

## What if there is a problem?

If a problem arises between you and the accredited holiday accommodation manager and it cannot be resolved between yourselves or even with the help of a Consumer Protection Conciliation Officer, then an independent Dispute Resolution Panel can deal with the matter.

Taking a dispute to the Dispute Resolution Panel is free. The Dispute Resolution Panel can fine an accredited holiday accommodation manager, suspend their accreditation for up to three months while a decision on their accreditation is considered, or revoke their accreditation for a minimum of six months.

For a list of accredited holiday accommodation managers or further information about accreditation, contact TCWA on 9416 0700, or by email at [accreditation@tourismcouncilwa.com.au](mailto:accreditation@tourismcouncilwa.com.au)

General enquiries can also be made to the Consumer Protection Advice Line on 1300 30 40 54 (for the cost of a local call)



Department of Consumer  
and Employment Protection  
Government of Western Australia  
Consumer Protection Division

**Consumer Protection Advice Line 1300 30 40 54**  
(for the cost of a local call statewide)  
8.30am – 5.00pm weekdays

Forrest Centre  
219 St Georges Terrace  
Perth Western Australia 6000  
Administration: (08) 9282 0777  
Facsimile: (08) 9282 0850  
TTY: (08) 9282 0800

Locked Bag 14 Cloisters Square  
Western Australia 6850

Website: [www.docep.wa.gov.au](http://www.docep.wa.gov.au)  
Email: [consumer@docep.wa.gov.au](mailto:consumer@docep.wa.gov.au)

Great Southern	(08) 9842 8366
South-West	(08) 9722 2888
Mid-West	(08) 9964 5644
Goldfields/Esperance	(08) 9021 5966
North-West	(08) 9185 0900
Kimberley	(08) 9169 2811

This publication is available on request in other formats to assist people with special needs.

## Are you booking short-term accommodation?



## Choose accredited holiday accommodation managers



Department of Consumer  
and Employment Protection  
Government of Western Australia  
Consumer Protection Division

## Choose accredited holiday accommodation managers

If you are booking short-term accommodation then you should consider choosing an accredited holiday accommodation manager for peace of mind.

There are many different types of short-term accommodation, including:

- Hotels and motels
- Caravan parks and chalets
- Serviced apartments
- Guest houses
- Holiday Units
- Resorts/retreats
- Private properties

In fact, anywhere that ordinarily offers holiday accommodation **for stays of less than three consecutive months** is considered short-term accommodation.



## Who is a holiday accommodation manager?

Holiday accommodation managers act on behalf of property owners to book short-term stays for consumers. The holiday accommodation manager might be a travel agent, visitor centre/tourist bureau, real estate agent, online booking service, caravan park manager or even a private individual. Property owners or their employees are not considered holiday accommodation managers if all they do is manage their own property or their employer's property.

## What does a holiday accommodation manager do?

A holiday accommodation manager:

- enters into agreements with holiday accommodation owners to manage the property for a fee; and
- collects payments from consumers on behalf of the property owner

A holiday accommodation manager may also:

- takes bookings and makes reservations for consumers;
- receive and refund bond money;
- hold and hands-over keys to people using the property;
- interview potential occupants; or
- arrange for the cleaning and maintenance of the property



## Why choose an accredited holiday accommodation manager?

By using an accredited holiday accommodation manager to make your booking you can be confident that their business meets high standards and your stay should be trouble-free.

Look for this logo:



An accredited holiday accommodation manager:

- will keep your money in a bank account that is separate from where they keep their business funds;
- is bound by a strict Code of Ethics that covers customer relations and what is considered best-practice business conduct in the industry; and
- could be publicly named if their accreditation is revoked for breaching the Code of Ethics or any of the other accreditation conditions.

An accredited holiday accommodation manager receives accreditation from Tourism Council Western Australia (TCWA) a non-profit, membership-based, industry body that administers the National Tourism Accreditation Program (WA).

The Department of Consumer and Employment Protection (Consumer Protection), Tourism Western Australia, the Western Australian Local Government Association, and the Visitor Centre Association of Western Australia all endorse the TCWA accreditation program for holiday accommodation managers.