

LAKE Macquarie

NEW SOUTH WALES



*the
Lake*

LAKE MACQUARIE TOURISM
MEMBERSHIP PROSPECTUS
2011-2012

CONTENTS

| | |
|--|----|
| Welcome to Lake Macquarie Tourism Association | 3 |
| Board Members of the Lake Macquarie Tourism Association | 3 |
| Lake Macquarie Tourism and Visitor Information Centre | 4 |
| Vision Statement | 4 |
| Mission Statement | 4 |
| Contact Details for Lake Macquarie Tourism | 4 |
| Membership Types | 4 |
| Accommodation Membership | 5 |
| General Membership | 6 |
| Associate Membership | 7 |
| Additional Member benefits for all types of Membership | 7 |
| Member Responsibilities | 8 |
| Lake Macquarie Visitor Information Centre and using The BookEasy Online Reservation System | 9 |
| Policy Guidelines for Operators | 10 |
| Lake Macquarie Tourism Association Application Form | 13 |
| Lake Macquarie Visitor Information Centre Agreement Form | 17 |
| Bank Details Form | 19 |

WELCOME TO LAKE MACQUARIE TOURISM ASSOCIATION

Lake Macquarie Tourism Association (LMTA) represents over 130 members and the Board meets on a bi-monthly basis.

The objectives of the association include:

- Work with Council to continue to build awareness of Lake Macquarie as a destination
- Maintain and support the Marketing program used to promote Lake Macquarie e.g. LOVE THE LAKE
- Promote LMTA as an effective voice of the tourism sector and forge strategic relationships.
- Ensure a strong voice for LMTA with Tourism Hunter and Tourism NSW.
- Grow and diversify membership with the objectives of increasing resources, influence, services and outcomes.
- Grow income through, grants, services, member fees, Tourism **Hunter and Tourism NSW.**

Lake Macquarie Tourism Association website
www.lmta.com.au

BOARD MEMBERS OF THE LAKE MACQUARIE TOURISM ASSOCIATION

Robert Kemmis - Chairperson
Ph: 49772525 **Email:** r.kemmis@bgipond.com

Gordon Maxwell - Secretary
Ph: 4958 0888 **Email:** g.maxwell@l6s.com.au

Brian Smith - Treasurer
Ph: 4945 3653 **Email:** belbay2000@yahoo.com

Mark Hellier - Public Officer
Ph: 4945 4224 **Email:** mark@lakeshores.com

Lesley Faulkner
Ph: 4958 8499 **Email:** lesley@clubmacquarie.com.au

Simon Burn
Ph: 4948 1234 **Email:** simon@jetbuzz.com.au

John Mason
Ph: 4973 4088 **Email:** john@masarch.com.au

Rosmairie Okeno
Ph: 0458 733 483 **Email:** coordinator@southlakemac.com

Graeme Hooper - Lake Macquarie City Council Representative
Email: ghooper@lakemac.nsw.gov.au

Barrie Johnston - Lake Macquarie City Councillor
Email: bjohnston@lakemac.nsw.gov.au

Jodie Harrison - Lake Macquarie City Councillor
Email: jharrison@lakemac.nsw.gov.au

Wendy Harrison - Lake Macquarie City Councillor
Email: wharrison@lakemac.nsw.gov.au

* LMTA board members are appointed at the AGM which is held annually in October. Refer to www.lmta.com.au for current year board members.

LAKE MACQUARIE TOURISM AND VISITOR INFORMATION CENTRE

Lake Macquarie Tourism is the marketing name for the Tourism Unit of Lake Macquarie City Council. Partnership between Lake Macquarie Tourism and industry operators is designed to maximise the exposure of the area as a tourism destination, through the promotion of partner businesses and the provision of quality local, regional and New South Wales information.

Membership to Lake Macquarie Tourism Association offers you opportunities to participate in co-operative marketing programs and industry activities on an annual basis. Promotion of your business through Lake Macquarie Tourism means potential exposure to a high number of enquiries annually through the Lake Macquarie Visitor Information Centre, prominent positioning on the web, a networking base to keep you abreast of industry news and developments, and business relationship building opportunities.

