



Dear Operator, our Service Agreement is now provided online and can be accessed here. If you have any questions, please contact [support@websitetravel.com](mailto:support@websitetravel.com)

**Welcome to the WebsiteTravel by Global Travel Marketplace.**

## Services Agreement

Between an Operator and Global Travel Marketplace Pty Ltd ACN 673 407 317 trading as WebsiteTravel Global MarketPlace or WebsiteTravel

## General

WebsiteTravel Global MarketPlace provides technology that gives users the tools to book travel experiences. Operators and providers of travel experiences are able to load product(s) onto cms.websitetravel.com for access to users for the purpose of re-sale. WebsiteTravel Global MarketPlace is not a travel agency or a tour operator, it is the technology that allows a user access to the services as an agent to customers.

WebsiteTravel Global MarketPlace does not charge the operator for listing a product on cms.websitetravel.com for re-sale through its re-seller platforms (including but not limited to TravelDesk and the Reseller API). Operators and travel experience providers products are listed with a registered retail price (RRP) and a net rate onto cms.websitetravel.com. Operators are paid the net rate upon completed travel.

Agents and re-sellers of Global Travel Marketplace's booking platforms earn a commission on sales completed based on the RRP less the net rate and an WebsiteTravel service fee.

Please read the below **Terms of Use and General Terms** carefully as we want you to understand your legal rights and responsibilities of accessing and using the platform. By executing this agreement, you confirm that you have read and understood the Terms of Use and General Terms and agree to be bound by them.

## Terms of Use

### 1. Purpose of This Document

- a. This Services Agreement sets out the terms applicable between WebsiteTravel Global MarketPlace and the Operator in relation to the Operator's access to and use of the Services.
- b. The agreement between the parties includes:
  - i. the General Terms;
  - ii. any document incorporated by reference in this or any other Services Agreement; and
  - iii. this Services Agreement (including any Special Conditions) and any other Services Agreement between the parties,

(collectively referred to as the **Agreement**).



## 2. Scope of Services

The Operator acknowledges and agrees that:

- a. its access to and use of the Services will be limited to these Terms of Use (as amended by any subsequent written agreement between the parties);
- b. WebsiteTravel Global MarketPlace does not provide Travel Products to Customers or Operators and the Operator releases WebsiteTravel Global MarketPlace and its Personnel (and WebsiteTravel Global MarketPlace's Related Bodies Corporate and their Personnel) from any Claim arising out of or in connection with any Travel Products; and
- c. the rates for Travel Products listed by it on the WebsiteTravel Global MarketPlace will be market comparable, meaning users, agents and resellers will see the general rate available in market.

## 3. Transactions

- a. In relation to each Transaction facilitated directly by a Re-Seller WebsiteTravel Global MarketPlace will remit the Net Rate Balance to the Operator. These remittances are made bi-monthly after the travel date. WebsiteTravel Global MarketPlace will provide the Operator with a remittance statement in connection with each remittance.
- b. Where the Re-seller is a wholesaler arranging acquisition of a Travel Product at the request of another Re-seller (**Agent**), WebsiteTravel Global MarketPlace will, either, depending on the wholesale arrangements between the Re-Seller and WebsiteTravel Global MarketPlace:
  - i. remit the Net Rate Balance to the relevant Operator upon receipt of payment by the Agent of the Wholesale Amount to WebsiteTravel Global MarketPlace; or
  - ii. remit the Net Rate Balance to the relevant Operator bi-monthly after the travel date; and

WebsiteTravel Global MarketPlace will provide the Operator with a remittance statement in connection with each remittance.

- c. WebsiteTravel Global MarketPlace's agreement with the Re-seller will require the Re-seller or the Re-seller's Agent to:
  - i. provide a Voucher to the Customer for their use with the Operator to facilitate the successful completion of the Transaction; and
  - ii. (except for cases where a Customer buys an open-dated ticket) promptly provide the Operator with the Voucher number unless the booking method for the Transaction is instant in which case the Voucher number is automatically notified to the Operator.

## 4. Refunds

If a refund becomes due to a Customer, WebsiteTravel Global MarketPlace's agreement with the Re-seller will require the Re-seller to process the refund using the Services. If WebsiteTravel Global MarketPlace holds any refund amount that is due to the Re-seller, WebsiteTravel Global MarketPlace will remit it to the Re-seller's nominated bank account together with any other payments due to the Re-seller, on a weekly basis. The amount WebsiteTravel Global MarketPlace remits to the Re-seller will exclude:

- a. any cancellation fees due to the Operator, which WebsiteTravel Global MarketPlace will pay to the Operator out of the funds it holds in relation to the relevant Transaction (where those funds are sufficient). These remittances are made fortnightly; and



- b. any amount that WebsiteTravel Global MarketPlace is entitled to retain under its agreement with the Reseller.

## 5. Vouchers

- a. Payments to Operators by WebsiteTravel Global MarketPlace are made on the 15<sup>th</sup> day and last day of each calendar month (or next business day thereafter should either day fall on a weekend or public holiday), subject to confirmation of completion of the supply of the Travel Products of the Voucher. For the avoidance of doubt, payments to Operators will be automatically scheduled for payment after the Voucher's Travel Products have completed.
- b. Vouchers cannot be claimed by an Operator:
  - i. prior to the nominated date for the supply of the Travel Products; or
  - ii. on or after the date which is 12 months after the date on which the Voucher is paid for in full by the Customer.

## 6. Key provisions included in the General Terms

The Operator acknowledges that the General Terms as at the date of this document contain the following important terms:

- a. WebsiteTravel Global MarketPlace may change the General Terms and this Services Agreement at any time by notice to the Operator. If the changes are material and the Operator does not accept the changes, the Operator has the option to terminate this Agreement as set out in clause 1.2 of the General Terms.
- b. The Operator holds a non-exclusive licence to use the Services and may allow its Authorised Users to use the Services. The Operator is liable for its Authorised Users' access to and use of the Services.
- c. WebsiteTravel Global MarketPlace will use commercially reasonable efforts to ensure the Services are available to the Operator 24 hours a day, 7 days a week. However, the Services may become unavailable from time to time for scheduled changes or as a result of events beyond WebsiteTravel Global MarketPlace's reasonable control.
- d. WebsiteTravel Global MarketPlace may make changes to the Services during the Term. WebsiteTravel Global MarketPlace will use reasonable commercial endeavours to ensure that any such changes will not materially adversely impact the Operator's use of the Services. If the Operator does not wish to accept the changes, it may terminate this Agreement as set out in clause 4.6 of the General Terms.
- e. The Operator must maintain its Environment in order to obtain full access and use of the Services and maintain a separate back up copy of all Client Data uploaded by it onto the Services.
- f. The Operator must hold, and comply with any conditions of, all permits, and licences required by law by it as a seller or supplier of Travel Products.
- g. The Operator's access and use of the Services is subject to the acceptable use provisions as set out in clause 5.2 of the General Terms, which include the requirement to comply with all relevant laws and legal requirements.
- h. The Operator must ensure that its Client Data is accurate, complete, reliable, up to date, and fit for purpose.



