



Membership Policy

Ceres Tourism is an organisation, dedicated to working with and providing visitor & membership services for businesses that adhere to a high standard of service.

Our financial year runs from July – June and membership fees are decided upon at our annual general meeting.

Membership Fees:

- **Membership fees are payable within 30 days after receipt of invoice.** If payment is still outstanding after 3 months, membership will *ipso facto* be cancelled after notification to the member.
- If a new member joins the tourism bureau in the financial year, the member will only pay a pro rata membership fee.
- If membership is cancelled during the financial year, the member will be charged a pro-rata payment for the duration of the financial year used, up to the month of cancellation.

Brochure Exposure:

- Members are encouraged to supply the tourism office with brochures as this is a key marketing tool.
- Only fully paid-up members will have the opportunity to advertise in the Ceres Brochure and be listed on the Ceres tear-off map.

Bookings & Referrals:

- Ceres Tourism endeavours to provide visitors with relevant and up-to-date information about product, services and activities provided by our members that matches their requirements. **The onus is on the member to ensure that Ceres Tourism has their correct information.**
- Visitors are assisted in an objective, professional and efficient manner where they make their own decisions accordingly.
- Members must quote Ceres Tourism their rates, inclusive of the office's 10% commission.
- Ceres Tourism cannot guarantee reservations, but will do our best to turn enquiries into reservations.

Ceres Tourism membership is guaranteed if the following is in place:

- **A completed membership form**
- **A signed copy of our code of conduct**
- **Compliance with all relevant minimum requirement criteria and inspection requirements.**
- **The payment of all fees upon receipt of the invoice.**

CERES TOURISM

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