

APPROVED DESTINATION STATUS (ADS) SCHEME ITINERARY CHANGES



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

Use this factsheet to understand the rules on following and changing an itinerary.

Your responsibilities

- › You are responsible for following the itinerary prepared by the inbound tour operator (ITO).
- › You can only change an itinerary as a result of circumstances beyond your control **and** if the change is fair and reasonable and good value for money.

Itinerary changes

- › If you change an itinerary, you must immediately tell the ITO.
- › If there is a change or replacement of an attraction, activity, pre-paid tour inclusion, commission-linked shop or free shopping, you must ask the tourists to sign the itinerary amendment form available at www.austrade.gov.au.
- › You must give the signed itinerary amendment form to the ITO and keep a copy for your records.
- › You may also be asked to provide evidence to Austrade to support any change you have made to an itinerary.

Example

- › An ADS tour is scheduled to visit a museum.
- › There is a traffic jam on the way to the museum so you take the group to an art gallery instead.
- › You need to inform the ITO immediately of the change and ask the tourists to sign the itinerary amendment form.
- › You need to keep a copy of the form for your records and provide a copy to the ITO.

Example

- › An ADS tour is scheduled to visit Bondi Beach on Tuesday and the Aquarium on Wednesday.
- › On Tuesday, there is a storm so you take the group to the Aquarium.
- › On Wednesday, you visit Bondi Beach.
- › You need to inform the ITO immediately of the change, but you do not need to complete the itinerary amendment form as the only change was to the order of activities.

More information

For a complete list of your responsibilities, please read Section 5 of the *ADS Code of Business Standards and Ethics* available at www.austrade.gov.au/ads

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

