



Key points for K.I.T.I. Membership

- i-SITE NZ is a nationwide network of visitor information centres linked by a common brand, training and guaranteed levels of service.
- The i-SITE network classes Kaikoura i-SITE as a “Large Centre”. This means we are one of the busiest centres in NZ.
- Kaikoura i-SITE assures you of consistency and objectivity through careful “filtering” of visitors’ questions, visitors decide on what product or service to purchase.
- Expose your business to an estimated 100,000 visitors per year (through the door).
- You can market your business through Kaikoura Information & Tourism for only around \$20 per month.
- Displaying your brochures onsite can create a direct booking or a future booking.
- Displaying your information in A4 folders as a visual aid to potential customers.
- A2 Poster advertising at an additional charge is a fantastic visual way of advertising.
- Regular email updates.
- Town map advertising opportunities (8 out of every 10 visitors take a map from the centre).
- The i-SITE team are encouraging visitors to stay for longer increasing the potential for sales and benefiting your business.
- Your details are included in reference lists which are emailed and posted within New Zealand and out to International Markets daily.
- Increase your internet and online advertising by having a listing on our website kaikoura.co.nz.
- You are offered a free listing on www.newzealand.com.
- Invitations to industry updates & networking functions.
- Access to industry advice.
- Representation at TRENZ.
- Introducing you to the benefits of Qualmark.

What we expect from our members

- Bring in more brochures when requested.
- Email us anytime with availability, trip times, special offers.
- Keep the i-SITE informed of product information updates.
- Let the i-SITE know if you change any of your contact details.
- Organise on-site visits or famils.
- Call in at any time or give us a phone call if you have any questions.
- Your continued support helps us to have a visitor information centre in Kaikoura which in turn benefits the whole community.

K.I.T.I. MEMBERSHIP AGREEMENT

KAIKOURA i-SITE VISITOR INFORMATION CENTRE

Kaikoura Information & Tourism Inc.

West End, Kaikoura P (03) 319 5641 F (03) 319 6819

info@kaikoura.co.nz www.kaikoura.co.nz



MEMBERSHIP AGREEMENT 2019/2020

Office: Date Received:

Receipt No:

Business Name: _____ Type: _____

Business Address: _____

Contact Name: _____

Phone Number: _____ Mobile: _____ Freephone: _____

Email: _____ Fax: _____

Website: _____

- We agree to become a member of Kaikoura Information & Tourism Incorporated (K.I.T.I.). Membership includes display of a DLE brochure in Kaikoura i-SITE Visitor information Centre; A4 information sheet, and reference lists at a cost of \$250 + GST for the 12 month period **1st April 2019—31st March 2020.**
 - We would like more than 1 brochure display at a cost of \$125 + GST per additional display. Number required _____
 - We would like to have an A2 poster display at a cost of \$500 + GST for 12 months. This option is only available to businesses who are K.I.T.I. members. Supply of material is at your own cost. K.I.T.I. to have final rights of approval. This is also a first in first served basis.
 - As a K.I.T.I. member, we would like to take a page listing on www.kaikoura.co.nz consisting of 100 words, 1x intro image, 2x thumbnail images at a cost of \$100 + GST (limit 2 categories per page)
 - On being accepted for K.I.T.I. membership we agree to 10% commission being deducted by K.I.T.I. on any booking or successful referral. Such commission will be incorporated into the rates advertised by Supplier. *(Does not apply to non commissionable services/ products i.e.: Restaurants, Service Stations, etc.)
- PLEASE CIRCLE IF YOU WOULD LIKE TO OFFER KAIKOURA i-SITE VISITOR INFORMATION CENTRE AN INCREASED COMMISSION RATE
- | | |
|--------|-----|
| 12.5 % | 15% |
|--------|-----|
- We agree to the terms and conditions of the attached Agent/Supplier Agreement.

K.I.T.I. requires a GST invoice each month from the Supplier that states the booking voucher number, the amount payable excluding the agreed commission. Please note, K.I.T.I. does not pay automatically.

Please provide your nominated bank details below:

Name of Bank Account: _____

Bank Account Number: _____

SIGNATURE: _____ Name: _____ Date: _____

Please circle one: Enclosed is a cheque for \$ _____

or I have paid \$ _____ by direct credit to bank a/c 02 0856 0037134 00

PLEASE RETURN THIS COMPLETED FORM TO KAIKOURA i-SITE VISITOR INFORMATION CENTRE

Kaikoura i-SITE Visitor Information Centre

1. Term

This agency agreement shall be effective from the date of 1st April 2019 and, unless sooner terminated, shall have an initial term of 12 months.

2. Services Provided

A. K.I.T.I. Membership– Operator (hereinafter: Supplier) wishes to be a member to advertise their products and services within the Kaikoura i-SITE Visitor Information Centre (hereinafter: Agent).

Supplier agrees to the following:

- On being accepted as a member of K.I.T.I. Supplier agrees to abide by the rules of the organisation.
- Brochures shall be limited in size to DLE (100mm wide x 210 high).
- Display rates are payable annually and payment for brochure space must be received by the 20th of the month preceding the brochure advertising or brochures will be removed by Agent.
- This Agreement does not guarantee the Supplier a minimum number of customers or bookings from Agent.

