

# Far North District isite Visitor Information Centres

## ANNUAL MEMBERSHIP AND DISPLAYS

1st October 2023 - 30th September 2024

The three official isite Visitor Information Centres in the Far North are owned and managed by the Far North District Council:

BAY OF ISLANDS (PAIHIA)

TOP OF THE NORTH (KAITĀIA)

HOKIANGA (ŌPONONI)

### NAU MAI, HAERE MAI

Whether visitors are from across the world or from across the road, our welcoming staff provide an expert, personalised service.

## CONNECT AND INFLUENCE

Our focus is on connecting with our visitors to positively influence their experience, encouraging them to stay longer, see more and really enjoy their time with us, so that they visit again soon. Our staff work hard for you, our operators and service providers, by making recommendations, referrals and reservations based on a visitor's requirements, and by offering helpful advice and information.

## YOUR SHOP WINDOW

We work hard to showcase and market your products and services:

- We promote and recommend your business
- We engage with visitors on your behalf
- We highlight the material displayed at the Centres
- We create a dedicated 'activities' board on cruise ship days
- We do our best to make preferential referrals and bookings



Bay of Islands isite Visitor Information Centre

## MEMBERSHIP BENEFITS

Displaying your promotional material at the isites gives you the opportunity to promote your property, activity, shop, restaurant, cafe or service to thousands of potential customers as they are actively seeking out information.

## BOOK OR LOOK

After talking with a consultant, or perusing the information available at the isite, visitors may make a booking directly with the isite, or they may consider the information on offer and book directly with the operator. Visitors often prefer to view accommodation before committing.

## YOUR MEMBERSHIP COUNTS

Your ongoing support is crucial to the success and viability of our isite Visitor Centres. We endeavour to provide an excellent service to you, our visitors, the community and the region.

## MAXIMISE YOUR MEMBERSHIP

- Develop the relationship
- Pop in to say 'hello' and meet new staff
- Offer famils and site visits
- Keep us updated
- Send availability in peak times and for cruise ship days
- Be contactable!

## RENEWAL INVOICES

If you currently have a brochure, poster or other display, you will automatically receive a renewal invoice in September.

bigfish



# Booking Form



Hokianga isite Visitor Information Centre

BUSINESS

PRODUCT

EMAIL

PHONE

MOBILE

ADDRESS

## DISPLAY PRODUCT SELECTION

DISPLAY PRODUCT	Quantity	Cost
Brochure: All 3 isites		\$250
Brochure: Hokianga isite only		\$110
Brochure: Kaitāia isite only		\$110
A2 Poster: Paihia only		\$320
A4 Poster: Kaitāia only		\$110
Banner: Paihia only		\$860
3 minute DVD/Video		\$1,110
1 minute DVD/Video		\$420
<b>TOTAL excl GST</b>		\$
<b>TOTAL incl GST</b>		\$

**12.5% commission is payable on all bookings made by any of the three Far North isite Visitor Information Centres.**

All costs are exclusive of GST and are for the annual contract period 1st October 2023 - 30th September 2024.

I have read and agree to the full Terms and Conditions and Payment Terms

I will pay on invoice

I will pay by AP in 3x monthly payments

SIGNED

DATE

**92 CRUISE SHIPS DUE THIS SEASON**

**114% INCREASE IN VISITORS\***

**146% INCREASE IN VISITOR SPEND\***

\* FNDC isite monthly data for the 12 months ending August 2023 vs the previous 12 month period

## PAYMENT TERMS

You agree to make payment in full on invoice or to make payments by Automatic Payment over 3 months. This Agreement is between Big Fish Creative Ltd and the party on the booking form, the 'supplier'.

Payments to Big Fish Creative:

**BNZ 02-0492-0141888-00**

Trading name and invoice number required on all payments.

## AUTOMATIC PAYMENTS

Please advise at time of booking if you wish to pay by Automatic Payment. Your invoice will then show the amount you need to pay each month for three months. The first payment is due 20th of the month following invoice date.

Set up your payments via your online banking system.

**Please complete this form and email to Cheryl**

**E: cheryl@bigfish.nz**

**P: 027 255 5487**

# Supplier Display Terms & Conditions

### ANNUAL SUBSCRIPTION CONTRACT

By entering into the Display Contract with the Far North District isites, you agree to a 12.5% commission payment on all bookings and successful referrals made by the Far North isite Visitor Information Centres.

