

Registration Form

2008-2009 Programme

Fax back this form immediately to include your products for 2008-2009

Company: _____

Contact Details For Entry Participation and Proofing

Name: _____ Position: _____

Contact Mail Address: _____

_____ POST CODE: _____

Tel: _____ Fax: _____

Email: _____ Website: www. _____

2008-2009 PARTICIPATION DETAILS

Tour Operators

- Brochure + Electronic

Please reserve the following participation sizes for our products in the next programme:

(Indicate each Product Name and the DISCOVER WEST Brochure Section you wish it to appear in. Attach a separate sheet if required.)

_____ x 1/9 Page @ \$535
_____ x 1/3 Page @ \$1378
_____ x 1/2 Page @ \$1993
_____ x Full Page @ \$3787

- Electronic Only @ \$199

Attractions, Shops and Restaurants Only

- Bonus Voucher Book @ \$85 Bonus Voucher Book - with 1/9 Brochure Page @ \$270

Authorised Signature: _____ Date: _____

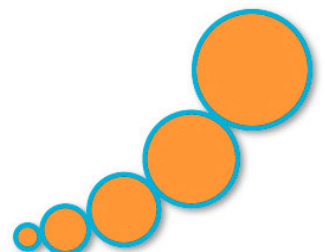
DISCOVER WEST HOLIDAYS will confirm successful entry into 2008-2009 participation in writing. You will then be required to provide text, rates and possibly pictures for DISCOVER WEST to design your product entry. Please see General Supplier Procedures (following) for more details on participation.

Fax Back to: (08) 6263 6481

West Australia's Number One Wholesaler



DISCOVER WEST HOLIDAYS
The West Australian Specialist



Programme Participation & General Supplier Procedures

Guaranteed Bookings & Payments to You

When a booking is made for your products, DISCOVER WEST HOLIDAYS requires a deposit from the travel agent & client within 7 days. Full payment from the client is required at least 30 days prior to client travel. When DISCOVER WEST receives the client's full payment, the Travel Orders are issued, along with air tickets and other documentation, and provided to the agent for the clients to travel on. Payment then becomes guaranteed to you. The clients later present the DISCOVER WEST Travel Order to you in exchange for the services booked. You then invoice DISCOVER WEST for the nett amount due (noting the unique Supplier Booking ID). Payment is made to you in DISCOVER WEST's strict twice-monthly payment run.

Commission Levels & Rates

A base wholesale commission of 20% is a minimum requirement for participation in the programmes. From the wholesale commission, DISCOVER WEST pays the retail Travel Agent their commission (minimum 10%), produces and distributes the brochure, promotes the brochure and provides an effective reservations service. Wholesale commission level is based on gross wholesale market prices.

Please Note: In order for DISCOVER WEST to position your products with major overseas wholesalers for inclusion in their own brochures, a minimum 25% commission is required. This is due to the overseas wholesaler requiring 20% commission (passing 10% to the local retailer).

Participation Process

Once you have registered your products, and your registration has been accepted, a proof of the artwork of your entry will be forwarded to you for your prompt approval. Should there be any errors or material omissions made in the design of your entry, it will be corrected without charge. The costly process of brochure production begins immediately following registration. In order to guarantee participation, payment of participation fees must be received by DISCOVER WEST prior to 31 May, 2008.

Please note: In order to keep the cost of participation at a minimum for all operators, any tardy payment will result in admin fees and interest charges to be applied to any outstanding participation fees following 31 May, 2008. Any fees still outstanding after 31 May, 2008 will be contra'd against that Supplier's account. A \$40 admin fee will be set against that Supplier account for each month that it has to be contra'd to recover the payment of participation fees. Interest rates also charged are available upon request. DISCOVER WEST HOLIDAYS maintains full editorial control and copyright on all material it publishes.

General Supplier Procedures

Supplier Booking ID

Each product booking has a unique Supplier Booking ID that is quoted to the Supplier during the booking process (including the Daily Bookings Report), throughout the life of the booking transaction (including any amendments or cancellations) and is used right through to Supplier payment. The Supplier uses the Supplier Booking ID to cross-reference back to DISCOVER WEST in all communications. Note: The same travelling passenger might have multiple Supplier Booking IDs (eg a stay both before and after an extended tour).

