culture Operators.

Our members benefit from an extensive online network to be better connected, share more cultural experiences and sell more tours.

SAVE TIME      utilise one channel to distribute your tourism products to the world

SAVE MONEY    from booking on multiple travel and tour agency sites

GO GLOBAL     connect to more customers and bookings

Members benefit from services and programs that offer:

1. A supportive community    Networking opportunities with peers and stakeholders
2. Business advice            Meets you exactly where you are in business so you can propel yourself
3. Customised training        Including member discount on selected programs
4. Promotion                    National and International exposure via [IndigenousToursAustralia.com](http://IndigenousToursAustralia.com)

Work together, support each other have no more overwhelm. No more wasted time, or effort.

Lots more results.

# Membership

## Eligibility

A business building membership and community we meet you exactly where you are in business. Ita is dedicated to working with Indigenous business to achieve a just and sustainable world. We pursue our mission in part through an open membership policy, which makes all organisations interested in improving their approach to corporate social responsibility (CSR) and tourism industry recognised accreditation, regardless of tourism sector, location, or other factors.

Indigenous Tour Agency does not set a standard for CSR performance that must be achieved as a condition of membership, it does however encourage you to work toward meeting industry accreditation standards for long term and sustainable business. Ita reserves the right to refuse entry into the membership should it deem the organisation to be inconsistent with its mission.

## Cultural Code of Conduct

Indigenous Tour Agency will when working in community, ensure our communities are culturally legitimate and accountable to its diverse members. The project team will before doing business within your community or region consider the following:

- Clarify exactly what kind of business, training and education services you want to have and what role you want cultural values to have in your organisation
- Know the different cultural groups of your members and the wider community, as well as their interconnections and their different rights and interests
- Consult with the leaders and members of these groups so that we understand their concerns and priorities
- Be open, fair and honest in dealings with leaders and their groups
- Respect different land ownership rights and interests
- Understand the governance history of the community and how that has shaped its current relationships, governance arrangements and problems
- Be clear about which cultural values, rules, relationships and processes form part of your organisation's governance, and which ones are not appropriate or might undermine it
- Be clear about how cultural rules and values will be implemented within the community
- Report back to members on your progress of service rendered
- Manage your resources wisely and effectively
- Deliver the services and outcomes that you've promised to your members and the wider community



## Membership Fees

Criteria	Fee exc GST
<b>START UP</b> up to 1 product listing For operators who want to get started	\$99 per annum*
<b>PRO</b> up to 3 product listings For existing operators who want to increase their bookings	\$289 per annum*
<b>PREMIUM</b> up to 5 product listings Best value for established operators	\$399 per annum*

\*Admin Fees excluded:

1. One time setup admin fee applies, \$99 per new member registration
2. Additional product listings, \$50 each
3. Cancellation processing fee, \$90 per business and product listing

Membership fee includes a minimum of one business listing, term 12 months on corporate partner [www.IndigenousTourAustralia.com](http://www.IndigenousTourAustralia.com) online travel website. Before membership is activated public records will be used to verify the business is registered and membership level nominated is true and correct.

### Member Company Spin-Outs

When a member company spins out into multiple companies, the existing membership will remain for the duration of the current membership term. The companies must start separate memberships upon the next renewal date. In the case of members due to renew and also due to spin out into multiple companies after the renewal date, the membership should be renewed with the existing member company for the full membership term. The companies must start separate memberships upon the following renewal date.

## Member Fees and Services

### Payment

Membership fees must be paid in advance and in full and are non-refundable. Non-payment of membership fees constitutes a breach of contract and will result in immediate cancellation of membership. Ita accepts payment by EFT in AUD funds drawn on AUD financial institutions (made payable to “Indigenous Tour Agency”) or credit card (VISA, MasterCard, or American Express). All contract amounts quoted are exclusive of GST.

## Tour Operator Customer Bookings

### PAYMENTS

- Credit card (2.9% surcharge applies)
- Via credit card or direct EFT to Indigenous Tour Agency nominated bank account
- PayPal to username Indigenous Tour Agency Pty Ltd
- Customer receives instant payment confirmation
- 10% GST applies to all orders

### REFUNDS

If applicable, customer will receive refund and email if Last Minute Cancellation Policy is applied.