The Lake Macquarie Visitor Information Centre is a Level Two, Accredited Visitor's Centre through the Visitor Information Network and can use the italicised "i" symbol in marketing and visitor information service provision.

The centre is located within the Swansea Multipurpose Centre along with the Swansea Library, Neighbourhood Centre, Youth Centre, Functions Centre and Meeting Rooms, it is open seven days a week, from 9am to 5pm Monday to Friday, and 9am to 4pm on weekends and public holidays.

The Lake Macquarie Tourism website is a comprehensive and user friendly website. The state of the art reservation system built into the website makes it a powerful marketing tool for you the operator.

VISION STATEMENT

The vision of Lake Macquarie Tourism is to work closely with the local tourism industry to build the area's tourism profile, generate visitor inquiries, grow visitation and increase yields from the tourism market.

MISSION STATEMENT

We will contribute to the future of Lake Macquarie by inspiring, guiding and marketing a tourism industry that is strategically focused and which contributes to the future of our City through its economic contribution and its promotion of the City's character and lifestyle.

CONTACT DETAILS FOR LAKE MACQUARIE TOURISM

Street Address: Lake Macquarie Visitor Information Centre
228 – 234 Pacific Hwy, Swansea NSW 2281

Postal Address: PO Box 3014, Blacksmiths NSW 2281

Telephone: (02) 4921 0740

Fax: (02) 4972 1487

Email: tourism@lakemac.nsw.gov.au

Website: www.visitlakemac.com.au

MEMBERSHIP TYPES

Lake Macquarie Tourism Association offers three types of membership; accommodation, general and associate. Membership fees are renewable on an annual basis at the beginning of November each year.

Accommodation Membership

If you provide accommodation as part of your business, you need to take this level of membership. This level is for hotels, motels and resorts, bed and breakfasts, self contained properties, holiday parks and houseboats that offer overnight accommodation.

General Membership

General membership includes restaurants, attractions and activities, boating, clubs and entertainment venues, galleries, sporting, retail, natural attractions, golf clubs, tours and transport.

Associate Membership

Associate membership is for all businesses who see a benefit in being a member of the Lake Macquarie Tourism Association.



ACCOMMODATION MEMBERSHIP

If you provide accommodation as part of your business, you need to take this level of membership. This membership level includes hotels, motels and resorts, bed and breakfasts, holiday lettings, cottages, apartments, caravans, tourist and holiday parks, houseboats, yachts and cruisers that offer overnight accommodation.

Your membership fees for the 2011 / 2012 year are associated with the number of master bedrooms you offer. For example, if you have a three bedroom house and a two bedroom unit as holiday lettings, then you offer a total of 2 master bedrooms.

The table below outlines the fee structure.

| Number of master bedrooms | Annual Cost |
|---------------------------|-------------|
| 2 master bedrooms or less | \$270 |
| 3 – 5 master bedrooms | \$380 |
| 6-30 master bedrooms | \$500 |
| 31-100 master bedrooms | \$760 |
| 100 plus masters bedrooms | \$860 |

Please note:

- For tourist parks, please note that 5 tourist sites (tent or van) = 1 master bedroom.
- If you run an accommodation operation, and you run a general operation at the same physical address, you will be covered under the one "accommodation" membership.
- Membership fees do not attract GST.

This one membership fee, which is based on the number of master bedrooms you have, offers you access to a wide range of services.

ACCOMMODATION MEMBERSHIP BENEFITS

Official Tourism Visitor Guide

FREE 1/5 page listing in the A5 Lake Macquarie Visitor Guide including an image of your property.

Official Tourism Map

Placement of your property on map using an accommodation icon.

Detailed web listing

Full website listing including description, photos, contact details and booking facility.

Bookings Online

Ability to list your accommodation availability on-line so that consumers and the tourism staff can make real-time bookings.

Visitor referrals

Referral of tourists to your business by the tourism team.

Marketing benefits

All members can access co-operative marketing opportunities, which provide heavily subsidised rates off a variety of publications and activities.

