



2009/2010 Membership Benefits

□ Associate Membership \$198.00

Associate membership is restricted to those organisations that have an indirect association within the tourism industry i.e. tourism is not the primary source of business eg. cafes, restaurants, taxis etc.

Standard Benefits Include:

- Brochure display and distribution at the Tweed Heads Information Centre, Murwillumbah Visitor Information Centre and Kingscliff Visitor Information Centre
- Regular Newsletters sent to you detailing information and upcoming opportunities for members
- Networking opportunities within the local tourism industry and other interested stakeholders.
- Invitations to Networking Functions
- Invitations to attend industry conferences, workshops and seminars
- Inclusion in our database for members information and promotion
- Listing on www.tweedtourism.com.au website.
- Free listing in the Tweed Tourism Member Directory in the Tweed Coolangatta Visitor Guide.
- Free listing in the Tweed Tourism Member Directory on the Datatrax Touchscreen with 240 sites through Australia and New Zealand.
- Eligible for discounts when advertising in the Tweed Coolangatta Visitors Guide and other publications where participating in cooperative advertising with Tweed Tourism.
- The opportunity to advertise specials or events for fellow Tweed Tourism Members in the Tweed Tourism Newsletter – Free of Charge
- Discounts available from affiliated businesses
- Bulk Purchase of Tweed Tourism Retail items at wholesale price
- The opportunity to become a volunteer at any of our Visitor Information Centres to enable you to experience the operation at the Centres and how a) Tweed Tourism can help your business and b) you can suggest improvements to the Tweed Tourism operation
- Exclusive Tweed Tourism Membership Certificate
- Use of Tweed Naturally Logo and Tweed Tourism Logo
- Access to the Tweed Tourism image library free of charge (conditions apply)



2009/2010 Membership Benefits

□ General Membership \$410.00

General membership is for those organisations whose core business is tourism related i.e. accommodation properties, attractions, tours, cruises etc.

All Standard Benefits PLUS:

- FREE booking service available for visitors to the area with the use of the 1800 number which are passed on to Tweed Tourism Members – conditions apply*
- Access for bookable product to the Tweed Tourism On-line Reservation System
- Access to Tweed Tourism Membership database by application
- Listing on State Tourism Data Warehouse database
- Opportunity for cooperative media advertising at subsidised rates.
- The opportunity to participate in familiarisation tours by visiting journalists
- Opportunity for combined industry marketing activities – both domestic and international
- Access to Tourism statistics
- Tweed Tourism voting rights and the right to stand for board elections
- Opportunity to participate in Product Nights
- Free listing in the Tweed Visitor Guide, print run 120 00. This is our major publication and surveys tell us that this is our major supplier of business via our free call number and website
- Connection to Northern Rivers Tourism cooperative marketing campaigns
- Connection to Tourism NSW cooperative marketing campaigns
- Connection to Tourism Australia's cooperative marketing campaigns.
- Working with our Public Relations consultant and their media connections. This depends on stories that are suggested from operators and how they are accepted by the media.

□ Corporate Membership \$1200.00

Corporate level provides an organisation with membership for up to 8 affiliated properties

Includes all Standard and General Membership Benefits PLUS:

- Incorporates membership for 3-8 business entities which can show that they are managed by the one shelf company
- Opportunity for brochure distribution in Tweed Tourism trade shows free of charge
- Access to Tweed Tourism image library free of charge



Tweed Tourism Membership Conditions

- Membership benefits are for one nominated business entity only for Associate Membership and General Membership. Between 3-8 nominated business entities owned and managed by the same holding company may be nominated for Corporate Membership.
- It is the responsibility of each member to notify Tweed Tourism of changes to contact details and to keep their information, rates and availability on the Tweed Tourism website up to date.
- Membership is for a nominated business entity and is not transferable to other business entities.
- Members agree to be bound by the Tweed Tourism Rules of Association as registered with the Australian Registered Associations and Clubs.
- In accordance with Tweed Tourism Rules of Association 14.1 To be eligible to be nominated for election to the board a person must be: (a) A General or Corporate member who is a natural person, or (b) a nominee of a General or Corporate member which is a corporate member, or (c) a person who is the owner of a business which is a General or Corporate member, subject that where the business has more than one owner, only one owner is eligible for nomination.
- All members are required to hold the appropriate level of comprehensive public liability insurance for their business.

***Booking Service Conditions**

- **Rates provided by operators to Tweed Tourism for phone bookings or for publishing on the Tweed Tourism reservation system must be equivalent or less than those advertised or available, should the customer apply direct to the operator for rates, (ie: the rates available to Tweed Tourism, including commission, should not be higher than the rate available direct from the property).**
- Failure to offer equivalent or cheaper rates will result in the immediate withdrawal of the property from the website with no further bookings being processed by Tweed Tourism, until such time that the guarantee of the equivalent or lesser rate for Tweed Tourism is received.
- A minimum 10% of GST exclusive tariffs are payable in commission to Tweed Tourism for all bookings taken on behalf of all operators with product that can not be booked via the on-line reservation system. 1/11 of the commission we receive is payable to the ATO as GST. Tweed Tourism will issue Tax Invoices to all members we have taken bookings for each month so all members registered to pay GST will be able to claim back this amount as an Input Tax Credit.
- All transactions on the Tweed Tourism on-line reservation system incur 12% commission.
- All operators on the Tweed Tourism reservation system must have inventory that can be booked directly through the system.