



## **BOOKING AGREEMENT**

This Agreement is between: -

Visit Kent  
28-30 St Peter's Street, Canterbury, Kent CT1 2BQ  
(**Visit Kent**) and

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.....  
(**Accommodation Provider**)

The proprietor of

.....

### **AGENT**

- The Accommodation Provider appoints Visit Kent to be its agent for all bookings to the Establishment made via [www.visitkent.co.uk](http://www.visitkent.co.uk) (the website)

### **AVAILABILITY/RATES**

- The Accommodation Provider will update on a regular basis, online or over the telephone, the number of rooms available and the appropriate rate of such accommodation.
- The Accommodation Provider will honour the resulting availability and rates shown on the website.

### **AGENTS FEE**

- The Accommodation Provider will pay Visit Kent a 10% commission (plus VAT) on the total value of all bookings made via the website.
- The Accommodation Provider will be invoiced for commission on a quarterly basis for all bookings made via the website. If commission does not exceed £25 in one quarter the amount will be rolled over to the next quarter until the financial year end is reached, 31st of March, when an invoice will automatically be sent.
- 'No shows' and cancellations must be logged in Guestlink within 1 week. If not logged Visit Kent will include the commission on the next invoice.
- Invoices are payable within 30 days of postmark. Any disputes must be raised within 14 days of postmark on invoice, or the full invoice is payable.

### **RESERVATIONS/BOOKINGS**

- The Accommodation Provider will receive notification of a DMS booking via fax, email or both and details can be found once a provider has logged on via the Guestlink website.

- For non-allocated rooms the accommodation provider **MUST** confirm all web reservations direct to the customer within 24 hours of the reservation being made.
- Seeking initial deposit and payment for the balance of both allocated and non-allocated website bookings is the responsibility of the Accommodation Provider.
- Accommodation Providers must display and honour their terms and conditions for web bookings.
- Any additional services not included in the original booking such as drinks, meals, telephone calls etc. and the cost of any extension of stay will be the responsibility of the Accommodation Provider to claim from the Client before departure and are not subject to commission.

**CANCELLATION / COMPLAINTS**

- A ‘strike’ will be put against a provider for any of the following:
  - Bookings not honoured and/or customer complaint received due to incorrect rates/availability.
  - Invoice not paid within 30 day of postmark.
  - Evidence that the provider is bypassing the correct procedure.
- Providers will be notified on a third ‘strike’. If a solution cannot be agreed Visit Kent will remove the provider from the website.

**LIABILITY**

- The Accommodation Provider accepts responsibility should they not be able to fulfil a booking made via the website and will make immediate and suitable alternative arrangements for the Client.
- Visit Kent is under no obligation to pay or seek payment for any accommodation costs, or seek any cancellation fees from the Customer.

Signed.....  
 (On behalf of **THE ACCOMMODATION PROVIDER**)

Print Name.....

Position.....

Date .....

Please return to:

Mark Whitling  
 Visit Kent  
 28-30 St Peter’s Street  
 Canterbury  
 Kent  
 CT1 2BQ