- i. The Operator must ensure that it is entitled to transfer the relevant Personal Information to WebsiteTravel Global MarketPlace so that WebsiteTravel Global MarketPlace may lawfully use, process, and transfer the Personal Information as necessary to provide the Services in accordance with this Agreement.
- j. The Operator must pay the Fee (if any) to WebsiteTravel Global MarketPlace. WebsiteTravel Global MarketPlace (acting reasonably) may vary the Fee from time to time by giving the Operator prior written notice. If the Operator does not agree to the variation to the Fee, the Operator may terminate this Agreement as set out in clause 7.2 of the General Terms.
- k. The Operator indemnifies WebsiteTravel Global MarketPlace, its Personnel, and its Related Bodies Corporate against various categories of loss as set out in clause 11.2 of the General Terms, including loss arising from any breach by the Operator of any third party right (including intellectual property rights) or any law.
- l. Each party's liability to the other party is limited as set out in clause 12 of the General Terms.
- m. The Operator must maintain insurance in accordance with clause 13 of the General Terms.
- n. The above is not an exhaustive list of important terms in the General Terms.
- o. As noted above, WebsiteTravel Global MarketPlace may change the General Terms at any time. The then-current version will be made available at [www.websitetravel.com/operator-agreement](http://www.websitetravel.com/operator-agreement). The amended or replaced General Terms may contain important terms that are different to those mentioned above.

## **7. Special Conditions**

The Special Conditions (if any) form part of this Agreement. If there are any inconsistencies between the terms of this Agreement and the Special Conditions, the Special Conditions will prevail to the extent of the inconsistency.

## **8. General**

- a. This Agreement is governed by the laws of New South Wales, Australia. The parties irrevocably submit to the non-exclusive jurisdiction of the courts having jurisdiction in that state.
- b. Any amendment to this Agreement has no force or effect, unless effected in accordance with the express terms of this Agreement or by an agreement executed by the parties.
- c. This Agreement may be executed in any number of counterparts, all of which taken together are deemed to constitute one and the same document.
- d. The authorised representative of the Operator who enters into this Agreement on behalf of the Operator warrants that he or she is duly authorised to do so.

## **9. Things to do before the Operator executes this Agreement**

Before executing this Agreement, the Operator should:

- a. read this document and the current General Terms carefully; and
- b. consider obtaining legal advice on this Agreement.

## **10. Definitions**



In this Agreement unless the context otherwise requires:

**Agent** is defined in clause 3(b).

**Authorised User** means Personnel of the Operator whom the Operator invites and/or permits to access and use the Services.

**Claim** means any claim, action, proceeding or investigation of any nature or kind and includes the allegation of a claim.

**Client Data** means any data inputted into the Services by the Operator or the Operator's Personnel, including information inputted into the Services by the Operator or the Operator's Personnel about Customers.

**Customer** means a retail purchaser of Travel Products.

**Details Table** means the schedule on the first page of the Services Agreement.

**General Terms** means the then-current version of WebsiteTravel Global MarketPlace's "General Terms between WebsiteTravel Global MarketPlace and a Client", available at [www.websitetravel.com/operator-agreement](http://www.websitetravel.com/operator-agreement)

**Net Rate** means the Retail Price net of the Re-seller's Commission.

**Net Rate Balance** means the Net Rate less any amounts due to be retained by, or paid by the Operator to, WebsiteTravel Global MarketPlace.

**Operator** means a supplier of Travel Products.

**Personal Information** has the meaning given to that term in the Privacy Laws.

**Personnel** means the directors, officers, employees, contractors, and subcontractors of the relevant party.

**Privacy Laws** means the *Privacy Act 1988* (Cth) and any other laws or legally-binding codes of practice, guidelines or standards issued by regulators or authorities that apply to the collection, handling, disclosure, and use of Personal Information by the parties.

**Related Body Corporate** has the same meaning as in the *Corporations Act 2001* (Cth) WebsiteTravel Global MarketPlace, WebsiteTravel, Global Travel MarketPlace.

**Re-seller** means a re-seller or agent that sells Travel Products to Customers or Agents.

**Re-seller's Commission** means the Retail Price of a Travel Product less the Net Rate Balance.

**Retail Price** means the total retail price for a Travel Product supplied by an Operator.

**Service Fee** means the fee stated in the Details Table (if any) payable by the Operator in connection with its use of the services.

**Services** means the software, application programming interfaces and other services accessible to the Operator via [cms.websitetravel.com](http://cms.websitetravel.com), as amended from time to time in accordance with the General Terms, provided on a "software as a service" basis.

**Special Conditions** means the additional terms set out in the Details Table.



# WEBSITE TRAVEL

GLOBAL TRAVEL MARKETPLACE

**Transaction** means an agreement for the purchase and supply of any Travel Product between an Operator and a Customer, facilitated for the Customer by a Re-seller or an Agent, using the Services.

**Travel Product** means transport, accommodation, tours, travel activities or ancillary travel services.

**Voucher** means a uniquely numbered confirmation of payment by a Customer of the Retail Price for a Travel Product which is generated by a Re-seller or Agent using the Services.

**Wholesale Amount** means full Retail Price of a Travel Product sold to a Customer by an Agent via the Services provided by WebsiteTravel Global MarketPlace, less any commission due to the Agent as agreed between the relevant Re-seller and the Agent



## General Terms

### 1. Agreement

#### 1. Structure of the Agreement

- a. These General Terms set out the detailed terms applicable between Global Travel Marketplace Pty Ltd (ACN 673 407 317) trading as WebsiteTravel Global MarketPlace or WebsiteTravel (**WebsiteTravel Global MarketPlace or WebsiteTravel**) and Operator or User (the **Client**).
- b. The agreement between the parties includes:
  - i. these General Terms;
  - ii. any document incorporated by reference in a Terms of Use; and
  - iii. the Terms of Use,

(collectively referred to as the **Agreement**).

