



**GO KOALA PASS...
...go where you wanna go!**



Go Koala

- the "bear" facts

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By now you will have received your copy of the directory (second edition) and if you had requested any changes to your entry in our first edition, then these should now all be reflected in this copy. If you wish to make any changes for the next edition (which we will be re-printing around November this year), then please let me know as soon as possible. We are about to attend Australia's largest Travel and Tourism Show, the **Australian Tourism Exchange** (ATE) which will be held in Perth, Western Australia from 18-25 June this year. This show brings together over 600 tour and travel operators from all world markets and some 700 product suppliers from all over Australia ranging from accommodation to transport to restaurants and sight seeing product. The Go Koala Pass program will be heavily promoted at ATE by our team - (Denise, Madeleine, Matt, Mark, Todd & Angela) and hopefully you should see some very positive results by way of bookings for your property later on in the year.

Here again for your information, are the procedures and billing instructions for the Go Koala Hotel Pass:

- Bookings and/or requests for accommodation at your property for Go Koala Hotel Pass will come mostly via email from res@gokoalahotels.com, OR res@mchg.co.nz, OR gkres@aot.com.au, or by fax from our central reservations office in Christchurch N.Z., (Fax:+64 3 358 5012). Our reservations staff will request the accommodation and upon confirmation by your reservations staff, they will advise our client (the tour wholesaler) of the booking status (ie: confirmed or declined).
- The passenger will arrive at your hotel with a voucher from our client (the agent) which your desk staff should collect. The voucher will stipulate " Go Koala Hotel Pass " and will indicate the colour category of the accommodation purchased (for example: Bronze, Silver, Gold, Platinum and Platinum Plus). These vouchers are already pre-paid and colour coded according to the rates contracted by your property and the AOT Group.

UPGRADE OPTIONS

If the passengers/guests wish to upgrade their standard of accommodation upon arrival at your hotel / property, they may do so by using the voucher they are holding and paying the following retail surcharges:

FROM	Silver	Gold	Platinum	Platinum Plus
Bronze	\$ 15	\$ 31	\$ 54	\$ 80
Silver		\$ 16	\$ 39	\$ 65
Gold			\$ 23	\$ 49
Platinum				\$ 26

***Surcharges are quoted as per room, per night and payable direct to the hotel / property upon check in.

OPEN-DATED VOUCHER

The overseas wholesaler issues both open-dated vouchers as well as pre-booked vouchers and at times the passengers will call you directly advising that they are holding a Go Koala voucher. We have provided a toll free number within Australia (**1800 504 732**) for the travelling passengers' convenience.

Any/all vouchers redeemed must be forwarded to GO KOALA HOTEL PASS, P.O. Box 7700, St Kilda Road, Melbourne, Victoria, 8004.

Most importantly, should you require any clarification on Go Koala Hotel Pass Program, or need any assistance whilst the guest is checking in, please call our **TOLL FREE NUMBER: 1800 504 732**

Until next time - **GO KOALA PASS – GO WHERE YOU WANNA GO!**