



2019 MEMBERSHIP APPLICATION

Welcome to the Kununurra Visitor Centre membership program. Below is a basic benefits table, which should help you in deciding which membership level is appropriate for your business.

Further information can be found in the 2019 membership program. If you would like a copy of this please contact Lisa, the membership and marketing coordinator, at marketing@visitkununurra.com

BASIC MEMBERSHIP BENEFITS

	EVENT	BRONZE	SILVER	GOLD	PLATINUM
COST (ex GST)	\$250+10%	\$250	\$650	\$1000	\$1650
Visitor Guide Advertisement	Available	Available	Available	Incl. 1/4 pg	Incl. 1/2 pg
Brochure Displayed	✓	✓	✓	✓	✓
Information Bay			Small	Small	Large
Map Reference				✓	✓
Argyle Homestead Brochure Displayed				✓	✓

2019 MEMBERSHIP BOOKING FORM

MEMBERSHIP LEVEL – PLEASE TICK		COST EX. GST	TOTAL
<input type="checkbox"/>	Bronze	\$250	\$275
<input type="checkbox"/>	Silver	\$650	\$715
<input type="checkbox"/>	Gold	\$1000	\$1100
<input type="checkbox"/>	Platinum	\$1650	\$1815
EXTRAS	Quantity	Cost ex. GST	TOTAL
Additional Brochure Display		\$200	\$220
Information Bay Sign Large		\$800	\$880
Information Bay Sign Small		\$400	\$440
MEMBERSHIP FEES PAYABLE			
EXTRAS			
TOTAL			

Business Name _____

Contact _____ Position _____

Business Address _____

Postal Address _____

Phone _____ Mobile _____

Email _____

Website _____

Business Description _____

Please list other employees you would like added to our communications list

Name _____ Email _____

Name _____ Email _____



TERMS AND CONDITIONS

GENERAL

Membership forms must be completed and signed, all required information returned and paid in full before membership is valid.

It is the responsibility of the member to advise the KVC, in writing, of any changes in property ownership, contact details or bank account, members who have a complaint about the KVC or its staff should raise the issue with the general manager. Alternatively, if the complaint is about the general manager it should be addressed with the board. Membership fees are non refundable.

CUSTOMER COMPLAINTS

Members must use reasonable endeavours to resolve customer complaints reported to the KVC within 7 days of the complaint being lodged. The member must fully cooperate with the KVC in any settlement negotiations, including offers or refunds where appropriate. The KVC will direct dissatisfied customers to lodge formal complaints with the Department of Commerce.

Where there are ongoing complaints, especially with regard to safety, hygiene or cleanliness, the KVC may suspend or terminate membership with no refund. The KVC adhere to a 3 strikes policy whereby members who break conditions of membership will initially be warned. The second offence will see membership suspended for a period determined by the general manager and the third offence will mean membership will be terminated with no refund of fees paid.

MEMBERSHIP

Membership will be valid per calendar year, with membership forms completed in full, signed and dated and returned to the membership coordinator prior to January 1st. If members do not meet these requirements on time the KVC will remove all advertising collateral of said business.

Through payment of membership fees all members agree to be bound by the constitution and members terms and conditions listed here.

Members agree to the commission rate, as set by the board of the KVC, for all bookings. A 15% commission will be charged to all members. With a 13% commission applied to all members with accreditation.

A login and password is provided to each member, upon joining the KVC; all information published by operators on their Bookeasy console must be accurate. Members who publish false, misleading or offensive information or imagery will have their listing removed.

BOOKING - AVAILABILITY AND RATES

Anything displayed on tourism operators Bookeasy profiles must be honoured. It is the responsibility of the member to update rates, availability and information accordingly. Members should be aware that bookings can be made up to two years in advance.

If a member is unable to provide a product or service after a booking has been confirmed in writing to the customer, the member is responsible for providing an alternative product or service to equal or greater value and standard, as well as covering additional costs, as per the Trade Practices Act 1974.

Accommodation, tours, tickets and event booking services are offered by the KVC to visitors, as a complimentary service. Commission must be included in published tariffs and must be consistent with all advertising and distribution channels, including direct sales. If a member chooses to offer a lower retail price or special rates with extra inclusions, the member agrees that the KVC will have access to the same rates or specials, in order to price match. The standard commission rate applies at all times.

OPERATOR'S INDIVIDUAL CANCELLATION POLICY

Member's cancellation policy, or booking conditions, must be published in their Bookeasy profile. The KVC accepts the regular rate of commission on any cancellation fee paid to the operator. If the operator does not charge a cancellation fee, then no commission is collected.