

## Credit Account Application

### About this form ...

**To complete a credit account application in the correct manner you will need to:**

- complete in block letters all relevant questions on this form
- complete the following additional forms:
  1. Directors/Personal Guarantee
  2. Credit Card Charge Guarantee
  3. Terms and Conditions of Credit
- provide copies of:
  1. Travel Agents Licence
  2. Travel Compensation Fund Membership

**The completed and signed original forms and copies of documents can be:**

- Handed to a Concorde Sales Executive; or
- Mailed to  
Concorde International Travel  
Level 10, 310 King Street  
MELBOURNE VIC 3000

### 1 Please give details of the company or business entity below.

Registered name of company or business entity

ABN

Trading name (if applicable)

Travel Agents Licence number

Travel Compensation Fund Membership number

### 2 Address and contact details of company or business entity

Suburb

State

Postcode

DX Number and Location

Phone

Fax

Email address

### 3 Details of ...

Name of Directors/Proprietors (Title/Given name/Surname)

Name of Office/Retail Manager

Phone

Name of contact for Accounts Payable

Phone

### 4 Details of credit references (3 required)

Name of reference 1 (Title/Given name/Surname)

Company name

Phone

Name of reference 2 (Title/Given name/Surname)

Company name

Phone

Name of reference 3 (Title/Given name/Surname)

Company name

Phone

### 5 Is your company or business entity ...

a member of a buying group? Yes  No

If yes, name of group

a member of IATA/DAPA? Yes  No

If yes, your IATA/DAPA number

## Credit Account Application (continued)

### 6 CRS details

Is your company or business entity connected to a CRS?

No  ► Go to Q7

Yes

If yes, which CRS

Galileo  Sabre  Abacus  Amadeus

CRS Pseudo City Code    Number of terminals    Number of consultants

<input type="text"/>	<input type="text"/>	<input type="text"/>
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### 7 Name of courier service used

### 8 Please provide details of your company or business entity's bank account

Bank

Account number

Branch address

Branch phone

<input type="text"/>	<input type="text"/>
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### Authority for ...

I / We hereby give the Westpac Banking Corporation authorisation to seek an opinion from our Bank.

Signature of Director / Proprietor

Date

### Concorde use only

Date

Agents number

Abbreviated name

Comments

## Directors / Personal Guarantee

**Please ensure that this form is completed by all Directors and witnessed.**

Date

We, the undersigned, hereby declare that as at this date we were duly acting as Directors of the Travel Agency ("agency") known as:

Registered name of company or business entity

Trading as (if applicable)

ACN

Address of company or business entity

In consideration of Concorde International Travel Pty Ltd issuing duly authorised documents at the request of, and on behalf of our agency, the agency will abide by the terms of credit laid down by Concorde International Travel Pty Ltd and settle by the due date. In further consideration of Concorde International Travel Pty Ltd issuing the said travel documents at the request of our agency, we jointly and severally, unconditionally and irrevocably guarantee and indemnify the punctual payment by our agency to Concorde International Travel Pty Ltd of all monies now payable or which may become payable by our agency to Concorde International Travel Pty Ltd inclusive of any legal and collection costs. This guarantee and indemnity is a continuing guarantee and indemnity that applies to each transaction made by our agency. This guarantee and indemnity shall be binding on us even if:

- (a) the agreement between our agency and Concorde International Travel Pty Ltd is voided in any way
  - (b) our agency is wound-up or dissolved
  - (c) the guarantee and indemnity given by any co-guarantor is unenforceable against that person
  - (d) any time or other indulgence is given to our agency
  - (e) there is any waiver, compromise, release, abandonment, variation or renewal of any rights Concorde International Travel Pty Ltd may have against our agency
  - (f) there is any neglect or omission by Concorde International Travel Pty Ltd to enforce its rights against our agency
  - (g) Concorde International Travel Pty Ltd reduce, increase or stop and then restart the provision of credit to the agency.
- This guarantee and indemnity shall remain in full force until all monies and other obligations to Concorde International Travel Pty Ltd have been satisfied. To the fullest extent possible, we agree to waive any rights of surety or indemnifier (legal, equitable, statutory or otherwise) which may be at anytime inconsistent with any of the provisions of this guarantee and indemnity.