- c. The documents specified in clause 1(b) constitute the entire agreement between the parties in relation to the subject matter of this Agreement. If there are any inconsistencies between those documents, the document appearing lower in the list set out in clause 1(b) will prevail to the extent of the inconsistency.

#### 2. Changes to these terms

- a. WebsiteTravel Global MarketPlace may change these terms or the terms of any Terms of Use at any time by notice to the Client.
- b. If the changes are material and the Client does not wish to accept the changes it may terminate this Agreement by written notice to WebsiteTravel Global MarketPlace to be given within 30 days of WebsiteTravel Global MarketPlace giving notice of the changes to the Client.
- c. If the Client does not give notice of termination of this Agreement within the period described in clause 1.2(b), this Agreement will continue in effect and the changes to these terms will apply to this Agreement with effect 30 days after the date WebsiteTravel Global MarketPlace gave the notice of the change to the Client.

#### 2. Term

This Agreement commences on the Commencement Date and remains in force unless it is terminated in accordance with the terms of this Agreement (**Term**).

### 3. Licence

#### 1. Grant of Licence

- a. Subject to the Client complying with this Agreement, WebsiteTravel Global MarketPlace grants to the Client, and the Client accepts, a non-transferable, non-exclusive licence during the Term to access and use the Services for the purposes set out in this Agreement.
- b. The Client must not access or use the Services for any purpose other than its internal business use (except to the extent the Services are designed to allow the Client to use the Services to engage with



third parties, for example in order for an Operator to advertise and sell transport, activities, tours or accommodation to the public).

## **2. Authorised Users**

WebsiteTravel Global MarketPlace acknowledges that the Client may authorise its Authorised Users to access and use the Services. The Client:

- a. is responsible for the access to and use of the Services by its Authorised Users, including their compliance with this Agreement; and
- b. will be liable for all acts and omissions of its Authorised Users as if they were the Client's own acts and omissions.

## **4. Services**

### **1. Selection of Services**

- a. WebsiteTravel Global MarketPlace will provide the Services in accordance with the Terms of Use and on the terms and conditions set out in this Agreement.
- b. The Services and their functionality are further described at [www.cms.websitetravel.com](http://www.cms.websitetravel.com).
- c. The parties may at any time agree in writing to vary the Client's selected Services, upon any related variation to the Fee and upon any other related variation. In that case the relevant Terms of Use will be amended, or will be deemed amended, accordingly.

### **2. Hosting, management and support of Services**

The Client acknowledges and agrees that the Services may be hosted, managed and supported by WebsiteTravel Global MarketPlace or by a third party cloud-based provider.

### **3. Availability**

- a. Although WebsiteTravel Global MarketPlace will use commercially reasonable efforts to ensure the Services are available 24 hours a day, 7 days per week, the Services may become unavailable from time to time for scheduled Changes or as a result of events beyond WebsiteTravel Global MarketPlace's reasonable control including:
  - i. failure or default by any of WebsiteTravel Global MarketPlace's third party service providers;
  - ii. abnormal usage volumes; or
  - iii. any breach of this Agreement by the Client or the negligence of the Client or its Authorised Users.
- b. In the case of downtime for reasons outside of WebsiteTravel Global MarketPlace's reasonable control, WebsiteTravel Global MarketPlace will use commercially reasonable efforts to overcome such circumstances or mitigate their effects and resume full operation as soon as reasonably practical.

### **4. Third Party Products**

- a. As part of the Services, WebsiteTravel Global MarketPlace may arrange for the Client's access to Third Party Products for the purpose of supporting or enabling functionality of the Services.





- b. The Client acknowledges and agrees that WebsiteTravel Global MarketPlace's responsibility in respect of the Third Party Products is limited to the procurement of Third Party Products on behalf of the Client.
- c. For the avoidance of doubt, WebsiteTravel Global MarketPlace's liability to the Client for any act, omission or default by the supplier of any Third Party Products will be limited to the remedy (if any) which WebsiteTravel Global MarketPlace recovers from the relevant supplier of the Third Party Products.

## **5. Client Data**

- a. The Services may allow the Client to enter and manage Client Data.
- b. The Client is solely responsible for any representations made in the Client Data.
- c. The Client acknowledges and agrees that WebsiteTravel Global MarketPlace may alter or remove any Client Data if WebsiteTravel Global MarketPlace reasonably considers that it breaches the law or the rights of any third party.

## **6. Changes to the Services**

- a. WebsiteTravel Global MarketPlace may make Changes to the Services during the Term.
- b. The Client acknowledges and agrees that the Services may be unavailable for the purpose of WebsiteTravel Global MarketPlace making Changes to the Services.
- c. WebsiteTravel Global MarketPlace will use reasonable commercial endeavours to ensure that any Changes to the Services will not materially adversely impact the Client's use of the Services.
- d. If the Client does not wish to accept the Changes to the Services, it may terminate this Agreement by notice to WebsiteTravel Global MarketPlace within 30 days of WebsiteTravel Global MarketPlace completing the Changes to the Services.

## **7. Feedback**

In the event that the Client or any of its Authorised Users provides WebsiteTravel Global MarketPlace with any feedback, suggestion or comment regarding the Services, the Client grants (and must ensure any of its relevant Authorised Users grants) to WebsiteTravel Global MarketPlace a worldwide, irrevocable, perpetual, sub-licensable, transferable, royalty-free licence to use any such feedback, suggestion or comment for any purpose without any obligation or compensation to the Client or any of its Authorised Users.

## **8. Transactions**

WebsiteTravel Global MarketPlace is not party to, and has no obligations under, any Transaction, and the Client releases WebsiteTravel Global MarketPlace and its Personnel from any Claim arising out of or in connection with any Transaction (except to the extent the Claim arises due to a breach of this Agreement by WebsiteTravel Global MarketPlace or negligence by WebsiteTravel Global MarketPlace), including any Claim regarding the performance or quality of the transport, accommodation, tours or activities, or other services, the subject of the Transaction.

