

2026-2027 Goulburn Tourism Partnership Terms and Conditions

1. Tourism Partnership Applications must be approved by the Tourism Manager before promotion of that business by the Tourism Team commences.
2. Tourism Partnerships are for the financial year. Continuation notices will be sent out prior to 1st June each year:
 - a. Bronze Partners – unlimited number of businesses per year. Only available to businesses located within the Goulburn Mulwaree Local Government Area (LGA). Businesses located outside the LGA must become either a silver or gold partner.
 - b. Silver Partners – limited to only 24 businesses per year.
 - c. Gold Partners – limited to only 12 businesses per year
 - d. Silver and Gold partnerships run from 1st July – 30th June each financial year. Packages must be purchased by 31 October, after this, only bronze partnerships will be available with the option to purchase add on advertising packages.
 - e. Bronze Partners will automatically renew each financial year; each member will receive correspondence by approximately 1st June notifying them that their Bronze partnership will automatically renew on 1st July. If the partner wishes to opt-out or make changes to their partnership, they will need to respond in writing (via email) no later than 1st July.
 - f. Partnerships for operators outside the Goulburn Mulwaree LGA will not automatically renew, therefore such operators will be required to renew their Silver or Gold partnership each financial year.
3. Partnership fees are non-refundable. Partners who cease trading will not receive a refund.
4. Goulburn Mulwaree Council reserves the right to refuse participation due to outstanding accounts, failure to meet industry standards of Australian Law or planning and compliance concerns/action.
5. Goulburn Mulwaree Council reserves the right to cancel any Partnership without refund.
6. A copy of the relevant approval to operate/relevant accreditation is required at the time of becoming a partner. If Council approval is revoked or the business is in breach of NSW Legislation, the business must notify the Tourism Manager within 7 days. Partnership will be withdrawn until the approval is reinstated or Legislative requirements are met.
7. Short Term Rental Accommodation (STRA) operators must register their property via the NSW Government Planning Portal and provide proof of registration and payment when applying to become a Goulburn Tourism Partner.
8. In relation to agritourism (farm stay accommodation, farm gate premises or farm experience premises), the following is to be provided as applicable:
 - a) A statement of compliance with the exempt provisions for agritourism in accordance with State Environmental Planning Policy (Exempt and Complying Development Codes) 2008. Including a copy of relevant approvals for a food premise (Food Act 2003), onsite effluent management and waste (s.68 Local Government Act).

b) The complying development certificate number for an approval under State Environmental Planning Policy (Exempt and Complying Development Codes) 2008

c) Development Application Number

Note: Compliance with legislation is the sole responsibility of the operator and landowner.

9. Current Partners will be given priority in referrals.

10. It is the responsibility of the business owner/manager to ensure:

a) all information provided to the Tourism Team is current and correct,

b) staff are informed about the business' product, features, rates/prices, operating hours and notified about any changes to business operation,

c) staff are notified of accommodation vacancies upon request. Priority referrals will be given to accommodation houses with known vacancies.

11. Goulburn Mulwaree Council reserves the right to reject any promotional material deemed unsuitable for display, or that is not an accurate reflection of the business/event. Unsolicited materials from other sources will be discarded. Individual business brochures will not be displayed, stored or distributed in the Visitor Information Centre.

12. Due to time and cost constraints, there may be times when only those Goulburn Tourism Partners with e-mail capabilities will be notified of opportunities and initiatives.

13. Goulburn Mulwaree Council reserves the right to promote any product, event or experience that will enhance the profile of Goulburn Australia.

14. Businesses and operators who are current advertisers in the Goulburn Australia Destination Guide must remain as Goulburn Tourism Partners.

15. Acceptance of this Partnership Application is for promotional purposes only. Receipt of this Partnership Application does not confirm that the business has the relevant Council approval(s). The onus is on the business to gain the necessary approvals in accordance with NSW Legislation prior to lodging this Partnership Application. By signing this Partnership Application, you agree to provide a copy of the appropriate approval(s) and/or notification(s) upon request.

16. To protect your potential financial exposure, your business should always have adequate Business Insurance, including Public Liability Insurance (\$20M), and Workers Compensation. Goulburn Mulwaree Council holds no responsibility for businesses without adequate insurance.

17. Any imagery or information regarding your business that you provide to us, may be reproduced to promote your business or the Goulburn region. In providing this information, you acknowledge that you are the owner of the information and/or imagery that you are providing, and that it is free of any copyright.

18. Where complaints about member businesses are received from the general public, their Partnership will be reconsidered and recalled where necessary.