



Victorian Dining and Entertainment Program

Business entertainment 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 entertainment experiences, while saving them money and supporting a hardworking entertainment industry across Victoria.

From 10am Monday 19 September, your customers can claim 25 per cent cash back when they spend \$40 (including GST) or more on eligible entertainment experiences. These include cinemas, live performances, museums, galleries, amusement parks, zoos and more, anywhere in Victoria on any day of the week. They can buy an entertainment experience now and enjoy it anytime.

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

Which entertainment businesses are included?

Customers can claim 25 per cent cash back of entry fees, tickets or memberships to the following in-person entertainment experiences anywhere in Victoria:

- events and festivals (does not include sport events)
- theatre, live music and performing arts including comedy, fashion, literary and music events
- movie screenings, open air cinemas, drive through cinemas, roof top cinemas
- museums, galleries and zoos
- conferences, exhibitions, expos and other events
- amusement parks, arcades and centres, experiences and attractions (includes Puffing Billy, water parks, theme parks, ferry rides, arcades, mini golf and go-kart venues).

The Victorian Dining and Entertainment Program covers:

- eligible entertainment experiences anywhere in Victoria on any day of the week
- purchases made online and in-person.

The following purchases are not covered by the Victorian Dining and Entertainment Program:

- gift cards
- sport and sporting events including entry to sporting facilities, season passes, sport classes, personal fitness and any sport events
- venue hire and entertainment for private parties, private events or at private clubs not accessible to the public
- gaming including entertainment at gaming venues, casinos and gambling venues
- transport costs (includes rental vehicles, taxis, rideshare, public transport and parking)
- out of school hours care (includes after school programs and holiday programs)
- personal and group services (includes massage, hair, beauty, makeup, nail, skin and sex services)
- political events and political fundraisers
- ticket resale.

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 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.



Image: Candle-making demonstration and dipping at Sovereign Hill

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 files](#)



Suggested post copy:

The Victorian Dining and Entertainment Program is back!

This means when you spend \$40 or more on an experience with us you can claim 25 per cent cash back on your purchase (up to \$125 cashback).

Keep your receipt and [claim your cash back](#)

Come see us today!

Telling your customers

Suggested email copy:

Subject line

Claim cash back when playing with us! [OR] Cash back for joining us!

Body text

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

This means from 10am Monday 19 September when you spend \$40 or more on an experience with us, you can claim 25 per cent cash back on your purchase (up to \$125 cashback).

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. So why not buy your experience now and use it later.

We can't wait to have you join 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 entertainment purchase.

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.

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