



Policy Guidelines for Tourism Operators using the BookEasy™ Online Reservation System

This document outlines the privileges and guidelines that operators are required to respect and adhere to as a user of the BookEasy™ Online Reservation System.

ALL BookEasy Booking Centre Members (OzBook Members) receive


- A Username and Password to login to the Online Administrative Console.
- An easily updatable web page on the OzBook website.
- Easily updatable Product Page/s (if applicable) on the OzBook website.
- Six pictures on the web page, one picture for general searches, one picture for each bookable tourism product (listed on Product Pages).
- Access to online bookings, full reservation details, net pay, member's discussion board, visitor centre minutes etc.
- A BOOK NOW! Button to add to your own website to encourage visitors to make the sale.
- The opportunity to promote your business/service through more than 150 BookEasy™ Visitor Centres and Affiliates throughout Australia.
- Website training from OzBook and phone support from BookEasy (telephone costs not included)

Policy Guidelines for Operators

All operators are required to respect and adhere to the policy guidelines below.


Availability

Tourism Operators can choose between:


- 1) **Gold Medal - real-time availability.** *OzBook recommends this level as www.ozbook.com.au aims to provide real-time availability information to visitors.*
When a client makes a booking it is instantly confirmed and payment can be made instantly. This means that operators need to guarantee that availability is 100% and all bookings must be honoured, (providing OzBook is used for all bookings this will happen automatically.)
These operators will appear at the top of availability searches and will be marked with a gold medal. 
- 2) **Gold Medal - real-time availability EXCEPT FOR BOOKINGS DUE TO ARRIVE WITHIN 24hrs.** *OzBook recommends this level for smaller operators who may not always have staff on a reception desk to greet guests, while still providing real-time availability information to visitors outside of the 24hour period*
When a client makes a booking it is instantly confirmed and payment can be made instantly EXCEPT if the booking is due to occur within 24hrs (in this case the operator reverts back to 24 hour confirmation period).



OzBook Booking Service

Operators guarantee that availability is 100% accurate for all bookings except for bookings due to arrive within 24hrs. Clients booking for a date more than 24hrs in advance will not have to wait for confirmation. These operators will appear at the top of availability searches and will be marked with a gold medal. 

- 3) **24 hour confirmation period.** *OzBook only recommends this level of commitment to operators who cannot guarantee their availability at all times, but still wish to have major website exposure and their inventory booked by www.ozbook.com.au .*

When a client makes a booking they will be advised that the booking will be confirmed within 24hrs. The operators will receive an email to notify them that a booking has been made and the booking can be confirmed by the operator from their Reservation Screen on the BookEasy console. Booking Centre staff can also view this booking and contact the operator to request confirmation. Operators with a 24 hour confirmation period will not be prioritised in the search listing and are identified by the 24 hour medal symbol. 

To avoid double bookings it is strongly recommended that direct bookings are only confirmed once the room or tour has been marked as booked out /unavailable on the Online Administrative Console. Operators that choose to offer Gold Medal real-time availability will be 100% responsible for any double bookings. OzBook reserves the right to remove Operators from the OzBook website if they fail to update their inventory.

Rates

The OzBook Booking Service is committed to providing the highest standards in service to ensure that tourism in their region continues to grow. To assist with this objective, operators are encouraged to offer OzBook the best possible rates or at the very minimum standard rack rates.

Operators can set up to eight different seasonal rates for individual rooms or tours. Rates published online must be commissionable and correct. Operators must honour all published rates.

Specials

All specials entered into OzBook/BookEasy™ must be commissionable. Operators must honour all published specials.

Website Integrity

All information published by operators on their OzBook/BookEasy™ website must be true and accurate. Tourism Operators found publishing false or misleading information (text or pictures) may be removed from the website immediately.



Visitor Centre/ Booking Agent Integrity

To preserve OzBook's integrity as a booking agent, operators must not publish any information that suggests that the visitor should book directly with the operator. OzBook has invested heavily in the promotion of the website and the region's tourism product.

Commissions and Payments

OzBook will retain a 10% commission on all bookings made. 90% of the total cost of the booking will be directly deposited into the operators' bank account on a fortnightly basis.

Payment of Commissions on Referral Bookings

Commissions will be charged on referral bookings. These are bookings where OzBook staff referred the client to the operator (ie. OzBook was the direct means by which the client found out about a property). The client pays the operator direct and the booking has not been entered into BookEasy.

Booking Conditions

Accommodation Operators are able to create booking conditions for specific rooms. Booking conditions need to be clearly written and adhered to at all times.

Administration of Bookings

OzBook is the administrator of all bookings made through the OzBook website. If a booking needs to be cancelled or amended the client will need to contact OzBook directly.

Confirmation of Booking

OzBook Booking Service will send confirmation of all bookings by email.

Cancellation Policies and Indemnity Policies

Operators must include their cancellation and indemnity policies. OzBook will charge visitors a cancellation or amendment fee which may be in addition to fees charged by you, the operator.

Bookings without Payment

OzBook in consultation with the operator can assign the length of time that bookings are held without payment. If payment has not been received in the specified time the booking will be cancelled by the booking staff.

Discussion Board

The Discussion Board within the Online Administrative Console is an area for networking with other operators in your area. Any defamatory or in appropriate content will be removed immediately.



