

# aot holidays

A division of The AOT Group P/L  
(Including Sunlover Holidays, Travelpoint Holidays & New South Wales Holidays)

## PARTICIPATION CRITERIA

### ABOUT AOT HOLIDAYS

AOT Holidays is the domestic wholesale division of The AOT Group and operates the wholesale brands of Sunlover Holidays, New South Wales Holidays and Travelpoint Holidays. Our Head Office and Call Centre (servicing travel agent and consumer enquiries and bookings for the Sunlover Holidays, New South Wales Holidays and Travelpoint Holidays ranges) are located in Brisbane. Our consultants will sell products from our three brands.

We have a team of 16 Account Managers based in Brisbane, Sydney, Melbourne, Adelaide, Perth and Auckland, who call on travel agents throughout Australia and New Zealand.

The Sunlover Holidays brand is preferred with all major retail groups as well as many independent agencies. The New South Wales Holidays and Travelpoint Holidays brands are preferred with Flight Centre, Harvey World Travel, Concorde Travel Agency Group and STA and we are currently in negotiations with other retail chains regarding preferred status for these brands.

New products to the program need to be able to offer a unique selling point or marketing advantage. Demand for the type of product and the number of similar products already in our program will be considered in the selection process for new products.

### Rates:

To participate in the AOT Holidays Domestic programs, you will be required to provide us with a competitive sell rate. This rate cannot be higher than the rate you would charge a customer who books with you direct or through any other form of distribution. If you are accepted into our program and introduce a special or lower rate into the marketplace at any time, we will need to be given access to that special/lower rate at our contracted commission level.

### Commission:

Our minimum commission requirement is 25% for GST applicable suppliers and 25.5% for Input Taxed Accommodation suppliers. This commission is deducted from your recommended retail price. (Note: a minimum of 10% commission is paid to the retail travel agent on every booking made). If you are participating in another wholesale program and paying a higher level of commission, we require the same level in order to remain competitive.

### Program Participation Fee:

A standard Program Participation Fee (PPF) is applicable for each of our domestic wholesale programs. For 2008/9, we are offering two forms of distribution. The first including Brochure, System and Online distribution; and the second option including System and Online distribution.

For 2007/8 the option of participating with Brochure distribution has closed. The option for System and Online distribution remains available.



For the one Program Participation Fee, your product will receive the following distribution:

- Brochure inclusion (if you selected this option) with distribution throughout Australia and New Zealand
- Inhouse Reservations System
- The relevant Travel Agents website (Sunlover Holidays, Travelpoint Holidays and New South Wales Holidays all have separate travel agent websites for agent bookings)
- The entire domestic range will be available via our consumer websites [www.travelpoint.com.au](http://www.travelpoint.com.au) and [www.agents.travelpoint.com.au](http://www.agents.travelpoint.com.au)
- Third party portals including [www.travelmate.com.au](http://www.travelmate.com.au), [www.gostay.com.au](http://www.gostay.com.au) and [www.webjet.com.au](http://www.webjet.com.au) with potential for further online opportunities

Queensland Suppliers will also receive distribution through:

- Our Consumer web site [www.sunloverholidays.com](http://www.sunloverholidays.com)
- [www.goqueensland.com](http://www.goqueensland.com) and [www.queenslandholidays.com.au](http://www.queenslandholidays.com.au)

New South Wales Suppliers will also receive distribution through:

- Our Consumer web site [www.nswholidays.com.au](http://www.nswholidays.com.au)

So one PPF will provide the most comprehensive distribution of any domestic wholesaler.

#### Allotments:

Allotments are negotiated at the beginning of the contract year and are held for our exclusive use. The minimum allotment requirement varies for each region. Once we have sold the original allotment we expect operators to provide us with additional rooms/seats at our usual commission level.

Any unsold allotments are released back to you on the pre-negotiated release back date. The maximum release back period is 7 days. Allotments will not be released back earlier than the contracted release back date during peak seasons and only under exceptional circumstances in low season.

If you are unable to provide your product after we have sold it, you will be required to provide an alternative of similar or better standard at your own expense, which is acceptable to our customer.

#### Consideration to include your product also depends on:

- Your commitment to providing high product and service standards
- Your commitment to respond to customer complaints within 7 days
- Your agreement to accept the AOT Group's terms for collection of deposits and final payments
- Your agreement to accept payment by EFT for all bookings
- Your agreement to accept bookings via email
- You must have fulfilled any legal obligations (eg. licensing and privacy laws)
- You must have Public Liability Insurance with a minimum of \$5m cover per accident or incident claim
- All required information being supplied by the deadline specified in our letter of invitation

#### Additional Criteria for Accommodation:

- A satisfactory inspection report by our Product Manager and/or Product Co-ordinator
- Minimum 3 star rating (as assessed by AAA Tourism)
- On-site management
- Minimum of 20 units/rooms in the letting pool, with no less than 75% of the building's units/rooms available for holiday letting
- In the case of property management rights, the manager must have a signed contract with the Body Corporate for the duration of the program year
- Properties under construction need to be at a stage where we can undertake an inspection by July of the year prior to the program year.