## **5. Client Obligations**

### **1. General Obligations**

The Client will (and must ensure that each of its Authorised Users will):



- a. maintain its Environment in order to obtain full access and use of the Services;
- b. maintain adequate security of the Client's Environment to minimise the risk of viruses, malicious computer code or other forms of interference with the Client's Environment or the Services;
- c. hold, and comply with any conditions of, all permits and licences required by any Relevant Laws for Subscribers, Operators or Users (as applicable);
- d. keep and maintain a separate back up copy of all Client Data uploaded by it onto the Services;
- e. cooperate with WebsiteTravel Global MarketPlace in relation to, and take all reasonable steps to facilitate, the provision of the Services by WebsiteTravel Global MarketPlace;
- f. comply with all reasonable directions in relation to the Services issued by WebsiteTravel Global MarketPlace;
- g. notify WebsiteTravel Global MarketPlace promptly if it becomes aware of, or forms a reasonable belief that there has been an occurrence of, any unauthorised access to or use of the Services;
- h. perform its obligations owed to any Customer, Subscriber, Operator or User in accordance with the terms of those obligations, using appropriately qualified Personnel, and with a high degree of care and skill; and
- i. provide to WebsiteTravel Global MarketPlace information relating to this Agreement or the Services as WebsiteTravel Global MarketPlace may reasonably request from time to time.

## **2. Acceptable Use**

The Client will (and must ensure that each of its Authorised Users will):

- a. comply with all Relevant Laws and Legal Requirements in relation to its access to and use of the Services;
- b. not access and use the Services in a manner which could interfere with the Services or the provision of the Services by WebsiteTravel Global MarketPlace to other Clients;
- c. not engage in conduct or activities which attempt to manipulate or bypass any limitations on the Services;
- d. not use the Services in a manner, nor permit the transmission, inputting or storage of any data in a manner, that infringes any third party rights;
- e. not use the Services to input, store, or transmit any objectionable, defamatory, obscene, harassing, threatening, misleading or unlawful data;
- f. take all reasonable precautions to keep access to the Services (including login information and passwords) secure and protected at all times from misuse or any form of unauthorised access or use;
- g. not do (or omit to do) anything that may jeopardise the security of the Services or access to the Services;
- h. not transfer, assign, grant a security interest in, or otherwise deal with its rights in relation to the Services contrary to the terms under this Agreement;



- i. not resell, sub-license, resupply, provide a bureau service using, communicate or otherwise make available to a third party the Services (except as may be expressly permitted by this Agreement); and
- j. not copy, reproduce, translate, decompile, reverse-engineer, modify, vary or otherwise deal with the Services or any computer code underlying the Services (except as may be expressly permitted by this Agreement).

### **3. Client Data**

The Client will (and must ensure that each of its Authorised Users will):

- a. ensure that the Client Data is accurate, complete, reliable, up to date, and fit for purpose; and
- b. take reasonable steps to ensure that any advertising for third parties or links to third party websites incorporated into the Client Data complies with all Relevant Laws and Legal Requirements.

## **6. Privacy**

### **1. Compliance with Privacy Laws**

The parties will, in performing their respective obligations under this Agreement, comply with all applicable Privacy Laws, and neither party will put the other in breach of any such Privacy Laws.

### **2. Privacy Collection Statement**

The Client:

- a. will ensure that the Client is entitled to transfer the relevant Personal Information to WebsiteTravel Global MarketPlace so that WebsiteTravel Global MarketPlace may lawfully use, process and transfer the Personal Information as necessary to provide the Services in accordance with this Agreement; and
- b. will ensure that the relevant individuals have been provided the Privacy Collection Statement at the time the Client collected their Personal Information (or if that is not practical, as soon as practical after that time).

### **3. WebsiteTravel Global MarketPlace's Use and Disclosure Obligations**

WebsiteTravel Global MarketPlace will (except where otherwise required or authorised by law):

- a. only access or use the relevant Personal Information provided by the Client for the purposes of performing its obligations under this Agreement; and
- b. not otherwise access, use, process, modify or disclose the relevant Personal Information except with the Client's or the relevant individual's prior written consent,

however WebsiteTravel Global MarketPlace is under no obligation to:

- c. withhold any Client Data or related data, documentation or records from any law enforcement officer or government representative, officer or agency with apparent authority to seek delivery or access to such data; or
- d. refuse to provide any such person or instrumentality with access to Client Data or related data, documentation or records,



if WebsiteTravel Global MarketPlace receives a request or demand for such information which on its face appears to be valid and lawful.

#### **4. Transfer of Client Data Outside of Australia**

WebsiteTravel Global MarketPlace may store Client Data (including any Personal Information) in servers located in Australia and overseas and may access that Client Data (including any Personal Information) from both within and outside Australia from time to time, for the purposes of performing its obligations under or in connection with this Agreement.

#### **5. Client Data Security**

WebsiteTravel Global MarketPlace will take commercially reasonable steps to:

- a. protect Client Data (including Personal Information) to which WebsiteTravel Global MarketPlace has access in connection with this Agreement against unauthorised access, use, modification or disclosure;
- b. ensure the security of Client Data (including Personal Information) to which WebsiteTravel Global MarketPlace has access in connection with this Agreement by maintaining security systems and procedures that comply with the Privacy Laws; and
- c. destroy, permanently de-identify, or return (at the Client's direction) any Client Data (including Personal Information) held by WebsiteTravel Global MarketPlace which is no longer required for the purposes described in its Privacy Collection Statement.

#### **6. WebsiteTravel Global MarketPlace is a Processor of Client Data**

The Client acknowledges and agrees that WebsiteTravel Global MarketPlace is a processor of any Personal Information included in the Client Data and the Client is the controller of that Personal Information. WebsiteTravel Global MarketPlace will only process the personal data on documented instructions from the Client (including the instructions constituted by this Agreement).

#### **7. Deletion of Personal Information**

The Client must take reasonable steps to promptly delete from the Services any Personal Information contained in the Client Data once it is no longer required for the Client's business purposes.

#### **8. Provision of information**

WebsiteTravel Global MarketPlace will provide the Client with all information reasonably requested in order to demonstrate WebsiteTravel Global MarketPlace's compliance with this clause 6, including allowing suitable representatives of the Client to audit relevant records of WebsiteTravel Global MarketPlace subject to WebsiteTravel Global MarketPlace and the Client first agreeing the terms applicable to the audit (with each party to act in good faith).

