

Tourism Providers





The opportunity.

The Travel Mall is a worldwide platform where Tourism Service Providers, Sales Agents and the public meet. The Travel Mall consists of a multitude of independent Travel Stores where products and services are listed. Customers can inquire for these products or book them online.

You, a Tourism Provider, can benefit from this Mall in several ways:

1. You can open your own Travel Store where you can sell your and/or other products and services.
2. You can enter your products online including a lot of detail
3. You can make your products available for online bookings and/or online inquiry.
4. A combination of the above

Your Travel Store. You can open a Travel Store and configure this according to your design ideas, corporate identity and further requirements. Configuration means that you can make those changes yourself, online without us having to program anything new. You can for example customize the following:



-  Store name, Data filter, Menu Bars
-  Background and Text Colors; Banners / Logos.
-  Home Page: Greeting, Pictures, Tours departing, Events layout
-  Catalogue: search criteria, modules, product details

These options allow you to smoothly integrate this Store with an existing site.

The Travel Mall uses ToursOnTheWeb software with ALL its modules, languages and possibilities. The Travel Mall provides worthwhile information to your customers like background information on country and region, Google/Yahoo links to your location, current weather and exchange rates. You do not have to bother about any of this.

On your Travel Store you can choose the kind of products that you like to sell, for example your products only, products in a certain geographical area or products regarding a specific topic/activity.

Product Listings. You can enter and maintain your own products online. Depending on the kind of product (tours, activities, hotel accommodation, vacation homes, rentals) you can enter different types of detail information, availability and pricing.

-  Pictures and Text can be added to each of them allowing you to carefully describe the advantages and pleasures of your product. You can link to existing categories to specify your products and services best.
-  Seasonal availability can be scheduled per day, weekday and/or period.



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■ Pricing can be complex and depends on the type of product. Tours and activities are per person/group/charter and per trip. Accommodation is per person/room and depends on the number of days and room occupation. Rentals are per unit and pricing depends on the number of days. Prices can be year-round, per season or per day of the week.

■ You determine in which language(s) you provide this information. If your Product is to be listed worldwide we do recommend at least English. You also specify whether you like to list this product on the Travel Mall or just on your own Travel Store.

Please review our separate Features document for a complete description of the functionality.

Online Bookings and Inquiries. We accept online Bookings and Payment under certain conditions:

1. The Tourism Provider must be credible and professional.
2. The Tourism Provider must assign allotments that we can use for bookings. Allotments are fixed number of available rooms, units or spots. Without allotment we cannot make an online booking.
3. A customer will make a deposit payment as a proof of his/her booking and the Tourism Provider must guarantee the availability this booking.

If one of the above conditions cannot be met, you can still offer your customers the possibility for online inquiries. We will provide the customer with your complete contact information AND allow him to send you an online message or email.

The customer can make an online booking if the above conditions are met and you listed a product including pricing and availability. The customer will select your product and make an online deposit payment of 9.5% (minimum \$10). After payment the customer and you will receive an email confirmation of the booking with invoice-attachment for the product(s) booked. The booking will be available online and subtracted from the allotment.

The Travel Mall collects the deposit payment and uses this as its commission for selling the product. The deposit therewith serves two purposes: booking confirmation to the service provider and commission payment to the Travel Mall. And it makes life easier since there is no need to send booking amounts or commissions payments from us to you or vice versa.

We split the commission with our affiliates.

■ The Travel Store where the booking was made receives 2.5% of the booking amount

■ The agent who is logged on when the booking was made receives 2.0% of the booking amount

If you own a TAA-Travel Store and the booking was made at that Store, you will earn a percentage of the commission that we charged as deposit. Therewith the customer is not even paying 9.5% commission but possibly only 5%!



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Most Tourism Providers have an administrator or administrative department and are able to deal with their customers directly (for bookings, payments, cancellations, inquiries, departure info, etc). We can provide call center services if necessary but do charge a 5% (minimum \$25) commission per booking. Details must be discussed before any final arrangements.



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Memberships.

Professional Memberships are available to Tourism Professionals only. We keep the standard of our listings high by listing reliable, attractive products and services only. Our customers must have the security that the offerings are serious and existing. If necessary we will request you to provide proof of your professionalism.

We have defined three memberships: Gold-Professional, Silver-Professional and Bronze-Professional. Each of them is based on one of the Affiliate programs Gold, Silver and Bronze (see our separate document) and offers all of the possibilities of that program.

Note that the major difference between these Professional Memberships is whether you allow online booking, online inquiries or both. The gold-professional membership also includes “in-house services” for booking extensions and on-the-spot sales.

PROFESSIONAL	Gold-Professional	Silver-Professional	Bronze-Professional
ALL of the standard affiliate options, PLUS the features listed below	All of “Gold”	All of “Silver”	All of “Bronze”
Main Features			
Create own Listings (1 or more languages)	Yes	Yes	Yes
Market Listings on TAA-Portal (irregular, randomly, turn-around system)	Yes	Yes	Yes
Market Listings on TAA-Portal (scheduled)	Additional Cost	Additional Cost	Additional Cost
Catalogue / Bookings			
Online booking of listed products (allotments!)	Yes	Yes	Yes
Online inquiries for listed products	Yes	Yes	
Operator contact information available to user	Yes	Yes	
Administration			
Maintenance: tours, accommodation, rentals	Yes	Yes	Yes
Operations: In-house Services, On-The-Spot Ticket Sales, Alternate Payments (like cash), Employee assignments	Yes		
Reports: Catalogue, Occupancy, Bookings, Registrations/Participants per day, Bank Reconciliation, Profit/Loss Calculation	Yes	Yes	Yes
Total Cost			
Annual membership fee	US\$ 365.00	US\$ 250.00	Free
Commission payable per booking	9.5%	9.5%	9.5%
Optional Usage of Call Center (per booking)	5.0%	5.0%	5.0%



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Fees. We charge a small fee for our Gold and Silver Memberships. We use this fee to pay our expenses (software, infrastructure, personnel) and activate our affiliate program. You can easily earn this fee by filling one additional spot or bed OR by participating in our affiliate program as well.

The annual membership fee listed for the Professional Membership includes the fee for the basic Affiliate Membership.

Licensing.

The Travel Mall is a Listing service where all Tourism Providers use one and the same solution. This solution can be configured per Provider, but NOT customized. It is NOT possible to make specific customizations on behalf of one specific Provider. Program changes will affect everyone.

We can also offer you a ToursOnTheWeb-License that is fully customizable. That application can be made-to-fit completely and – if required – still use the Travel Mall for worldwide sales and marketing.

Please be aware that the Software Provider sets the license fees for individual Software Licenses. Please contact the Software Provider at www.ToursOnTheWeb.com.