**Name of Director 1**

Home address

Home phone

Mobile

Signature of Director 1

**Name of Director 2**

Home address

Home phone

Mobile

Signature of Director 2

**Name of witness for Director 1**

Home address

Home phone

Mobile

Signature of witness for Director 1

**Name of witness for Director 2**

Home address

Home phone

Mobile

Signature of witness for Director 2

## Directors / Personal Guarantee (continued)

Name of Director 3

Home address

Home phone

 

Mobile

Signature of Director 3

Name of Director 4

Home address

Home phone

 

Mobile

Signature of Director 4

Name of witness for Director 3

Home address

Home phone

 

Mobile

Signature of witness for Director 3

Name of witness for Director 4

Home address

Home phone

 

Mobile

Signature of witness for Director 4



## Credit Card Charge Guarantee

In consideration of Concorde International Travel Pty Ltd issuing duly authorised travel documents as requested by the travel agency for credit card charges, Concorde International Travel Pty Ltd will issue credit card charges as per the agency's ticket order provided that the airlines accept credit cards for the fare requested.

It is the agency's responsibility to ensure that they have the passengers authorised signature on file for every ticket order requested and to query with the passenger any suspected forgeries or discrepancies in the signatures. The agency is solely responsible for all forms of credit card fraud or where the airline does not accept a signature or otherwise does not accept the credit card payment. If Concorde International Travel Pty Ltd incurs any expense or liability to the airline or any other person as a result of credit card fraud, credit card irregularity or the agency not complying with its obligations in respect of credit cards as set out above, the agency shall pay such costs to Concorde International Travel Pty Ltd within 7 days of demand including any legal costs suffered or incurred. Should the airline issue an agency debit memo for any credit card disputes Concorde International Travel Pty Ltd will request a copy of the authorised signature to dispute with the airline.

Concorde International Travel Pty Ltd refer you to the IATA Travel Agents Handbook and in particular the "Code of Practice for Credit Card and Other Card Transactions Made Against an Airline's Merchant Agreement" and the IATA resolution 890 Card Sales Rules. To obtain a copy of this handbook, you can either, order a hard copy from [www.iataonline.com](http://www.iataonline.com) or download an electronic copy from [www.iata.org/agenthome](http://www.iata.org/agenthome).

Concorde International Travel Pty Ltd strongly urges that the section on card fraud be read and understood before undertaking non face to face card transactions.

Agency name

Signature of Director

Date

## Terms and Conditions of Credit

- 1** Statements are faxed or emailed weekly on Monday evenings and are due for payment on the Friday of the same week. Please note that funds are to be in our office no later than 3.30pm on the due date. If any of these dates fall on a public holiday, then the first working day after that date will apply. The fees that apply shall be those specified on our website or CONFEEES page in SmartFares at the time of placing your order with us.
- 2** Tickets are issued per your instructions and it is your responsibility to ensure all details submitted to us by you, including spelling, are correct. All tickets issued in accordance with the details you provide must be paid for by you. In the event of an airline billing us an ADM (agency debit memo) for an undercharge or any other charge (including recall of commissions) we will invoice you, which will appear on your statement the following week and this charge is payable on that weeks statement, or if in dispute a letter must be sent to our office within 7 days with all proof attached to request a reversal from the airline. Whilst we will promptly forward such letter to the airline, if the airline will not agree to reverse the ADM or do not provide a response within 14 days from the day we send the letter, this cost is payable by you and will be added to your next invoice. If a response is received after 14 days and the airline agrees to a reversal of the ADM, we will allow you a credit on your next statement of the relevant amount if this has already been paid by you.
- 3** Tickets misplaced/lost by the agency or passenger must be fully paid for, even when they have been lodged for Refund/Lost Ticket Indemnity with the relevant airline. Tickets submitted for refund must not be deducted from invoices, they will be submitted as per normal refund procedure.
- 4** Miscellaneous Charge Order("MCO")/Prepaid Ticket Advice ("PTA"). Once we send an MCO to an airline (at your request), it cannot be retrieved. Should you wish to cancel a PTA you must advise us by fax or in writing with a copy of the MCO or quoting its number. We will then apply to the airline for a refund and when received, a cheque will be forwarded to your office. The MCO will appear on your invoice and must be paid for in full.
- 5** Tickets can not be cancelled once a Bank Settlement Plan ("BSP") period has closed. Tickets issued Monday to Friday must be received in our office by 5.00pm on the Friday of that week. If tickets are received in time , they will be cancelled and therefore will not appear on your invoice, thus avoiding the need to apply for a refund with the airline. Tickets received at our office outside these times will be processed as a normal refund and all cancellation/refund penalties will apply to your agency.
- 6** Refunds lodged by The Concorde Group, subject to ticket request instructions being correctly carried out, will attract an administration fee. Please refer to CONFEEES in SmartFares for the current up to date listing of all our fees.
- 7** In addition to the above general conditions, I/we agree that for the purposes of processing my/our application for credit facilities:
  - a) Agreement that Concorde International Travel Pty Ltd may seek consumer credit information (Section 18K (1)(b) Privacy Act 1988).

