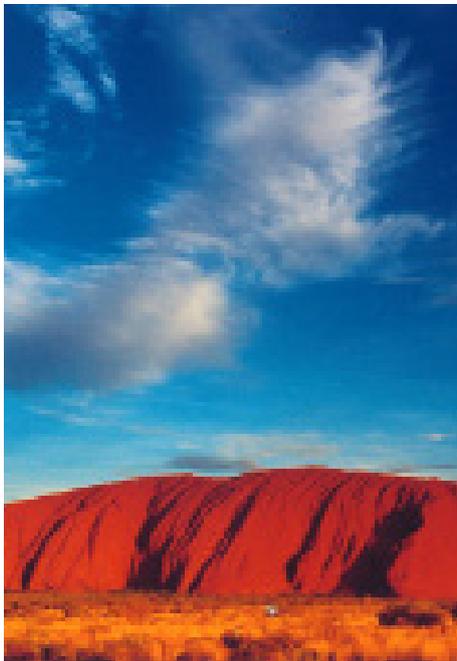
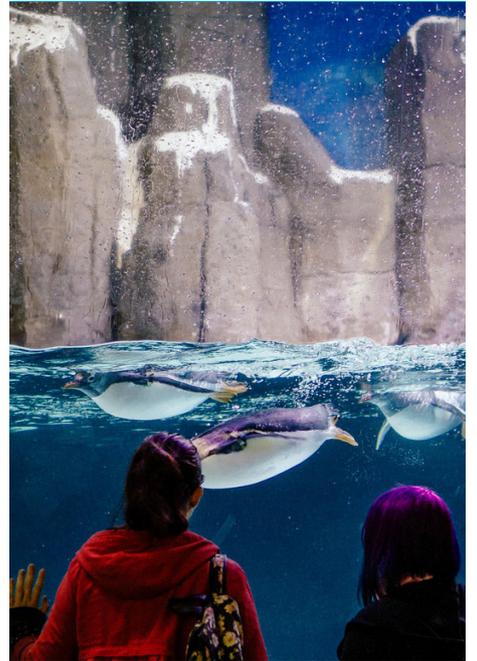




Supplier  
Information  
Kit

*TicketMates Australia*

YOUR CONNECTIONS TO  
ACCOMODATION PROPERTIES,  
STAFF CLUBS, AUTO CLUBS,  
UNIONS, EVENTS & TRAVEL  
WEBSITES



  
**EXPERIENCE**  
 — OZ + NZ —  
 WHAT WILL YOU DO?

  
 com.au

**TICKET MATES**

TicketMates Australia Pty Ltd incorporates the TicketMates B2B system, Experience Oz and Gift It Now websites.

## WHAT DO WE DO?

### TICKETMATES ([www.ticketmates.com.au](http://www.ticketmates.com.au))

TicketMates is an online tour desk system that accommodation properties, tour desks and customer call centre's use to book a range of "Things To Do" for their guests/clients. The exclusive ticketing provider for hundreds of resellers, TicketMates now services over 950 reseller locations Australia wide. We support our online system with regular sales calls and running incentives and promotions to further stimulate sales. TicketMates updates our resellers regularly on new products and promotions with a dedicated blog and monthly newsletters.

### EXPERIENCE OZ ([www.experienceoz.com.au](http://www.experienceoz.com.au))

Experience Oz is a one-stop shop for tours, attractions and activities, offering over 2000 products Australia wide, all on one customer friendly website. Tour Operators listed on Experience Oz not only receive exposure directly through our website; they are also exposed to over 350 affiliate websites which include major partners from banks, rewards programs, auto associations and accommodation websites. Only premium, unique tour products are displayed on Experience Oz and each applicant is assessed on suitability.

### GIFT IT NOW ([www.giftitnow.com.au](http://www.giftitnow.com.au))

Gift it Now is perfect for customers including members of clubs and rewards programs that are looking for Gifts for Her, Gifts for Him, Gifts for special occasions, Hampers and experiences plus many more. With over 2000 of the best gift ideas, customers can be sure they will find a gift that's unique and will always be remembered. Each application is assessed individually for suitability on Gift It Now.