#### **9. Survival**

The provisions of this clause 6 will survive the termination or expiry of this Agreement.

#### **7. Payments**

##### **1. Fee**

- a. In consideration of the Services WebsiteTravel Global MarketPlace provides under this Agreement, the Client will pay the Fee to WebsiteTravel Global MarketPlace.



- b. WebsiteTravel Global MarketPlace (acting reasonably) may vary the Fee from time to time by giving the Client prior written notice. If the Client does not agree with the variation to the Fee, the Client may terminate this Agreement by notice in writing to WebsiteTravel Global MarketPlace within 30 days of WebsiteTravel Global MarketPlace's notice varying the Fee.

## **2. Payment**

The Fee must be paid in accordance with the terms of the applicable Terms of Use.

## **3. Interest on overdue amounts**

WebsiteTravel Global MarketPlace may charge default interest at the rate provided for by section 2 of the *Penalty Interest Rates Act 1983 (Vic)*, plus 2% (compounding daily) on any overdue amounts from the date the payment was due until the date of payment in full.

## **4. GST**

- a. Terms defined in the GST Act have the same meaning when used in this clause unless expressly stated otherwise.
- b. Except where this Agreement specifies otherwise, an amount payable by a party under this Agreement in respect of a taxable supply by the other party represents the value of the supply including GST where the amount of GST\_payable is deemed to have been calculated at the prevailing GST rate.
- c. If at any time an adjustment is made between the supplier or any other payer of GST and the relevant taxing authority on account of GST on any supply made or other matter or thing done under or in connection with this Agreement by the supplier, a corresponding adjustment must be made as between the supplier and the recipient and any payment required to give effect to the adjustment must be made.
- d. Each party warrants to the other party that if legally required, it is registered for GST at the time of entering this Agreement and will promptly notify the other party if it ceases to be so registered.

## **8. Intellectual Property Rights**

### **1. Ownership**

As between the parties:

- a. all Intellectual Property Rights in the Services including any modifications to them are owned by WebsiteTravel Global MarketPlace; and
- b. all Intellectual Property Rights in the Client Data including any modifications to it made by or on behalf of the Client are owned by the Client.

### **2. Client's Licence to WebsiteTravel Global MarketPlace**

- a. The Client grants to WebsiteTravel Global MarketPlace:
  - i. a non-exclusive, royalty-free, worldwide licence to use (and allow WebsiteTravel Global MarketPlace's Personnel to use) the Client Data for the purposes of performing its obligations under this Agreement and to further develop the Services; and
  - ii. a non-exclusive, royalty-free, worldwide licence to use the Client Trademarks during the Term for the purposes of providing and promoting the Services.



- b. The Client warrants that the use of the Client Data and Client Trademarks by WebsiteTravel Global MarketPlace in accordance with clause 8.2(a) will not infringe any third party's rights (including Intellectual Property Rights).
- c. WebsiteTravel Global MarketPlace agrees that it:
  - i. will use the Client Trademarks in such manner and form (if any) as the Client may specify in writing from time to time; and
  - ii. the Client Trademarks are and will remain the property of the Client or its successors or assigns; and
  - iii. its use of the Client Trademarks under this Agreement, and any goodwill resulting from that use, will accrue solely for the Client's benefit.

## **9. Confidentiality**

### **1. Confidential Information**

The parties acknowledge that one may provide the other with Confidential Information for the purposes of this Agreement. Each party agrees to take reasonable steps to keep the other's Confidential Information secure from unauthorised disclosure.

### **2. Use of Confidential Information**

A party will not, without the prior written approval of the other party, disclose, copy or use the other party's Confidential Information, other than to:

- a. the extent required to exercise its rights or perform its obligations under this Agreement;
- b. its Personnel for the purposes of the party exercising its rights or performing its obligations under this Agreement;
- c. comply with any Legal Requirements;
- d. obtain professional advice in relation to matters arising under or in connection with this Agreement.

### **3. Compliance by Personnel**

Each party must procure compliance by each of its Personnel to whom the other party's Confidential Information is disclosed, with the obligations under this clause 9 as if this clause 9 applied directly to them.

### **4. Return of Confidential Information**

Upon termination or expiry of this Agreement, each party must promptly either return or destroy (at that party's option) the other party's Confidential Information in its possession or control. Each party must promptly certify in writing to the other party that it has complied with its obligations under this clause 9.4.

## **10. Warranties**

### **1. General**

Each party warrants that:



- a. it has full power and authority to enter into and perform its obligations under this Agreement which, when executed, will constitute binding obligations on that party; and
- b. all information it provides to the other party is true and correct to the best of its knowledge, information and belief.

## 2. Exclusions

WebsiteTravel Global MarketPlace does not warrant and is not responsible for:

- a. any Third Party Products; or
- b. services to the extent not provided by WebsiteTravel Global MarketPlace or its Personnel.

## 3. Disclaimer

WebsiteTravel Global MarketPlace does not warrant that the operation of the Services will be uninterrupted, always accessible, free from harmful components, accurate or error-free.

## 11. Indemnities

### 1. WebsiteTravel Global MarketPlace's Indemnity

- a. WebsiteTravel Global MarketPlace will indemnify, defend, and hold the Client and its Personnel harmless from and against any Claim by any third party that the Services or the permitted use of the Services infringes or violates any third party's valid trademark, patent, copyright or trade secret (**IP Claim**). If in WebsiteTravel Global MarketPlace's reasonable judgment any such IP Claim, or threat of an IP Claim, materially interferes with the Client's use of the Services, WebsiteTravel Global MarketPlace will consult with the Client, and WebsiteTravel Global MarketPlace will have the option, in its sole discretion, to:
  - i. substitute functionally equivalent non-infringing Services;
  - ii. modify the Services to make them non-infringing; or
  - iii. obtain for the Client at WebsiteTravel Global MarketPlace's expense the right to continue using the infringing Services.
- b. If WebsiteTravel Global MarketPlace cannot achieve any of the remedies in the preceding clause on a reasonable commercial basis, it may, by written notice, require the Client to cease using the Services (or the relevant functionality) and refund a pro-rata portion of the Fee for the Services for such period of time in which the Client was unable to use the Services (or the relevant functionality).
- c. WebsiteTravel Global MarketPlace will have no indemnity obligation for claims of infringement resulting or alleged to result from:
  - i. any combination, operation, or use of the Services with any programs or equipment not supplied by WebsiteTravel Global MarketPlace or not specified in this Agreement for such purpose if in WebsiteTravel Global MarketPlace's reasonable judgment such infringement is caused by such use;
  - ii. inclusion of Client Data; or
  - iii. the use of the Services in a manner other than for their intended purposes or contrary to this Agreement or WebsiteTravel Global MarketPlace's lawful directions.



