

# EXPAND YOUR ONLINE AGENCY

The team at SmartFares can provide you with advanced travel technology solutions. SmartFares have developed SmartWeb for your customers, a comprehensive fares database for your website with your agency's logo branding. SmartWeb is an essential travel tool for your online business, giving your agency a competitive advantage on the Web.

Priced at only \$770 (\$550 setup and \$220 per annum thereafter), SmartWeb is a feasible start to entering the online market place.

**PLEASE NOTE: FOR CONCORDE AGENCY NETWORK MEMBERS THERE IS NO CHARGE FOR THE SET UP OR PER ANNUM FEE**

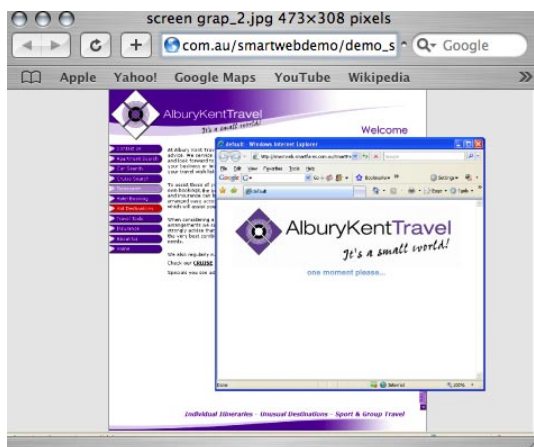


Figure 1: Splash Screen

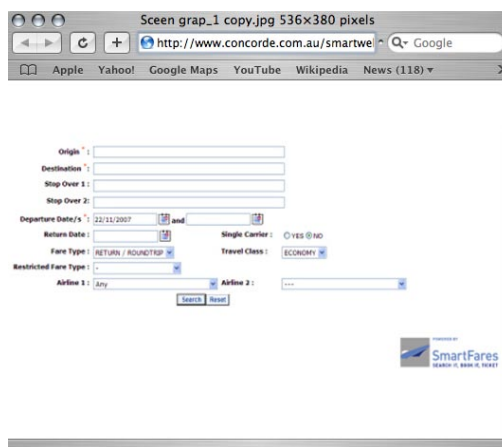


Figure 2: Fare Search Screen

## WEB

If your travel agency has an existing website you can easily add the SmartWeb fares database solution to enhance your online business.

## COMPETITIVE PRICES

SmartWeb provides an economical and competitive alternative to published fares giving your customers realistic market level prices with nett fares.

## LEADING TECHNOLOGY

SmartWeb gives your agency leading technology with your agency's logo and branding to keep your business up to date with the online travel market.

## INCREASED EFFICIENCY

SmartWeb provides your agency with increased efficiency enabling your customers to find their own fares, contacting you when they are ready to purchase.

## FLEXIBLE ACCESS

Your customers can access fare information 24-hours a day, 7 days a week through your website with your agency's own SmartWeb technology.

## CUSTOMER ACCESS TO FARES

SmartWeb leverages your agency's website with a fares database empowered with extensive search capabilities for your customers. SmartWeb gives your customers online access to nett fares at retail prices through your agency's website, providing them with realistic market level prices.

You also have the ability, to nominate your own markup. With SmartWeb on your website, your customers can have flexible access to fares, 24-hours a day, 7 days a week. SmartWeb technology increases your agency's efficiency and expands your revenue opportunities by servicing your agency with its own fares database.

## ADVANCED TRAVEL TECHNOLOGY

SmartFares is creating and distributing advanced travel technology for your agency, providing the essential ingredients to help you serve your customers online. With accurate fare information updated throughout the day, an easy-to-use interface, advanced search capabilities and reliable high performance,

SmartWeb is an essential customer service for your online business. If your agency has a website, SmartWeb technology can be easily incorporated into your existing service, giving your agency the right tools for travel on the Web.

# YOUR STEP-BY-STEP GUIDE TO SMARTWEB

## CUSTOMER ACCESS TO FARES

Fare searching and booking is a straightforward procedure for your travel customers with the SmartWeb database on your agency's website. Here are the basic steps:

- STEP 1** Your customer visits your agency's website and clicks on "Fare Search" on the homepage
- STEP 2** Your customer is taken to a Splash page, a transition page between your site and your agency's SmartWeb.
- STEP 3** Your travel agency's logo appears on the Splash page during the transition
- STEP 4** Your customer is then taken to the fare search page of your agency's SmartWeb.
- STEP 5** Your customer fills in their trip details and clicks on "Search"
- STEP 6** Your customer selects the appropriate fare and clicks on "Book" to send an email request directly to your agency
- STEP 7** Your agency receives your customer's booking request immediately which you can then action.