Daily Bookings Report

The Daily Bookings Report is a vital part of ensuring that there has been no miscommunication and is also used to advise of new bookings or amendments. It is a summary of all booking transactions for the day (including bookings via any method, amendments via any method and cancellations via any method). The Daily Bookings Report is sent via email to the Supplier. It is the Supplier's responsibility to check each report. The Daily Bookings Report is the true record of the agreed booking transaction.

On Request Bookings

Where a booking is made "on request", DISCOVER WEST corporate service standards require an immediate turn-around for the agent/client. Booking requests will be made by either (1) telephone or (2) email. The Supplier will provide an immediate response to booking requests as follows: (1) Telephone - immediate responses/confirmations during the call (full details again provided in the Daily Bookings Report). (2) Email - including the automatic "accept" or "decline" emails - immediate reply (if the initial booking request is unavailable, the Supplier will advise [where appropriate] what alternatives options are available).

Allotment Bookings

The Supplier makes available the allotted quantity of rooms detailed in the "Allotments Agreement" (or elsewhere) exclusively for DISCOVER WEST up until the corresponding release periods, for the various inventory types as detailed by the Supplier. Multiple release-back periods can be provided by the Supplier for the same room type and period. For example: 3 rooms at 7 days release-back and 2 rooms at 3 days release-back. The Supplier agrees that all bookings made via allotment can be instantly confirmed by DISCOVER WEST, on the Supplier's behalf, and will be honoured by the Supplier. DISCOVER WEST will advise the Supplier of all bookings instantly confirmed via allotment in the Daily Bookings Report on an ongoing basis. It is the Supplier's responsibility to track and monitor materialisation of allotments. Amendments to allotment bookings will be made via the Daily Bookings Report. Any cancellation of allotment bookings will be communicated in the Daily Bookings Report, however, if the cancelled booking is still outside of the release-back period the allotted inventory will be retained by DISCOVER WEST for sale to other clients up until release-back. Once all allotments have been exhausted DISCOVER WEST may revert to accessing Supplier inventory via alternative means. For example, if dynamic inventory is also in place for above-allotment bookings, additional bookings will be made via dynamic inventory. The Supplier may increase the contracted allotment inventory, over specific periods by advising in writing to: marketing@discoverWest.com The Supplier may request DISCOVER WEST to release contracted allotments, however each request is subject to approval. All release requests must be sent to DISCOVER WEST in writing to: marketing@discoverWest.com. DISCOVER WEST will not unreasonably deny releasing contracted allotments if it considers that it is unlikely to be able to sell them, and will advise the Supplier in writing if the request is approved. All contracted allotment entries loaded into the DISCOVER WEST system are confirmed back to the Supplier via email at the time of loading. Any amendments to contracted allotments loaded are confirmed back in the same way. The Supplier is responsible for checking the allotment confirmation emails to ensure the contracted allotments loaded in the DISCOVER WEST system are consistent with the Supplier's own system. Allotments release back to the Supplier at 00:01 midnight Western Australian local time on the day of release-back.

Supplier Web Interface / Dynamic Inventory / Freesale Bookings

A separate agreement will be an addendum to this agreement based on the method type. Free participation for 0809 for Supplier Web Interface, Freesale and Dynamic Inventory is based on the supplier taking up that method at the earliest possibility following registration for 0809. For the Supplier Web Interface the supplier is to maintain near last-room-availability through the interface.

Cancellations

Any cancellations will be forwarded immediately to the Supplier via auto-email and will quote the specific Supplier Booking ID. Only that specific Supplier Booking ID being referenced is cancelled (not other Supplier Booking IDs for the same clients). Cancellations are also detailed in the Daily Bookings Report. The Supplier can only charge a cancellation fee if DISCOVER WEST is holding sufficient client's pre-paid funds to cover the fee and the Supplier advises the cancellation fees in writing to bookings@discoverWest.com within 24 hours of cancellation issue (the Supplier will not be pursued for timely written notification). The standard Supplier cancellation fee amount for accommodation is defined as: in the event of a cancellation of a booking (or part thereof) being made within 24 hours of arrival or the DISCOVER WEST client is a "no-show", the Supplier will charge a cancellation fee equivalent to the nett value of one (1) nights accommodation. A similar Supplier cancellation fee amount is applicable for other product types. Alternative Supplier cancellation fee amounts might be pre-agreed separately.

