



Victorian Dining and Entertainment Program

Business dining pack

September 2022

Authorised by the Victorian Government, 1 Treasury Place, Melbourne



Introduction

The Victorian Dining and Entertainment Program is back!

The Victorian Government is running the \$25 million program again to encourage Victorians to seek out our state's world-class food and dining experiences, while saving them money and supporting hardworking hospitality businesses across Victoria.

From 10am Monday 19 September, your customers can claim 25 per cent cash back when they spend a minimum of \$40 (including GST) in one transaction. They can dine any day of the week and at any restaurant, cafe or bar (food must be purchased) across Victoria.

Individuals can claim a maximum of \$125 cash back across the Victorian Dining and Entertainment Program

vic.gov.au/dining-entertainment

Cash back is on a first come, first served basis until all the funds are gone or by 11:59pm Friday 16 December 2022.

Victorian Dining and Entertainment Program

Which business are included?

Customers can claim a 25 per cent cash back when they dine at the following businesses across Victoria:

- 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.

Cash back cannot be claimed for purchases from:

- gift cards and vouchers
- food delivery companies including (but not limited to) Uber Eats, EASI, Providoor, DoorDash, Menulog and Deliveroo - 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 Monday 19 September 2022, your customers can claim 25 per cent cash back when they spend more than \$40 on eligible dining or entertainment purchases in a single transaction.

They can do this in three simple steps:

1. Customer pays for their purchase in full and receives a digital or printed, itemised tax invoice (for dining or entertainment) or proof of purchase (for entertainment only) (including ABN (for dining), purchase date, item description, business location and total price) from you.
 - Please note, tax invoices/proofs of purchase must be in English.
 - Handwritten and EFTPOS merchant receipts cannot be accepted.
2. Customer uploads their tax invoice/proof of purchase and contact information, bank details, date of purchase and total bill amount to the secure [Victorian Dining and Entertainment Program website](#).
3. The customer's 25 per cent cash back is credited to their nominated Australian bank account within five business days of their claim being approved.



Telling your customers

You can promote this program to your customers by word of mouth, online or displaying the poster at your venue.

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

[Download the poster](#)



[Download the postcard](#)



[Download social media tiles](#)



Suggested post copy:

The Victorian Dining and Entertainment Program is back!
This means when you dine with us, you can claim 25 per cent cash back on your bill (up to \$125 cashback) when you spend \$40 or more.

Keep your receipt and claim your cash back at
vic.gov.au/dining-entertainment

Book a table/Dine with us today!



Telling your customers

Suggested email copy:

Subject line

Claim cash back when eating with us!

Body text

The [Victorian Dining and Entertainment Program](#) is back!

This means from 10am Monday 19 September when you dine and spend \$40 or more with us, you get to claim 25 per cent cash back on your bill (up to \$125 cash back).

This means if you spend \$80 on dining or entertainment, you can get \$20 cash back. You can make multiple claims for dining and entertainment until you reach a total of \$125 cash back.

Alternatively, if you spend \$500 (or more) in a single purchase on dining or entertainment, you can claim the total \$125 cash back by uploading the one receipt.

Cash back is on a first come, first served basis until all the funds are gone.

To make sure we have room for you, secure your table today by booking *<insert booking link or contact details>*

We'd love to see you eat and be merry with us.

Suggested newsletter copy:

Headline

Celebrating spring in Victoria with 25 per cent cash back

Body text

Get out and enjoy Victoria's dining and entertainment this spring while saving money thanks to the Victorian Government's \$25 million Dining and Entertainment program.

Get cash back for eating and playing, any day of the week, anywhere in Victoria.

Keep your receipt to claim 25 per cent cash back on your total dining bill.

Eat, play, cash back. Nice and easy, the way we like it.

Remember to keep your receipt and [claim your cash back](#).

FAQs

When will the Victorian Dining and Entertainment Program end?

The program will be available on a first come, first served basis until funds run out or 11:59pm Friday 16 December 2022.

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

Who can apply for cash back?

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

Receipts dated earlier than 19 September 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 collected in-person at the venue. Customers cannot make a claim on food that has been delivered.

Receipts which include a home delivery fee are not eligible.

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

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 tax invoice. The claim will be declined if the same tax invoice is used more than once.

If a cash back payment was capped due to the \$125 limit being reached, the same receipt cannot be resubmitted by another individual to claim the full cash back or remaining cash back amount.

Where can I find more information?

vic.gov.au/victorian-dining-and-entertainment-program-for-business