



## Bushfire recovery “Code of Conduct” for transferred bookings

In an effort to provide support and hope to members suffering losses caused by bushfires, when being approached to accommodate groups that have been forced to re-locate, the ACA Board calls on its members to:

- \* Ensure contact/liaison/consultation occurs with the original bushfire affected campsite when practical to do so
- \* Make every effort to honour the pricing agreement made by the original campsite where the price structure is less than your pricing structure
- \* The booking be made with a written understanding between the new campsite, the client group and the original campsite that the booking is for an interim period only, until original camp is rebuilt / ready to operate and take bookings once again. (A template letter will be developed to assist you in communicating this to clients) The new campsite will not make any subsequent booking without prior approval of the original campsite
- \* Commission fee minimum of 5% be returned to the original bushfire affected campsite
- \* If a campsite is not able to accommodate a displaced group they will refer the client to the ACA booking service enquiry