

Membership

Terms and Conditions

2023 – 2024



Terms & Conditions

Last updated: 15th January 2024

Mackay Isaac Tourism (MIT) may, in its sole discretion, modify or update these Terms from time to time, and so you should review this page periodically. When we change the Terms in a material manner, we will update the 'last updated' above.

Disclaimer

Mackay Isaac Tourism members provide a wide range of goods and/or services (Products) and information in connection with those Products. In supplying this information, we are acting as the agent of our members. As an agent, Mackay Isaac Tourism cannot be held liable for any damage, injury or loss of any kind caused by or resulting from any act or omission by its members and/or visitors. Mackay Isaac Tourism also assumes no responsibility for any act of negligence, or omission by any business.

By signing up for membership with Mackay Isaac Tourism, you agree that to the best of your knowledge you are following all legal requirements, local laws and have the appropriate insurance in place for your business. Mackay Isaac Tourism may terminate an operator's membership if the above parameters have not been met.

Membership Options

Members can choose to upgrade their membership throughout the financial year. Members cannot downgrade to a lower package. Memberships are current from the date submitted to Mackay Isaac Tourism, until the end of the current financial year. No refunds will be provided to memberships.

Membership Payment Options

It is the responsibility of the Member to ensure MIT has received a signed and complete membership form. Incomplete membership forms will not be accepted. Membership invoices are due 14 days from the invoice date. Membership will cease if payment is not received within 60 days of invoice. Payment of membership confirms you agree to these terms and conditions.

Bookings

MIT will collect the full amount of all bookings. All booking monies will be held in Trust by MIT. Member payments are processed once monthly, after the date of travel, and will be paid into the operators account by direct deposit. Members must ensure they have clear, concise refund policies in place for any bookings. In the event of a booking cancellation (customer or operator), MIT will retain the current rate of commission for that booking.

Commission

Commission levels will be agreed upon as commercial in confidence with individual operators, starting at a minimum of 15% on the published price of all travel product booked by the Mackay Visitor Information Centre or booked online via www.mackayregion.com. Commission must be included in the published tariffs and be consistent with all your advertising and distribution channels including direct sales. Accommodation, attraction, event, tour, and transport booking services are offered via MIT as a complimentary service to visitors to encourage longer stays, return stays and increased visitor dispersal.



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Bookeasy

By agreeing to have your product sold through Mackay Isaac Tourism, either through the Visitor Information Centres or online via www.mackayregion.com, members agree to the Terms and Conditions specified by Bookeasy Pty Ltd.

Travel arrangements and prices detailed on www.mackayregion.com are provided and coordinated by the Visitor Information Centre. The Visitor Information Centre has taken due care and responsibility to verify and check all information in this site as at the time of compilation. However, as the relevant accommodation & tour operators on this site supply this information, it accepts no responsibility for any inaccuracy or misdescription contained in this publication or information as so supplied. Sales of services as contained in this publication are made by the Visitor Centre, only as an agent for the person, business or company providing the services. Visitor Centre does not accept responsibility for any changes in price variation of services shown. All services and prices are subject to change without notice. To view the full Bookeasy Pty Ltd. Terms and Conditions, visit <https://www.bookeasy.com/terms>.

Australian Tourism Data Warehouse (ATDW)

If members wish to appear on mackayregion.com and/or queensland.com an ATDW listing must be created, and the listing must be approved and turned live. MIT cannot guarantee your business will be featured on mackayregion.com or/and Queensland.com without this listing. Without ATDW Members may not be able to be featured in marketing campaigns or online promotions. Having a live ATDW listing is an essential component of any tourism, event, or hospitality business.

Best of Queensland Experience Program

Best of Queensland Experience Program TEQ has launched the Best of Queensland Experiences Program to identify those experiences that best bring the Queensland story to life and consistently deliver a high-quality visitor experience. The program is based on a robust and independent set of criteria, focused on consumer feedback. The benchmarks have been set to help Queensland to deliver exceptional experiences and bring more visitors to our state. To learn more please visit teq.queensland.com/experiences/best-of-queensland-experiences

This program came into full effect January 2019 and will impact the membership offering "Access to TEQ state-wide marketing campaigns" under Marketing and Trade. This offering, though still open to Mackay Isaac Tourism members, will give preference to those that have met the Best of Queensland Experience program requirements. Please note your ATDW Listing will still give you a display on mackayregion.com and queensland.com, however, your listing on queensland.com will be ranked with Best of Queensland Experiences displaying first.



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Mackay Isaac Tourism Code of Conduct

This code of conduct is intended to give all members of Mackay Isaac Tourism (MIT) guidelines to ensure the professional projection of their own businesses, and MIT as leaders of the tourism industry to the general public of The Mackay Region and visitors to this region.

All members of MIT will:

1. Conduct their business dealings and interactions with integrity, honesty, ethics and within the laws of Australia, Queensland, and the local Mackay Region.
2. Members should lead by example. Not injure or attempt to injure, maliciously or recklessly, directly, or indirectly, the professional reputation of other members of the organisation or of MIT.
3. Respect the confidentiality of information which is received from other members or from MIT and not use this information to the detriment of other members of MIT.
4. When giving an opinion to do so as objectively as possible without compromising the integrity of MIT. Members will treat other members, MIT Board, Strategic Advisory Group representatives, MIT Staff and Volunteers with respect and in a professional and courteous manner.
5. Promote wherever possible in the local community the role of MIT and the benefits of the tourism industry to the local economy.
6. Members are encouraged to support sustainable practices that minimise operational and environmental impacts and operate in a manner that enhances and preserves the natural, social cultural and economic values of the region.
7. MIT membership package benefits are unredeemable if not utilised by the expiry of membership contract.

