

## Your Responsibilities

### **Your Responsibilities as a member of Sapphire Coast Tourism Ltd**

As a member of Sapphire Coast Tourism Ltd, you are expected to abide by the following operator responsibilities:

#### **For all Members:**

##### Approvals, insurances, and licenses

It is the responsibility of members to have all necessary licenses, insurance policies and statutory approvals required to operate their business in accordance with any local, state and federal authorities and within the law.

##### Promotion (online and printed)

As a member of the Sapphire Coast Tourism Ltd it is a requirement that you review your business listing on the website [www.sapphirecoast.com.au](http://www.sapphirecoast.com.au) keeping it up to date with accurate information and liaise with SCT if amendments are required. Sapphire Coast Tourism Ltd reserves the right to remove inaccurate or inappropriate information/images from the website, or to remove a members listing from the website.

##### Contacting You

It is a condition of membership that accommodation and tour operators be readily available and accessible to answer inquiries, from either visitors or tourism team members, on a seven-day basis within reasonable hours. Members may risk losing business if they are not readily available or contactable. It is the responsibility of the member to ensure all contact details are up to date and alternative contact arrangements are in place. This includes your address, contact phone numbers, email and web contact details.

##### Membership Fees

Membership fees are non-refundable.

#### **For Accommodation Members:**

##### AAA Star Rating Certificates

If your accommodation product has been assessed by AAA Tourism and has a current AAA Star rating certificate, Sapphire Coast Tourism requires a copy of this certification. If operators fail to provide a current AAA Star rating certificate, SCT will use AAA Tourism's online star rating for that property. Those operators who have not been AAA Star Rated may provide a self-rating of their property but the AAA Star Rating 'star icons' will not be used.

## Your responsibilities – Online Booking Service

### **Sapphire Coast Tourism Online Reservation System**

All accommodation bookings made online at [www.sapphirecoast.com.au](http://www.sapphirecoast.com.au), or any of the Visitor Information Centres either by a tourism officer or by a consumer, attract a 10% commission (GST inclusive).

Preference of bookings will be given to those operators who have their availability online and up to date. Accommodation operators may incur an additional fee if availability is not online to cover labour costs of manual availability checking and/or phone enquiries.

Sapphire Coast Tourism has an online 24/7 real time accommodation booking system. The system is web based and operates through the Merimbula and Bermagui Visitor Information Centres.

Access to this system is only available to full accommodation members of SCT via the following process:

1. All eligible members will receive:
  - Username and password to log onto the on line administrative member console
  - Free product listing on the SCT site including photographs
2. Access to the management console is through the [www.thebookingbutton.com.au/extranet](http://www.thebookingbutton.com.au/extranet)
3. As a member you will be required to enter all business details, pictures, descriptions, availability, rates, special conditions and special rates into the on line booking system.  
SCT will provide access to an on-line user manual and initial technical support.
4. Accuracy of all information published by any media, including availability and tariff rates, is the sole responsibility of the operator.

## Your responsibilities – Online Booking Service

The booking system is real time. It is accessible 24 hours a day, seven days a week. A search engine operates through a questionnaire pro forma and selects suitable products based on user entries. If product/s meet the search criteria of the customer they will be presented with an option to book the product on line. Responsibility for the accuracy of all information, including availability and tariff rates, belong solely to the operator.

The system will require the customer to enter their credit card details and pay 100% of the fee up-front. The system is not designed to take deposits. Payments will be processed using a secure payment gateway. Members will be notified via email when a successful transaction is completed. The customer will be notified by email that they have a confirmed and paid for the booking. Both the customer and the property contact details will be included in the e-mails.

Responsibility for accuracy, including availability, tariff rates and double bookings belongs solely with the operator. If a double booking occurs the provider is responsible for providing alternative accommodation. Inability by a member to access or maintain tariffs, calendar or availability must be reported immediately to the SCT office at Merimbula.

NB: Responsibility for the booking belongs to the operator. SCT will not be liable for any failure of, or interruptions to hardware, third party Internet Service Providers, browsers, domains or any other software. If a booking is altered or cancelled, you will need to notify SCT of any changes. Preference of bookings will be given to those members who have their accommodation availability online on the SCT website and have details up to date.

5. Payments to operators will be made via EFT to bank account nominated on application form and the remittance emailed to the nominated email address within 10 days of the end of month following stay by the customer.
6. Failure to honour bookings made through the real time system will incur a minimum \$30.00 administration fee payable by the operator.