### TOUR WAIVERS

Indigenous Tours Australia is an affiliate partner of Indigenous Tour agency Pty Limited. The information in this site is provided as a guide only, all tour operators listed have paid membership fees to be showcased. Upon booking, please read product Terms and Conditions.

- Adult – Review tour booking conditions
- Minor – Where applicable, to be completed by parent or guardian
- Multiple minors – Individual waivers required for each minor
- Minor waiver expires at 18 years

### LAST MINUTE CANCELLATION POLICY. Set-time Bookings and Vouchers – On Day of Tour

- Can be made at any time before the tour starts. The Agent, Customer or Tour Provider can make this cancellation.
- Supplier use this policy if need to cancel last minute due to varying circumstances such as, bad weather

## Commission and Tour Operator Services

A commission payment is an amount paid to a Tour Operator based on how much they have sold. The commission payment is set at 20% and is paid as a fee of the total monthly bookings sales. Payments are made direct to the ITO, paid in AUD only and made payable to the nominated financial institution. Commissions are payable to the ITO within 30 days of the 1st day of the month.

### SERVICES AND COMMISSIONS

The ITO supplier agrees to provide products and services to Ita at the rates indicated in the Schedule. The rates are tax-inclusive, and any commission negotiated with partner Vendors represents the gross rate on which Vendor commissions will be charged.

We have not made any representations or warranties with respect a particular quantity or quality of Bookings being made with you. Ita will not set its own rates for the services that it provides to customers. The ITO shall be responsible for and agrees to indemnify Ita for any sales, use, or other taxes due by reason of the sale of the services. ITO supplier may increase the rates at anytime however, ITO agrees to honor fixed rates and all reservations made by Ita at the rates in effect in the schedule when the reservation was confirmed. ITO agrees to notify Ita of any changes to services in writing in a timely manner. The ITO agrees to provide rates to Ita that are as low or lower than the lowest that the Supplier provides to any third party. 'Establishing your rates In the tourism industry, you will hear of two different rates, the **nett rate** and the **retail rate**. The latter is also referred to as the gross, sell, rack or door rate. When issuing your rates to distribution partners, clearly mark them as gross or nett with applicable validity dates.'<sup>1</sup>

### INSURANCE

Tour Operators are required to produce and maintain a Certificate of Currency including Public Liability Insurance and where possible Professional Indemnity cover throughout the term of the members agreement.

The Supplier must maintain such comprehensive insurance policies with a reputable insurer as would be maintained by a careful and prudent person that offered similar Services to the Supplier liability insurance throughout the term of this agreement. Each insurance policy of the Supplier in relation to its business must list Ita and its subsidiaries, affiliates, employees, directors, shareholders, officers and agents as beneficiaries and additional insured and Supplier must provide a certificate of insurance to Ita within 14 days of the date of this agreement and thereafter on an annual basis. A copy of the liability insurance must be uploaded and stored in the Ita Supplier Account.

### SERVICE DETAILS

The membership team on behalf of the Supplier will upload comprehensive information in relation to the Services to the Rezdy Supplier Account and will diligently ensure that all information uploaded is true, accurate and contains all the information needed by Customers to make and implement purchasing

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<sup>1</sup> <https://www.destinationnsw.com.au/wp-content/uploads/2013/10/Tourism-Business-Toolkit-VOL2-Chapter3.pdf>

decisions. It is the sole responsibility of the Supplier to keep all the information in the Ita Supplier Account current and correct at all times.

#### INDEMNITY

The Supplier indemnifies and holds Ita and Rezdy harmless against any third party action, notice, demand, suit, damage, debt, account, expense, cost, lien, loss, liability, proceedings, litigation (including legal costs and disbursements on a solicitor and own client basis), chose in action, investigation, verdict or judgment of whatever nature (Claim) against Ita and Rezdy relating to or in connection with:

- (a) the use of any intellectual property or other information belonging to or provided by the Supplier to Rezdy or its Affiliates;
- (b) the activities or operations of Supplier;
- (c) any Claim from a Customer;
- (d) any product or Service or other service of the Supplier;
- (e) any act of omission of the Supplier in relation to the Services; or
- (f) any breach of this agreement by the Supplier.

