

# RATES CONTRACT



<b>BUSINESS NAME:</b> PEMBERTON DISCOVERY TOURS	
Business Address:	12 Brockman St, Pemberton WA 6260
Postal Address:	PO Box 316, Pemberton WA 6260
Admin Phone:	(08) 9776 0484
Admin Fax:	N/A
Email:	info@pembertondiscoverytours.com.au
Website:	www.pembertondiscoverytours.com.au
ABN:	67 437 506 457
<b>BANKING DETAILS:</b>	
Bank Name: ANZ, Kent St Busselton Western Australia	Account Name: Pemberton Discovery Tours
BSB: 016580	Account #: 494364591
BPAY / Swift #	ANZBAU3M
<b>CONTACT DETAILS:</b>	
<b>RESERVATIONS:</b>	Phone: (08) 9776 0484 (Mobile / SMS / Whatsapp +61 427133335)
Contact: Toni Dearle	Email: info@pembertondiscoverytours.com.au
<b>SALES &amp; MARKETING:</b>	Phone: (08) 9776 0484 (Mobile / SMS / Whatsapp +61 427133335)
Contact: Toni Dearle	Email: info@pembertondiscoverytours.com.au
<b>ACCOUNTS:</b>	Phone: (08) 9776 0484 (Mobile / SMS / Whatsapp +61 427133335)
Contact: Toni Dearle	Email: info@pembertondiscoverytours.com.au

# Company Description – Pemberton Discovery Tours

## Position Statement / Tagline

THE BEST IS OFF THE HIGHWAY!

### Short Description (50 words) – 2 x varieties

The magnificent Karri trees and awe inspiring Yeagarup Dunes are a major drawcard to the picturesque town of Pemberton. At Pemberton Discovery Tours we take you off the highway to visit these National Park iconic landmarks. Alternatively join us on our food and wine tour experiencing the best of the Southern Forest region.

### Long Description (100 words)

The magnificent stands of Karri trees and awe inspiring Yeagarup Dunes are a major drawcard to the picturesque town of Pemberton. The team at Pemberton Discovery Tours offer personalised, ecotourism accredited small group tours of the Warren and D’Entrecasteaux National Park, inaccessible to most vehicles. This guided ½ day journey is a great introduction to a South West holiday.

Our food and wine tour showcases the “Genuine Southern Forest” branding, visiting local identities in the wine and food industry. With pickup from local accommodation, comfortably travelling through Pemberton’s amazing scenery. A great day out with a local guide doing all the driving!

### Hero Image

(please note we have added a few different images into the dropbox link below you may wish to choose from)



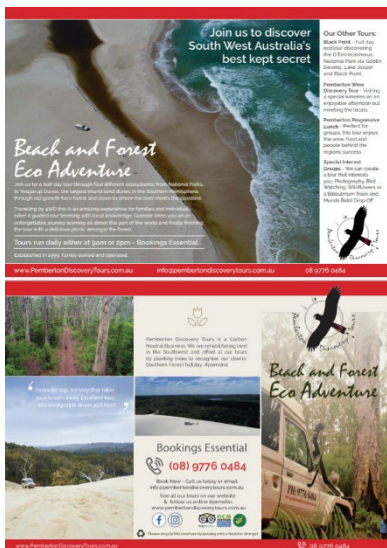
Further images you are welcome to use:

<https://www.dropbox.com/sh/ve2ldu4u2gdocf6/AACtZFgmHVcoqyqv8glfonQTa?dl=0>



### Download Brochure

<https://www.dropbox.com/s/6nnm74ujgi5z1g4/Pemberton%20Tours%20Brochure.pdf?dl=0>



### Image Permissions:

This image is permitted to be used for general distribution with photo credit as follows:  
Credit: Pemberton Discovery Tours / Australia’s South West

## Wholesale Rates @ x % Commission

1 April 18 2022 - 31 March 2024				
Tour Name: <b>Beach &amp; Forest Eco Adventure</b>			Code: <b>BFEA</b>	
	Adult	Child	Family	Private (up to 13)
Gross (RRP)	140	70	400	1380
Nett (TBC)				

### Rate Information:

All prices are quoted per person.

Children rates apply to under 16 years.

Family tickets are valid for 2 Adults and 2 Children under the age of 16 years.

Prices include all entry fees, national park fees and meals as indicated in itineraries.

Utilising Rezdy as the online booking engine see <https://pembertondiscoverytours.rezdy.com>

Minimum 4 passengers required for all tours.

