



Far North District isite Visitor Information Centres

ANNUAL MEMBERSHIP AND DISPLAYS | 1 October 2025 - 31 September 2026

The three isite Visitor Information Centres in the Far North are owned and managed by the Far North District Council. They provide operators and service providers an opportunity to connect directly with thousands of engaged visitors. The Centre locations are:

- Bay of Islands (Paihia)
- Far North (Kaitiāia)
- Hokianga (Ōpononī)

Kia ora. Hello. Welcome.

Whether visitors have come from around the world or down the road, our isite consultants are passionate locals who provide personalised service and expert travel advice to help visitors make the most of their time in the Far North.



Connect and Influence

Our focus is on connecting with our visitors to positively influence their experience, encouraging them to stay longer, explore further, and return again. Our team supports you - our valued operators and service providers - by offering tailored recommendations, making referrals and reservations, and providing accurate, helpful information based on each visitor's needs.



We're your Shop Window

As a display member, your business will benefit from:

- Knowledgeable consultants offering face-to-face promotion
- Direct engagement with visitors actively planning their journey
- Preferential referrals and bookings made on your behalf



Book or Look

After speaking with a consultant or browsing the information available at the isite, visitors can choose to make a booking directly through us or use the information provided to book with an operator themselves. Visitors often prefer to view accommodation before committing.



Your Membership Counts

Your ongoing support is essential to the success and viability of our isite Visitor Centres. We are committed to delivering excellent service to you - our members - as well as to visitors, the wider community, and the region as a whole.



Make the Most of Your Membership

Encourage bookings and referrals by:

- Staying in touch with isite staff, we welcome pop-ins!
- Offering famils and site visits
- Sharing your availability in peak times and for cruise ship days
- Being responsive and easy to contact

Booking Form

Please complete the following and email to narrelle@bigfish.nz

BUSINESS

PRODUCT

EMAIL

PHONE

MOBILE

ADDRESS

Display Product Selection

Display Product	Location	Qty	Cost
Brochure	All 3 isites		\$250
Brochure	Hokianga isite only		\$110
Brochure	Kaitāia isite only		\$110
Physical A2 Poster	at Pahia		\$320
Physical A4 Poster	at Kaitāia		\$110
Digital Screen Poster	at Pahia		\$320
Video (1 minute)	All 3 isites		\$420
Banner	at Paihia		\$860
TOTAL excl GST			\$
TOTAL incl GST			\$

All costs are exclusive of GST and are for the annual contract period 1st October 2025 - 30th September 2026.

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

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

198,864

VISITORS WERE COUNTED THROUGH THE FAR NORTH ISITES IN THE YEAR ENDING AUGUST 2025* WITH

Paihia isite

BEING ONE OF THE BUSIEST IN NEW ZEALAND!

*AS RECORDED BY BELLWETHER PEOPLE COUNTERS

47 CRUISE SHIPS DUE THIS SEASON

Renewal Invoices

If you currently have a brochure, poster or other display, you will automatically receive a renewal invoice in late-September for the new annual period that commences 1 October 2025.

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 over 3x months. Your invoice will then show the amount you need to pay each month for 3x months. The first payment is due 20th of the month following invoice date.

Set up your payments via your online banking system.

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@fndc.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 2025. 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 late-September each subsequent year.**
- Brochures must promote a single business, product, or entity. Collaborative or joint brochures require prior approval from the Far North isite's before display.
- The annual brochure display 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 require prior approval from the Far North isite's and will be charged at least 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
Paihia will then deliver a sufficient quantity to the other two isites.

Printed A2 Wall Poster (Paihia)

- Deliver 1x LAMINATED A2 (portrait) poster to the Paihia isite
- Poster dimensions: 420mm x 594mm (w x h)
- Banner display dimensions are available on application

Printed A4 Wall Poster (Kaitāia)

- Deliver 1x LAMINATED A4 (portrait) poster to the Kaitāia isite
- Poster dimensions: 210mm x 297mm (w x h)

Digital A2 Poster (Paihia)

- Digital posters are displayed on rotation at the Paihia isite
- Supply your digital artwork as a high resolution .png file, and email or Dropbox to Natalie.McCondach@fndc.govt.nz

Video (1 minute maximum)

- Video plays on rotation at all three isites
- Supply as a high resolution MP4 video file, and email or Dropbox to Natalie.McCondach@fndc.govt.nz