E-Newsletter

Receive a copy of the member seasonal e-newsletter.

Brochure display

Opportunity to display a DL size (110x220mm) brochure of your business in the Visitor Information Centre.

Product presentations

Opportunity to present your product to tourism staff to familiarise them with the benefits of your product.

Industry seminars

Regular invitations to industry seminars, networking and information sessions.

Additional Member Benefits

Access to a wide range of business services to help enhance your business. See page 7 for a list of these services.

Member status

Opportunity to promote your business as a member of the association by using a decal (sticker).

Lake Macquarie Tourism Publications

Access to required amounts of Visitor Guides and Maps for use at your business site.

GENERAL MEMBERSHIP

General membership is offered to all operators other than accommodation operators.

This includes:

Restaurants, clubs and entertainment venues

Attractions and activities, including man made and natural attractions

Boating operations, including cruises, tinnie hire and equipment hire

Tour and transport operators

Sporting venues, outlets and operations, including golf clubs and marinas

Retail outlets, such as shopping centres and individual retail providers

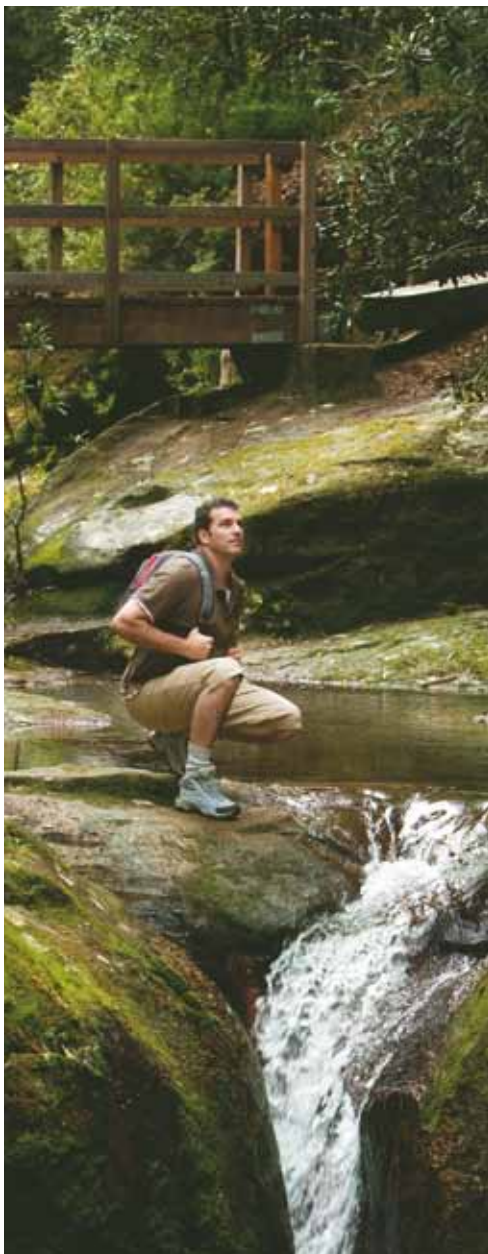
Galleries, museums, historic homes and historical societies

Chambers of Commerce, town centres, progress associations and communities

| General Membership | Annual Cost |
|---|-------------|
| Restaurants / cafes | \$160 |
| Conference / function venue | \$160 |
| Activities / attractions / retail outlets / galleries / museums | \$160 |
| Hire operator / tour operator / transport operator | \$160 |
| Chambers of Commerce | \$160 |
| Shopping centres / registered clubs / pubs | \$290 |

Please Note: Membership fees do not attract GST.

This one membership fee, which is based on the type of business you run, offers you access to a wide range of services.



GENERAL MEMBERSHIP BENEFITS

Official Tourism Visitor Guide

FREE 1/6 page listing in the A5 Lake Macquarie Visitor Guide including an image of your property.

Official Tourism Map

Placement of your property on map using an icon relative to your business.

Detailed web listing

Full website listing with description, images and contact details.

Visitor referrals

Referral of tourists to your business by the tourism team.

