



## About the Book

### Completely Revised Edition Every Year

A new edition of *The New Zealand Bed & Breakfast Book* is produced each year (release is around October). All hosts receive a free copy at the time of publication.

### Internet

The NZ B&B Book is published in its entirety on our Internet site - [www.bnb.co.nz](http://www.bnb.co.nz) - and this generates a great deal of interest (and custom) from all over the world. Each host has their own website address on this site. We also offer the option of adding an extra 'brochure page' to each listing where additional photos and text can be displayed. **With a username and password issued by us, hosts may edit this information to ensure their web page is always up to date.**

We are also members of a global B&B website, [www.BBweb.com](http://www.BBweb.com) which you can list on for free if you join The New Zealand B&B Book.

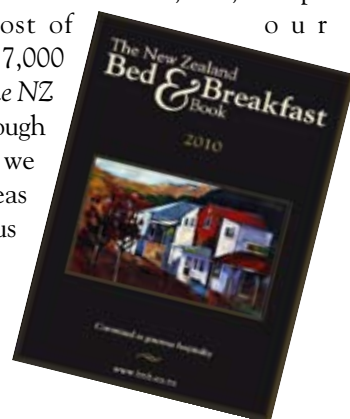
You can also list on [www.BBweb.com](http://www.BBweb.com) if you do not join The New Zealand B&B Book, but your free listing will not be as extensive.

### NZ Distribution

The NZ B&B Book is aimed primarily at independent travellers. We distribute 20,000 books for sale in New Zealand through bookshops, rental car companies, tourist information centres, and tourist related businesses. Most of these books are bought by overseas visitors, but many are bought by New Zealanders who provide loyal custom and valuable referrals. The book's recommended retail price is \$19.95, representing excellent value for money. **Hosts may order copies of the B&B Book at any time at a cost of \$2 to \$4, depending on quantity.**

### Overseas Distribution

Our main markets overseas are the USA, UK, Europe and Australia where most of our guests come from. We sold 7,000 books overseas this year. *The NZ B&B Book* is advertised through Tourism New Zealand, and we also send books to overseas travellers who enquire to us direct.



### Joining the Book

Demand to be in *The NZ B&B Book* is high, so we need to limit the numbers in some way: we achieve this by having a joining fee. All new hosts, including those who have purchased an existing B&B, pay the joining fee. It is paid only once, regardless of whether you leave the book for a while or move to another address.

### Loyalty Reward

**Hosts receive a 1% loyalty discount for each consecutive year listed.** When you receive your listing renewal form (April), your loyalty reward will appear in the fees box in the top right-hand corner of the form.

### Our Standards

The attached 'Schedule of Standards' is the minimum standard we expect NZ B&B Book hosts to offer. Please check the list to make sure you meet these standards. After we have received and processed your listing application, a NZ B&B Book co-ordinator from your area will arrange to visit you, usually within 2 weeks of you listing. They are there to help you get started in home hosting, but also to ensure that the standards on our schedule are met, and the excellent reputation of the NZ B&B Book is protected. Your application will not be finally accepted until the co-ordinator has visited and approved your listing. The publishers may decline an application at any time before publication, in which case any fees paid will be refunded in full.

### Guest Comment Forms

Comments from guests are important in maintaining the high standard of B&Bs in our book, and we encourage you to pass these to your guests for completion.



### NZ B&B Book 'Welcome' Signs

These signs, for letterbox, gate or door, come in A4 (\$20), and A3 reflective (\$40).

## Complaints

Occasionally guests complain about a host. Our policy is to advise the host of the complaint. If we receive a second similar complaint the host will be notified, and a third complaint may lead to withdrawal of the host from the book.

## Visitor Registration Forms

This form is a security measure against 'baddies' and we recommend that hosts present this form to guests as a matter of course, asking them to include their driver's licence or passport number.

## Freedom for Hosts

It is not necessary for you to be at home and available to guests all the time. If you are out when a guest calls they will simply try elsewhere. **You are also entitled to refuse a guest. Explain that it is not convenient and recommend somewhere else.**

## No Licence Required

Homes do not need to be licensed unless they cater for more than five guests, or in the (unlikely) event that your local council requires. Check with your council office to be sure.

## Insurance

Your insurance company should be notified that you are taking in occasional guests but in most cases it is unlikely that your premium will alter.

## Income Tax & GST

You should declare your income from B&B. In most cases this can be offset by 'expenses' such as depreciation and car mileage. You will have to pay GST if you are registered for it.

## Our Guarantee of Hospitality

Hospitality is defined in the Oxford Dictionary as 'the friendly and generous welcome of friends or strangers,' and it is this definition, with the emphasis on friendliness and generosity that we have adopted.

We make the following guarantee to all users of The NZ B&B Book. "If you receive hospitality which is less than you expected, please discuss your concerns with your host. If you are not satisfied please contact the publishers who will try to resolve the matter and will refund their assessment of a fair proportion, up to the full amount, of the tariff you paid."

## A Cautionary Note

As hosts, we offer an extremely effective and inexpensive way of catering for tourists, while earning a modest income and meeting new friends. But remember: the main motivation for providing bed and breakfast accommodation must be to offer hospitality to visitors.

