



The Falkland Islands Government

Directorate of Policy & Economic Development

TRIP FALKLAND ISLANDS TOURISM RECOVERY INCENTIVE PROGRAMME

HOW THE SCHEME WORKS

Overview of the scheme

Each eligible adult must register to receive a digital voucher worth a total of £500, and each child a digital voucher worth £250.

Bookings for accommodation and tourism experiences should be made through the TRIP scheme agents, International Tours and Travel Ltd (ITT). The voucher will pay for 100% of the cost of accommodation or a tourism experience, up to £400 (adults) or £200 (children).

Eligible expenditure on meals, non-alcoholic drinks and gifts will be reimbursed by ITT into a SCB bank account, on presentation of receipts. The voucher will pay for 50% of these costs up to £100 (adults) or £50 (children).

Registration for the scheme

To make use of the scheme you need to register with the TRIP service, which is operated on behalf of FIG by International Tours & Travel (ITT).

You are eligible to register if you are ordinarily resident in the Falkland Islands at any point during the operation of the scheme, 1 October 2020 – 31 May 2021.

The registration form can be found at www.falklandislands.travel or you can obtain a paper copy by visiting ITT at 1 Dean Street, Stanley (office hours are 09:00-17:00, Monday – Friday). The completed form should be sent to trip.itt@horizon.co.fk, or can be posted or delivered personally to ITT.

A single registration form may be submitted to cover all eligible individuals within a household.

In registering a child, you will need to name the parent(s) or guardian(s) – up to two – who will be authorised to make bookings and reclaim expenditure on the child's behalf.

Your registration will be confirmed by email, or exceptionally by post if you do not have an e-mail address.

Please allow up to 2 weeks for registration to be confirmed, to allow for processing and for eligibility checks by FIG.

Your digital voucher

Each adult is entitled to a digital voucher worth £500. Of this:

- £400 can be spent on registered tourism accommodation or an experience provided by a tourist operator. The voucher will meet 100% of the costs up to the limit of the voucher value.
- £100 can be spent on meals, non-alcoholic beverages and gifts in a registered café, restaurant (including pubs) or gift shop. The voucher will meet 50% of the costs up to the limit of the voucher value, eg. a meal costing £25 will result in £12.50 being spent using the digital voucher.

Each child over the age of 2 and under the age of 16 will be allocated a digital voucher worth £250. Of this:

- £200 can be spent on registered tourism accommodation or an experience provided by a tourist operator. The voucher will meet 100% of the costs up to the limit of the voucher value.
- £50 can be spent on meals, non-alcoholic beverages and gifts in a registered café, restaurant (including pubs) or gift shop. The voucher will meet 50% of the costs up to the limit of the voucher value, eg. a meal costing £25 will result in £12.50 being spent using the digital voucher.

A young person whose 16th birthday falls between 1 October 2020 and 31 May 2021 is entitled to a full voucher at the adult rate of £500.

A young child whose 2nd birthday falls between 1 October 2020 and 31 May 2021 is entitled to a full voucher at the child rate of £250.

The digital voucher will be held by ITT on behalf of each voucher holder.

The voucher will operate on a reducing balance basis, and additional bookings or additional expenditure can be made until the value of the voucher is exhausted. Please keep a record of your balance, but if you need to check it, please contact ITT.

Vouchers are not transferable and cannot be extended; all vouchers will expire on 31 May 2021.

Please note that restaurants (including pubs), cafes and gift shops may choose to limit the circumstances in which they will accept booking or payments through the voucher scheme eg. only on specific days of the week.

Making a booking for accommodation or tourism experiences

Once your registration for the scheme has been confirmed you may make bookings using the digital voucher.

Bookings should be made through the scheme's agents, ITT, who can be contacted at:

Telephone	22041
Email	trip.itt@horizon.co.fk
In person at	1 Dean Street, Stanley

Bookings via TRIP can only be made once both the customer and the business are registered for the scheme.

Details of registered businesses will be available on www.falklandislands.travel

Travel on FIGAS and Concordia Bay

Each voucher holder is entitled to one return trip on FIGAS or the Concordia Bay, over the course of the season, subsidised by 50% of the existing fare for residents. Such a trip must be linked to a confirmed booking (using the voucher) with a registered accommodation or experience provider. No FIGAS discount will be available for flightseeing tours.

ITT will be able to make FIGAS or Concordia Bay bookings at the same time as the booking for the accommodation or tourism experience.

The discount is limited to one return journey at the relevant rate – whether adult, child, island, or OAP (and on the ferry – whether with or without a vehicle). If a multi-destination itinerary is booked, the discount will be limited to 50% of the cost of one return journey rather than 50% of the whole cost of the booking.

Reimbursement for bookings entered into before 19 October

If you entered into a booking before 19 October (or before you have received confirmation of being registered with TRIP) with a registered accommodation or experience provider, for a stay or experience that falls within 1 October 2020 – 31 May 2021, you should continue to pay for that booking yourself, and then reclaim the cost against the value of your digital voucher.