Marketing Benefits

All members can access co-operative marketing opportunities, which provide heavily subsidised rates off a variety of publications and activities.

E-Newsletter

Receive a copy of the member seasonal e-newsletter.

Brochure display

Opportunity to display a DL size (110x220mm) brochure of your business in the Visitor Information Centre.

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Lake Macquarie Tourism Publications

Access to required amounts of Visitor Guides and Maps for use at your business site.

Additional Member Benefits

Access to a wide range of business services to help enhance your business. See page 7 for a list of these services.

ASSOCIATE MEMBERSHIP

Associate membership is for all businesses that see a benefit in being a member of the Lake Macquarie Tourism Association.

| Associate Membership | Annual Cost |
|---|-------------|
| General Associate | \$80 |
| Lake Macquarie Chambers of Commerce Members - if you belong to your local chamber of Commerce a discounted price applies. | \$70 |

ASSOCIATE MEMBERSHIP BENEFITS

Basic Website Listing

Basic website listing including contact details, phone number in the local business section of the www.visitlakemac.com.au website. This listing does not include images and a hyperlink.

E-Newsletter

Receive a copy of the member seasonal e-newsletter.

Brochure display

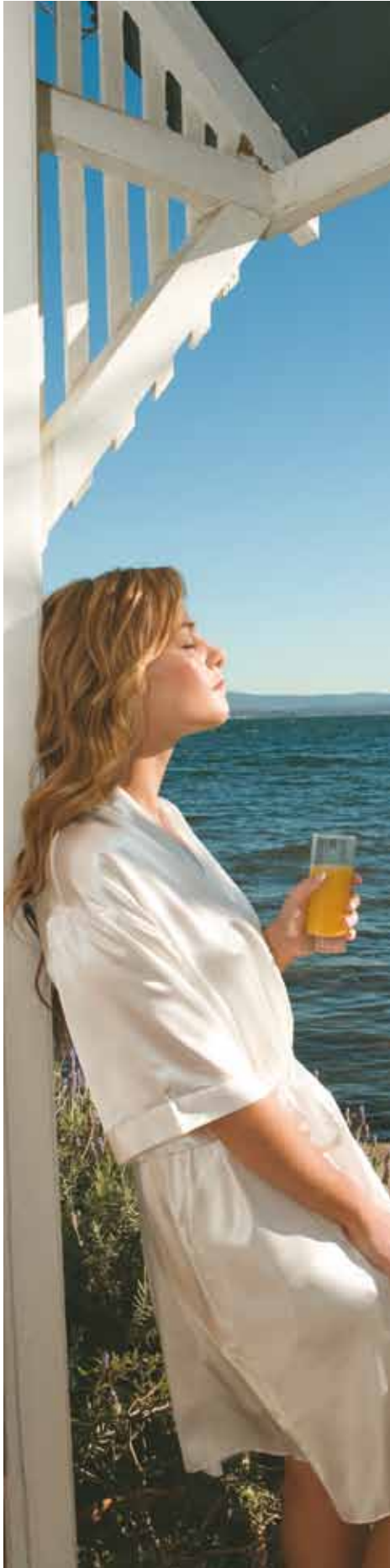
Opportunity to display a DL size (110x220mm) brochure of your business in the Visitor Information Centre.

Additional Member Benefits

Access to a wide range of business services to help enhance your business.

