



Visit Cornwall Member – Fair Booking Cornwall - Additional Terms and Conditions

Members of the VC Fair Booking Cornwall initiative are required to abide by the following agreement and code of conduct:

- Businesses are required to be fully paid up members of Visit Cornwall
- Businesses are required to register with Visit Cornwall as a Fair Booking business and pledge their commitment/donations to one or more of Visit Cornwall's list of local good causes which you wish to support over the next 12 month period. Further details on how to donate and the list of good causes can be found at www.visitcornwall.com/fairbooking
- Businesses are required to agree and abide by the Terms and Conditions of Visit Cornwall

The VC Fair Booking Cornwall additional Terms and Conditions for customers that must be adopted by your business:-

1. On your website, and possibly other promotional materials, you must clearly identify the added enhancement(s), offer(s) and/or services to deliver 'the better deal for you' criteria
2. On your website and possibly other materials you must clearly identify the VC Fair Booking Cornwall chosen good cause(s) that you are supporting and donating to

In the unlikely event that one of your customers finds a lower rate for the same accommodation online, then the following additional consumer Terms and Conditions must apply in the event of a complaint by a customer relating to the 'best rates available anywhere on the web' condition, has not been met, they would have to have proof of an identical offer, i.e.

- The same property and identical room type
- The same arrival/departure dates and length of stay
- The same conditions (meal plan, cancellation and booking policy etc.)
- Bookings made within 48 hours of the planned arrival are not eligible and the property's standard Terms and Conditions will apply
- All valid claims will have their rates matched and receive a complimentary upgrade (subject to availability)
- Any claims must be made through the business's reservations team within 48 hours of booking
- The lower price must be bookable online on the third party website

Once you have signed the agreement, and it has been approved by Visit Cornwall, you will be entitled to access the VC Fair Booking Cornwall logo and supporting marketing materials.

Visit Cornwall will:

- Promote the VC Fair Booking Cornwall initiative on www.visitcornwall.com, the main website that receives in excess of three million visits annually;
- Visit Cornwall will place the VC Fair Booking Cornwall logo on your business's entry on www.visitcornwall.com
- Promote VC Fair Booking Cornwall to over 180,000 Visit Cornwall loyal email contacts
- Promote the VC Fair Booking Cornwall initiative in the main holiday guide, maps, other publications and via PR and social media activity to drive more customers to book direct
- Will work with other destinations to extend the awareness of the Fair Booking Cornwall initiative
- Allow access to the promotional VC Fair Booking items, to be supplied as PDF's

I agree to abide by this agreement and code of conduct as set out in this document:

Business Name.....

Contact Name & Position

Business Address

.....

Tel No. Email

Signed Date

Chosen good cause/charity (up to three can be specified). If your chosen organisation is not on the approved Visit Cornwall list please add web address in order that Visit Cornwall can review, appraise and hopefully add to the list.

1)Amount pledged per room per night/unit per night/week £.....

2)Amount pledged per room per night/unit per night/week £.....

3)Amount pledged per room per night/unit per night/week £.....

Note: Visit Cornwall retains the right to decline an application for the Fair Booking Cornwall initiative or remove its permission for use of the Fair Booking Cornwall initiative and logos.