- Any bookings made are customer driven.
- There are no preferred operator agreements.
- All Suppliers are treated equally.
- The isites do not guarantee any level of business to operators in exchange for payment of display space.
- Fees must be paid by the due date or agreed date. Any costs including debt collection agency costs and/or legal costs relating to the collection of unpaid debts shall be payable by the supplier.
- All accounts not fully paid by the due date or agreed date will incur a 10% late payment penalty fee.
- Suppliers must be contactable by phone and/or have their booking calendar up to date at all times.
- When quoting pricing, commission must be included and not added on afterwards.
- The cost to the customer must be the advertised retail price, with no additional commission component added whether booked direct with you, or through the isites.
- For any booking that is made where only a deposit is taken, it is the supplier's responsibility to collect the remaining payment from the customer.
- When full payment for bookings has been collected at the isite, the supplier will accept their voucher as payment for services booked.  
**At the end of the month, email your invoice (less 12.5% commission) to [accountspayable@fnfdc.nz](mailto:accountspayable@fnfdc.nz)**
- Invoices need to show:
  - Your business name
  - GST number (if you have one)
  - Bank account name and number
  - Voucher number(s)
  - Total value of the booking(s)
  - 12.5% commission deducted
  - Net amount owed by FNDC

Payments will be made to you on the 20th of each month. Supplier invoices need to be submitted correctly to avoid payment delays.

- By entering this Contract you agree that your business has fulfilled all legal requirements and consents to operate.
- All revisions regarding prices, times and change of service must be in writing to the isite Visitor Centres.

### DISCLAIMER

The Bay of Islands, Far North and Hokianga isite Visitor Centres accept no responsibility for the non-operation of any service reserved through our Centres, where the non-operation is due to operator timetable changes which have not been notified in writing. The Bay of Islands, Kaitāia and Hokianga isite Visitor Centres disclaim any and all liability to any person in respect of the consequences of any failure to operate, accident, or injury which may occur on services reserved and ticketed by the Far North isite Visitor Centres, where supplier error or negligence is the cause.

### REFUND/CANCELLATION POLICIES

- Customer cancellation or failure to show requires immediate notification to the originating isite Visitor Centre.
- The isite must be advised where any service booked by the Centres is transferred to another supplier.
- If you have a Refund and Cancellation Policy in place, please supply the isites with your specific terms and conditions.
- Confirmation from the supplier is required for all cancellations whether the supplier or customer cancels the reservation.

### BROCHURE DISPLAYS

- Brochure Display Contract period is one year commencing 1 October 2023. Displays can be started at any time thereafter by arrangement POA.
- No refund will be given for early termination of contract.
- **A renewal invoice will be automatically sent by email in September each subsequent year.**
- The annual fee of \$250+GST includes all three isites.
- For Hokianga or Kaitāia only the annual fee is \$110+GST.
- Second and subsequent DL brochures are charged at the same rate.
- Brochure display space is DL size, 100mm x 210mm. Larger size brochures will be charged two spaces.
- It is your responsibility to ensure the isites have sufficient supply of brochures at all times.
- **At the start of a new contract, send or deliver 200 brochures to:**  
Bay of Islands isite Visitor Centre  
Paihia Wharf, 101 Marsden Rd  
Paihia 0252
- They will deliver sufficient quantity to the other two isites.

### A2 (PORTRAIT) WALL POSTER (PAIHIA)

- Deliver one LAMINATED copy of your A2 poster to the Paihia isite
- Poster Dimensions: 420mm x 594mm (w x h)
- Banner Display dimensions on application

### A4 (PORTRAIT) WALL POSTER (KAITĀIA)

- Deliver one LAMINATED copy of your A4 poster to the Kaitāia isite
- Poster Dimensions: 210mm x 297mm (w x h)

### DVD/VIDEO

- Your DVD/Video will play on rotation on the big screens in all three isites
- DVD/Video to be supplied on USB, MP4 file format or VIMEO link
- DVD/Video length must be either less than 1 minute (\$420) or 3 minutes (\$1,110)

### BOOKIT

Although we prefer to ring you to check availability, our isites also process accommodation bookings using the BOOKIT online booking system, so make sure your inventory and rates are kept up to date.

**NOTE: bookings made directly via BOOKIT will not show as being generated by the isite.**