

# Melbourne Travel Voucher Scheme Guidelines

## Scheme Summary

Melbourne tourism operators have been severely impacted by coronavirus (COVID-19) travel restrictions. The Melbourne Travel Voucher Scheme (the "Scheme") is designed to help drive visitation over the first half of 2021 to support businesses to recover. Accommodation, tour and attraction operators will benefit from a direct increase in demand and increased visitor confidence in visiting and staying in metropolitan Melbourne.

The Scheme encourages Victorian residents to visit Melbourne, stay two nights, and take part in the many experiences on offer across metropolitan Melbourne. The Scheme's primary aim is to support tourism businesses and the economy. It will do so by providing an incentive for visitors to travel and spend money in metropolitan Melbourne through a \$200 Travel Voucher that can be used to reimburse the cost of eligible tourism activities incurred during the eligible travel period.

For great travel ideas and inspiration, please visit <https://www.visitvictoria.com/>

## Key dates\*

Registrations Open	Eligible Travel Period	Claim Period and Cut-off Date
12 March 2021, 10.00am	19 March 2021 – 16 May 2021	26 April 2021 – 30 May 2021

\* Dates are subject to change

## Eligibility Criteria

To receive a Travel Voucher you must meet the following eligibility criteria.

### You must be:

- a Victorian resident; and
- at least 18 years of age.

### Your visit must:

- be in the metropolitan Melbourne local government areas as listed in the Appendix to these Guidelines. These areas exclude areas already covered by the Regional Travel Voucher Scheme;
- spend at least two consecutive nights away from your usual place of residence and in paid accommodation within the defined eligible area; and
- take place within an Eligible Travel Period (see below).

### To claim a \$200 reimbursement you must:

- demonstrate expenditure of at least \$400 on Eligible Expenses, noting that part of your Eligible Expenses must include paid accommodation.
  - **paid accommodation**, which means serviced apartments, backpacker and hostels, bed and breakfasts, cabins or caravans in holiday parks, caravan site fees, cottages, private holiday rentals, motels, hotels, resorts, retreats and lodges

- **paid tours and experiences**, which means tour operators that offer regularly organised tours with a leisure-tourism focus, organised by experienced guides. These may include a personal host and/or commentary. For example, a boat cruise, guided walk, bus tour, air tour, food and wine tour, sport tour, outdoor and adventure tour
- **entry fees to attractions**, which means places/areas of interest that offer a distinct visitor experience to the leisure tourist such as museums, water parks, local attractions, theme parks etc. ("**Eligible Expenses**")
- ensure Eligible Expenses relate to a trip undertaken during an Eligible Travel Period.

## Eligible Travel Period

Travel must be undertaken between 19 March 2021 and 16 May 2021 inclusive.

## Ineligible Expenses

Expenses that are not Eligible Expenses (as defined above) are considered ineligible expenses. A non-exhaustive list of examples of ineligible expenses includes:

- Gaming;
- Alcohol (except if alcohol is included in wine/brewery/distillery tasting type tour but excludes any alcohol purchased and consumed outside of the experience);
- Fuel;
- Food and drinks except where packaged with an Eligible Expense such as a winery tour;
- Groceries;
- Personal items such as clothing and accessories
- Transport costs (rental vehicles, train and bus tickets).

## Available Funding

Funding of \$200 per household is available as a reimbursement if at least \$400 is spent in metropolitan Melbourne on Eligible Expenses, during the relevant Eligible Travel Periods.

The Vouchers are available on a first-come-first-served basis and can be used for business and/or leisure travel.

## How the Melbourne Travel Voucher Scheme Works

Process	Key Details
<p><b>Register for a Voucher on 12 March 2021</b></p> <p>Victorian residents apply to be registered to receive a Voucher.</p>	<p>You will receive a pop-up acknowledgement at the time of registration. It is recommended that you keep a record of your registration number.</p>
<p><b>Your registration is acknowledged</b></p> <p>Within 24 hours, you will receive an email acknowledging your registration.</p>	<p>There will be a processing period of approximately 10 business days after your registration has been received to confirm your eligibility.</p> <p>If you are confident of your eligibility, you can book your travel and travel can commence</p>

	<p>during the Eligible Travel Period.</p> <p>Please note that if it is determined you are ineligible for this program, you will not receive a \$200 payment.</p>
<p><b>Your registration is confirmed</b></p> <p>Your eligibility is confirmed within 10 business days and you will be notified by email that you are on the Melbourne Travel Voucher Register.</p>	<p>All payments remain subject to final eligibility checks.</p>
<p><b>You can now take your trip</b></p> <p>If you are on the Melbourne Travel Voucher Register you can now undertake your visit to metropolitan Melbourne and spend at least \$400 on Eligible Expenses.</p>	<p>You can now book and take your trip during the Eligible Travel Period - between 19 March 2021 and 16 May 2021 inclusive.</p>
<p><b>You can redeem your Voucher between 26 April 2021 and 30 May 2021</b></p> <p>During the claim period you can apply for reimbursement by making a claim.</p> <p>The claim period will be open for approximately five weeks.</p>	<p>You will be sent a link during the Eligible Travel Period to enable you to make your claim after you have undertaken your trip during the relevant Eligible Travel Period.</p> <p>Using the link we send you, you can upload evidence of eligible expenditure from your trip. Please note that you will need to provide tax invoices and/or receipts for a value of at least \$400 of Eligible Expenses.</p> <p>Note that we will also ask you at this point if you still intend to take your trip (if you have not yet travelled) or if you choose to relinquish your Voucher.</p> <p><b>The last day you can redeem your Travel Voucher claim is 30 May 2021.</b></p>
<p><b>Funds will be sent to your nominated bank account between 3 May 2021 and 6 June 2021</b></p> <p>The evidence submitted is checked and your claim is processed.</p> <p>These dates are approximate only.</p>	<p>Payments will be made weekly. We will endeavour to make payments within 10 business days of your claim.</p> <p>Payments are only made during the payment period.</p> <p>You will receive \$200 into your nominated Australian bank account.</p>

