

Victorian Dining Program

BUSINESS PACK

Introduction

The Victorian Government is running the \$30 million Victorian Dining Program.

It encourages people to seek out our world-class food and dining experiences. This will help boost the hospitality industry after the recent Omicron wave.

From Tuesday 29 March, your customers can claim back 25 per cent of their dining bill when they spend a minimum of \$40 (including GST) in one transaction between Monday and Thursday. This applies to restaurants, cafes and bars outside the City of Melbourne municipality and across Victoria.

The Victorian Dining Program is running alongside the Victorian Entertainment Program, which also has a fund of \$30 million. It offers a 25 per cent rebate on tickets to the cinema, theatre productions, live music and other events.

Individuals can claim a maximum of \$125 across the [Victorian Dining and Entertainment Program](#). Rebates are on a first-come-first-served basis until all the funds are gone.

Victorian Dining Program

Which businesses are included?

Customers can claim a 25 per cent rebate when they dine at the following businesses across Victoria and outside the City of Melbourne municipality:

- cafes and restaurants
- bars and pubs (food must be purchased)
- registered clubs (excluding private clubs not open to the public)
- breweries, distilleries and wineries (food must be purchased)
- fast food and take away outlets, juice bars and kiosks
- restaurants and cafes open to the public within accommodation such as hotels
- hospitality venues within sporting, arts and theatre precincts
- food courts
- cinemas
- temporary food premises including mobile food trucks, vans, canteens and trailers

Rebates cannot be claimed for purchases from:

- hospitality businesses located in the City of Melbourne municipality where [Midweek Melbourne Money](#) applies
- gift cards and vouchers
- food delivery companies including (but not limited to) Uber Eats, EASI, Providoor, DoorDash, Menulog and Deliveroo – a receipt that contains a charge for delivery will not be eligible
- private catering, function and reception centres, aged care providers and private river cruises
- childcare centres and after school programs
- convenience stores, milk bars, supermarkets, greengrocers, grocery stores, service stations, confectionary shops and packaged food stores
- food manufacturers and cold storage

How do my customers claim?

From Tuesday 29 March, your customers can claim back 25 per cent when they spend a minimum of \$40 (including GST) in a single transaction from Monday to Thursday.

They can do this in three simple steps:

- Customer pays for their meal in full and receives a digital or printed, itemised receipt (including ABN, purchase date, item description and total price) from you. Please note, receipts must be in English. Handwritten and EFTPOS merchant receipts cannot be accepted.
- Customer uploads their receipt and contact information, bank details, date of dining and total bill amount to the secure Victorian Dining Program website.
- The customer's 25 per cent rebate is credited to their nominated Australian bank account within five business days of their claim being approved.

The program will be popular, and funds may go quickly.

Customers can check the Victorian Dining Program website to see how much of the funds remain.



Telling your customers

You can promote this program to your customers by word of mouth or online.

We have included digital assets for you to use on your websites, in newsletters, emails or on social media.

Suggested post copy:

We're taking part in the Victorian Dining Program.

This means you can claim back 25% of your bill (up to \$125) when you spend \$40 or more.

Keep your receipt and apply for your rebate at www.dining.business.vic.gov.au

Act fast! The program will close once funds are exhausted.

[Download social media files](#)



FAQs

When will the Victorian Dining Program end?

Rebates will be available on a first-come-first-served basis until funds run out. The Victorian Dining and Entertainment Program is expected to be very popular, so customers are encouraged to act quickly.

Regular updates on funds will be published on the [website](#).

Before submitting a claim, we encourage customers to check the website to see if funds are available.

If funding runs out for either the dining or entertainment program, the other will remain open until its funding is also exhausted.

Who can apply?

All residents and visitors to Victoria who spend \$40 or more on an eligible dining experience and have an Australian bank account can claim back 25 per cent of their bill.

Receipts dated earlier than Tuesday 29 March 2022 will not be accepted.

Who is administering the program?

The program is being administered by the Victorian Government and WAIVPAY Ltd. WAIVPAY is an Australian-based software company that provides gifting, loyalty, rewards and digital payment solutions.

Can customers claim takeaway food?

Customers can only claim takeaway food if it is collected in-person at the venue. Customers cannot make a claim on food that has been delivered.

Receipts from home delivery companies such as Uber Eats, DoorDash, Providoor, EASI and Deliveroo, or receipts which include a delivery fee, are not eligible.

Customers must have spent at least \$40 on their order in one transaction.

Does the Victorian Dining Program apply on public holidays?

Yes, the Victorian Dining Program applies if the public holiday falls Monday to Thursday.

If a group chooses to split the bill, can they each claim from the program using the same receipt?

No. Only one claim can be made per group or receipt. The claim will be declined if the same receipt is used more than once.

If a rebate payment was capped due to the maximum rebate amount being reached, the same receipt cannot be resubmitted by another individual to claim the full rebate or remaining rebate amount.

Where can I find more information?

www.dining.business.vic.gov.au

