

## Business Partner Services

ChristchurchNZ offers Tourism and Business Events operators a range of Business Partner services designed to support the industry and boost accessibility to Tourism and Business Event services within Christchurch and Canterbury.

Benefits of being a Business Partner include but not limited to; web listings on [www.christchurchnz.com](http://www.christchurchnz.com), inclusion in bid proposals, site and famil visits, networking functions and Business Partner education workshops.

ChristchurchNZ supports tourism operators who demonstrate a commitment to developing and maintaining quality standards in line with Qualmark criteria.

Any company completing an application is referred to in the terms and conditions document as “the operator”. ChristchurchNZ reserves the right, at its discretion, to change, modify, add, or remove portions of these Terms at any time.

By completing the Service Agreement Application, you agree to the following terms and conditions. Please review carefully before completing.

ChristchurchNZ reserves the right to decline your application to supply business partner services. Some applications may be turned down because of 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.

### 1. Website Listings

- i. The tourism operator must supply full information and imagery of their product or service to be listed on [christchurchnz.com](http://christchurchnz.com) via the Tourism New Zealand Operator Database ([register.newzealand.com](http://register.newzealand.com))
  - ii. Operators are expected to keep their listing information up to date on the Tourism New Zealand Operator Database
  - iii. Operators acknowledge that once the service agreement is no longer valid ChristchurchNZ will remove listings from [christchurchnz.com](http://christchurchnz.com)
  - iv. Operators also listing with the Convention Bureau must supply full information and imagery of their venue or service to be listed on [christchurchnz.com/meet](http://christchurchnz.com/meet) via the Convention Bureau team and inform the team of any changes directly
  - v. All information supplied by operators for use on [christchurchnz.com](http://christchurchnz.com) must be an accurate representation of the product or service
  - vi. All images supplied for use on [christchurchnz.com](http://christchurchnz.com) must have full ownership rights by the operator
  - vii. 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
- 2. 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 four 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 [christchurchnz.com/meet](http://christchurchnz.com/meet).
  - 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

### 3. Administration

- i. Website listings will not be activated until payment is received in full
- ii. 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](mailto:business.development@christchurchnz.com)
- iii. Should the operator terminate prior to the agreed period of service, no refund will be issued
- iv. Termination of 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
- v. The operator agrees to pay all costs associated with debt collecting applicable to non-payment of advertising or any other ChristchurchNZ invoicing
- vi. 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
- vii. 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
- viii. 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.)
- ix. 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](mailto:business.development@christchurchnz.com) or [conventions@christchurchnz.com](mailto:conventions@christchurchnz.com)

### 4. Complaints Policy

- i. ChristchurchNZ has an obligation to investigate any material complaint about a service that it has represented. ChristchurchNZ expect
- ii. co-operation in the investigation of any complaint from all operators
- iii. If an operator fails to respond or refuses to acknowledge any responsibility for a justified complaint, we reserve the right to remove 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

### 5. Service Statement

ChristchurchNZ operates [ww.christchurchnz.com](http://ww.christchurchnz.com) with the objective of stimulating economic activity within these regions. The website exists to provide quality information for all visitors and are important for the region's visitor industry operators, suppliers, organisations and businesses.

### 6. 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
- iii. Business information will be kept private and not released to any third-party businesses however contact details and business operating information may be shared with potential clients

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.

### 7. 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.