



# Visitor Information Centres

 *Card*

Information for  
VIC Staff &  
Volunteers in  
Queensland



# The *VIC iCard*

## Management of the Program

The Tourism Group encompassing Visit Queensland is the Program Manager for Accredited Visitor Information Centres in Queensland and continues to work with Visitor Information Centres (VICs) to maximise the important role of tourism performed by the volunteers and staff which make up this industry. As a staff or volunteer, you play a crucial role in the visitor servicing industry by providing real insight and advice into the various businesses and the region you represent. By providing personalised and insightful experiences, you not only give travellers a reason to stay longer, but you provide a personality to your region that no website could achieve.

The not-for-profit *VIC iCard* rewards VIC staff and volunteers for their contribution to tourism. This program aims to not only enhance tourism visitor services for our industry but also to reward you for your efforts in promoting tourism throughout Queensland.



## What is it and am I eligible?



The *VIC iCard* rewards the hard work and contribution of any VIC staff member or volunteer who has worked at an accredited VIC in Queensland for 12 months or longer. This card will allow you access to discounts, deals and value-add promotions at selected businesses throughout the State.



## How is the card beneficial to me?

- ✓ The **VIC iCard** will give you access to many fantastic tourism products and services throughout the state at discounted rates, deals and value-add promotions. Types of products include attractions, food & beverage, retail, transport, accommodation and more!
- ✓ Your knowledge of tourism within your region and surrounding areas will grow, as you experience new places and products.
- ✓ You will inspire other volunteers and staff members to join you in promoting and growing tourism in your area.

## What will the card look like?



(This is an example)



## What does it cost and where do I view the deals?

For an administration fee of \$20 per year, your **VIC iCard** provides you with discounts and deals at selected participating businesses across Queensland. Your personalised **VIC iCard** will be sent to the VIC Manager for you to pick up.

The **VIC iCard** discounts and specials are regularly updated and listed on the **VIC iCard** portal located on The Tourism Group website: [www.thetourismgroup.com.au/vic-icard](http://www.thetourismgroup.com.au/vic-icard). You will also be notified of these through online communications.

### **To redeem a deal:**

1. Locate a participating business listed in the **VIC iCard** online portal: <https://www.thetourismgroup.com.au/vic-icard>. You can also look out for the '**VIC iCard** participant' stickers displayed by the operators. Stickers will be sent to operators once they have confirmed participation in the program.
2. Follow the instructions on how to make a booking. Remember to let the operator know you would like to book using your **VIC iCard**. Remember to present your **VIC iCard** identification to the participating tourism business on arrival.
3. Enjoy the benefits that the card has to offer!

### **Terms and Conditions**

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| ✓ Administration fee: \$20 per year  |
| ✓ This card will be valid for a 12-month calendar year from the 1 <sup>st</sup> January to the 31 <sup>st</sup> December.                  |
| ✓ Failure to renew the card before 31 <sup>st</sup> December will cause the card to be invalid.  |
| ✓ All cards will have an identification photo on them and will require signatures. These cards are not transferable.                       |
| ✓ Benefits will only be given to the actual person listed on the card unless otherwise specified by the participating operator.            |
| ✓ The use of the <b>VIC iCard</b> may not be available in conjunction with any other offers the participating businesses might be running. |




## How to Apply for the *VIC iCard*

If you have worked in an accredited VIC in Queensland for 12 months or longer and are interested in obtaining a *VIC iCard*, please:

- i) Complete the form below
- ii) Attach a photo of yourself (for use on the card)
- iii) Attach a copy of photo identification (e.g. licence)
- iv) Email all items above to your VIC Manager who will forward to us

### APPLICATION FORM

**Step 1:** Staff/Volunteer - please complete your details here:

Your Full Name:			
Your VIC:			
Your VIC Manager:			
Are you:	<input type="checkbox"/> Paid staff or <input type="checkbox"/> Volunteer		
Your Phone number:		Email:	
Time employed at the VIC:	_____ Years _____ Months		
Please attach:	Copy of Photo ID		
Please attach:	Head shot photo from shoulder up.		Example: 
Verified by:	\$20 received from Staff/Volunteer:		Yes / No
	VIC Manager Name:		
	VIC Manager Signature		Date:

**Step 2:** Staff/Volunteer – please submit this form to your VIC Manager

**Step 3:** VIC Manager - please collect and forward application, photo ID and photo to [admin@thetourismgroup.com.au](mailto:admin@thetourismgroup.com.au)

**Step 4:** The Tourism Group will issue an invoice to the VIC for all applications received. Once paid, the cards will be posted to the VIC Manager.

**NOTE:** Is there an operator or experience you would like to see on the Participants List? If so, list the name and their website below and we will endeavour to get them onboard:

Operator Name/experience: \_\_\_\_\_

Website: \_\_\_\_\_



## Who can I contact for further information?

For any further questions regarding the **VIC iCard**, please contact our office:

**P:** 0459 992 030

**E:** [admin@thetourismgroup.com.au](mailto:admin@thetourismgroup.com.au)

**W:** [www.thetourismgroup.com.au](http://www.thetourismgroup.com.au)



***Thank you for your interest in the VIC iCard Program.***