To claim reimbursement you will need to be registered for TRIP (see above), and then send the relevant receipts to ITT (see below), who will arrange for you to be reimbursed to your bank account at Standard Chartered Bank.

Bookings using the voucher, entered into after you have registered with TRIP, must be made through ITT.

Please allow up to one month for reimbursements to be paid into your bank account.

Reimbursement for eligible expenditure in restaurants, cafes, and gift shops

You will need to pay the full amount to the business, and then reclaim 50% of the cost by providing the relevant receipts to ITT.

ITT will then arrange for you to be reimbursed to your bank account at Standard Chartered Bank.

You will need to obtain a dated receipt that includes your name and a brief description of the goods purchased (food, non-alcoholic drinks or gifts).

A single receipt may be submitted for a meal (and non-alcoholic drink) for a number of voucher holders dining together, provided each of the voucher holders is named on the receipt. The total sum will be divided equally between adults, and at half the adult amount for children (eg. a claim for £25 for a meal for two adults and 1 child would be divided as £10 for each adult's voucher and £5 from the child's voucher).

Each individual claim must include receipts that total at least £25 (ie. in order to receive a 50% reimbursement for at least £12.50). This is to reduce the administrative costs that would be incurred from handling large numbers of small claims.

Receipts may be:

- Placed in an envelope and posted to ITT, 1 Dean Street, Stanley
- Placed in an envelope and delivered by hand to ITT, 1 Dean Street, Stanley
- Scanned and e-mailed to trip.itt@horizon.co.fk

The contents of the envelope or the covering e-mail must include the name and the telephone number of the person requesting the reimbursement. Please check that each receipt includes the date, the amount of expenditure and the name of the business.

Please allow up to one month for reimbursements to be paid into your bank account.

Cancellation policy for accommodation and tourism experiences

There will be a common cancellation policy for accommodation and tourism experiences booked using a TRIP voucher. This provides clarity for both individuals and businesses, and provides for more straightforward and efficient administration of the scheme.

The cancellation policy is published by FIG at www.fig.gov.fk/covid-19/

Any cancellation fee charged by the tourism business, within the terms of the common cancellation policy, will be deducted from the value of your voucher.

The common cancellation policy does not apply to bookings made directly by individuals before registering with TRIP. In those cases, you are responsible for paying the tourism business, and the business's own cancellation policy will apply.

ADDITIONAL INFORMATION FOR TOURISM BUSINESSES

Registration

Tourism businesses will need to register for TRIP. ITT will contact eligible businesses that have expressed an interest to FITB to complete the registration process for TRIP, which will include obtaining the key information that ITT will need to manage bookings, and registration will be confirmed once this information has been received.

The intention is that tourism businesses listed on the FITB website, which had operated in the 2019/20 season and fall within the scope of the TRIP scheme, will be eligible to register for TRIP. Any businesses not already listed by FITB will need to apply to FITB demonstrating how they meet the published criteria. Applications should be made to Steph Middleton at FITB (steph@falklandislands.com).

The criteria for eligible tourism businesses can be found at www.fig.gov.fk/covid-19/

The information required by ITT for accommodation and tourism experience providers will include pricing tariffs; confirmation that the business will apply the common cancellation policy for bookings made using TRIP; and confirmation that they will include the required information on receipts provided to customers wishing to use the TRIP voucher. For cafes, restaurants and gift shops, ITT will need to know whether you intend to place any limits on the use of the voucher (eg. days of the week).

Prices for accommodation and tourist experiences must be set at a rate which is equivalent to what charged in the 2019/20 season (i.e. increases cannot be more than 5%), unless a substantive change in service provision justifies the change.

Bookings made by ITT should be invoiced to ITT. Bookings made by an individual customer (e.g. bookings made before 19 October or before the customer receives confirmation that they are registered with TRIP) should be billed to the customer (who in turn will be in charge of requesting a refund if they so wish).

Claims for reimbursement for expenditure at restaurants (including pubs), cafes and gift shops can only be processed when the relevant business is on the register.

Bookings

Bookings for accommodation and tourism experiences will be placed for customers by ITT.

Where customers contact businesses directly, it will be possible for them to make a provisional booking, but the business will need to advise the customer that they will have to confirm the booking via ITT.

Payments

Payments for amounts to be met from TRIP digital vouchers will be made to eligible businesses by ITT, following confirmation from the business that the booking has been fulfilled. Payment will be made by ITT within 14 days of receipt of the invoice.

The tourism business will need to charge customers directly for any sums which are not covered by the voucher eg. because the amount exceeds the customer's voucher balance, or because they are for ineligible expenditure such as alcohol.

For bookings made before 19 October or before the customer has registered for TRIP, invoices should send directly to the customer, who will pay the business direct and claim reimbursement from ITT.