

Destination Greater Victoria Ticket Centre Agent Agreement

GENERAL BUSINESS INFORMATION

Business Name*			
Address			
Website			
Phone		City	
Province		Postal Code	

*Herein referred to as the "Member"

CONTACT INFORMATION

Contact Name			
Title			
Email			
Primary Phone		Cell	

AGREEMENT TERMS AND CONDITIONS

1. The Member and Greater Victoria Visitors & Convention Bureau (GVVCB) – also known as Destination Greater Victoria – enter into this agreement for GVVCB to provide a ticket selling service.
2. GVVCB will sell the Member's products and services via Member's website and/or special voucher inventory supplied by member.
3. Members who require GVVCB to contact them before an inventory item is sold to confirm space and availability will follow the procedures for the *Call & Request* Option - found below.
4. Members who do **not** require contact before inventory is sold will follow the procedures for the *Free Sell* Option – found below.
5. GVVCB will take full pre-payment from the consumer at the time of the booking - unless a confirmed reservation has been pre-determined as the only booking requirement.
6. Members must provide 48 hour written notice in order to update inventory, seasonal price changes and make adjustments to ticketing options. Submit changes to: info@tourismvictoria.com
7. In the event of a price discrepancy between a Member and GVVCB's ticket system, the actual price charged to the consumer and received by GVVCB will be used.
8. All tickets sold and/or confirmed bookings made on behalf of the Member by GVVCB are subject to 10% commission and applicable taxes.
9. Members will keep accurate records of redeemed tickets/vouchers/reservations for reconciliation purposes and tracking of commissions payable to GVVCB.
10. Member will submit commission payment monthly to:
 Greater Victoria Visitors and Convention Bureau
 200 – 737 Yates Street
 Victoria, BC V8W 1L6
 Attention: Accounts Receivable

Please note: Tickets are non-refundable, non-exchangeable and are a final sale. Tours and services that are not confirmed at the time of purchase will not be sold to visitors. Unconfirmed tour/service tickets can be purchased directly from the business.

Member Ticketing Information

BUSINESS DESCRIPTION

TYPES OF SERVICES OFFERED

List all products/services you wish GVVCB to sell on your behalf including product descriptions and applicable prices excluding taxes

SCHEDULE/HOURS OF OPERATION

ADDITIONAL DETAILS

Provide information policies, special procedure, and any special offers and/or value-add elements you would like to offer

COMMISSION – All products and offerings are subject to a commission of 10% payable to GVVCB.

TAXES – GVVCB is required to charge GST on all products and offerings. If the product or service is tax exempt, proof is required.

ADDITIONAL INFORMATION

The Member agrees to indemnify and save harmless GVVCB and its directors, officers, employees, contractors and agents from any losses, claims, damages, actions, causes of action, costs and expenses that the Member or any of its directors, officers, employees, contractors or agents may sustain, incur, suffer or be put to at any time, arising out of the participation by the ticket holder in the activity or event for which the ticket is sold, including, without limitations, expenses, fines, judgments, settlements and other amounts actually and reasonably incurred in connection with liability, suit, action, loss, or damage arising or resulting from the ticket holders participation in the activity or event.

Please check the option that best applies to you

Call & Request Option:

Tickets sold under the Call & Request Option require a reservation directly with the Member before purchase. Visitors will arrive with pre-purchased tickets for the reserved tour. No credit card information can be given over the phone, but the Visitor Centre will provide the following information to reserve the trip:

- First and last name
- Contact number and/or accommodation number
- Tour date and time

Free Sell Option:

Tickets sold under the Free Sell Option do **not** require a reservation with the Member before purchase. Visitor Centre staff will sell the tickets to visitors as required via pre-determined voucher inventory and when applicable via the Member website.

Please check and sign

- I understand and agree to the above Terms and Conditions.
- I confirm that I have attached proof of insurance coverage with a minimum of two million dollars in commercial comprehensive liability insurance.
- I agree to include the Greater Victoria Visitors & Convention Bureau as an additional insured and have attached proof of Certificate of Insurance.
- I agree this agreement will be in effect and shall automatically renew until either party provides the other with written notice of termination.
- I agree, for the duration this agreement is in effect, to follow GVVCB's Members' Code of Ethics that may be updated from time to time. The Members' Code of Ethics document can be found [here](#).
- I agree, for the duration this agreement is in effect, to follow GVVCB's Member in Good Standing status as outlined in the Terms & Conditions of Membership with Destination Greater Victoria. The Member in Good Standing criteria may be updated from time to time. The Member in Good Standing document can be found [here](#).

Signature (Member)

Signature
(Greater Victoria Visitors & Convention Bureau)

Date

Please return completed form to cherise.greenfield-gaunt@tourismvictoria.com