

## Destination Greater Victoria Ticket Centre Sales 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) enter into this agreement for GVVCB (also known as Tourism Victoria) to provide a ticket selling service.
2. GVVCB will sell the Member's Products and Services through its Visitor Centre(s).
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.
6. GVVCB will provide ticket sale payments and reporting as follows:
  - a. May to August – two monthly payments as follows:
    - i. Ticket sales from the 1<sup>st</sup> to the 15<sup>th</sup> of the month
    - ii. Ticket sales from the 16<sup>th</sup> to the end of the month
  - b. September to April – one monthly payment
  - c. GVVCB will issue payment directly to Member's bank account via electronic funds transfer (EFT)
  - d. Members must fill out and sign the EFT Agreement and provide copy of a void cheque
7. Members must provide 48 hour written notice in order to update inventory, seasonal price changes and make adjustments to ticketing options. Submit changes to: email [info@tourismvictoria.com](mailto:info@tourismvictoria.com)
8. 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.
9. All tickets sold on behalf of the Member by GVVCB are subject to 12% commission and applicable taxes.
10. All Special Event tickets sold on behalf of the member by GVVCB are subject to 15% commission and applicable taxes. When applicable, GVVCB will use ticket stock and inventory supplied by the member. A special event can be defined as any event where a large number of people are brought together to watch or participate.

*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*

**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.

**Special Events Option:**

Tickets sold for Special Events are subject to 15% commission. Ticket inventory and/or vouchers will be supplied by Member.

**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 Tourism 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](mailto:cherise.greenfield-gaunt@tourismvictoria.com)