- d. To the extent permitted at Law, the provisions in this clause 11.1 state the Client's sole and exclusive remedy in relation to any IP Claim.

## **2. Client's Indemnity**

The Client agrees to defend, indemnify and hold harmless WebsiteTravel Global MarketPlace, its Personnel and its Related Bodies Corporate from and against any and all Claims or Losses arising from:

- a. the Client's use of the Services (except to the extent any such Claim or Loss arises from a breach of this Agreement by WebsiteTravel Global MarketPlace or the negligence of WebsiteTravel Global MarketPlace);
- b. the Client's breach of any third party right (including Intellectual Property Rights) or any Law; or
- c. any claim arising in relation to any content of the Client Data.

## **3. General**

The defence and indemnification obligations provided for in this clause 11 are conditional upon:

- a. the indemnified party providing the indemnifying party timely notice of any claim or cause of action upon which the indemnified party intends to base a claim of indemnification;
- b. the indemnified party providing reasonable assistance and cooperation to enable the indemnifying party to defend the action or claim; and
- c. the indemnified party allowing the indemnifying party to control the defence and all related settlement negotiations; provided that the indemnifying party may not settle any claim that results in the indemnified party's liability and the indemnifying party will be required to consult in good faith with the indemnified party during any settlement discussions.

## **4. Survival**

The provisions of this clause 11 will survive the termination or expiry of this Agreement.

## **12. Limit on liability**

### **1. Competition and Consumer Act**

Nothing in this Agreement restricts, excludes or modifies any consumer rights under any statute including the *Competition and Consumer Act 2010* (Cth).

### **2. Exclusion of liability**

WebsiteTravel Global MarketPlace will not have any liability to any party (including the Client) because of any act or omission of WebsiteTravel Global MarketPlace or its Personnel, where such act or omission is specifically required by a direction to WebsiteTravel Global MarketPlace or its Personnel from a Regulatory Body purporting to exercise its functions or powers.

### **3. Consequential Loss**

To the full extent permitted by law, neither party is liable to the other party for any Consequential Loss arising out of or in relation to this Agreement.





#### 4. Conditions and warranties excluded

Except for conditions and warranties expressly stated in this Agreement, to the extent permitted by law each party excludes all conditions and warranties under or in connection with this Agreement.

#### 5. Limitation of liability

- a. Each party's total aggregate liability in respect of all Claims arising under or in connection with this Agreement (including in negligence) will not exceed the total Fees paid by the Client to WebsiteTravel Global MarketPlace under this Agreement in the 12 months preceding the Claim.
- b. Each party's liability under or in connection with this Agreement (including in negligence) will be reduced by the extent, if any, to which the other party or its Personnel contributed to the relevant Losses.
- c. Each party must take reasonable steps to mitigate any Losses it suffers as a result of a breach by the other party of this Agreement or the negligence of the other party or the other party's Personnel.
- d. To the extent permitted by law, a party's liability for breach of any condition, warranty or guarantee imposed by statute that cannot be excluded and the other party's sole and exclusive remedy in relation to such breach will be limited to (at the first party's election):
  - i. in the case of goods:
    - A. replacement or repair of the goods or supplying the equivalent goods again; or
    - B. paying the cost of replacing or repairing the goods or of acquiring equivalent goods; and
  - ii. in the case of services:
    - A. supplying the services again; or
    - B. paying the cost of having the services supplied again.

#### 6. Survival

The provisions of this clause 12 will survive the termination or expiry of this Agreement.

#### 13. Insurance

- a. Each party must effect and maintain at its own expense the following insurance policies until the termination or expiry of this Agreement and for at least 3 years after that:
  - i. in the case of WebsiteTravel Global MarketPlace: professional indemnity insurance with a policy value of not less than \$10,000,000; and
  - ii. in the case of each party: public liability insurance with a policy value of not less than \$10,000,000.
- b. Upon request, each party will promptly provide to the other party a copy of the certificate of currency for each of the insurance policies specified in clause 13(a).
- c. This clause 13 will survive the termination or expiry of this Agreement.

#### 14. Suspension and Termination



- a. Without limiting WebsiteTravel Global MarketPlace's rights in respect of any breach of this Agreement, if the Client or any of its Personnel breaches any material obligation in this Agreement, WebsiteTravel Global MarketPlace may suspend the Client's or any of its Personnel's access to or use of any or all of the Services until the breach is remedied to WebsiteTravel Global MarketPlace's reasonable satisfaction.
- b. Without limiting the generality of any other clause in this Agreement, a party may terminate this Agreement by written notice to the other party if the other party:
  - i. breaches a material term of this Agreement and does not remedy the breach within 14 days of receiving a notice of the breach, or
  - ii. breaches a material term of this Agreement that is not capable of remedy; or
  - iii. becomes, threatens or resolves to become or is in jeopardy of becoming subject to any bankruptcy, receivership, external administration or other form of insolvency administration, and fails to make any payment when due under this Agreement;
  - iv. being a partnership, dissolves, threatens or resolves to dissolve or is in jeopardy of dissolving; or
  - v. ceases or threatens to cease conducting its business in the normal manner.

## **15. Dispute Resolution**

### **1. First Step**

A party must use its best efforts and enter into good faith negotiations with the other party to resolve any dispute under or in connection with this Agreement before taking any further action.

### **2. Escalation**

If the parties have been unable to resolve the dispute through the negotiations specified in clause 15.1 within 20 Business Days, then the parties' representatives will meet with a view to resolving the dispute.

### **3. Mediation**

If the process in clause 15.2 fails to resolve the dispute to each of the parties' reasonable satisfaction, the parties will appoint a mutually agreed third party mediator to mediate the dispute, the costs of which will be shared equally between the parties.