## Conditions of Applying

- Only one Melbourne Travel Voucher Scheme Voucher can be claimed per household, defined by the primary residential address of the applicant as shown on their Victorian Drivers licence (or other form of approved identification).
- The Voucher Register works on a 'first-come-first-served' basis and the Voucher Register will be closed once all places have been filled.
- Any unclaimed vouchers will expire at the end of the Eligible Travel Period.
- Applicants may only redeem one Melbourne Travel Voucher Scheme Voucher.
- People who receive a Regional Travel Voucher Scheme Voucher may also apply for a Melbourne Travel Voucher Scheme Voucher.
- The voucher is non-transferable.
- Applicants must certify on their registration form that they meet the eligibility criteria and they have not supplied false or misleading information.
- All information and documents requested must be submitted to the Department's satisfaction for a registration to be deemed eligible.
- Applicants understand that the particulars of their registration will be checked as part of the eligibility assessment and claim process and their registration may be declined and not proceed based on these checks.
- Applicants consent to the Department providing information to other Victorian Government departments to enable the assessment of their registration.
- Should you elect, by ticking the appropriate box in the registration form to receive information on travel experience opportunities, the Department will share your information with Visit Victoria.
- Any personal information collected, held, managed, used, disclosed or transferred will be held in accordance with the *Privacy and Data Protection Act 2014 (Vic)* and other applicable laws.
- Applicants must provide their own Australian bank account details for payment should their registration be successful.
- Successful applicants will be asked to undertake a short survey to evaluate their travel experience and Scheme if requested. These responses may be used for promotional and evaluation purposes, subject to the consent of the applicant.
- Any information or documents provided by the applicants may be subject to audit by the Victorian Government or its representatives and if requested, applicants may be required to produce further evidence.
- If any information in the registration is found to be false or misleading, any amounts paid to an applicant pursuant to a Voucher, will be repayable on demand.
- The Department may at any time, remove an applicant from the Voucher Register, revoke an invitation to submit a Claim and/or cancel a Voucher, if in the Department's opinion association with the applicant may bring the Department, a Minister or the State of Victoria into disrepute.
- The Department may at any time, and at its absolute discretion (but on giving reasonable notice), choose to amend the Eligible Travel Period for individual rounds. This may be required due to change in travel restrictions applicable to Melbourne or Victoria. If the Eligible Travel Period is changed, applicants will need to change their travel plans so that their travel falls under the revised Eligible Travel Period.

## Documentation and Information Requirements

The following documents and information are required to support a Voucher registration and claim:

### Register for a Voucher

At least one of the following:

- A Victorian drivers' licence;
- A Victorian Proof of Age Card; or
- A Victorian Seniors Card.

The Department may choose to accept other forms of identification at its discretion.

### Redeem your Voucher

- Tax invoices and/or receipts to a value over \$400 as evidence of expenditure on Eligible Expenses
- The details of your trip including the accommodation and/or the tourist attractions you visited.

## How to register for a Voucher

Registration can be made at the following website:

<https://www.vic.gov.au/melbourne-travel-voucher-scheme>

## Right of Amendment

The Department of Jobs, Precincts and Regions reserves the right to amend these guidelines and registration terms in its sole and absolute discretion, including to amend the dates for which any Voucher can be used and/or to close the Voucher Register.

## Confidentiality and Privacy of Information

In order to assess your registration for the Voucher, the Department of Jobs, Precincts and Regions is collecting personal information from you to assess your eligibility for a travel voucher, to administer the Scheme, and to contact you about your registration and claim.

Information collected in the registration form will be used by the Department for the purposes of assessment of registrations, Scheme administration and Scheme review.

In the assessment of your registration, it may be necessary to share your personal information with State Government Departments, in order to confirm you are a resident of Victoria.

If you have indicated that you are interested in being on the mailing list for marketing campaigns from Visit Victoria Limited, your personal information will be shared with Visit Victoria Limited.

Any personal information collected, held, managed, used, disclosed or transferred will be held in accordance with the Privacy and Data Protection Act 2014 (Vic) and other applicable laws.

The Department of Jobs, Precincts and Regions, is committed to protecting the privacy of personal information. The Department's Privacy Policy can be found online at <https://djpr.vic.gov.au>

You can gain access to personal information (as defined in the *Privacy and Data Protection Act 2014*) which the Department holds about you in certain circumstances specified by legislation.

Enquiries about access to information should be directed to the Department's Privacy Unit by emailing [privacy@ecodev.vic.gov.au](mailto:privacy@ecodev.vic.gov.au).

## **Appendix – Eligible Areas**

1. City of Melbourne
2. City of Port Phillip
3. City of Stonnington
4. City of Yarra
5. City of Banyule
6. City of Bayside
7. City of Boroondara
8. City of Darebin
9. City of Glen Eira
10. City of Hobsons Bay
11. City of Kingston
12. City of Manningham
13. City of Maribyrnong
14. City of Monash
15. City of Moonee Valley
16. City of Moreland
17. City of Whitehorse
18. City of Brimbank
19. City of Casey
20. City of Greater Dandenong
21. City of Hume
22. City of Knox
23. City of Maroondah
24. City of Melton
25. City of Whittlesea
26. City of Wyndham