ADDITIONAL MEMBER BENEFITS FOR ALL TYPES OF MEMBERSHIP

| | |
|-----------|---|
| BANKING | <p>Commonwealth Bank</p> <p>The Commonwealth Bank is offering an exclusive offer to Lake Macquarie Tourism Association members to meet their business needs in the form of special rates for Merchant Service Fees. These rates apply to Credit Card turnover, authorisation services and Eftpos facilities.</p> |
| INSURANCE | <p>Elders Insurance</p> <p>Elders motto is "Local Insurance for Everyone", insurance cover suited to local conditions and circumstances. Representatives of Elders are locally based to ensure quality knowledge of the local area when quoting insurance requirements. As a member of Lake Macquarie Tourism Elders is offering to tailor insurance cover packages to best suit your business needs and risks.</p> |
| WEBSITE | <p>Redback Solutions</p> <p>Redback Solutions is a business that helps you increase your income and improve your customer's experience. This is achieved through eMarketing. eMarketing is using electronic media to implement your marketing strategy. This includes websites, email, portals, intranets, sms and other technologies. Redback Solutions are offering a 10% discount on a range of services as well as a free one-hour marketing consultation.</p> |
| PRINTING | <p>Lakemac Print</p> <p>Lakemac Print, is a business unit of Lake Macquarie City Council, and are offering Lake Macquarie Tourism Association members a discount of 15% for their printing requirements.</p> <p>Obligation free quotes can be obtained for the following:</p> <ul style="list-style-type: none"> • graphic / website design • printing • digital printing • colour copying • black & white copying • plan printing • binding <p>To ensure you receive the 15% discount offer, please advise the staff at Lakemac Print before the commencement of any work.</p> |
| TRAINING | <p>Vital First Aid Training Services</p> <p>Vital First Aid are "Workcover and VETAB" approved trainers in Senior First Aid Courses. Courses are run in a one day format by Paramedic trainers and are conducted in all areas of Lake Macquarie. Lake Macquarie Tourism Association members will receive a special discounted price when booking for a First Aid course.</p> |
| SUPPLIES | <p>B&B Supplies</p> <p>Lake Macquarie Tourism Association members will be able to purchase items from B&B Supplies at trade price rather than Showroom prices. A loyalty card will also be issued to members giving them the opportunity to receive further discounts and to attend special "Members Only" discount nights. B&B Supplies offer free delivery to Newcastle and the Hunter region.</p> |



MEMBER RESPONSIBILITIES

Your Responsibilities as a member of the Lake Macquarie Tourism Association

As a member of the Lake Macquarie Tourism Association, you are expected to abide by the following operator responsibilities.

FOR ALL MEMBERS

Approvals, insurances and licences

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

Promotion (online and printed)

As a member of the Lake Macquarie Tourism Association it is a requirement that you maintain your listing on the website **www.visitlakemac.com.au** keeping it up to date with accurate information.

Lake Macquarie Visitor Centre reserves the right to remove inaccurate or inappropriate information/images from the website, or to remove a members listing from the website. For further information, refer to the VIC Policy Guidelines for Tourism operators using the BookEasy Online Reservation System.

Contacting You

It is a condition of membership that 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 risk losing business if they are not readily available. 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 address, phone, 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, Lake Macquarie Tourism requires your accreditation number and rating.

At the time of joining, properties may have an initial inspection, to ascertain the overall suitability of the property, regardless of star rating or lack of star rating, with particular emphasis on neatness and cleanliness. From time to time further viewings of the property may be made.

Signing of the BookEasy Agreement Form

All accommodation members are required to complete, sign and return the Lake Macquarie Visitor Information Centre BookEasy Agreement Form each year when joining or renewing membership. See page 17 for further details.

Signing of the Bank Details Form

All new accommodation members are required to complete and return the Bank Details Form. Renewing accommodation members are only required to complete form if details have changed in the last 12 months. See page 19 for further details.

BookEasy Online Reservation System

All accommodation bookings made online at **www.visitlakemac.com.au**, either by a tourism team member or by a consumer, attract a 10% commission.

LAKE MACQUARIE VISITOR INFORMATION CENTRE AND USING THE BOOEASY ONLINE RESERVATION SYSTEM – 1/11/11 - 31/10/12

This document outlines the privileges and policy guidelines you are required to respect and adhere to as a user of the BookEasy online reservation system.