9am tour is default – request 2pm tour (if available)

Private tour is for up to 13 passengers. Smaller private tour groups are available during quiet seasons (not available Christmas, Easter and Australian Summer school holidays).

### Operational Information:

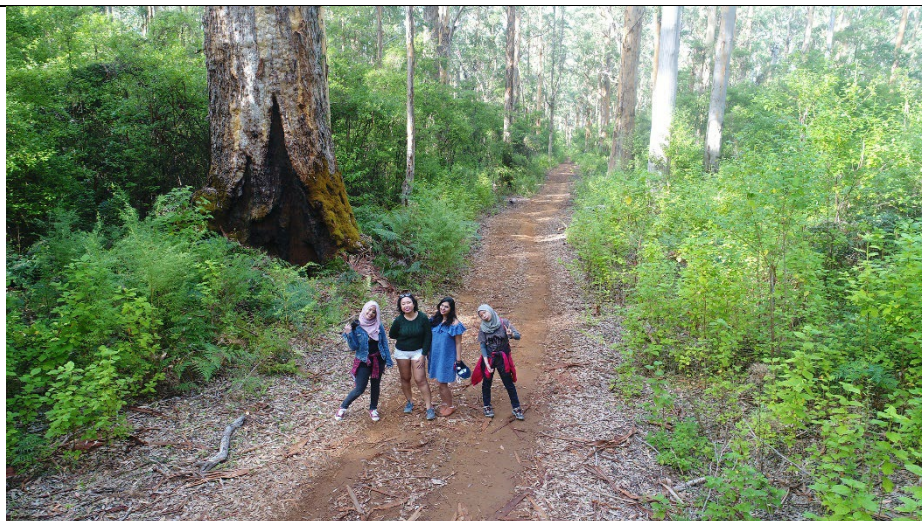
Operates: Daily excluding Christmas Day

Pick Up: 0900 from the Pemberton Crossings Bakery

Drop Off: 1300 to Pemberton Crossings Baker (approximately)

**Tour Description: Beach & Forest Eco Adventure**

<b>Positioning Statement: (10-15 words)</b>
THE BEST IS OFF THE HIGHWAY!
<b>Short Description (50 words)</b> {used for web & brochure text}
Discover the wild side of Australia’s South West diversity on this fantastic day tour. The Beach and Forest Eco Adventure is an exciting, educational and exhilarating journey that allows visitors to the South West access to the inaccessible wilderness of old growth Karri and the Yeagarup Dunes in the D'Entrecasteaux and Warren National Parks.
<b>Long Description</b> {used for web pages}
Join us onboard our comfortable 4WD to discover the remarkable wilderness in Australia’s Southwest corner as we travel through the old growth forest in the Warren National Park and the Yeagarup Dunes in the D'Entrecasteaux National Park to the mouth of the Warren River to the great Southern Ocean.  This Advanced Ecotourism Accredited Tour offers you an interpretive eco-adventure through 4 completely diverse landscapes, including the Yeagarup Dunes and spectacular seasonal wildflowers. A great addition to your south west adventure with fun, interpretation and education giving you a greater understanding and appreciation of our region and the stunning National Parks.
<b>Hero Image:</b>
Please note images are welcome to be sourced from our website, Facebook or Instagram pages. Links are: <a href="http://www.pembertondiscoverytours.com.au/media">www.pembertondiscoverytours.com.au/media</a> <a href="https://www.facebook.com/PembertonWA">www.facebook.com/PembertonWA</a> <a href="https://www.instagram.com/Pemdisc">www.instagram.com/Pemdisc</a>



## **Additional Information**

### **GENERAL TERMS & CONDITIONS ( FIT'S)**

#### **Rates And Charges**

Rates quoted are in Australian Dollars (\$AUD) and are subject to change at any time, without notice in the event of changes to government charges, taxes or levies.

Rates are inclusive of GST where applicable.

Any verbal quote given is only an estimate of price, which will be subject to a written advice on confirmation of the reservation.

All rate conditions should be confirmed at the time of booking.

All payments from overseas bank accounts must pay the invoice in full. Any bank and/or transaction fees are not payable by Pemberton Discovery Tours

#### **Payment Options**

Preferred option is through using Rezdy as a gateway.

The default link is <https://pembertondiscoverytours.rezdy.com/4874/beach-forest-eco-adventure> for full rate.

Please put agent down as booking name and make sure the passenger full names are correct. Please add to the notes the booking reference name and any details in regards to invoicing. You, as the agent, will receive the email reminders on behalf of their passengers. Adding a virtual credit card makes invoicing easier as it can be used for payment on the week of the tour.

