



2024 ACCI Directory Terms & Conditions

1. **Disclaimer** - The Albany Chamber of Commerce & Industry Inc. (ACCI) takes the utmost care in compiling the annual ACCI Business & Community Directory (the Directory) but does not guarantee that the Directory is free from omissions or errors. ACCI and its employees shall have no liability for any expense, damage or loss incurred or arising as a result of any person relying on any material published in the Directory due to any misrepresentation, breaches of the Trade Practices Act, omissions or errors in the material published.
2. **Advertisement Ranking** - ACCI endeavours to place all advertisements in alphabetical order according to advertisement size, largest to smallest (Full Page to Standard Bold Type), then by business name. From time to time, due to space restrictions, this may alter. All advertisements are listed alphabetically in accordance with the Registered Trading Name. The onus is on the advertiser to provide ACCI with the correct Registered Trading Name and any other details as requested by ACCI and its employees required to compile the Directory.
3. **Display Advertisements** have set format sizes (as shown below) and appear in a set format within the Directory:

1/8 Page	87mm (W) x 60mm (H)
1/4 Page	87mm (W) x 128mm (H)
1/2 Page	185mm (W) x 128mm (H)
Full Page	185mm (W) x 270mm (H)
Covers	210mm (W) x 290mm (H)
4. **Standard Bold Type (SBT) listings appear in one set format being:**
 - Name of Business (one business name only unless otherwise approved by ACCI). This will be in bold, grey steel, capital lettering. *
 - Address of Business (one business address only). This may either be a physical address or a post office box. This field may be left unpopulated but no additional information may be substituted.
 - Phone, mobile, after hours' phone, Facebook address, website and email. Any of these fields may be left unpopulated but no additional information may be substituted.
 - (a) One set price will apply to all SBTs regardless of whether all available fields have been populated or not.
 - (b) All additional lines will be charged accordingly (refer to section 5. Additional Line Information) and will appear in a smaller font.
5. **Additional Line Information (ALI)**
 - (a) Each ALI consists of a maximum of 50 characters, including punctuation and spaces between words.
 - (b) An ALI comprising of less than 50 characters will be charged as one full ALI.
6. **Business Phone Listings (BPL)**
 - (a) A BPL includes the business name, business address or postal address and one phone number. These fields may be left unpopulated but no additional information may be substituted.
 - (b) A BPL is provided free of charge for all members.

- (c) A BPL may be provided free of charge for Community Service organisations or Emergency Service organisations at the discretion of ACCI.
- (d) Additional contact details, including but not limited to, an extra phone number, address, mobile, email, Facebook address or website can be added.
- (e) All additional lines will be charged accordingly (refer to section 5. Additional Line Information).
- (f) There are two types of Business Phone Listings (BPLs):
 - I. **Green Bold BPL ***
 - i) Green bold BPLs are provided free of charge to ACCI members only. Members must be financial at 5pm on the 10th of July 2023 to receive a green bold listing.
 - ii) ACCI members are entitled to one green bold BPL per business membership.
 - iii) A green bold BPL cannot be purchased.
 - II. **Black Bold BPL ***
 - i) Black bold BPLs are available for purchase to businesses who are not Members.

7. Residential Phone Listings (RPL)

- (a) Residential Phone Listings are no longer be included in the Directory.
- (b) Current residential information is available through White Pages at www.whitepages.com.au/residential

8. Alterations to Advertisements

- (a) Advertising proofs will be issued to the customer on all initial and altered advertisements.
- (b) Alterations must be provided in writing by the customer, preferably on the advertising proof, and signed by the customer or a person authorised by that customer.
- (c) Alterations must be returned to ACCI by the return date printed on each proof.
- (d) Failure to return proofs by the stipulated date will result in the proof being deemed correct for publication in the Directory.
- (e) ACCI reserves the right to refuse alterations requested by a customer after the return date as stipulated on the proof, and/or the 10th of July 2023.
- (f) It is the responsibility of the advertising customer or resident to update their details or notify ACCI of any changes to such details which may appear in the Directory.

9. Artwork Specifications

- (a) All artwork supplied by advertisers (i.e., logos, photos, pictures and completed 'print ready' artwork) must be in accordance with the Artwork Specifications supplied by ACCI:
 - (1) All placed graphics/logos must be CMYK.
 - (2) All fonts must be embedded.
 - (3) Bleed is not required for advertisements other than Covers.
- (b) Artwork files must be correctly sized (refer to section 3. Display Advertisements), Artwork files must be a minimum of 300 DPI and must be supplied in PDF, PNG or JPG format.
- (c) ACCI does not guarantee the quality of advertisements if the artwork provided is not supplied in accordance with the above Artwork Specifications.
- (d) Colours may vary slightly from the proof to the published article and/or from Directory to Directory due to factors in the printing process beyond the control of ACCI.
- (e) Any artwork which must be altered to the correct Artwork Specifications by ACCI may incur an additional fee.
- (f) Alterations to advertisements and the design of new advertisements will incur additional artwork fees. Further details can be found on our Advertising Rates.

10. Deadlines

- (a) Advertising bookings and artwork, including alterations to adverts and new artwork must be approved and received by ACCI no later than 5pm on the 10th of July 2023
- (b) ACCI does not accept responsibility for errors that may occur in advertisements if bookings and/or artwork are not received by 5pm on the 10th of July 2023.
- (c) Advertisements must be paid in full by 5pm on the 31st of July 2023.

11. Payments

- (a) The payment of advertising is to reserve a space within the Directory for the desired advertising.
- (b) ACCI reserves the right to withdraw advertisements that are not paid in full by 5pm on the 31st of July 2023.
- (c) The advertiser must obtain written approval from ACCI to extend payment beyond 31st July 2023. Approval for an extension will be considered and, if warranted, a payment plan will be arranged.
- (d) All costs incurred in collecting overdue payments will be charged to the advertiser.

* Subject to change