If Concorde International Travel Pty Ltd considers it relevant to assessing my/our application for commercial credit, I/we agree to Concorde International Travel Pty Ltd obtaining from a credit reporting agency a credit report containing personal credit information about me/us in relation to commercial credit provided by Concorde International Travel Pty Ltd.
  - b) Exchanging information with other credit providers (Section 18N (1)(b) Privacy Act 1988).

I/We agree to Concorde International Travel Pty Ltd obtaining personal information about me/us from other credit providers, whose names I/we may have provided for Concorde International Travel Pty Ltd or that may be named in a credit report, for the purpose of assessing my/our application for commercial credit, made to the company.

I/we agree that Concorde International Travel Pty Ltd may disclose my/our personal information to persons within the Concorde International Travel Pty Ltd organisation and to third parties comprising airlines, courier companies and Baycorp Advantage.

I/we also agree that Concorde International Travel Pty Ltd may use my/our personal information for marketing purposes.

To the best of Concorde International Travel Pty Ltd's knowledge, each of the third parties to whom we disclose your personal information has in place a privacy policy that complies with the requirements of the Privacy Act 1988.
- 8** We reserve the right at anytime to cease providing credit to you or limiting the amount of credit available at anytime. If credit is withdrawn, all ticket monies must be paid at the time of delivery of the tickets or placement of ticket order as directed by us.
- 9** Risk in respect of lost/damaged/stolen tickets passes to you at the time of delivery.
- 10** To the fullest extent permitted by law, all implied terms are hereby excluded and we shall not be liable to you for any indirect or consequential loss.
- 11** If we incur any legal costs and/or disbursements in recovering or attempting to recover any monies owed by you to us, you must pay such costs on a full indemnity basis upon demand.
- 12** All times for payment are of the essence. Monies must be paid by the due date specified in the invoice or these terms (or, if no date is specified, within 7 days of demand). In the event of group bookings we may request for part of or all of the fees to be paid in advance.

## Terms and Conditions of Credit (continued)

- 13** The Credit Account Application, Directors/Personal Guarantee, Credit Card Charge Guarantee, these Terms and Conditions of Credit and the fees shown on our website or the CONFEEES page of SmartFares together form the one agreement comprising the complete terms and conditions between you and us and any reference to "terms" means and includes each of these documents.
- 14** In addition to any other terms, we may terminate this agreement immediately if you have a liquidator, provisional liquidator, administrator, controller, receiver or receiver and manager appointed, breach an essential term, breach a term that is capable of remedy (other than an essential term) but which is not remedied within 7 days of demand by us, commit a breach that is not capable of remedy or any guarantor purports, threatens or does withdraw the provision of a directors/personal guarantee.
- 15** The guarantors each agree to be bound by these terms such that they are jointly and separately bound by them together with the agency.

All forms outlined in the Credit Account Application must be signed before credit will be assessed, and is subject to management approval.

We, the undersigned, hereby declare that as at the date stated below, have read and understand all of the terms and conditions stated above.

Name of Director and Guarantor 1

Signature of Director and Guarantor 1

Date

Name of Director and Guarantor 2

Signature of Director and Guarantor 2

Date

## Checklist for Credit Account Application

Please complete the following checklist to ensure that all the requirements for the Credit Account Application have been fulfilled.

### Checklist

- Pages 1-7 have been fully completed.
- The Directors Guarantee has been signed by all directors and witnessed.
- Both the Credit Card Charge Form and the Terms and Conditions form have been signed by a current director.
- Copies of Travel Agents License and Travel Compensation Fund membership are included with your application.
- Send in the original, completed and signed application forms.