



Services to Business Partners

To improve access to information services for both intending visitors and global travel sellers, ChristchurchNZ offers the tourism industry a range of partner services that include brochure display within the Christchurch i-SITE Visitor Centre (i-SITE), web listings on www.christchurchnz.com and inclusion in the bid proposals prepared to attract meetings, conferences and incentive travel groups to our region.

Completion of the Service Agreement Application requires intending business partners to agree to the terms and conditions associated with these arrangements which are set out below. We ask that all intending business partners who are seeking a service agreement with ChristchurchNZ read these terms and conditions carefully before completing their application.

For the purposes of the terms and conditions document, any company completing an application is referred to in the terms and conditions document as "the operator".

ChristchurchNZ does not undertake to accept all applications to supply business partner services. Some applications may be turned down because of over-subscription to i-SITE display space, quality concerns relating to the competence of an operator to satisfactorily deliver visitor services, past problems relating to payment or disputes, or the scope of visitor services that ChristchurchNZ wish to promote.

ChristchurchNZ intends to fully support tourism operators who demonstrate a commitment to developing and maintaining quality standards and gives a best endeavours undertaking to promote Qualmark endorsed activities by giving Qualmark accredited services enhanced profile at the point of sale over non Qualmarked products and services.

Terms & Conditions of Service Agreements

1 Brochure Display Services

- i) Brochures will be displayed in the operator's preferred category in a specific location within the i-SITE as decided by ChristchurchNZ.
- ii) Where brochure display space is limited, no individual operator will be permitted to display more than 5 brochures.
- iii) ChristchurchNZ reserves the right to remove a brochure from display if:
 - a) Products or service claims made within a brochure are untrue
 - b) If a number of material complaints are received about a particular product or service advertised in a brochure
 - c) If the quality of the printed brochure is deemed to be substandard as assessed by ChristchurchNZ.
- iv) The operator agrees to pay ChristchurchNZ a commission fee of 12.5% on the gross amount of any voucher or referral voucher issued for any booked product, activity or service of the operator or as otherwise agreed.
- v) Each operator will be required to provide a minimum of 200 brochures for display. The i-SITE will contact the operator when stock is low.
- vi) Brochure deliveries must be delivered to the addresses below:

In person, please deliver all brochures to the i-SITE. Please email info@christchurchnz.com to advise date and time of drop off.

Christchurch i-SITE Visitor Centre
28 Worcester Blvd
Christchurch Central 8013

OR mail them to:

ChristchurchNZ i-SITE Visitor Centre
PO Box 2962
Christchurch 8140
- vii) Where a brochure has two or more folds, the paper weight is to be no less than 130gsm per page.
- viii) Contents of operator brochures should not represent product or services that directly competes with ChristchurchNZ's business.
- ix) Approved inserts within brochures must be related to the product or service detailed within the brochure. Inserts are to be interleaved prior to delivery to ChristchurchNZ.
- x) For ease of handling and safety reasons boxes of brochures must not exceed 15kgs. All loose bundles of brochures are to be properly secured.
- xi) Operators are not permitted under any circumstances to re-stock shelves, move or remove brochures from the display stands.
 - c) If the quality of the printed brochure is deemed to be substandard as assessed by ChristchurchNZ.
- xii) A commission fee of 12.5% on the gross amount of any voucher or referral voucher issued for any booked product, activity or service of the operator or as otherwise agreed.

2 Website Listings

- i) The operator must supply full information and imagery of their product or service to be listed on christchurchnz.com via the Tourism New Zealand Operator Database (register.newzealand.com).
- ii) All information supplied by operators for use on christchurchnz.com must be an accurate representation of the product or service.
- iii) All images supplied by operators for use on christchurchnz.com must have full ownership rights by the operator.
- iv) ChristchurchNZ reserves the right to remove a particular website listing if the information is incorrect, misleading, and inappropriate or if there is a dispute or a number of material customer complaints about the listed product or service.

3 ChristchurchNZ Convention Bureau

ChristchurchNZ Convention Bureau supports operators seeking business access to the meetings, conference and incentives market with a range of activities designed to attract conference and incentive groups to the city and region. ChristchurchNZ will only approve a ChristchurchNZ Convention Bureau partnership with operators undertaking business activities directly involved in the conference and incentive industry. ChristchurchNZ Convention Bureau offers three levels of partnership as indicated on the application form, each with unique benefits and levels of participation.

- i) Where relevant to the bid requirements (i.e. inclusion is subject to client requirements), operators will be included in ChristchurchNZ Convention Bureau bids, referrals and business leads.
- ii) Where appropriate (i.e. inclusion is subject to client requirements), operators will be invited to participate in familiarisations / site inspections.
- iii) Special conditions apply to invitations to participate in ChristchurchNZ Convention Bureau co-ordinated Tradeshows and Roadshows – either within New Zealand or International. These will be indicated in the prospectus for each event.
- iv) ChristchurchNZ Convention Bureau PR support and promotional opportunities are available to operators at the discretion of ChristchurchNZ Convention Bureau Management
- v) ChristchurchNZ Convention Bureau Website – each operator is required to supply full information and imagery of their product or service to be listed on christchurchconventions.com
- vi) ChristchurchNZ Convention Bureau reserves the right to remove a particular website listing if the information is incorrect, misleading, and inappropriate or if there is a dispute or a number of material customer complaints about the listed product or service

