

GORDON RIVER CRUISES PARTNERSHIPS

Gordon River Cruises proudly operates award-winning year-round wilderness day cruises from Strahan on Tasmania's west coast. We offer our visitors the opportunity to experience the tranquility and majesty of the UNESCO Tasmanian Wilderness World Heritage Area. Built with a unique hybrid drive system for quiet cruising, *Spirit of the Wild* provides the ultimate way to discover the rich history and tranquility of the Gordon River.



WHAT DOES BEING A PARTNER MEAN?

Partnering with us means that you can sell Gordon River Cruises directly to your customers within your normal business operations. There is no minimum number of sales required to partner with us.

WHY SHOULD I BECOME A PARTNER?

Only Gordon River Cruises can deliver the truly immersive experience that is befitting of the tranquility of the Gordon River. It is a truly magical multi-award-winning Tasmanian experience that you as a partner can offer your guests while generating supplementary revenue in the form of commission.

HOW DO I BECOME A PARTNER?

Becoming a partner is a simple process. To register, we simply ask that you complete a credit application via a form provided. We will then set up your account in our booking system and provide you with the training and tools that you need to ensure you are confident in your knowledge of the product and how to sell it.

AS A PARTNER YOU CAN PLACE BOOKINGS TWO WAYS:

Online booking system with live inventory

- You are provided with a link, login details and booking instructions are provided (similar to making any online purchase)
- You take payment and provide the customer with a receipt (customer presents this upon arrival at the cruise terminal)
- We invoice you at the end of each month (after the customer has traveled), less your commission.

Manual voucher system

- As a partner, you call Gordon River Cruises to check availability
- You take payment from customer and provide them with a physical voucher which you have filled in (we provide you with the voucher book). The customer will present this voucher upon arrival at the cruise terminal.
- We invoice you at the end of each month (after the customer has traveled), less your commission.

MANUAL VOUCHER SYSTEM | HOW TO PROCESS A SALE

Step 1. Call Gordon River Cruises on 03 6471 4300 to check the availability of guest's preferred cruise date.

You will need to know:

- Preferred travel date
- Number of passengers
- Preferred seating type
- Contact phone number

Step 2. Once availability is confirmed you need to fill in a new voucher ensuring the following information is complete in the 'cruise' section only:

- Name of customer
- Date of booking (date of transaction)
- Customer phone number
- Your business name (input in 'Accommodation' section)
- Date of travel (date guest is cruising)
- Morning or afternoon cruise
- Seating type (Main Deck Central, Main Deck Window, Premier Upper Deck or Family)
- Number of passengers
- Input individual person pricing (full retail price)
- Input total price for transaction (full retail price)

The 'activity' section is to be used for charter the Bonnet Island Experience.

Step 3. Collect full payment from the passenger.

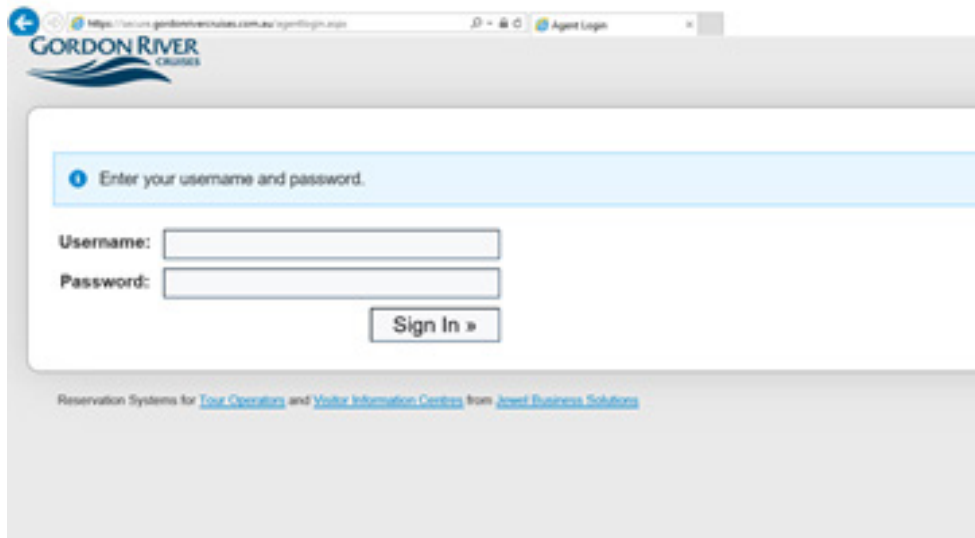
Step 4. Provide customer with a receipt and a copy of their cruise voucher. They will need to present this voucher upon arrival at the cruise terminal on their date of travel.

