**Background**

A key function of [**www.fiordland.org.nz**](http://www.southlandnz.com/) (this ‘site’) is the ability to connect visitors to Fiordland directly with information about Fiordland as a destination and to operators that enable visitors to purchase services and quality products, and to promote events in Fiordland. The intention of this policy is to enable all legitimate Fiordland-based operators (and key national partners who promote and sell travel to Fiordland) and Fiordland events to be featured on this site in one or more listings (each a ‘Listing’). The operator and event database is maintained by Destination Fiordland.

There may be a charge for listing on our operator and event database.

In these Listing Terms and Conditions, operators and businesses and event organisers or promoters listed within this site are referred to as ‘Operators’.

**How registration information will be used**

The information collected during registration of any Listing on this site may be used by Destination Fiordland in the following ways:

* To construct a unique Destination Fiordland entry for each approved Listing;
* To register administrative contact details for each listing, as the basis for future communications between Destination Fiordland and the operator

Destination Fiordland will not disclose, sell or rent the information provided by operators for Listings in part or in full, other than for the purposes listed above, without the prior permission of the relevant operator.

By providing Listing information to Destination Fiordland, the operator agrees to any such information being shared with third party websites and any other digital media or applications for publication. However, Destination Fiordland does not guarantee that the Listing information published will be posted on third party websites.

Destination Fiordland takes no responsibility for any material published on other websites. If an operator no longer wishes its Listing details to be published on other websites, Destination Fiordland will request that the operator of the third party website removes the Listing information when the website is next updated.

**Requirements for registration**

The operator must operate a legal and reputable business operation or be organising or promoting an event and needs to meet its obligations under the Health & Safety at Work Act 2015. Please note that this site does not list the following businesses:

* Any business that is not a reputable operation, as determined by Destination Fiordland at its sole discretion.
* Any business or event that operates outside of the Southland and Fiordland region.
* Any business or organisation that is not directly related with Southland and Fiordland tourism or events.

Each operator must nominate an administrator for each listing and keep Destination Fiordland advised of current email and telephone contact details for the administrator. The operator or their administrator must be readily contactable by either telephone or email.

All listing registrations must meet the minimum requirements for Listings as advised by Destination Fiordland from time to time. Mandatory fields will be indicated on the site.

**Registration approval and maintenance process**

When an operator first registers a listing on this site, Destination Fiordland intends to undertake an approval, validation, and vetting procedure to ensure that the information for the Listing has been properly entered (e.g. there are no obvious data input or categorisation errors) and that the Listing is relevant and appropriate for this site based on Destination Fiordland’s then-current policies.

All decisions relating to Listings on this site are at the absolute discretion of Destination Fiordland.

Destination Fiordland may periodically review Listings. Destination Fiordland may change a Listing's category if Destination Fiordland considers that the current category is not appropriate or relevant, and may edit listing details to fit the space available.

While Destination Fiordland intends to monitor content and conduct reviews of Listings, Destination Fiordland takes no responsibility for the accuracy of information that is provided by operators including as to the timing of events. Operators are responsible for ensuring that all information provided by the operator is accurate, up-to-date, and not misleading and does not infringe the rights of any third party. Operators are also responsible for handling all communications with consumers or event participants.

Operators are required to access and update their Listings as necessary to keep them current and up-to-date. Destination Fiordland may remove Listings that have not been accessed by the Listing administrator or updated via Destination Fiordland for a period of more than one year.

Destination Fiordland may remove any Listing at its absolute discretion, including if:

* The operator is no longer operating the tourism business as described in the Listing; or
* The event has taken place or if a ticketed event, tickets have sold out;
* The event, in Destination Fiordland’s sole discretion, is not of a nature or type suitable for promotion by it.
* Destination Fiordland considers the operator to be sub-standard or unprofessional in their operation (in Destination Fiordland’s sole opinion) or it receives a consumer complaint with regards to the operator's conduct. By way of example only ‘sub-standard’ or ‘unprofessional practices’ include (without limitation) non-response to complaints received from visitors and forwarded by Destination Fiordland, the use of profanity in communications, and illegal business practices.

**SERVICE CONTACT**: **info@fiordland.org.nz**