## PUTTING SMARTWEB ON YOUR AGENCY'S WEBSITE

There are a few simple steps you need to take to put SmartWeb on your agency's website.

- Provide SmartFares with your website's name and your agency's logo in digital format (GIF or JPEG files) for the Splash page of your agency's SmartWeb
- Provide SmartFares with an email address and telephone number to publish on your agency's SmartWeb for bookings and customer support
- Connect your agency's website to SmartWeb by creating an icon on your website's homepage and linking it to the URL for your agency's SmartWeb provided by SmartFares.

## ORDERING SMARTWEB

Contact your local sales executive and request SmartWeb. Your sales executive will provide you with details on how to implement SmartWeb technology into your agency's website. Or for further information [email:smartweb@concorde.com.au](mailto:smartweb@concorde.com.au)

# SMARTWEB AGREEMENT

This is an Agreement between Concorde International Travel Limited ABN 84003 237 296 (“Concorde”) and the Agent for the use of the SmartWeb database (“SmartWeb”) on the Agent’s Website as nominated in the field below (“Agent’s Website”).

## TERMS AND CONDITIONS

1. As a member of Concorde Agency Network the Agent will NOT pay an initial set up fee of \$550 (including GST) per website URL and an annual licence fee of \$220 (including GST) per agency location.
2. If the Agent leaves the Concorde Agency Network subsequent annual licence fees will be invoiced 30 days before and will be payable before the anniversary date of the Agreement.
3. Concorde may vary annual licence fees by notice to the Agent at the time of invoicing annual licence fees.
4. The fees referred to in paragraph 1 are applicable for the Agent’s Website only. Additional fees are payable for other websites.
5. The Agent is licensed to use SmartWeb on the Agent’s Website only for 12 months at the end of which, Concorde will review the licence before annual renewal of the Agent’s connection to SmartWeb.
6. The use of SmartWeb is for the Agent’s Website only and cannot be used on any other website.
7. Concorde reserves the right to remove access to SmartWeb at any time after giving 1 days notice.
8. Concorde requires the Agent to ticket with Concorde no less than 100% of all of their agency’s consolidation ticketing over a period of 12 months. Concorde is entitled to terminate this Agreement if the Agent fails to ticket 100% of their agency’s consolidation ticketing with Concorde.
9. The Agent has the ability to change the mark up three times within a one-year period; thereafter a fee of \$50 per change will apply.
10. It is the Agent’s responsibility at its own cost to connect its Website to the URL for SmartWeb provided by Concorde and to frame the SmartWeb pages.
11. Customer support for the Agent’s SmartWeb is the responsibility of the Agent. The Agent is required to provide Concorde with an email address to be connected to the booking page of SmartWeb.
12. Concorde is not responsible for technical-related problems concerning SmartWeb and will use all reasonable endeavours to ensure that the database is available 24 hours a day, 7 days a week.
13. Concorde is not responsible for any delays or deficiencies caused by factors beyond its control including telecommunications failure or fault, CRS breakdown and events commonly regarded within the industry as force majeure.
14. The Agent acknowledges that Concorde is the sole owner of SmartWeb; all intellectual property rights used therein and will make no claim directly or indirectly to that intellectual property.
15. Updating fare levels and information on SmartWeb is the responsibility of Concorde.
16. The SmartFares name and the information Powered by SmartFares will be displayed on the Agent’s SmartWeb, the placement of which will be at Concorde’s discretion.
17. Concorde reserves the right to utilize banner advertising space on SmartWeb and to implement it without notification to the Agent.
18. Concorde’s liability for any breach of express or implied terms and conditions is limited to replacement or repair of SmartWeb on the Agent’s Website.
19. In addition to any other terminating event stated in this Agreement, Concorde can terminate this Agreement upon the threatened or actual insolvency of the Agent.
20. Upon termination of this Agreement the Agent will immediately return to Concorde all of Concorde’s property such as information sheets, publication brochures and the like.
21. The Agent has no right to assign, transfer or sub-licence SmartWeb to any third party or any other website other than the Agent’s Website.
22. The parties acknowledge that the proper of this Agreement is the law of the State of New South Wales and that they will submit to the exclusive jurisdiction of the Courts and Tribunals of New South Wales.

# AGREEMENT EXECUTION

TRAVEL AGENCY (“THE AGENT”)

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AGENT’S WEBSITE URL

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SIGNED BY AGENT

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FULL NAME

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DATE

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SIGNED BY CONCORDE

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FULL NAME

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DATE

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