At the end of the month after the guest has traveled we will invoice you less your commission.

Eg: \$530 (2 pax on the Premier Upper Deck) is taken from customer. We will then invoice you \$477.00 (\$530 less \$53 commission).

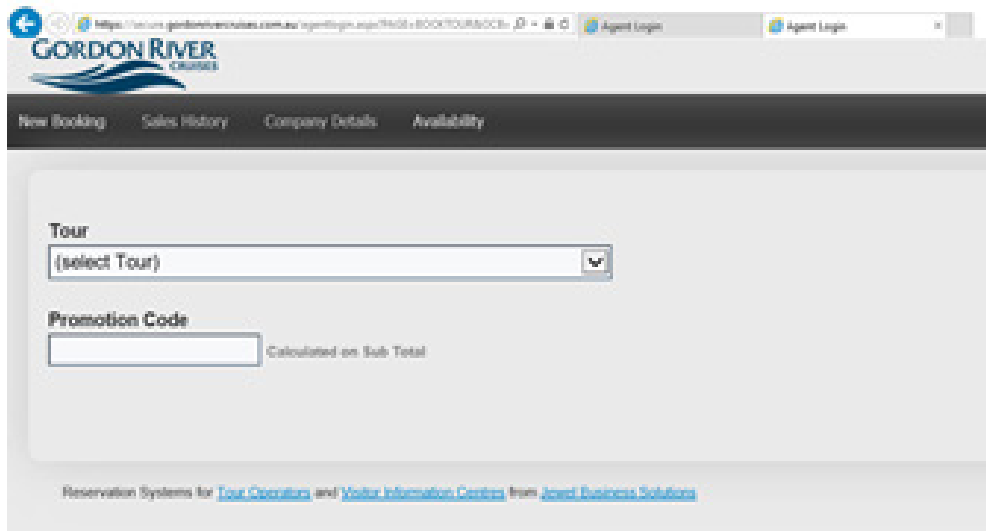
ONLINE BOOKING SYSTEM | HOW TO PROCESS A SALE

Step 1. Go to <https://secure.gordonrivercruises.com.au/agentlogin.aspx> and sign in with your user ID provided.



A screenshot of a web browser showing the 'Agent Login' page for Gordon River Cruises. The browser's address bar displays the URL 'https://secure.gordonrivercruises.com.au/agentlogin.aspx'. The page features the company logo at the top left. Below the logo, a light blue box contains the instruction 'Enter your username and password.' followed by two input fields: 'Username:' and 'Password:'. A 'Sign In »' button is positioned to the right of the password field. At the bottom of the page, there is a small text line: 'Reservation Systems for [Tour Operators](#) and [Visitor Information Centres](#) from [Agent Business Solutions](#)'.

Step 2. After logging in you will be taken to the screen pictured below.




A screenshot of the 'Agent Dashboard' page after a successful login. The browser's address bar shows the URL 'https://secure.gordonrivercruises.com.au/agentlogin.aspx?Module=BOOKTOUR&OCB='. The page has a dark navigation bar with links for 'New Booking', 'Sales History', 'Company Details', and 'Availability'. The main content area contains a 'Tour' dropdown menu with '(select Tour)' as the current selection, and a 'Promotion Code' input field. To the right of the promotion code field, it says 'Calculated on Sub Total'. At the bottom, the same footer text as in Step 1 is visible: 'Reservation Systems for [Tour Operators](#) and [Visitor Information Centres](#) from [Agent Business Solutions](#)'.

