

APPROVED DESTINATION STATUS (ADS) SCHEME

ITINERARY CHECKLIST



INBOUND TOUR
OPERATORS

On 19 January 2015, the new ADS Code of *Business Standards and Ethics* will come into effect.

Use this checklist to prepare your ADS itineraries.

Your responsibilities

- › As an ADS inbound tour operator (ITO), your itineraries must comply with the code.
- › The complete itinerary requirements are listed in Attachment D of the code.
- › All items in the itinerary must be written in both English and Chinese.

ADS tour itinerary checklist

The first page of the itinerary must include :

- › your letterhead
- › the visa conditions disclaimer (refer to Attachment D of the code)
- › the consumer information statements (refer to Attachment D of the code)
- › the tour's post reference number
- › the total number of tourists
- › your trading name, ABN, office address, office phone number, e-mail and name and phone number of the 24-hour contact person
- › the outbound tour operator's trading name, office address, office phone number, e-mail and name and phone number of the 24-hour contact person.

General

The itinerary must include:

- › all in-tour costs such as accommodation upgrades, meal upgrades, optional activities
- › start and finish of tour dates
- › points and times of departure and arrival and flight numbers
- › the details and time allocated to all activities, attractions, pre-paid tour inclusions and shopping
- › travel times between destinations, activities and attractions
- › the name and address of all accommodation
- › the names and mobile phone numbers of all tour guides contracted or employed for the tour
- › at least one pre paid tour inclusion for every two days in Australia that has a total retail value of at least AUD\$50.

Where a visit to a commission-linked shopping outlet is included

- › The itinerary must state:
 - *Purchases made may result in a commission or other benefit being paid to, or received by, your ADS inbound tour operator, tour guide, tour leader or Chinese travel agent.*
- › The tourists must visit a competitive retail area at the same destination and for at least the same duration as the commission-linked shopping outlet.
- › The total amount of time spent at commission-linked shopping outlets cannot be more than 90 minutes each day.

For more information:
email ads@austrade.gov.au
phone 1800 048 155
or visit austrade.gov.au



Where you have arranged for any flexible tour arrangements

- › The flexible tour arrangements must be clearly identified on the itinerary (e.g. Group A: visit Sydney Aquarium and Group B: Sydney Opera House tour).

Where you have arranged for any free time tour arrangements

- › The free time arrangements must be clearly identified, including the amount of free time and the place where the tourists will meet the tour guide when the free time is finished.

Where parts or all of the tour services have been delegated to another ITO

- › The parts of the tour service that have been delegated must be clearly indicated.
- › The details of the ITO handling the delegated tour services must be provided.

More information

- › For a complete list of your responsibilities, please read Section 4 and Attachment D of the *ADS Code of Business Standards and Ethics* available at www.austrade.gov.au/ads

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