### **4. Expert Determination**

- a. If the parties cannot agree on the identity of a mediator within 7 days after either party notifies the other party that the dispute is to be referred for mediation, an Expert will be nominated at the request of either party, by the President for the time being (or their nominee) of the Law Institute of Victoria (or if that organisation ceases to exist or fails to nominate an Expert within a reasonable period, a similar and independent organisation nominated by the party).
- b. The determination of the Expert will be final and binding on the parties except in the case of manifest error.
- c. The Expert will be free to decide the determination procedure to be adopted and the parties will execute all documents that the Expert reasonably requests that they execute in order to implement that procedure.



- d. The Expert will act as an expert and not as an arbitrator.

## **5. Confidential and Without Prejudice**

All negotiations connected with dispute resolution under this clause 15 must be conducted in strict confidence, and are without prejudice to rights of the parties in any further legal proceedings.

## **6. Costs**

Each party must pay its own costs in relation to complying with this clause 15 except for the costs and expenses of any Expert which will be borne by the parties equally.

## **7. Interlocutory Relief**

Nothing in this clause 15 restricts or prevents a party from applying for urgent interlocutory relief.

## **16. Relationship**

The parties are independent contractors. Nothing in this Agreement will create the relationship of partnership, joint venturers, principal and agent, trustee and beneficiary or employer and employee between the parties, and it is the express intention of the parties that any such relationships are denied.

## **17. General provisions**

### **1. Force Majeure**

- a. Neither party will be responsible for a failure to perform any obligation under this Agreement (except an obligation to pay money) to the extent that it is caused by a Force Majeure Event, provided that such party has:
  - i. taken all reasonable steps to prevent and avoid the effects of the Force Majeure Event;
  - ii. taken all reasonable steps to overcome and mitigate the effects of the Force Majeure Event as soon as reasonably practicable; and
  - iii. on becoming aware of the Force Majeure Event, promptly informed the other party of the Force Majeure Event.
- b. In the event that the Force Majeure Event continues for more than 30 days starting on the day the impact of the Force Majeure Event starts, the unaffected party may terminate this Agreement by not less than 10 days' notice in writing to the affected party.

### **2. Assignment**

The Client must not assign any right or liability under this Agreement without the prior written consent of WebsiteTravel Global MarketPlace. WebsiteTravel Global MarketPlace may assign its rights or liabilities under this Agreement, or novate this Agreement, to a Related Body Corporate that has the resources and expertise to fully perform this Agreement and the Client must take all steps, including executing all documents, reasonably requested by WebsiteTravel Global MarketPlace for this purpose.

### **3. Notices**

- a. Any notice may be served by delivery in person or by post to the address of the recipient specified in the Details Table or most recently notified by the recipient to the sender, or to the email address most recently notified by the recipient to the sender.



- b. Any notice is effective for the purposes of this Agreement upon delivery to the recipient before 4.00pm local time on a day in the place in or to which the notice is delivered or sent or otherwise at 9.00am on the next day following delivery or receipt.

#### **4. Governing law and jurisdiction**

This Agreement is governed by the laws of Victoria, Australia. The parties irrevocably submit to the non-exclusive jurisdiction of the courts having jurisdiction in that state.

#### **5. Amendments**

Subject to clause 1.2, any amendment to this Agreement has no force or effect, unless effected by an agreement executed by the parties.

#### **6. Third parties**

This Agreement confers rights only upon a person expressed to be a party, and not upon any other person.

#### **7. Further assurances**

Each party must execute any document and perform any action necessary to give full effect to this Agreement, whether before or after performance of this Agreement.

#### **8. Counterparts**

This Agreement may be executed in any number of counterparts, all of which taken together are deemed to constitute one and the same document.

#### **9. Continuing performance**

- a. The provisions of this Agreement do not merge with any action performed or document executed by any party for the purposes of performance of this Agreement.
- b. Any indemnity under this Agreement:
  - i. constitutes a liability separate and independent from any other liability under this Agreement or any other agreement; and
  - ii. survives and continues after performance of this Agreement.

#### **10. Waiver**

Any failure by any party to exercise any right under this Agreement does not operate as a waiver and the single or partial exercise of any right by a party does not preclude any other or further exercise of that or any other right by that party.

#### **11. Remedies**

The rights of a party under this Agreement are cumulative and not exclusive of any rights provided by law.

#### **12. Severability**



Any provision of this Agreement which is invalid in any jurisdiction is invalid in that jurisdiction to that extent, without invalidating or affecting the remaining provisions of this Agreement or the validity of that provision in any other jurisdiction.

### 13. Survival

Any term of this Agreement that is expressed to survive, or by its nature survives, the termination or expiry of this Agreement will survive and continue in effect following termination or expiry of this Agreement.

### 14. Party acting as trustee

If a party enters into this Agreement as trustee of a trust, that party and its successors as trustee of the trust will be liable under this Agreement in its own right and as trustee of the trust. Nothing releases the party from any liability in its personal capacity. The party warrants that at the date of this Agreement:

- a. all the powers and discretions conferred by the deed establishing the trust are capable of being validly exercised by the party as trustee and have not been varied or revoked and the trust is a valid and subsisting trust;
- b. the party is the sole trustee of the trust and has full and unfettered power under the terms of the deed establishing the trust to enter into and be bound by this Agreement on behalf of the trust and that this Agreement is being executed and entered into as part of the due and proper administration of the trust and for the benefit of the beneficiaries of the trust; and
- c. no restriction on the party's right of indemnity out of or lien over the trust's assets exists or will be created or permitted to exist and that right will have priority over the right of the beneficiaries to the trust's assets.

### 18. Definitions and interpretation

#### 1. Definitions

In this Agreement unless the context otherwise requires:

**Authorised User** means Personnel of the Client or a User whom the Client invites and/or permits to access and use the Services.

**Business Day** means a day that is not a Saturday, Sunday, public holiday or bank holiday in Melbourne, Victoria.

**Changes** means any upgrades, maintenance, additions or removals of any features and functionality, redesign, improvements, or any other alterations to the Services.

**Claim** means any claim, action, proceeding or investigation of any nature or kind and includes the allegation of a claim.

**Client Data** means any data inputted into the Services by the Client or the Client's Authorised User, including information inputted into the Services by the Client or the Client's Authorised User about Customers.