4 Administration

- i) Brochures and other paid advertising will not be displayed until payment is received in full
- ii) Processing of display (website & brochure) may take up to 5 working days after payment is received
- iii) Changes in product, price, service, ownership, bank account or contact details including email addresses is to be advised in writing or by email to the Business Development Team:
Business Development Team
ChristchurchNZ
PO Box 2962
Christchurch 8140
Email: business.development@christchurchnz.com
- iv) Should brochure display be terminated due to non-payment, an administration fee of \$50.00 will apply when brochure display is reinstated
- v) Should the operator terminate display prior to the agreed period of service, no refund will be issued
- vi) Termination of display fees are not refundable or transferable to a future date but can be transferred to a new owner if the business changes ownership within the contract period
- vii) The operator agrees to pay all costs associated with debt collecting applicable to non payment of advertising or any other ChristchurchNZ invoicing
- viii) The operator and any agents or contractors acting for the operator must be fully compliant with all applicable licenses, permits, approvals, NZ laws and regulations in relation to operation of the business

- ix) In the event that an operator is found to be in breach of any NZ laws or regulations, or fails in the sole opinion of ChristchurchNZ to supply the service to an acceptable standard, ChristchurchNZ reserves the right to terminate the service agreement by written notice with immediate effect
- x) ChristchurchNZ is authorised by the operator to promote the business via database marketing – proactively providing your contact details to third parties (for example, Tourism New Zealand, travel wholesalers, etc.)
- xi) Under no circumstances shall an operator tout for business within the i-SITE building or grounds. Any breach of this requirement gives ChristchurchNZ the right to terminate the service agreement by written notice with immediate effect
- xii) In accepting ChristchurchNZ's terms and conditions, the operator gives consent to receive regular electronic communications on advertising opportunities and promotional marketing activity and also to receive our monthly newsletter. To unsubscribe at any time, email business.development@christchurchnz.com

5 ChristchurchNZ i-SITE Visitor Centre Bookings and Payments

- i) ChristchurchNZ will collect full payment or deposit only from customers as per agreement
- ii) The price quoted by the operator will include provision of the commission component as per agreement
- iii) Where an operator has special offers or a discounted product in additional publications displayed in any ChristchurchNZ locations, these products or services must be commissionable for sale through the i-SITE at the advertised discounted rate. ChristchurchNZ reserves the right to refuse display of the additional publication if the discounted rate is not available for sale through the i-SITE Visitor Centre
- iv) At the time of a booking confirmation the i-SITE will quote a voucher number; the operator is required to keep note of this number, as it is confirmation that the customer has paid
- v) The operator agrees to inform ChristchurchNZ in writing if booked activities are transferred to another operator
- vi) ChristchurchNZ will pay the operator by direct credit on a fortnightly basis, after the booked activity/service is availed. This will be minus the agreed commissions as per the issued voucher. All other suppliers will be paid on the 20th of the following month. ChristchurchNZ reserves the right to withhold payment to an operator where they are in arrears on payments to ChristchurchNZ.
- vii) If referral vouchers are issued and service is availed, the commission payment will be invoiced by ChristchurchNZ and payment is due on the 20th day of the month following
- viii) If the operator has a refund and cancellation policy in place, this must be supplied in writing to ChristchurchNZ stating specific terms and conditions
- ix) ChristchurchNZ must receive confirmation either written or verbal from operators before any refunds are transacted
- x) ChristchurchNZ does not provide any guarantees in respect to the levels of bookings or referrals as a result of brochure display and/or website listing
- xi) ChristchurchNZ accepts no responsibility for the non operation of any service reserved through ChristchurchNZ where the non-operation is due to operator timetable changes or other service disruption which have not been notified in writing to ChristchurchNZ

6 Complaints Policy

- i) ChristchurchNZ as a booking agent has an obligation to investigate any material complaint about a service that it has represented and sold. ChristchurchNZ expect co-operation in the investigation of any complaint from all operators
- ii) If an operator fails to respond, or refuses to acknowledge any responsibility for a justified complaint, we reserve the right to remove the operators' brochures from the brochure racks and all advertising and to terminate the agreement by written notice with immediate effect. No refund of the annual service agreement fee will apply in these circumstances

7 Service Statement

- i) ChristchurchNZ operates the ChristchurchNZ i-SITE Visitor Centre & www.christchurchnz.com & ChristchurchNZ Convention Bureau with the objective of stimulating economic activity within these regions. The Centres and website exist to provide quality information and booking services for all visitors and are important distribution outlets for the region's visitor industry operators, suppliers, organisations and businesses

8 Code of Conduct

ChristchurchNZ will always undertake to conduct our business in a professional and respectful manner. Equally, ChristchurchNZ expect their Business Partners to do likewise. Should ChristchurchNZ have reasonable cause to believe that an operator has failed to meet these standards then:

- i) ChristchurchNZ shall have the right to suspend the operator's membership and conduct an investigation as to whether the operator has met the required standards; and
- ii) If ChristchurchNZ after conducting such investigation determines that the operator has been in breach of the required standards, ChristchurchNZ will have the right to terminate the service agreement by written notice with immediate effect

In determining whether an operator has met the required standards, ChristchurchNZ may (but without limitation) have regard to any actions by the operator interfering with ChristchurchNZ's rights and obligations under this agreement, abusing ChristchurchNZ's employees or failing to act in good faith or reasonably in any conflict resolution process.

9 Termination

Notwithstanding and without prejudice to any rights of termination given to ChristchurchNZ elsewhere in this agreement in the event of the operator going into liquidation or receivership or committing any breach of its covenants and obligations contained in this agreement and failing to remedy such breach within 14 days of written notice of the breach being given by ChristchurchNZ to the operator, ChristchurchNZ will have the right to terminate this agreement by written notice with immediate effect.