

Travel Agent Commission Information

Best Western Plus The Ranges Karratha Commission Claim Process

Thank you for choosing The Ranges Karratha as your preferred accommodation provider. We value your partnership and we want to ensure that any outstanding **commission payments** to you are processed as soon as possible.

Commission invoices need to be emailed to reservations@therangeskarratha.com.au in a standard format such as PDF, Word or Excel and within 60-days of the guest/s departure. The commission invoice must contain the following:

- Your Agency details (including name, telephone, email and address).
- Valid IATA or TIDS number & ABN (Australian agents only)
- Booking Confirmation number.
- Guest details (including first and last name).
- Arrival and departure date.
- Total accommodation amount.
- GST breakdown (Australian agents only).
- Bank account details (including account name, number, BSB and/or swift code).

Frequently Asked Questions

What currency is the commission paid?

We only pay commission in Australian Dollars. We do not consider differences due to currency exchange rates or fees imposed by your bank to accept AUD.

How soon will my commission be processed?

We process commission claims as we receive them and pay once per month.

How far in the past will you process commission?

It is our company policy not to pay commission on reservations after one year (365-days) post your guest's departure date.

I made the reservation on the GDS, are the rates commissionable?

All public rates loaded into the GDS are commissionable at 10%. Please make sure you check the rate rules to ensure the rate is commissionable.

Are negotiated corporate rates commissionable?

Corporate negotiated contracts issued via Best Western clearly state if a commission is payable on the negotiated rate or not. Please make sure you check the rate rules to ensure the rate is commissionable.

Are reservations made online commissionable?

Direct reservations via our website- www.therangeskarratha.com.au made on our Direct Dynamic Rate are commissionable at 10%, any discount, promotional and corporate rates are non-commissionable.

Are reservations made directly commissionable?

Reservations made directly with our Staff here in Karratha are non-commissionable as we always give you a “Best” price. Travel agents wishing to reserve commissionable rates please use our Direct Dynamic Rate as displayed on our website- www.therangeskarratha.com.au

Are additional products and services commissionable?

Only the accommodation reserved on applicable rates are commissionable at 10%, all additional products such as breakfast, dinner, rollaway beds, additional housekeeping services, late check out fees and any other fees/charges are non-commissionable.

Please Note:

- Commission is not paid from an email, statement or account summary. Invoice only.
 - Best Western Plus The Ranges Karratha do not accept commission claims via third-party collection companies.
 - One tax invoice is required per guest stay.
 - Commission is 10% which is inclusive of GST (taxes).
- If you have any questions regarding commissions please email your enquiry to our Reservation Team at reservations@therangeskarratha.com.au or telephone us on 1300 639 320 during office hours (WA Time).*

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