#### LIMITED LIABILITY

Rezdy and Ita is not be liable for indirect, special or consequential damages for any loss of revenue, profits, or data arising in connection with this agreement, regardless of whether Rezdy has been advised of the possibility of such damages and the aggregate liability arising with respect to this agreement is limited to the amount paid or payable to the Supplier pursuant to this agreement.

#### MERCHANT RECORDS

When the ITO connects with a Vendor Partner using Ita booking platform, the ITO supplier will be notified by email. A manifest report will be provided in a timely manner to execute tour as advertised. Manifest report includes: Confirmed bookings numbers, Customer contact details and fees paid.

#### NETT RATE - TERM OF AGREEMENT

The marketplace nett rate supplied by the ITO shall be for period as stated in Member Schedule, and from the effective membership date.

#### BEST RATE GUARANTEE

The Supplier warrants that, other than the Negotiated Rates, the Marketplace Rates are the best and lowest rates offered by the Supplier to any distributor of the Services and it cannot and must not provide the Services at a price lower than the Marketplace Rates. The Supplier undertakes to immediately notify Ita

of any discounted rates for the Services offered through another distribution channel and those lower rates are hereby immediately offered to Ita and form the Marketplace Rates.

## **COLLECTION OF PAYMENTS**

Other than Manual Payments, all Rates will be paid directly to the Ita upon a booking being made with an Affiliate will collect and retain the balance of all payments for Services sold by each Affiliate

Payments will be processed directly to your nominated account. The funds will be available as specified by your Stripe agreement. Stripe fees apply.

Ita will hold agent commissions and automatically pay agents once your monthly terms has been fulfilled.

## **MERCHANT FEES**

All bank charges, merchant facility charges and credit card charges relating to the collection of the Services Payments and all Rates will be paid by the Supplier including all amounts charged by the Banking Partner

## **MANUAL TOUR FEE**

As payment for the distribution services provided pursuant to this agreement, Ita will receive and retain the Manual Ita Fee that will be charged to the Supplier monthly in arrears.

## **AUTOMATIC TOUR FEE**

As payment for the distribution services provided pursuant to this agreement, Ita will receive and retain the Automatic Ita Fee that will be deducted from the Services Payments. The Manual Ita Fee and the Automatic Rezdy Fee are to together referred to as the Ita Fees.

## **AFFILIATE FEE**

In relation to each sale of the Services by an Affiliate, Ita will pay to the Affiliate the amount collected from the sale, less the Automatic Ita Fee and the Rates in relation to that sale, in accordance with its agreement with that Affiliate, unless the Rates are Manual Rates in which case the Supplier must pay the Ita.

## **RATES AND RESALE**

### **SUPPLY**

The Supplier agrees to and must supply its Services inventory to Ita for distribution by Ita to the Affiliates for resale by the Affiliates to their customers (Customers).

### **MANUAL PAYMENTS**

The Supplier may elect to make payments directly to an Affiliate offered Negotiated Rates in its Ita Supplier Account (Manual Payments) in which case the Supplier will make all commission payments to the Affiliate promptly in accordance with its agreement with those Affiliates and the commission set out in the Ita Supplier Account.

#### NEGOTIATED RATES

The Supplier may set alternate sales prices for individual preferred Affiliates by providing a Nett Price or Sale Price and commission payable for those Affiliates. The amount payable to the Supplier in relation to the sale of each of the Services is 20%.

#### CONTENT TO SELL

If the Supplier sets a Marketplace Rate (defined in clause 1.3), the Supplier consents to the resale of the Services by any and all Affiliates selected at the sole and absolute discretion of Rezdy. If the Supplier sets a Negotiated Rate (defined in clause 1.4), the Supplier consents to the resale of the Services by any and all Affiliates in relation to which Negotiated Rates are set.

#### MARKETPLACE RATES

The Supplier may set a sale price for the Services by all Affiliates in its account held with Rezdy online management system (Rezdy Supplier Account) using one of the following methods:

(a) if the Supplier elects to use the nett price system within the Rezdy Supplier Account ( Nett Price System) it must: set the amount payable to the Supplier in relation to the sale of each of the Services (Nett Price) and thereby agrees and acknowledges that the Affiliates may sell the Services at any price above the Nett Price; or

(b) if the Supplier elects to use the commission system within the Rezdy Supplier Account ( Commission System) it must:

(i) set the gross sale price in relation to each of the Services (Sale Price); and

(ii) set the commission percentage, as a percentage of the Sale Price, that it will pay to the Affiliates in relation to the sale of the Services in addition to the Rezdy Fees also payable.