**Client Trade Marks** means the brands, logos and trademarks used by the Client to brand and promote itself and its products and services.

**Commencement Date** means the date a Client agrees to be bound by the Terms of Use and this Agreement.



**Confidential Information** means, in relation to a party (for the purposes of this definition, the **Discloser**):

- a. information relating to or used by the Discloser, including know-how, trade secrets, ideas, marketing strategies and operational information;
- b. information concerning the current or proposed business affairs (including financial information, products, services, customers and suppliers) or property of the Discloser; and
- c. other information which is disclosed, communicated or imparted by or on behalf of the Discloser in circumstances importing an obligation of confidence or which a reasonable person would have realised was of a confidential nature,

and the Confidential Information of WebsiteTravel Global MarketPlace includes the source code, object code, and details of the functionality of the Services, but Confidential Information excludes information which is:

- d. in or enters the public domain other than through an unauthorised act of the receiving party, which is or becomes publicly known other than by breach of this Agreement or any other obligation of confidentiality; or
- e. developed independently by the receiving party without reliance on any of the Discloser's Confidential Information.

**Consequential Loss** includes special, incidental, punitive, exemplary, indirect or consequential Losses, as well as business interruption losses, loss of revenue, anticipated savings, profits, goodwill, reputation, interest or business opportunity, costs of procurement or substitution of goods, technology or services, and loss of information or data (including the costs of recovering or reconstructing any lost or corrupted data).

**Customer** means a retail purchaser of Travel Products.

**Environment** means the Client's existing hosting and processing environment, including all hardware, software, storage space, power, Internet connectivity and other components to be used in conjunction with the Services.

**Expert** means a person who is duly qualified or generally recognised as an expert in the substance of the dispute to be resolved by the Expert.

**Fee** means any fee or fees as described in the relevant Terms of Use.

**Force Majeure Event** means an event or circumstance whose occurrence and effects could not have been prevented or overcome, such as earthquakes, natural disasters, fire, flood, riots, civil commotion, industrial disputes, malicious damage, failure of any utility services, viruses (pandemic or epidemic), denial of service attacks, other acts or omissions or service outages by third parties (including any Internet service provider) or breakdown of plant or equipment.

**GST** means any tax, levy, charge or impost implemented under the *A New Tax System (Goods and Services Tax) Act 1999* (Cth) (**GST Act**) or an Act of the Parliament of the Commonwealth of Australia substantially in the form of, or which has a similar effect to, the *GST Act*.

**Intellectual Property Rights** means any intellectual property rights subsisting anywhere in the world, including:

- f. rights in relation to copyright (registered or unregistered), inventions (including patents, innovation patents and utility models), confidential information, technical information and know-how, registered and unregistered designs, registered and unregistered trademarks, and circuit layout rights, topography rights, and rights in databases;



- g. any similar rights resulting from intellectual activity in the industrial, commercial, scientific, literary or artistic fields which subsist or may at any time subsist;
- h. any application and the right to apply for registration for any of the above; and
- i. any right of action against any party in connection with any of the above.

**Legal Requirements** means any present and future obligation arising under laws, statutes, regulations, by-laws, codes, orders, ordinances, proclamations and decrees (provided such orders, ordinances, proclamations and decrees are legally binding).

**Loss** means any loss, damage, liability, cost (including all legal and other professional costs), charge, expense, outgoing, fine or payment of any nature or kind.

**Operator** means a supplier of Travel Products.

**Personal Information** has the meaning given to that term in the Privacy Laws.

**Personnel** means the directors, officers, employees, contractors and subcontractors of the relevant party.

**Privacy Collection Statement** means WebsiteTravel Global MarketPlace's privacy collection statement as amended from time to time, the current version of which is set out at <https://websitetravel.com/policy/>.

**Privacy Laws** means the *Privacy Act 1988* (Cth) and any other laws or legally-binding codes of practice, guidelines or standards issued by regulators or authorities that apply to the collection, handling, disclosure and use of Personal Information by the parties.

**Regulatory Body** means any government or any governmental, semi-governmental, or judicial entity or authority, any self-regulatory organisation established or recognised under any statute or any stock exchange.

**Related Body Corporate** has the same meaning as in the *Corporations Act 2001* (Cth) WebsiteTravel Global MarketPlace, WebsiteTravel, Global Travel Marketplace.

**Relevant Laws** means all laws and legally-binding codes of practice, guidelines or standards issued by relevant regulators or authorities or industry bodies including the Privacy Laws and the *Competition and Consumer Act 2010* (Cth).

**Services** means the authorised use of WebsiteTravel Global MarketPlace's prescribed software and application programming interfaces by the Client (as amended from time to time in accordance with this Terms of Use and the General Terms), provided on a "software as a service" basis.

**Terms of Use** means a Terms of Use entered into by WebsiteTravel Global MarketPlace and the Client, in relation to the Services.

**Third Party Products** means any third party software, deliverables and services to be used in conjunction with the Services.

**Transaction** means an agreement for the purchase and supply of any Travel Product between a Subscriber and a Customer, facilitated for the Customer by a User, using the Services.

**Travel Product** means transport, accommodation, tours, travel activities or ancillary travel services made available through the Services.

**User** means a re-seller or agent who sells Travel Products to Customers.



## 2. Interpretation

In this Agreement unless the context otherwise requires:

- a. clause and subclause headings are for reference purposes only;
- b. the singular includes the plural and vice versa;
- c. words denoting any gender include all genders;
- d. reference to a person includes any other entity recognised by law and vice versa;
- e. where a word or phrase is defined its other grammatical forms have a corresponding meaning;
- f. any reference to a party to this Agreement includes its successors and permitted assigns;
- g. any reference to any agreement or document includes that agreement or document as amended at any time;
- h. the use of the word "includes" or "including" is not to be taken as limiting the meaning of the words preceding it;
- i. the expression "at any time" includes reference to past, present and future time and the performance of any action from time to time;
- j. an agreement, representation or warranty on the part of two or more persons binds them jointly and severally;
- k. when a thing is required to be done or money required to be paid under this Agreement on a day which is not a Business Day, the thing must be done and the money paid on the immediately following Business Day; and
- l. reference to a statute includes all regulations under and amendments to that statute and any statute passed in substitution for that statute or incorporating any of its provisions to the extent that they are incorporated.