MEMBERS OF LAKE MACQUARIE TOURISM ASSOCIATION RECEIVE

A Username and Password to login to their online administrative console within the Lake Macquarie Visitor Information Centre website

A FREE, easily updatable webpage on the Visitor Information Centre website

A FREE, easily updatable product page on the Visitor Information Centre website

6 Pictures on the webpage, 1 picture for general searches, 1 picture for each bookable tourism product

Access to online bookings, full reservation details, net pay, member's online discussion board, access to VIC Members News, etc

The opportunity to promote your business/ service through other BookEasy Visitor Centres and Affiliates

ASSOCIATE MEMBERS OF LAKE MACQUARIE TOURISM ASSOCIATION RECEIVE

Business details except some details are restricted

Allowed help, news/events, discussion board

ASSOCIATE MEMBERS OF LAKE MACQUARIE TOURISM ASSOCIATION DO NOT HAVE ACCESS TO

Cannot update website link, locations, settings, accommodation groupings in business details

Product pages

Online booking control

Access to reservations





POLICY GUIDELINES FOR OPERATORS

All operators are required to respect and adhere to the policy guidelines below. These guidelines have been developed to ensure a best practice approach by Lake Macquarie Visitor Centre.

AVAILABILITY

Tourism Operators can choose between:

- 1) **Gold Medal – real time availability.** This means that you guarantee your availability 100% and a client making a booking will not have to wait for confirmation. Operators that guarantee their availability will appear at the top of availability searches and will be marked with a gold medal.
- 2) **24 hr confirmation period.** This means that any booking will require up to 24hrs before the booking is confirmed. In your reservations online area you will need to press “confirm” for the booking to be confirmed. This type of booking will also appear in the Visitor Centre Reservations area and they can contact you for confirmation and confirm the booking for you if required. Operators with a 24hr confirmation period will not be prioritised in the search listing and will be marked with a 24hr medal.

To avoid double bookings it is strongly recommended that direct bookings are only confirmed once the room or tour has been marked as unavailable on your online reservation system console.

Operators that choose to offer real-time availability will be responsible for any double bookings. After confirmation and payment of the booking has taken place, Lake Macquarie Visitor Information Centre will not accept responsibility, or give a refund of the commission to the operator if the room is not available at the time of the client's arrival. This matter must be resolved between the property owner and the client.

In addition operators will be responsible for reimbursement of any payment made to them by guests in error (i.e. payment made to both Lake Macquarie Visitor Information Centre and the operator for the same service).

NON ARRIVAL OF CLIENT

The Lake Macquarie Visitor Information Centre will not take responsibility for non arrival of clients.

RATES

Lake Macquarie Visitor Centre is committed to providing the highest standards in visitor servicing to ensure that tourism in Lake Macquarie continues to grow.

To assist the Visitor Centre with this objective, Tourism Operators are encouraged to offer the Visitor Centre the best possible rates or at the very minimum standard rack rates.

Tourism Operators can set up to 8 different seasonal rates or daily rates for individual rooms or tours. Rates published online must be commissionable and correct. Tourism Operators must honour all published rates.

The rates you display on BookEasy should be equal to or less than your “published” rack rates. **Operators should not add 10% to published rates**, as consumers become very frustrated if they discover less expensive rates when they arrive at your property.

SPECIALS

All entered specials must be commissionable. Tourism operators must honour all published specials.

WEBSITE INTEGRITY

All information and images published by Tourism Operators on the Visitor Centre Information website must be true and accurate. Tourism Operators found publishing false or misleading information (text or pictures) will be removed from the website immediately.

The Lake Macquarie Visitor Information Centre reserves the right to disable operator listings if their information and images are not kept up to date.

Business Name – this must be the **Business Name** only, with no added descriptions e.g. star rating, location etc.

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

The Visitor Information Centre (VIC) is the administrator of all bookings. If a booking needs to be cancelled or amended the VIC needs to be contacted immediately by the customer or the operator. The VIC will confirm cancellation within a 24 hour period. It is best practice to follow these procedures so that all three parties are aware of the booking status

With the cancellation of confirmed bookings – the VIC reserves the right to charge 10% of the booking value if a confirmed booking is cancelled by the operator.

CANCELLATION POLICY

Cancellations of Confirmed bookings (where payment has been made) will attract a AUD\$22.00 (inc. GST). This administration fee 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.

If for some reason the customer cancels the booking during their stay the VIC needs to be contacted immediately.