#### **CANCELLATION OF TOUR**

Set-Time bookings and vouchers - Last Minute Cancellation Policy

On Day of Tour:

- Can be made at any time before the tour starts. The Agent, Customer or Tour Provider can make this cancellation.
- Use this policy if you often need to cancel last minute due to varying circumstances such as, bad weather

A cancelled product listing will incur a admin processing fee, \$90ecx GST.

## **REFUNDS**

### **NOTIFICATION OF DISPUTE**

The Supplier must immediately notify Ita of any dispute it has with a Customer in relation to Services distributed by Ita.

### **SERVICE DISPUTE**

If Ita is notified or otherwise aware of a dispute in respect of Services distributed by Ita then Ita may in its discretion direct the Supplier to refund the Customer and the Supplier must promptly conduct the refund.

### **OTHER REFUNDS**

If any Rates or Services Payments are refunded or taken from Ita or the Supplier as refunds, charge-backs, preference payments, fraudulent payments or for any other reason, the Rates otherwise payable to the Supplier for those Services are not payable.

### **SUPPLIER COSTS**

Any credit card fees, merchant fees, banking transaction costs or other amounts incurred by a party in making refunds to Customers as well as any reasonable costs incurred by Ita in investigating any complaint by an Affiliate or Customer seeking a refund or any other person will be the sole expense of the Supplier and must be paid to Ita on demand

### **SET-TIME BOOKING REFUNDS**

If a Service is cancelled within the Permitted Cancellation Period, the Supplier must refund the full amount of the Rates and the Services Payments to the Customer within the Refund Period from the cancellation.

## **COMPLAINT POLICY**

The complaints policy is to provide a process to address and resolve matters or complaints against any member of the Indigenous Tour Agency membership, made by other members, colleagues, the general public or other sources where the complaint relates to: (a) the professional or ethical standards of conduct of a Ita member, or (b) the conduct of a member which affects the honour, good reputation, interests, or work of the Indigenous Tour Agency.

## **GENERAL PRINCIPLES**

### **CONFIDENTIALITY**

The matter or complaint shall be dealt with, as far as possible, on a confidential basis and consistent with the protection offered by the legal principle of qualified privilege. Indigenous Tour Agency does not, however, guarantee anonymity of those making complaints.

#### PROCEDURAL FAIRNESS

The procedures should be conducted in a fair and equitable manner at all times and in accordance with the principles of procedural fairness in accordance with any relevant legal requirements.

#### TIMEFRAMES

All complaints should be addressed efficiently and in a timely manner.

#### **COMPLAINTS PROCESS**

No matter or complaint shall be considered unless it is: (a) made in accordance with the provisions of the complaint policy.

Lodging a Complaint Any complaint made by a person against a member of the Ita membership must: (a) be made in writing (b) include the name and contact details of the complainant or complainants, and (c) be lodged with the Directors at Indigenous Tour Agency. Receipt of the complaint shall be acknowledged by the Founders in writing.

Notification by Directors where Ita becomes aware of a particular matter or conduct by a member that is considered to fall within the purview of this policy (including investigations by a statutory complaints authority), or notifications from customers), the Founders may refer the matter in accordance with this policy by notifying the associated accredited body that the matter is to be dealt with in accordance with this policy.



# Terms of Membership

The following policies apply to Startup, Pro and Premium organisation memberships.

## **NON-ENDORSEMENT**

Members may not use Ita membership as an endorsement of their CSR or Tourism Industry Accreditation policies or practices.

## **NON-SOLICITATION AND BUSINESS DEVELOPMENT POLICY**

Commercial member-to-member solicitation is prohibited and may result in membership termination. Ita respects the privacy of confidential and personal information and does not share member information with third parties. Ita reserves the right to suspend or cancel membership related to violations of this policy.