New Booking Sales History Company Details Availability 0 Items in the cart. Logout

Tour Description

Tour
Gordon River Cruise (Premier Upper Deck)

Departing



February 2019

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March 2019

S	M	T	W	T	F	S
						1
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

[View Business Solutions](#)

April 2019

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13

May 2019


S	M	T	W	T	F	S
						1
						2
						3
						4

Step 4. Select the desired tour, seating type and number of passengers.

GORDON RIVER CRUISES

New Booking Sales History Company Details Availability 0 Items in the cart. Logged in as Cradle Mountain Hotel - 46036 → LOG OUT

Tour
Gordon River Cruise (Premier Upper Deck)

Departing
Fri 22 Feb 2019 

Promotion Code
 Calculated on Sub Total

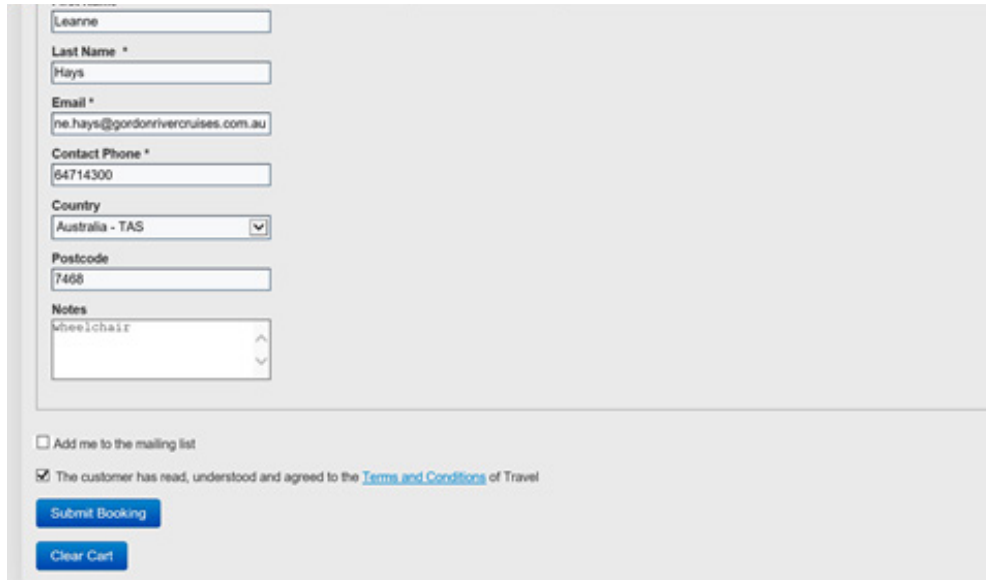
Voucher Number

Fares	PP	AUD
Adult PUD	2	\$265.00 \$530.00
Child PUD (3-14 yrs)	0	\$265.00
Infant PUD (0-2 years)	0	\$0.00
General Options		
Option:Audio Language Guide	0	\$0.00

Audio guide headsets in German, French, Cantonese or Mandarin to hear about 16 key points of interest

