

TERMS OF TRADE

Experience places differently



STORIES UNSEEN

18 The Esplanade, Perth WA 6000

hello@storiesunseen.com.au

How it works

Each Stories Unseen adventure needs to be unlocked before it can be downloaded to a traveller's device. For trade customers, there's several ways we can unlock our tours for your customers, matched to how our tours are distributed.

Keep in mind, once downloaded to a device, tours are available to each traveller indefinitely. This means that tours do not need to be completed on the day that they are unlocked, making amendments and cancellations a breeze.

Independent travellers – retailers/merchant

1. You sign up online as a Stories Unseen affiliate using our online platform (FareHarbor)
2. You collect payment at the time of booking
3. Traveller receives an automated email with tour details and a single-use access code to specified email address (*code generation method to be agreed based on your organisation's system capabilities*)
4. You remit payments collected monthly (14-day payment terms in arrears)

Independent travellers – wholesale

1. You tell us:
 - a. which tour/s
 - b. How many "seats" you would like to re-sell i.e. unique access codes
 - c. Time period in which tour/s will take place e.g. our default is 12-months from invoice date
2. We collect payment via invoice in advance (payment received in advance)
3. We provide a block of single-use access codes that can be 'white labelled' along with unbranded tour download information

Group travel – in bound tour operators

1. You tell us:
 - a. which tour/s
 - b. when the tour is expected to take place
2. We give you a:
 - a. A single access code period to your organisation that will work for your specified time
 - b. Group download instructions (includes a handy QR code!)
3. We invoice you for the total number of devices that used your organisation's single access code during the date range provided (14-day payment terms in arrears)

Need a different approach for your business? Contact us - hello@storiesunseen.com.au

Conditions

Tour conditions	<ul style="list-style-type: none"> • Tour stops – stops may be varied without notice due to local conditions including significant building works and safety hazards. Every effort is maintained to ensure that the same number of stops, duration and distance is similar. • Recommendations – local hospitality recommendations, known as Linger Longer, may be varied without notice subject to tour experience and changes in venue opening hours • Pricing – all prices are in AUD unless specified otherwise
Amendments	<ul style="list-style-type: none"> • All changes to validity period and total number of devices must be received 24 hours prior to advised start date
Refund Policy	<p>A full refund is available for all cancellations, no questions asked</p> <p><i>Note: Refunds will not be provided if an access code has been activated by a traveller</i></p>
Free-of-Charge Policy	<p>Product demonstrations and familiarisation tours are available free-of-charge upon request.</p> <p>Volume discounts may be considered on a case-by-case basis.</p>
Age limits	<p>There are no age limits on our tours.</p> <p>Each tour is published with a content rating so that parents and guardians can make an informed choice as to which tours are appropriate for their families.</p>
Payment terms	<ul style="list-style-type: none"> • All pricing is in AUD unless specified • Pricing is exclusive of transaction fees e.g. international transaction costs, credit card surcharges