## OUR DISTRIBUTION

<b>TICKETMATES</b>	Resellers through TicketMates include accommodation providers, tour desks and booking call centres and retail stores totalling approximately 950 reseller locations.
<b>AUTO CLUBS</b>	The exclusive booking and ticketing platform for auto clubs including NRMA, RAC, RACQ and RACT. We provide an Australia wide tour and attraction portal on their websites for their members, as well as a booking system for their call centres. The Auto clubs combined represent 3,014,000 members.
<b>UNIONS</b>	Experience Oz powers Union Shopper Leisure, the exclusive shopping service for Union members Australia wide, with over 1.1 million members as well as other Union Member Organisations.
<b>STAFF CLUBS/ REWARDS PROGRAMS</b>	Employees in banks such as ANZ, NAB and Westpac, and other staff clubs including Wyndham Vacation Resorts and Woolworths all use Experience Oz as a benefit of employment to book their tours and holiday experience products.
<b>EVENTS</b>	Experience Oz has provided a number of large Australian events with their own booking engine for their participants, including the Gold Coast Airport Marathon and Magic Millions Carnival.
<b>TRAVEL WEBSITES</b>	Our affiliate program is used by hundreds of online tourism related websites, including accommodation providers, visitor information sites, 'things to do' pages and regional tourism office websites.

# OPERATOR JOINING FORM

TICKETMATES

EXPERIENCE OZ

GIFT IT NOW

\*Please tick which platform(s) you are applying for. Please note each application is assessed on a case by case basis for their suitability on each website and no guarantees are given that yours will be listed on all of your selected platforms.

## COMPANY DETAILS:

Operator Business Name: .....

ABN: ..... Phone Number: .....

Manager Name: .....

Main Contact Person: .....

Physical Address: .....

Suburb: .....

Postal Address: .....

Phone: ..... Fax: ..... Mobile: .....

Email for Ticket/Booking Notifications: .....

Email for Administration: .....

Email for Accounts: .....

## ACCOUNT DETAILS:

Bank: .....

Account Name: .....

BSB: ..... Account#: .....

## INSURANCE PROVIDER:

Policy Number: .....

Insurance Details: .....

Insurance Policy .....

Expiry Date: .....

I/We the above have read and understood the Terms of Participation of the TicketMates Australia Pty Ltd. Joining Agreement.

## SIGNATORIES

Name: ..... Witness Name: .....

Signature: ..... Signature: .....

Date: ..... Date: .....

FAX TO: (07) 5592 6611 or email: michelle@ticketmates.com.au

# TERMS OF PARTICIPATION - TICKETMATES AUSTRALIA PTY LTD (INCORPORATING EXPERIENCE OZ & GIFT IT NOW) & OPERATOR

## DEFINITIONS

**Authorised Representative:** Any person that You have provided access to the TicketMates™ business system for or by disclosure of Your username and passwords.

**Operator (Supplier):** An organisation, business or person that offers products or services for sale through the TicketMates, Experience Oz or Gift It Now business system

**Customer:** Any holder of a TicketMates™, Experience Oz or Gift It Now generated ticket for Offered Product.

**Customer Initiated Refund:** A refund condition where a Customer seeks a refund on a ticket for any reason, other than an Operator Initiated Refund.

**Operator Initiated Refund:** A refund condition where an Operator postpones or cancels an Offered Product so that a Customer is unable to use a valid ticket.

**Face Value:** The recommended retail price (inclusive of GST), as set by You, for an Offered Product.

**Offered Product:** Offered Product goods, services and entries as listed from time to time on the TicketMates™, Experience Oz or Gift It Now websites as provided by Operators

**Reseller Businesses:** organisations or individuals that participate in the TicketMates™, Experience Oz or Gift It Now business systems as points of sale.

**Service Fee:** A percentage-based commission, as agreed in this Terms of Participation, which is universally applied across all the Offered Products.

**TicketMates Manual:** The instructional guide that will advise Operators as to the correct use for TicketMates™.

**TicketMates Business System:** Includes, but is not limited to, the methodology under which TicketMates™ operates, including the websites Experience Oz and Gift It Now and any other marketing, advertising or promotions provided by TicketMates™.