Please ask the client the form of payment they used for booking through the Visitor Information Centre

Credit Card – If the customer does not want to return to the VIC you will have to confirm that the card taken at the time of booking is to be used for any refund.

Cash / Cheque – The Visitor Information Centre does not carry large amounts of cash so the customer will have to wait on a refund cheque via mail from Lake Macquarie City Council.





CONDITIONS FOR DEPOSITS AND PAYMENTS OR ACCOMMODATION BOOKINGS

PAYMENTS

Deposits are due within 72 hours of receiving written confirmation from Lake Macquarie Visitor Information Centre.

More than 21 days prior to arrival: confirmation deposit of one night's accommodation is due within 72 hours of booking. Balance due 21 days prior to arrival.

Bookings made within 21 days of arrival: full payment at the time of confirmation

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.

BOOKINGS WITHOUT PAYMENT

Bookings made by Visitor Information Centre staff can be held without payment for 72hrs. This will enable visitors the time to organise their finances. Online Bookings without payment will be cancelled within 72hrs.

DISCUSSION BOARD

The discussion board is an online area for networking with other operators in the area.

COMMISSIONS AND REMITTANCE

A 10% commission will be charged on all bookings made online at www.visitlakemac.com.au or via the Lake Macquarie Visitor Information Centre. For all remittance inquiries please contact Sharon Walker on (02) 4921 0742.

RECIPIENT CREATED TAX INVOICE OR RCTI

I/We the Supplier agree that:

- i. the recipient can issue tax invoices for the supplies
- ii. the supplier will not issue tax invoices for the supplies
- iii. the supplier is registered for GST when they enter into the agreement and will notify the recipient if they cease to be registered, and
- iv. the recipient is registered for GST when they enter into the agreement and will notify the supplier if they cease to be registered.

Lake Macquarie City Council will produce a Recipient Created Tax Invoice (RCTI) for all payments made to the Supplier under the terms of this agreement.



**INVOICE: LAKE MACQUARIE TOURISM ASSOCIATION
MEMBERSHIP APPLICATION / RENEWAL FORM 2011/2012**

Please note: Membership fees do not attract GST. ABN: 19 167 813 491



TOURISM OPERATOR DETAILS:

Please complete all fields to assist us in keeping your business details accurate.

Business / Property Name:

Contact Name:

Postal Address:

Town/City: Postcode:

Trading Street Address:

Town/City: Postcode:

Phone: Fax:

Mobile: Email:

ABN Number: Web:

Trading Days / Opening Hours:

NEW MEMBER / RENEWAL / NOT RENEWING

Are you: A new member of the Tourism Association

A renewing member for the next membership year

Not renewing your membership for the next year

I/we understand that we will not be active on **www.visitlakemac.com.au** until all information is entered and images are uploaded.

MEMBERSHIP LEVELS: Please note that membership fees do not attract GST

Membership renewal date – 31st October each year

| Level | Package | Annual Cost | Option |
|----------------------|---------------------------|-------------|--------------------------|
| Accommodation | 2 master bedrooms or less | \$270 | <input type="checkbox"/> |
| | 3 – 5 master bedrooms | \$380 | <input type="checkbox"/> |
| | 6-30 master bedrooms | \$500 | <input type="checkbox"/> |
| | 31-100 master bedrooms | \$760 | <input type="checkbox"/> |
| | 100 plus master bedrooms | \$860 | <input type="checkbox"/> |

| | | | |
|----------------|---|-------|--------------------------|
| General | Restaurants / cafes | \$160 | <input type="checkbox"/> |
| | Conference / function venue | \$160 | <input type="checkbox"/> |
| | Activities / attractions / retail outlets / galleries | \$160 | <input type="checkbox"/> |
| | Hire operator / tour operator / transport | \$160 | <input type="checkbox"/> |
| | Chambers of Commerce | \$160 | <input type="checkbox"/> |
| | Shopping Centres / registered clubs / pubs | \$290 | <input type="checkbox"/> |

| | | | |
|------------------|----------------------------|------|--------------------------|
| Associate | General | \$80 | <input type="checkbox"/> |
| | Chamber of Commerce member | \$70 | <input type="checkbox"/> |

TOTAL:

Please note:

- For tourist parks, please note that 5 tourist sites (tent or van) = 1 master bedroom
- If you run an accommodation operation, and you run a general operation at the same physical address, you will be covered under the one “accommodation” membership.
- If you are not joining for a full membership year a Pro Rata rate may apply.

