



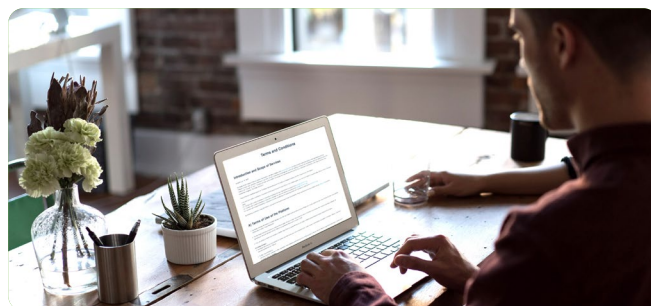
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T&Cs for Online Referral Partners

Terms and conditions for online referral partners

Introduction

Forming part of the section [Commercialise Your Bookable Experience with the Right Price](#), below we look at terms and conditions for online referral partners.



As bookings from referral partners occur via local, national, and/or global contacts that are known to the experience provider, contracts are not generally created; particularly if the referral is made:

- ✓ on a zero-fee basis.
- ✓ or if the referral partner's guest/customer books directly via the experience provider's own brand website where terms and conditions are clearly stated.



However, as the function of a contract is to clarify and record agreements made between two (or more) partners, it may be useful to create a simple contract including as follows:

Rate basis: whether a zero-based fee, commissionable fee, or discounted rate applies.

- ✓ **Booking method: e.g.**
 - if a unique code needs to be used to book experiences.
 - defining if the partner books experiences on behalf of their guest/customer OR the guest/customer books via the experience provider's website.
- ✓ **Terms of payment: e.g.**
 - how the partner receives payment if applicable (e.g., commission) from the experience provider.
 - how the experience provider receives payment for booked services: e.g., full-prepayment, or scheduled deposit payments etc.
- ✓ **Cancellation policies: e.g.**
 - aligning with the experience provider's own brand website (zero refund, partial refund, full refund and change of date policies).
 - along with cut off dates for same (e.g., cancellation allowable with 30/21/14/7 days or 72/48/24 hours in advance of the booking date).