**Ticketing Transaction:** Single or multiple ticketed transactions recorded against an Operator's Offered Products.

## GENERAL

**You agree:** To operate and conduct business in good faith when using the TicketMates™ Business System; at all times be creditworthy, not bankrupt or insolvent and be of good financial standing to provide the Offered Product at a quality of service that conforms to the description You have provided and which meets the Customer's reasonable satisfaction; to allow TicketMates™ (incorporating Experience Oz and Gift It Now) to supply tickets to the Customer for Your Offered Product on Your behalf. Honour all tickets sold and recorded through the TicketMates™ business system against offered products. At all times, have the legal capacity to participate in the TicketMates™ Business System and to provide the Offered Product. Not represent Yourself as TicketMates™, allow TicketMates™ to make Your Offered Product available to all participating Resellers; (TicketMates™ reserves the right to disallow You to participate in the TicketMates™ Business System) promptly advise TicketMates™ of any changes in Your circumstance that may effect Your participation under these terms; not behave in any manner which is misleading or deceptive; operate the TicketMates™ system only in the manner that is described in the TicketMates™ Manual.

**We:** reserve the right to vary these terms of participation at any time and without prior notice to You, reserve a right of refusal for Your initial and continued participation in the TicketMates™ Business System for whatever reason and are not required to provide You with a reason for doing so; do not act as Your agent other than for GST purposes. **Agree to:** only sell Offered Products through the TicketMates™ Business System (incorporating Experience Oz and Gift It Now) maintain a current version of these Terms of Participation on the TicketMates™ website, make the website and ticket purchasing process available to Resellers and Customers as often as possible; allow You a right of withdrawal from participation in the TicketMates™ Business System at any time for whatever reason; supply tickets to the Customer to Your Offered Product on Your behalf; deal honourably and fairly with existing and prospective Customers and Resellers concerning Your Offered Product; and communicate promptly to You any enquiries received by us from any person concerning Your Offered Product.

## OFFERED PRODUCT/S

**You agree to:** Set the face value price of tickets for Your Offered Products competitively in market place,

only offer 'specials' that are bonafide, prepare correctly formatted text and images that are an accurate, current, and true description of Your Offered Product, as limited by the description fields used to collect information by the website. Ensure that the information You upload in relation to Your Offered Product is not offensive, racist or prejudicial in any manner; and in good faith, offer a product quality that is to the reasonable satisfaction of the Customer and that is not misleading or deceptive.

**We agree to:** not make any warranty or representation to the Customer about the fitness or suitability of Your products as set out by You on the TicketMates™ website. Reserve the right to remove any Offered Product from the TicketMates™ website for whatever reason.

### **GIFT VOUCHER TERMS**

**You agree to:** check for emails from TicketMates daily. Email is the primary method of communication between TicketMates and its affiliated companies. You agree to provide a regular price that matches or that is lower than the RRP offered to direct customers. You agree to respond to a requested booking date within 72 hours of receiving an order from TicketMates. Multiple communication failures beyond this 72 hour period will be considered a default on your obligations. If you are unable to confirm a booking request by TicketMates or reschedule in a way that is satisfactory to the customer within 72 hours, TicketMates reserves the right to take ownership of the booking, customer contact details and, if necessary, reallocate bookings to an alternative operator. You agree to honour the listed pricing paid by the customer through the TicketMates system for up to 12 months from date of purchase. This includes "Hot Deal" and sale prices, or gift voucher prices throughout the term of their validity. If you stop operations for any reason, aside from agreed seasonal breaks, you agree to notify TicketMates at least one month in advance of halting. If no notice is given, TicketMates reserves the right to immediately delist any products or services and terminate any advertising featuring your products or services. In the event business ownership changes or you make some otherwise significant change in the control of the company, TicketMates must be notified. TicketMates reserves the right to terminate the partnership with the business and request a new operator application and start the approval process again. You will not accept any voucher or purchase through TicketMates, Experience Oz or Gift It Now that has not been properly processed through the TicketMates booking system.

**We agree to:** Stick by these terms and promote your business on [www.giftitnow.com.au](http://www.giftitnow.com.au) and it's affiliated partners, based on our assessment of your suitability for this platform.

### **POSTPONEMENTS, CANCELLATIONS AND REFUNDS**

**You agree:** To refund the full amount received from TicketMates™ for a ticket in the event of Operator Initiated Refund. That TicketMates™ has a right to make a binding determination on what will constitute an Operator Initiated Refund and that this determination is final.

**We agree to:** Refund to the Customer in full, the price paid for a valid ticket that cannot be used by the Customer due to an Operator Initiated Refund.