Agents with credit facilities will be invoiced post tour. Payment terms are strictly (14) days from invoice date.

Payments are accepted by the following methods:

Electronic Funds Transfer (EFT)/Direct Deposit: GA & TM Dearle BSB 016580 Acc 108131774

Credit/Debit Card/Virtual Credit Card.

All payments from overseas bank accounts must pay the invoice in full. Any bank and/or transaction fees are not payable by Pemberton Discovery Tours.

#### **Cancellation Policy**

No-shows will attract a 100% cancellation fee

Bookings cancelled within 72 hours of tour date departure will attract a 100% cancellation fee

Bookings cancelled within 7 days of departure will incur a 20% cancellation fee

We are accredited and have a National Tourism Covid Policy in place for cancellations due to covid.

### **Refund Policy**

Pemberton Discovery Tours reserves the right to cancel tours due to extreme weather conditions, insufficient minimum numbers or any other unforeseen event or circumstances. In the event a tour is cancelled, clients will be rebooked onto an alternative tour of their choice OR offered a refund of the full ticket price.

Pemberton Discovery Tours reserves the right to refuse carriage when guests are believed to be affected by alcohol or drugs for the safety of all guests. Full ticket fares will be forfeited under these circumstances and no refund will be provided.

### **Child Policy**

Children require a separate car seat, with children under 7 years old requiring a child restraint or booster.

Children aged up to 15 years inclusive, are eligible for the child rate. Child seats available on request at no additional charge. Please advise 24hrs prior to departure if a seat is required.

### **GROUP BOOKINGS**

#### **Private rates**

Available for groups of any number (up to 13)

#### **Minimum Numbers**

Groups of 10 people or more including Tour Leaders.

Maximum capacity of Arkana is 13 passengers to 1 tour guide; Additional vehicle is 4 passengers to 1 tour guide. (Total 17). Additional guests can be carried and the tour slightly modified to cover larger group sizes.

#### **FOC Policy**

(1) FOC tour leader or interpreter in multiples of 10 thereafter (. i.e Pay 10, Carry 11. Pay 20, Carry 22).

#### **Booking Procedure**

Minimum 1 days notice required for group bookings under 14 passengers (unless there is space on an existing tour in the REZDY booking system).

Minimum 14 days notice required for group bookings over 14 passengers.

All passenger names required 2 days prior to departure.

All special requirements for passengers to be advised 2 days prior to departure.

#### **Payment Procedure**

All groups must be pre-paid prior to departure.

Bookings made within 7 days of departure must be paid in full within 48 hours of confirmation

Booking made between 8-30+ days prior to departure will require a deposit of \$200 to be paid within 48 hours of confirmation. Final balance to be paid 7 days prior to departure or whichever is sooner.

#### **Group Cancellation Policy**

All pre-booked groups, cancellations must be received in writing.

Bookings cancelled within 7 days of departure will incur a 100% cancellation fee

Booking cancelled within 28 days before departure will incur a 10% cancellation fees.

#### **Responsibility**

- Sometimes, third party products will be included in special packages. As an agent on behalf of this product or service Pemberton Discovery Tours shall not be liable under any circumstances for any failure by those service providers to fulfil such travel arrangements nor for any error, alteration or change of any kind made by those service providers following the acceptance of the booking by them. All coupons, vouchers, receipts and tickets are issued subject to the terms and conditions specified by those service providers.
- Pemberton Discovery Tours for itself, employees or agents do not accept any responsibility for any act, omission, default or neglect of themselves, their employees or agents for injury, damage, or loss to persons or goods whatsoever or however the same may be caused and they do not warrant and are in

no way responsible for the accuracy of any information given in statement made by their service providers in terms of travel arrangements.

- Pemberton Discovery Tours, its product and staff will not be liable for any accident, injury, delay, property damage or personal loss to you or those travelling with you in connection with any accommodation, transportation, or other travel services resulting directly or indirectly from any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.
- Please note that all travel documents, observance of laws and regulations of various Governments are your responsibility.
- The Operator confirms and agrees that this agreement is confidential between the Operator and Pemberton Discovery Tours, and the Operator shall not, in any circumstances, divulge or permit to be divulged, the contents of this agreement.

**RATE CONTRACT ACCEPTED**

Signed on behalf of the Wholesale Partner:

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Representative Full Name:

Company name:

Date:

**RATE CONTRACT ACCEPTED**

Signed on behalf of {YOUR COMPANY}:

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Representative Full Name:

Position:

Date: