



Advice to Retail Travel Agents

GREAT NEW “Best Available Rate” Structure for Jet Park Hotel Rates from 1 April 2009.

Frequently Asked Questions.	Answers.
1. Why are you changing from set rates to flexible rates?	<ul style="list-style-type: none"> • A dynamic or flexible room rate allows us to be responsive to the market every day and ensures that we can pass onto our customers our best possible price. • Customers who book ahead of time get rewarded with fantastic rates. • We can remain more competitive in an every changing market. • All agents will get competitive rates regardless of volume enabling smaller agencies to access our lower rates.
2. Why are you increasing your rates?	<ul style="list-style-type: none"> • We have not had a rate increase for 2 years and are now unable to maintain the existing rates because of a huge increase in operating costs. We would like to give you the best rate possible as well as maintain the product and service guests expect. We have introduced the “Best Available Rate” so we can pass on the cheapest possible rate to you whilst at the same time minimizing the rate increase. • We still offer FREE 14 car storage, 24 Hour Airport Shuttle, and Car Parking.
3. How/ where can I find out what the rate is for your rooms?	<p>It’s easy- and you get information about availability at the same time!</p> <ul style="list-style-type: none"> • Phone reservations on 0800 538 466 • Email reservations on reservations@jetpark.co.nz • Fax reservations on 09 275 3291 • Use our www.jetpark.co.nz user-friendly booking engine at the top of each webpage- select the booking date and a new screen will open. Then select “Travel Agent” on the Tool Bar. First time users then follow the instructions to register as an agent using your IATA number- this ensures you get your commission.
4. Will I still get commission for the bookings I make directly with you?	<ul style="list-style-type: none"> • Yes, all bookings made by a travel agent will receive a 10% commission as usual. If you book using our website, you must register as a travel agency on our booking engine with your IATA number to be recognized for commission.
5. How can I book a room at the hotel for a customer/ clients?	<ul style="list-style-type: none"> • Phone reservations on 0800 538 466 • Email reservations on reservations@jetpark.co.nz • Fax reservations on 09 275 3291 • Use our www.jetpark.co.nz user-friendly booking engine at the top of each webpage- select the booking date and a new screen will open. Then select “Travel Agent” on the Tool Bar. First time users then follow the instructions to register as an AGENCY using your IATA number- this ensures you get your commission. Please see detailed instructions overleaf.
6. What is a “Best Available Rate?”	<ul style="list-style-type: none"> • Best available rates are very similar to the pricing structure that the airline industry uses. Rates will change from time to time to reflect demand and market changes. The cheapest rates are available directly from the hotel by phone, fax, email, or website booking engine.
7. Do you still offer set rates to agents or companies?	<ul style="list-style-type: none"> • Yes, for high-volume guaranteed business (from 150 room nights/ year) we are able to negotiate set contracted rates. Please contact the sales team for further information about this. If you would prefer a fixed rate option, please contact us.
8. Other Questions?	<ul style="list-style-type: none"> • Please contact Reservations Manager on 09 275 4100 or janelle@jetpark.co.nz