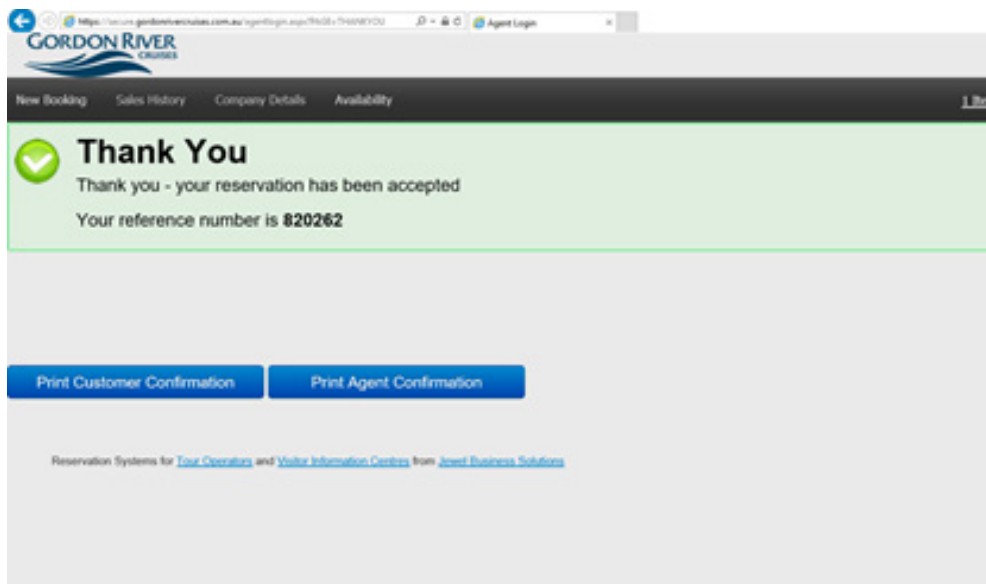
Step 5. Click 'add to cart' and enter passenger details in designated fields.

A confirmation email will be sent to the nominated email address. If the customer is unable to print the confirmation, please input your own email and print it for them. They will need to present this confirmation upon arrival at the cruise terminal.



A screenshot of a web form for entering passenger details. The form includes the following fields: First Name (Leanne), Last Name (Hays), Email (ne.hays@gordonrivercruises.com.au), Contact Phone (64714300), Country (Australia - TAS), Postcode (7468), and Notes (Wheelchair). Below the form are two checkboxes: 'Add me to the mailing list' (unchecked) and 'The customer has read, understood and agreed to the Terms and Conditions of Travel' (checked). At the bottom are two buttons: 'Submit Booking' and 'Clear Cart'.

Step 6. Submit the booking. You will then be taken to a confirmation page like the one pictured below.




A screenshot of a 'Thank You' confirmation page. The page features the Gordon River Cruises logo at the top left. Below the logo is a navigation bar with links: 'New Booking', 'Sales History', 'Company Details', and 'Availability'. The main content area has a green background with a large green checkmark icon and the text 'Thank You'. Below this, it says 'Thank you - your reservation has been accepted' and 'Your reference number is 820262'. At the bottom, there are two buttons: 'Print Customer Confirmation' and 'Print Agent Confirmation'. The footer contains the text 'Reservation Systems for Tour Operators and Visitor Information Centres from Javel Business Solutions'.

Step 7. Please take full retail payment from the customer and print the customer confirmation (should they not be able to), along with your agent confirmation (for your records).

The customer will need their confirmation as it is both their boarding pass and proof of confirmation.

Please kindly ensure that the customer does not see the agent confirmation as they will see the nett rate.

Below is what the customer confirmation will look like.



WELCOME ABOARD.

YOU'RE ONE STEP CLOSER TO
EXPLORING THE WILDERNESS OF
TASMANIA'S WEST COAST...

GORDON RIVER
CRUISES

Booking Confirmation

Thank you for booking with Gordon River Cruises

Reservation Details:
Reservation Number: **823676**
Date of Reservation: 08 May 2019
Name of Clients: PAR AVION AS PER WILL
Contact Details: W.BARBOUR@RACT.COM.AU

Booking Details:
Mon 13 May 2019
Confirmed
Booking Ref: 60979
Agent Ref: WILL

Gordon River Cruise (Premier Upper Deck) (GRC PU0)
2 Adults PU0
- Spirit of the Wild

Boarding begins at 8am with departure at 8.30am.

Morning and afternoon tea are provided; a hot and cold buffet lunch, a selection of Tasmanian cheeses and Tasmanian wine, beer, juice and soft drink. Coffee and tea are included throughout the journey. Boarding passes MUST be collected from the Gordon River Cruises office on the main wharf located on the Esplanade, Strahan.

Please contact us on 03 6471 4300 or grc@strahavillage.com.au should you have any enquiries.

Kind Regards

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Reservation Systems from [Customs Inc](#)