OPERATOR RESPONSIBILITIES AND PAYMENT DETAILS:

Please accept this application for membership of Lake Macquarie Tourism Association.

I enclose a cheque/money order/credit card authority for the above level of membership.

Please Note: By signing these membership forms, you are agreeing to abide by the operator responsibilities as outlined on page 8 of the 2010 Lake Macquarie Tourism Association Membership Prospectus.

I certify that the business has all necessary approvals, insurances and licences required to operate.

Signature:

Date:

Payment Methods:

Cheque Cash Mastercard Visa

(Please make cheques payable to Lake Macquarie City Council)

Send payment to: Lake Macquarie Tourism, PO Box 3014, Blacksmiths, NSW, 2281

Credit Card Details:

Card No:
Name on Card:

Expiry Date:
Amount:



LAKE MACQUARIE VISITOR INFORMATION CENTRE

AGREEMENT FORM - 1/11/11 TO 31/10/12

FOR TOURISM OPERATORS USING THE BOOEASY
ONLINE RESERVATION SYSTEM



BUSINESS DETAILS:

Business Name:

Contact Name:

Address:

Town/City: Postcode:

BANK ACCOUNT DETAILS:

(New members only or if your details have changed in the last 12 months)

Operators must complete the attached Lake Macquarie City Council Electronic Funds Transfer Form. See following page.

AGREEMENT:

I agree to adhere to all of the policy guidelines outlined in the Membership Prospectus, title "Lake Macquarie Visitor Information Centre Policy Guidelines and the BookEasy Online Reservation System"

Signature:

Date:

PLEASE SIGN AND RETURN THIS FORM TO:

LAKE MACQUARIE TOURISM

FAX: 4972 1487

POST: PO BOX 3014 BLACKSMITHS NSW 2281





PAYMENT BY ELECTRONIC FUNDS TRANSFER (EFT)

To eliminate the significant and increasing potential for cheque fraud (for both Council and yourself) and to pass on the efficiencies of Electronic Funds Transfer (EFT), Council now makes all Creditor payments by EFT. **IMPORTANT: Supplier payment by cheque is no longer offered.**

Payment by EFT provides you with the following advantages:

- Fraudulent interception or misuse of your cheque is eliminated, whilst having immediate access to cleared funds in your nominated Bank, Building Society or Credit Union A/c.

- Same day remittance advice via fax or mailed (if no fax no. is provided) confirming all details.

- User Defined Lodgment Reference (optional) to enable easy identification of the payment on your Bank Statement (by quoting your account number that you use to identify payments from Council).

Please complete the following information and return to Lake Macquarie Tourism by fax **(02) 4972 1487** or mail **(PO Box 3014, Blacksmiths NSW 2281)**



REQUEST FOR DIRECT PAYMENT TO BANK / BUILDING SOCIETY A/C

Trading Name:

ABN Number:

(Failure to quote an ABN will result in maximum tax withholding)

Account Name:

Name of Bank:

Branch of Bank:

BSBN Number: - (Must be 6 digits)

Account Number:

REMITTANCE DETAILS

Contact Name:

Your fax number: Your phone number:

Is your business registered for GST? Yes No

I/We the Contractor/Supplier authorise direct credit to the bank account detailed above, by the Lake Macquarie City Council and agree to abide by the following conditions: 'Lake Macquarie City Council shall not be liable to the supplier for any loss, cost, expense or damage (consequential or otherwise) suffered or incurred by the supplier / contractor arising out of non payment, delay in payment or payment of an incorrect amount.'

Signature: _____ Date : _____

LAKE Macquarie

NEW SOUTH WALES

