

# HOW TO GUIDE EIGHT: HOW TO TAKE OR CHANGE A PROMO CODE BOOKING

## How to take or change a promo code booking



### How to video

There is an instructional video you can watch to help take or change promo code bookings. Alternatively, you can follow the instructions below. Click to watch.

Consumer scans a QR code to access the campaign webpage to secure a promo code. They browse the available deals and use the promo code to book directly with their chosen operator.

Promo code provides 50% off up to a certain value.

Customer pays remaining due and enjoys their travel.

TEQ reimburses the operator the promo code value.

When Queenslanders secure a promo code, they'll be directed to Queensland.com to browse the available deals from participating operators that they can book using their promo code. Bookings will be made directly with the chosen participating operator. It is at the operator's discretion how they manage these bookings (phone, emails, online booking).

Consumers will need to provide their promo code at time of booking. It is important that operators **'claim' the promo code at the time of booking** and not at a later time or date to ensure code eligibility - if bookings are not claimed immediately, and promo codes 'sell out', the discount will not be valid.

Bookings will be accepted from 18 - 31 October 2021, or until sold out - whichever comes first.

Once the promo code has been claimed with a participating operator and travel taken, the operator can mark the booking complete in the portal and invoice TEQ for reimbursement (see 'how to' guide on reimbursement [here](#)).

Step	Instructions	Notes
1	Queenslanders aged 18 years or older will scan a QR code that will lead them to register for a promo code via a campaign landing page on <a href="#">Queensland.com</a> .	
2	Once they have secured a promo code, consumers will browse the available promo code deals on <a href="#">Queensland.com</a> and make their booking directly with the tourism operator.	You can take promo code bookings online, by phone or email:  The consumer will enter their unique promo code number through your booking system when they make the booking online; or you will record this number when taking a booking by phone or email.
3	Login to the Operator portal and enter the promo code that has been provided by the consumer at time of booking.	
4	Click the Search Icon or press enter  The system will then confirm if the promo code is valid or invalid	This process prevents the reuse of the promo code with other operators and helps to mitigate fraud.

Step	Instructions	Notes
5	Confirm the name of the consumer against the system response	
6	If the promo code shows as valid, enter all applicable details (start date, end date, party size, and total cost of booking including GST <b>before</b> any promo code discount*). <i>*Please note the system will automatically calculate the amount due for reimbursement once the claimed promo code is invoiced.</i>	Promo codes can be used to make bookings from 18 -31 October 2021 or until sold out, whichever comes sooner.  Travel must be completed by 11:59pm AEST, 23 January 2022.
7	Click Claim	
8	A confirmation message will be displayed to show the claim has been completed successfully and the promo code will appear in the Claimed <b>Promo Codes</b> section.	
9	If the promo code shows as invalid, check the promo code with the customer again.  If a valid promo code still is not seen, contact <a href="mailto:operatorsupport@queensland.com">operatorsupport@queensland.com</a> for assistance.	<b>Must do:</b> Only confirm the booking and finalise payment with the customer once the promo code is confirmed as valid.
10	If an operator fails to 'claim' the code at time of booking and promo codes sell out, Tourism and Events Queensland is not obliged to provide the operator the promo code reimbursement.	<b>Must do:</b> Claim every promo code at time of booking.

### 'Completing' a promo code booking - at consumer check in

Step	Instructions	Notes
1	When your customer checks in for their experience, you will need to log in to the Operator Portal and find the consumer's promo code from the <b>Claimed Promo codes</b> section.  Check the customer's ID - the booking and promo code name must match. <i>The promo code holder must be one of the parties booked for the experience.</i>	Verify the customer's identity by checking it matches the name and details for the booking and unique promo code provided
2	Click to select/highlight the promo code	
3	Click Edit	
4	Change Complete? to Yes.	
5	Click Ok	
6	Click Save	Promo codes should not be marked complete (or invoiced) before the experience has taken place.  Promo codes must be marked complete in order to be invoiced.

### Booking changes

Step	Instructions	Notes
1	The consumer is to contact the operator to enact any date or other changes in accordance with the operator's Terms and Conditions.	
2	The operator must make any date changes against the promo code in the portal, up until the travel is taken.	

## Refunds and cancellations

Step	Instructions	Notes
1	The consumer is to contact the operator to facilitate the cancellation process in accordance with the operator's Terms and Conditions.	
2	The operator must login to the operator portal to update the booking accordingly. This should be done as soon as possible.	

## No shows/cancellations that incur 100 per cent cancellation fee

Step	Instructions	Notes
1	No shows are considered an automatic cancellation and handled in accordance with the operator's Terms and Conditions	
2	If the cancellation incurs 100 per cent cancellation fee, then the usual operator reimbursement process will apply.	
3	Operators will be required to provide proof of cancellation terms and validation that the cancellation attracted 100 per cent cancellation fee.	

## Cancelling a promo code

Step	Instructions	Notes
1	In the Operator portal, go to Claimed promo codes	
2	Select the cancel button	
3	Choose 'cancel promo code' in the pop-up window	It's not possible to cancel a promo code that is marked Yes in the Complete column or has been invoiced.

If you need help during the campaign, please contact.

### Dedicated Operator support

Monday to Friday | 8:30am-4:30pm

Ph: (07) 3216 0040

Email: [operatorsupport@queensland.com](mailto:operatorsupport@queensland.com)

**Confidential industry briefing document only**

**Queensland**  
AUSTRALIA