Travel Orders

All clients are instructed to present the DISCOVER WEST Travel Order to the Supplier in exchange for the services booked. There will be a separate Travel Order for each Supplier Booking ID. The Travel Order includes the Supplier Booking ID included within the Travel Order Number (the last set of digits).

Supplier Payment Procedures

The new streamlined "Supplier Payment Procedures" include: 2 payment-runs per month, simple process, detailed information on the Supplier Remittance Advice to assist with your reconciliations. Payments are made according to the standing Supplier Payment Procedures (click to download). Supplier payments fall due 30 days from completion of travel. The Supplier is required to provide the correct Supplier Booking ID with an accurate invoice. If the Supplier Booking ID is not provided at the time of invoicing, a delay in payment will occur. DISCOVER WEST is licensed by the State Government to hold clients' pre-paid funds. As such, there is a statutory requirement for DISCOVER WEST to undergo thorough external financial audits on an annual basis to ensure ongoing financial strength. DISCOVER WEST is a member of the statutory government consumer protection organisation: the Travel Compensation Fund. The Supplier will ensure that any of the Supplier's internal procedures relating to credit approval are completed and that any Supplier credit limits are adequate for the ongoing and reasonably anticipated levels of business. If required, DISCOVER WEST will provide reasonable assistance to the Supplier with the Supplier's own internal credit procedure/application.

Product Integrity

Should the Supplier's products be confirmed in a booking via any method and then the Supplier is not able to fulfil the booking or service commitment for any reason (e.g. over booking, maintenance issues, weather, no longer operating etc), the Supplier is responsible for locating and confirming alternative services of a similar or higher standard at no additional cost to DISCOVER WEST or the client. The Supplier will also take all reasonable measures to ensure the reasonable satisfaction of the DISCOVER WEST client. The Supplier is responsible for delivering on the commitments made to clients via DISCOVER WEST's promotional material relating to its products. Should the Supplier be unable to deliver on services or facilities promised, it is the Supplier's responsibility to remedy the situation and to take all reasonable measures to ensure the satisfaction of the DISCOVER WEST client. In the above scenarios, all commissions of the original confirmed booking will be payable to DISCOVER WEST and the Supplier will invoice DISCOVER WEST for the original confirmed booking (any refunds/discounts offered by the Supplier to the client will be payable by the Supplier directly to the client). The Supplier will provide a written response to any client complaints forwarded via DISCOVER WEST within 5 working days. The Supplier will respond immediately to any DISCOVER WEST proofs of printed promotional material relating to its products and advise DISCOVER WEST of any material errors or omissions. The Supplier agrees to review DISCOVER WEST's online promotional material relating to the promotion of its products and advise DISCOVER WEST of any material errors or omissions in writing to marketing@discoverWest.com. DISCOVER WEST will action any notified errors or omissions. DISCOVER WEST and the Supplier will keep confidential all rates and commission levels. The Supplier will ensure that rates provided to DISCOVER WEST are competitive with market pricing. Should DISCOVER WEST establish that a published rate or offer is not available to DISCOVER WEST, the Supplier will extend the rate or offer to DISCOVER WEST.

General

Emailled notifications regarding bookings/inventory (including Daily Bookings Report, Cancellations, Allotments) will be sent to the Supplier's nominated reservations email address. Participating operators agree to the general business procedures described here and in addition agrees: to maintain internet access to be able to receive automated Daily Booking Reports and other important communications sent via email; DISCOVER WEST always acts as a wholesale agent of the participating operator (service provider or principal) for the purposes of the law of contract; this agreement has precedence over any other agreements or notices issued by the participating operator; should there be any conflict or ambiguity, this agreement shall take precedence. The legal jurisdiction of this agreement is the State of Western Australia.

A.C.N. 071 663 262. A.B.N. 84 071 663 262
Licence No. 9TA9

 KALHAVEN GROUP



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