

TOURISM EXPORT COUNCIL OF NEW ZEALAND

MEMBERSHIP BENEFITS



INBOUND TOUR OPERATOR BENEFITS AT A GLANCE

	ITO Member
Financial Year 2023-2024	\$2,760+GST
Department of Conservation (DOC) guiding concession agreement	✓
Qualmark Inbound Tour Operator assessment fees included (\$680+GST)	✓
Full TIA membership included (\$650+GST)	✓
Tourism Export Council e-newsletters	✓
Tourism Export Council membership database access	✓
Listing and promotion on www.tourismexportcouncil.org.nz	✓
Health and Safety: free access to supplier database (Tourism Trade Checklist)	✓
TECNZ Annual Tourism Conference attendance (Aug)	✓
TECNZ Annual Xmas Symposium attendance (Dec)	✓
ITO member forums attendance	✓
YoungTEC membership available	✓
Business tools and resource access	✓
Updated international tourism trends and forecasts	✓
Educational webinars held regularly on topics of interest	✓
Nomination and voting rights for TECNZ Board of Director elections	✓
Nominate and vote in the annual TECNZ Operator of the Year awards	✓
Voting Rights on Tourism Export Council matters	✓
NEW in May 2023: Governance and operational policy templates	✓

HISTORY OF TOURISM EXPORT COUNCIL OF NEW ZEALAND

The Tourism Export Council of New Zealand, previously known as the Inbound Tour Operators Council (ITOC) celebrated its 50 years of marketing and bringing international visitors to NZ in 2021.

To learn more about our organisation, feel free to read the [special 50th Anniversary Publication](#) released in 2021.

WHO IS AN INBOUND TOUR OPERATOR MEMBER?

An Inbound Tour Operator (ITO) is a member who meets the Membership Criteria of the Tourism Export Council of New Zealand and has full voting rights. They must:

- Be registered in New Zealand and package two or more products and services on behalf of principal suppliers in New Zealand.
- Successfully meet the Qualmark accreditation criteria for Endorsed Inbound Tour Operators

WHO IS AN ALLIED MEMBER SUPPLIER?

An Allied member is a supplier of products and services (accommodation, activities/attractions and transport business) to Inbound Tour Operator members who meet the membership criteria of the Tourism Export Council and has full voting rights.

Both member types must abide by the Tourism Export Council Code of Ethics and Practice, and Constitution and Rules.

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INBOUND MEMBERS

An Association that understands International Tourism

Full Member Inbound Tour Operators (ITOs) are the core membership of TECNZ – our aim is to deliver and service commercial relationships between companies across the travel distribution chain and we are committed to enabling our members to enhance their business performance. We are the only association that focuses entirely on the inbound (international) tourism sector.

WHY INVEST IN TECNZ?

Industry Influence and Advocacy

TECNZ is your voice to the industry and government at the highest levels. We actively listen to your feedback and recommendations, ensuring your views on critical issues that impact on your business development are heard. We work closely with Tourism New Zealand, the Tourism Industry Association and other major tourism associations so that the industry is unified and well-focused.

We advocate on behalf of our members when regulatory barriers and compliance costs impinge on business competitiveness. The Tourism Export Council has an agreement for ITOs with DOC for a New Zealand wide concession. Please note, the new 10-year concession from 1 April 2022 – 31 March 2031 is still under review. Fees will be increasing in 2023 but we negotiate a lower concession fee compared to non-TEC ITOs. We will advise the confirmed fee as soon as possible.

TECNZ AGREEMENT VS STANDARD



TECNZ AGREEMENT AND BENEFITS	STANDARD CONCESSIONAIRE
Free 10-year processing fee New Zealand wide (subject to SCh.4)	10- year processing fee cost \$11,000 Covering 11 conservancies
\$1.00 person per day payable from 01 April 2023	\$1.00 per person per day payable from Day of concession approved
No additional H&S costs as per Qualmark endorsement	Safety plan and annual audit costs Paid to an external auditor
Annual administration fee \$250	Annual administration fee \$400-\$1000
Preference in processing additional Concessions	As time and staffing allow
*Fees excl GST	

Quality Standards

TECNZ is all about upholding quality standards and each Full Member inbound tour operator has confirmed their commitment to our shared mission, TECNZ Code of Ethics and Practice and our common pledge. This includes a commitment by all full members to become Qualmark endorsed inbound tour operators.

*Your TECNZ annual membership subscription includes your **Qualmark** annual licence fee as well as free access to a centralised online Health and Safety supplier database that will improve your efficiency in operations.*

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In 2020 TECNZ introduced the Tourism Trade Checklist (TTC) for ITOs with an online portal for Allied members (who pay \$100+GST to register on the portal) to store all their company's information. It's a one-stop shop for suppliers to load up all their business information including product/experience updates. Part of the ITO membership allows you free access to the portal to view supplier information. You are welcome to share access with your offshore travel partners if this is helpful.

<https://www.tourismtradechecklist.co.nz/> . e.g.

- Business compliance
- Health and Safety Plan
- Insurance compliance
- Operating compliance
- Liability acceptance
- Cancellation conditions
- COVID Readiness

Young Tourism Export Council (YTEC)

YoungTEC is the organisation's professional development program for younger staff of TECNZ members. Membership to the Young Tourism Export Council will provide networking, mentoring and professional development opportunities for staff aged 18-40 years or newbies working in the tourism industry. Visit www.tourismexportcouncil.org.nz/ytec for more information.

Business Networking Opportunities and Education

Your attendance TECNZ's annual Tourism Conference and Xmas Symposium is designed to build long term commercial relationships between inbound and allied members, maximise business growth opportunities and exchange ideas with industry colleagues. Inbound member forums are also held 2-3 times each year to discuss issues that are of specific interest to inbound tour operators.

Marketing

TECNZ produces international forecasts and keeps an eye on emerging trends and provides updates for members. If Inbound Tour Operators wish to work with Tourism New Zealand in promoting New Zealand offshore to recruit potential clients, then they must be Qualmark endorsed.

Your TECNZ annual membership subscription includes a free business listing on the TECNZ website and opportunities to provide member updates.

Communication

TECNZ communicates with its members through regular e-newsletters and emails.

Your TECNZ annual membership subscription ensures you receive free regular fortnightly TECNZ e-newsletters affecting direct inbound member only issues, updates and surveys that canvass all TECNZ related issues.

Governance and Operational Policy Documents

In May 2023, the Board will release a set of governance and operational policy documents for members to use as a template to review their current documents and/or customize for their own business. The policies are in the final stages of review. These have been written for TECNZ so any customisation you have for your business will suggest an independent review by your legal team.