OzBook Booking Service



Agreement

I agree with the above terms and conditions and will adhere to the guidelines mentioned above. I understand that failure to comply with these conditions may result in removal from the OzBook website. I may cancel this agreement with OzBook at any time and will notify OzBook in writing.

Signed _____

Print Name _____

Name of Establishment _____

Signed on _____ (dd/mm/yy)

Carolyn Rodriguez
OzBook Booking Service

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TERMS AND CONDITIONS (as outlined on www.ozbook.com.au)

Travel arrangements and prices detailed on this www Internet site are provided and coordinated by OzBook. OzBook has taken due care and responsibility to verify and check all information in this Internet WWW site as at the time of compilation. However, as the relevant accommodation & tour operators in this brochure supply this information, it accepts no responsibility for any inaccuracy or misdescription contained in this publication or information as so supplied.

Sales of services as contained in this publication are made by OzBook, only as an agent for the person, business or company providing the services. OzBook does not accept responsibility for any changes in price variation of services shown. All services and prices are subject to change without notice.

All maps, photographs, illustrations and computer-based graphics are included for general purposes only and are not always indicative of the subject matter. Hotel room photographs (graphics) may not be specific to the actual room occupied. Maps are not to scale.

Privacy Policy

We are committed to protecting the privacy and security of any personally identifiable information (PII) you provide us. PII includes information that can be linked to a specific individual, such as name, address, phone number, or email address.

This privacy policy explains how OzBook handles and protects your PII in accordance with commonly accepted privacy principles.

OzBook reserves the right to modify or amend this policy at any time and for any reason. Any material changes to this privacy policy will be posted prior to their implementation. Questions regarding this policy should be emailed to info@ozbook.com.au or sent via postal mail to:

6 Benari Court, Grovedale, VIC 3216

WHAT INFORMATION WE COLLECT

In an effort to keep our service as simple and easy as possible we do not create, use or store profiles of our customers. We only record PII and other information that we reasonably require to do business with you.

OzBook collects PII when you:

- Make a booking - Your full name, address, email address and phone number are taken each time you make a booking with www.ozbook.com.au

OzBook collects PII such as your full name, address, email address and/or telephone number whenever you submit a query or suggestion, or request assistance with a booking.

HOW WE USE YOUR INFORMATION

OzBook uses your PII only for the purpose of responding to and fulfilling your requests for our products and services. Information collected on OzBook may be used to:

- Purchase OzBook products or services

Information collected when you purchase from OzBook is used to charge your credit card and deliver your booking confirmation electronically. We may also contact you about your stay for customer service purposes or to make any changes or cancellations to your booking.

- Respond to your questions or suggestions

We will use your address, email address and/or telephone number to contact you when you submit a question or suggestion.

WHO WE SHARE YOUR INFORMATION WITH

OzBook does not disclose any information about customer bookings to anyone except in the following circumstances:

- Accommodation suppliers

OzBook provides the guest name, telephone number, address and email address for each booking made to the relevant accommodation supplier. Our accommodation suppliers require this information for the booking and if they need to contact you about the booking. Although OzBook offers accommodation from reputable accommodation suppliers, we have not placed specific limitations on these suppliers from using or disclosing your information without your permission. Therefore, we encourage you to review the privacy policies of any suppliers whose accommodation you purchase on OzBook.



OzBook Booking Service



- Legal obligations

OzBook may be required by law to disclose information provided by you to OzBook for the purposes of obtaining products or services from OzBook. OzBook may also disclose information against someone who poses a threat to OzBooks interests (such as customer fraud) or whose activities could cause harm to others.

How you control and access your information

OzBook believes that site visitors and customers should have control over the collection and use of their PII. You have control and access to your information as follows:

- Booking information

If at anytime you would like to alter the PII you provided to OzBook in your booking, please contact us.

- General

If at anytime you wish to enquire about any of your PII that is stored by OzBook please contact us.

Validity of Rates

Accommodation costs are for room only and do not include transfer or breakfast cost unless otherwise stated. Prices are inclusive of the Australian Goods and Services Tax. Prices over accommodation block out periods may alter from the prices advertised. Contact us for further details. Deposits Payment is due within 72 hours of receiving written confirmation from OzBook. Please proceed to our "Secure Payment" form to submit credit card details.

Cancellation Policy

Whilst we provide a Free Booking Service, cancellations of confirmed bookings (where payment has been made) will incur a fee of 10% of the cost of the booking plus AUD\$22.00 (inc. GST) administration fee. This is in addition to the Cancellation Fee of the Service Provider/Operator. We reserve the right to offer alternative accommodation/tour of a similar standard in the case of the accommodation/tour operator overbooking their property or for any reason beyond our control.

Tours

These operators reserve the right to alter itineraries at any time as a result of fire, flood, extreme weather conditions or any other circumstance beyond their control.

Disclaimer

All information on this web site is correct at time of publishing. All companies listed are members of OzBook.

This web site may contain information about activities which by reason of their physical exertion or the degree of physical fitness required may be unsuitable or dangerous for certain persons, or it may describe activities which are inherently dangerous.

OzBook makes no representations of fact, nature, quality and suitability about any or all of the activities promoted on this site and user agrees that the user shall be responsible for first satisfying himself/herself by independent enquiry or advice as to the suitability of the particular activity. Any access of this site by the user is entirely at the users own risk and OzBook shall not be responsible for the propagation of computer worms or viruses transmitted from the site.