

TOURISM EXPORT COUNCIL OF NEW ZEALAND

MEMBERSHIP BENEFITS



INBOUND TOUR OPERATOR BENEFITS AT A GLANCE

	ITO Member
Financial Year 2024-2025	\$2,925+GST
Discounted Department of Conservation (DOC) guiding concession agreement	✓
Discounted Qualmark Inbound Tour Operator assessment fees included (\$700+GST)	✓
Discounted TIA membership included (\$670+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 and trade event attendance (Aug)	✓
TECNZ Annual Xmas Symposium attendance (Dec)	✓
ITO member forums attendance	✓
YoungTEC membership available	✓
Business tools and resource toolkit access (July 2024)	✓
Updated international tourism trends and forecasts	✓
Monthly international visitor arrival data	✓
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	✓

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 (TNZ), Tourism Industry Aotearoa (TIA) 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.

TECNZ also negotiates discounted fees for Inbound Tour Operators.

Department of Conservation Inbound Member Concession – Discounted Fee (\$)

TECNZ has an agreement with DOC for a national concession for short walks <2 hours.

TECNZ AGREEMENT VS STANDARD ITO CONCESSION



TECNZ ITO CONCESSION AND BENEFITS	STANDARD ITO CONCESSION
ITO walks on the national concession covers are for short and roadside/photo walks no more than a total of <2 hours per day	Some ITOs will need to have a national concession for short walks <2 hours, some walks >2 hours and some walks 4-8 hours and overnight
10-year national concession processing fee of \$10,364 covered by TECNZ who also does all the preparation and negotiation of concession.	An independent ITO applying for a national processing fee is \$3,425 plus GST. The standard fee is \$400 plus GST for up to 10 tracks. Another \$115 plus GST is charged for every additional 10 tracks:
There are 390 short walks on TECNZ concession.	<ul style="list-style-type: none"> 1-20 tracks costs \$515 plus GST 21-30 tracks costs \$630 plus GST.
\$1.00 person per day payable from 01 April 2023	Under 1 hour walks \$1.50 (2024), \$2.00 (2025) 1-4 hour walks \$6.25 (2024), \$7.50 (2025) https://newsletters.doc.govt.nz/t/i-e-quditdd-l-j/
No additional Health & Safety plan needs to be submitted as ITO covered under Qualmark licence	Health & Safety plan needs to be submitted and annual audit costs incurred by ITO
Annual administration fee \$50	Annual administration fee \$150-\$500
Preference in processing additional concessions *Fees excl GST	As time and staffing allow

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Qualmark – Discounted Fee (\$)

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.

TECNZ negotiates a discounted fee for your Inbound Qualmark licence (**\$700**) compared to the cost of your company applying direct for an inbound licence. The standard fee for a business is \$850+GST under \$3million turnover. Between \$3million-\$10million the fee is \$1500+GST and \$10million-\$20million the fee is \$2000+GST. <https://www.qualmark.co.nz/joining-qualmark/membership-fees/>

For ITO members that operate more than one inbound brand (company), Qualmark charges TECNZ an additional \$200+GST for the extra brand which TECNZ on-charges to the ITO company.

Tourism Industry Aotearoa – Discounted Fee (\$)

Your TECNZ annual membership includes your Tourism Industry Aotearoa (TIA) membership fee. TECNZ works closely with TIA on several national issues. We fully support ITOs being members of TIA to ensure they are updated with national, strategic and advocacy issues affecting the current or future operating environment.

TECNZ negotiates a discounted rate for your TIA membership (**\$670+GST**) compared to the cost of your company applying direct for membership. If your annual turnover is <\$3million the fee is \$725+GST, if turnover is between \$3m-\$5.9million the fee is \$1,525+GST, if turnover is \$6million-14.9million the fee is \$3020+GST. <https://www.tia.org.nz/about/support-tia/membership-fees/>

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's Code of Ethics and Practice and our common pledge. This includes a commitment by all full members to become Qualmark endorsed inbound tour operators.

TECNZ has the Tourism Trade Checklist (TTC) for ITOs which is an online portal for Allied members to store all their company information. Your membership provides access to the portal to view all supplier information. You are welcome to share access with your offshore travel partners if this is helpful. <https://www.tourismtradechecklist.co.nz/> . For example:

- Business compliance
- Insurance compliance
- Health & Safety compliance
- Operating compliance
- Terms and conditions, cancellation policies

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. Key development events include:

- Masterclass Series
- Mentoring
- Icehouse Leadership Program
- YoungTEC Tourism Summit

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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/webinars 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 monthly TECNZ e-newsletters affecting direct inbound member only issues, updates and surveys that canvass all TECNZ related issues.

Resource Centre

The team is currently working on a set of tools and resources (a Resource Centre) to help your business. We will include some draft policies. The draft policies have been written for TECNZ so any customisation you have for your business we suggest you seek an independent review by your legal advisors.