## **USE OF INDIGENOUS TOUR AGENCY NAME AND LOGO POLICY**

The Ita name, logo and its business materials may not be used without permission, nor may they be used as a statement of endorsement. Paid members in good standing may include the Ita logo, a statement of membership, and/or a link to the Ita website ([www.indigenoustouragency.com.au](http://www.indigenoustouragency.com.au)) on their company's website only with prior approval from Ita Member Services or under special circumstances as defined by Ita (such as under a Conference Sponsorship agreement). To obtain permission to use Ita logo, please contact member services. The Ita logo may not be used by members after membership expiration or cancellation.

## **PRIVACY POLICY**

Ita practice is to make its member list public, and as such, Ita reserves the right to publish the names of member companies in Ita and external communications, including publicising new member companies via social media channels (e.g., Facebook, Instagram, Linked In, Twitter). Members who wish to opt out of these disclosures, and/or make their memberships confidential, may do so by contacting member services. Ita will include contact details for the primary contact of each member company in our Member Directory, which is only available to paid members in good standing. To "opt-out" from inclusion in this directory, please contact member services. Non-primary contacts may opt in to sharing contact details in the Member Directory.

## **CONFIDENTIALITY POLICY**

"Confidential Information" means any and all information and material disclosed by the Member to Ita (whether in writing, or in oral, graphic, electronic or any other form) that is marked or identified in writing as confidential or proprietary, or if disclosed orally or in other intangible form or in any form that is not so marked, that is identified as confidential at the time of such disclosure and summarized in writing and transmitted to Ita within thirty (30) days of such disclosure. [Confidential Information, includes, without limitation, any (a) trade secret, know-how, idea, invention, process, technique, algorithm, program (whether

in source code or object code form), hardware, device, design, schematic, drawing, formula, data, plan, strategy and forecast of, and (b) technical, engineering, manufacturing, product, marketing, servicing, financial, personnel and other information and materials of, Company, provided that all of the foregoing are marked or identified in writing as confidential or proprietary in accordance with the procedures set forth above.] Confidential Information shall not include any information that (a) is or has become publicly known through no fault of Ita or its agents; (b) is received without restriction from a third party lawfully in possession of such information and lawfully empowered to disclose such information; (c) was rightfully in the possession of Ita without restriction prior to its disclosure by the Member; or (d) is developed by or on behalf of Ita entirely independent of Ita's performance. Ita membership and related activities are subject to applicable antitrust and competition laws.

Ita is a non-profit limited by guarantee company dedicated to helping its members and other companies learn about socially responsible practices. With the exception of information designated by the Member as confidential, Ita reserves the right to disseminate general CSR and industry accredited related learnings developed in working with its members. Ita may use, modify, reproduce, distribute and display the learning developed during the course of the project in educating the general business community provided that such learning is presented in an aggregate form along with other information and data and is not specific to the Member. Except as set forth below, Ita shall hold all Confidential Information in confidence and shall not disclose any Confidential Information to any third party, other than to its employees, agents, or affiliates who need to know such information and who are bound by obligations of confidentiality with respect to such Confidential Information. Ita shall take the same degree of care that it uses to protect its own confidential and proprietary information of similar nature and importance (but in no event less than reasonable care) to protect the confidentiality and avoid the unauthorized use, disclosure, publication or dissemination of the Confidential Information. Notwithstanding anything to the contrary herein, upon reasonable written notice to the Member, Ita may disclose Confidential Information in response to a valid order by a court or other governmental body or as otherwise required by law.

## **MEMBERSHIP TERM**

For new members, the Membership Term is a twelve-month period that begins the month immediately after the effective date on the signed Membership Agreement. For example, if Ita receives a signed Membership Agreement on the 12th of May, the membership term begins June 1st of that year, and ends on May 30th of the following year. For renewing memberships, the Membership Term is a twelve-month period that begins on the 1st day in the month the company originally joined Ita, and ends the last day of the 12th month from that date. For example, if the membership term ends on June 30th, the renewal date is July 1st. The membership term does not change regardless of the actual payment date.

## **PRIMARY CONTACT**

Ita designates one person at each Member Company to be the "Primary Contact," generally the person who initiated the membership or who acts as the key decision-maker regarding the company's membership. A member organisation may have more than one Primary Contact if necessary. The Primary Contact receives communication from Ita about maintenance and management of the membership and is the person responsible for signing the Membership Agreement each year to officially notify Ita of the

organisation's intention to renew. At that time, the Primary Contact may also select their desired engagement option.