### **SPECIFIC WEBSITE PROVISIONS**

**You agree to:** Comply with the TicketMates™ website general terms and conditions. Allow Username and Password access only to Authorised Representatives. Abide by the terms and conditions of use of the TicketMates™ website and the Terms of Participation of the TicketMates™ business system. Ensure that all material uploaded is free of viruses, worms, malicious code etc. You acknowledge that TicketMates™ reserves the right to remove all or any of Your material from the TicketMates™ web site. Allow TicketMates™ to monitor and adjust your Operator webpage to maintain a uniform look and feel without notification to you. You warrant that You own the copyright to all material used by You on the TicketMates™ website or have permission from the copyright owner to do so.

**We agree to:** Provide You with an initial Username and Password access to the TicketMates™ website. Will provide a range of other associated benefits for using the TicketMates™ Business System that at TicketMates discretion may be dependant upon the Service Fee offered by You. Reserve the right to remove all or any of Your material from the TicketMates™ website without prior notice to You.

### **ADVERTISING AND PROMOTIONS**

**You:** Acknowledge that from time to time We may: Insert advertising for other Offered Products on the TicketMates™ website; Insert advertising in printed media and reasonably request from You appropriate quality text and imagery which You will provide at no cost to TicketMates™; at TicketMates™' absolute discretion, offer for sale rights for positional placement and customised advertising on the TicketMates™ website and in printed media developed by TicketMates™.

**We:** Reserve the right to insert appropriate advertising for other Offered Products on our website. Agree to advertise and promote the TicketMates™ Business System to Resellers and Customers in a way that is intended to increase sale of its Offered Products.

**INDEMNITY**

In consideration of TicketMates™ (incorporating Experience Oz and Gift It Now ) allowing You to be part of the TicketMates™ Business System You will indemnify TicketMates™ on a full indemnity basis for all direct and consequential loss, damage and liabilities whether monetary or capable of being converted into money suffered by TicketMates™ as a result of, or caused by, or contributed by You or any person for whom You have legal responsibility for.

**CONFIDENTIALITY**

You must maintain confidentiality in any information or data concerning TicketMates™ (incorporating Experience Oz and Gift It Now) and the TicketMates™ Business System that is not generally known or in the public domain or which has the characteristics of confidentiality. We will maintain confidentiality in any information or data concerning You that is not generally known or in the public domain or which has the characteristics of confidentiality.

**LIABILITY & INSURANCES**

Comply with the public indemnity insurance provisions as required by You in compliance with the laws of the state and country and provide details of ongoing insurance coverage. We are not liable to You for any misrepresentation, errors or omissions.

**SPECIFIC GST PROVISIONS**

**You:** Agree that our relationship is governed by the provisions of sub section 153B of the A New Tax System (Goods and Services Tax) Act 1999 (the GST Act). Warrant that You are registered for GST and will be at all times. Must not supply a tax invoice to the Customer. Will supply TicketMates™ with a tax invoice and adjustment notes where applicable. You agree that to do this, You will use the facilities provided for You by TicketMates™ (incorporating Experience Oz and Gift It Now) through the TicketMates™ Business System. Further details of this are described in the TicketMates™ Operator’s manual. In accordance with available options provided by the TicketMates™ Business System, You are able to specify the intervals within which You wish to receive a tax invoice, provided it is not more than monthly in duration.

**We:** Will supply the Customer with the ticket, a tax invoice and any adjustment notes relating to the provision of the ticket in our name; and Warrant that we are registered for GST.

**UPDATES TO THESE TERMS**

You agree that Your ongoing participation is conditional on acceptance of changes to these and any other terms and conditions that TicketMates™ (incorporating Experience Oz and Gift It Now) may apply. We agree to notify You and/or Your Authorised Representative/s of changes to these and any other terms and conditions that TicketMates™ may apply (by posting the current terms on the TicketMates™ website and gaining interactive approval from You or Your Authorise Representative/s when changes occur).

**Us/We TicketMates Australia™ (incorporating Experience Oz and Gift It Now) or an authorised representative.**

**You The Operator, defined as Organisation: .....**

**ABN: ..... or an authorised representative of Your organisation.**

**These terms govern the relationship between You and Us.**

**CONTACTS**

**MICHELLE WOODROFF (MAIN CONTACT)**  
Business Development Manager  
michelle@ticketmates.com.au  
04 4777 5195

**CLINT GUDENSWAGER**  
General Manager  
clint@ticketmates.com.au  
0415238880



INITIAL .....