Agent agrees as follows:

- Brochures displayed will be maintained in a tidy and presentable condition to the extent possible.
- Agent shall notify Supplier should additional stocks of brochures be required prior to the existing stock being exhausted.

B. Booking Agent- Agent will accept and process bookings for goods and services provided by Supplier on behalf of the Supplier

Supplier agrees as follows:

- Agent will deduct the agreed commission on any booking or successful referral made by them on behalf of supplier. Such commission will be incorporated into the rates advertised by Supplier. *Does not apply to non-commissionable services/products i.e.: Restaurants, Service Stations etc.
- Supplier is solely responsible for advising of changes to prices or services provided and must do so in writing to the Agent.
- Supplier to notify any changes in rates, timetable, supply new or changed brochures.
- Supplier confirms that they meet the current codes of compliance to run their business and comply with the Health & Safety at Work Regulations 2016.
- Supplier shall indemnify and hold harmless Agent from and against any claims, demands, losses, liability actions, lawsuit damages and expenses, including solicitor fees and court costs to the extent such claims, demands, losses, lawsuit damages and expenses result from any act or omission in connection with Suppliers products and services and/or Supplier obligations under this agreement.
- In accordance with the Privacy Act Supplier agrees that Agent may make their business details available to any other person or business for contact details.
- Agent will not be held responsible/liable for any customers who fail to proceed with any product or service that fails to operate and any accident or injury that occurs.

Agent agrees as follows:

- Agent will confirm bookings over the phone or online. A voucher will be issued to the customer for any bookings made on behalf of the Supplier.

3. Payment for Bookings and Services

- Agent will ensure total payment is received upon each booking, unless agreed otherwise.
- Agent will issue a voucher to the customer and will advise the voucher number and customer name to Supplier.
- Agent requires an invoice each month by the 14th of the month for payment on the 20th. Such invoices will be paid less the agreed commission.
- Where Agent issues or has been instructed by Supplier to issue a referral voucher, the Supplier will pay the Agent the agreed referral commission. NB: *Every effort is made by the Agent to make confirmed bookings and take payment on behalf of Supplier.*
- Suppliers invoices will include contact details, voucher number and GST number. One invoice with the list of voucher numbers for the month is preferable. Invoices not submitted within 12 months of booking date will be forfeited.

4. Cancellation/ Refunds

- No refund will be provided for membership cancellation.
- Supplier will provide Agent with specific terms and conditions relating to suppliers refund and cancellation policy.
- Cancellations must be confirmed by Supplier.

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WEB AGREEMENT 2019/2020

Office: Date received:

Receipt:

Business Name: _____

Business Address: _____

Contact Name: _____

Phone Number: _____ Mobile: _____ Freephone: _____

Email: _____ Fax: _____

Website: _____ * Facebook ID: _____

Facebook Page name: *eg: Kaikoura i-SITE* _____

Twitter ID: *eg: kaikouraseafest* _____ YouTube ID: _____

* To find your Facebook ID:

1. In Facebook navigate to your business page.
2. Click 'Edit Page'. You must be a page admin to see this option.
3. Look at the URL in the browser's address bar.

The number after id= is your Facebook ID.
Copy and paste this into the Facebook id line under the tab Contact Information.

WHAT WE NEED FROM YOU:

- A completed copy of this form & the fact sheet attached.
- Indication of which two "categories" your product will be listed under (see www.kaikoura.co.nz).
(Extra categories are available at \$17.40 + GST each).
- 100 words text (put this on the back of the fact sheet or email to info@kaikoura.co.nz).
- 1 x logo.
- 3 x thumbnail images. Please supply all images as JPG or GIF on CD or email to info@kaikoura.co.nz.
- Payment of \$100 + GST per page.

WEBPAGE MEMBERS ARE RESPONSIBLE FOR KEEPING THEIR LISTINGS UP TO DATE

SIGNATURE: _____ Name: _____ Date: _____

Please circle one:

Enclosed is a cheque for \$ _____

OR

I have paid by direct credit to bank a/c 02-0856-0037134-00

PLEASE DROP IN OR POST THIS COMPLETED FORM BACK TO KAIKOURA i-SITE VISITOR INFORMATION CENTRE

KAIKOURA i-SITE VISITOR INFORMATION CENTRE

BUSINESS INFORMATION FACT SHEET



Business Name: _____

Business Type: (i.e: Accommodation and type of accommodation, Restaurant, Attraction etc.)

Social Media ID's: (i.e: Skype, twitter, Facebook)

Hours of operation/
Open: _____

What Credit cards accepted: _____ Qualmark Rating: _____ Earth Check: _____

FACILITIES/FEATURES/SERVICES: Please list **ANYTHING** that is a benefit or feature to your business, the more information you provide will help us to promote you to our customers. i.e.

- *Accommodation* – please list how many you sleep, room types, pets welcome, cooking –anything that is a benefit or feature to your property!
- *Tour/Attraction*– Age restrictions, pickups, what to bring, how long etc.
- *Services/Restaurants* – Specialities, child friendly, etc.

Directions: _____

Cancellation Policy: _____

Prices/Costs: _____