## **RENEWALS**

### **RENEWAL NOTICE**

A Membership Agreement will be issued 60 days prior to the renewal date to notify the Member organisation of its impending renewal date. Upon return of a signed Membership Agreement, an invoice will be issued. Payment is due within 30 days of receipt of invoice.

### **FEES OBLIGATIONS**

If the Member organisation experiences a significant change in human resources during the course of the member year, it may be appropriate to adjust the fees obligation. This adjustment is performed during the renewal process. Ita does not refund Member Fees during the course of a member year. To determine the appropriate fees level, please refer to the fee chart on the renewal notice or contact Member Services.

## **CANCELLATION OF MEMBERSHIP**

The following are valid reasons for cancellation of Ita Membership: 1 The Member, at the conclusion of any membership term, may cancel membership by contacting Ita or electing not to sign the Membership Agreement for the renewal year. 2 If the Member fails to sign the renewal Membership Agreement within 30 days following the renewal date, Ita will cancel Membership and remove all products from its listing. 3 If a Member submits a signed Membership Agreement but fails to submit payment against the invoice within 60 of the invoice date, Ita will cancel Membership Benefits. 4 Ita reserves the right to cancel a membership if a Member organisation violates Ita's Membership Policies and Benefits.

## **TOUR OPERATOR AFFILIATE WARRANTIES**

The Affiliate warrants that it has and will continue to:

- (a) hold all necessary licenses, permits and authorisations required or relevant to the provision of the Services;
- (b) it is authorised to provide and sell the Services and that it has in place operating and safety systems which enable it to provide the Services in a safe and appropriate manner;
- (c) provide all information reasonably requested by Indigenous Tour Agency, including any information required to promote the services;
- (d) provide all Services sold by an Affiliate in a profession and workmanlike manner with a high degree of care and diligence;
- (e) place and confirm all reservations for Services sold by Indigenous Tour Agency; and
- (f) provide the best possible customer service and experience to Customers.

## MODIFICATION OF TERMS AND CONDITIONS

Rezdy and Ita may, in its sole discretion, modify any of the terms and conditions contained in this agreement, at any time, provided the notice provisions in this paragraph are not modified, by notifying each Supplier at its nominated email address in its Rezdy Supplier Account or posting the new agreement on Indigenous Tour Agency website.

## Contact Member Services

For comments or questions about Indigenous Tour Agency Membership Policies and Benefits, please contact Director, Ms Samone Wear 0404 572 507. E! bookings@indigenoustouragency.com



## Member Checklist

### SetUp

- Australian Business Number (ABN or ACN)
- Registered Business Name
- Insurance - Certificate of Currency
- Accreditation - Desirable but not mandatory
- Signed and returned Membership Application Form
- Membership Fee paid in full
- 2 Year Rate Schedule supplied
- Primary contact nominated
- Read and understood Indigenous Tour Agency Member Policies and Benefits

### Product Listing

- Once off joining fee paid in full
- Completed and returned Product listing Registration Form
- Business logo supplied
- Minimum 2 x tour experience images supplied
- Multimedia links - Desirable but not essential including You Tube video
- Don't be limited to subscription product listing add extra listing for \$50 per product

## Commission Rate Cheat Sheet

'Establishing your rates In the tourism industry, you will hear of two different rates, the nett rate and the retail rate. The latter is also referred to as the gross, sell, rack or door rate. When issuing your rates to distribution partners, clearly mark them as gross or nett with applicable validity dates.'<sup>2</sup>

Your nett rate **Nett Rate = operating costs + your profit margin**

The nett rate is calculated by adding together all the fixed and variable costs of operating your business and the profit margin that you wish to make per sale. The nett rate is the absolute minimum you could sell your product for and still make a profit.

Your retail rate **Retail rate = nett rate + distribution (commission) costs**

Once you have established the costs of operating your product (nett rate), you can then factor in the costs for using distributors to sell your product.

Your retail rate **Retail rate = nett rate + distribution (commission) costs**

Once you have established the costs of operating your product (nett rate), you can then factor in the costs for using distributors to sell your product.

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<sup>2</sup> <https://www.destinationnsw.com.au/wp-content/uploads/2013/10/Tourism-Business-Toolkit-VOL2-Chapter3.pdf>