

## River Revival Voucher Frequently Asked Questions (Tourism Provider)

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### **ABOUT THE PROGRAM AND THE VOUCHERS**

#### **How can I participate in the program as a tourism operator?**

An Expressions of Interest will open to providers of experiences, accommodation, houseboats and guided tours in the Riverland and Murray River Lakes & Coorong from 1 June to 6 June 2023.

#### **How do consumers obtain a River Revival Voucher?**

Consumers will need to enter a ballot and be successful in the draw (either first chance or second chance draw) to obtain a River Revival Voucher (Round 2).

Eligible consumers can enter the ballot at [southaustralia.com](https://southaustralia.com) when it opens on 19 June 2023.

#### **Who is eligible to obtain a voucher?**

Residents of South Australia, Victoria and New South Wales who are 18 years and over. Terms and Conditions apply and will be available at [southaustralia.com/voucher](https://southaustralia.com/voucher).

#### **When can the vouchers be used?**

The first booking period for the River Revival Vouchers will open on Thursday 22 June 2023, upon release of unique voucher codes to consumers. The booking period is Thursday 22 June 2023 until 11.59pm ACST Tuesday 25 July 2023 (inclusive).

Vouchers not redeemed between Thursday 22 June 2023 – Tuesday 25 July 2023, will go into a second chance draw which will be available to unsuccessful eligible entrants from the first draw. The second chance draw will be drawn on Thursday 27 July 2023, and the second booking period for the River Revival Vouchers will open from Thursday 27 July 2023 until 11.59pm ACST Thursday 22 August 2023.

The travel period is from Thursday 22 June 2023 to Thursday 30 November 2023 (inclusive), bookable seven days a week including Saturdays, school holidays and October long weekend.

#### **How do the different values (\$100, \$100, \$200, \$750) of vouchers work?**

The River Revival Vouchers can be used only on participating hosted experiences, accommodation, houseboats and guided tours of **an equal or higher value**. This means:

- \$100 vouchers can be applied to experiences valued at \$100 or more.
- \$100 vouchers can be applied to accommodation valued at \$100 or more for a one-night stay including Saturday.
- \$200 vouchers can be applied to accommodation valued at \$200 or more for a two-night minimum stay, including Saturday.
- \$750 vouchers can be applied to houseboats or guided tours with a minimum spend of \$1500.

### **Are the vouchers valid on any day of the week?**

Yes, the River Revival Vouchers will be redeemable seven days a week.

However, providers may apply their own block-out dates if and where applicable, for example, a public holiday, a day they are closed for business, or a traditionally sold-out date.

This may be done during the onboarding process with the SATC's agent, Nabooki, after your application has been approved.

### **What is the role of the third-party supplier, Nabooki, in the program?**

Nabooki successfully supported eight rounds of the Great State Voucher program and the first round of the River Revival Voucher program. The company will facilitate the River Revival Voucher distribution, consumer bookings and redemptions, and provider rebates.

Nabooki will be responsible for gathering campaign offers and associated Terms and Conditions from all Riverland and Murray River Lakes & Coorong providers registered to participate in the campaign. Nabooki will also act as the SATC's agent in facilitating payment of voucher rebates to Riverland and Murray River Lakes & Coorong participating providers participating.

Nabooki will also assist the SATC in servicing consumer and provider enquiries during the campaign.

## **TOURISM PROVIDER PROCESSES AND OFFERS**

### **How do tourism providers apply to be a part of the River Revival Vouchers program?**

Expression of Interest applications are open from Thursday 1 June 2023 until 5pm (ACDT) Tuesday 6 June 2023. Providers will need to meet the program's eligibility criteria and agree to the [EOI Terms and Conditions](#) to participate in the campaign.

### **Do I need to pay commission or fees?**

Providers will not be charged any commission or fees to participate in the River Revival Voucher program.

If the participating provider is a registered user of one of the following payment gateways, the campaign portal allows consumer payments for bookings to be made directly through those gateways: (a) PayPal; (b) Stripe; (c) Braintree; (d) eWay and (e) Square.

There may be fees associated with a participating provider accepting a pre-payment from a consumer at the time of booking using one of these gateways and the tourism provider will be solely responsible for those fees. Providers are encouraged to check with their preferred payment gateway as to what those fees are.

### **Do I need to subscribe to the premium platform on Nabooki to take part in the program?**

No. However if the provider chooses to subscribe to the Nabooki premium platform, additional fees and charges may apply and be payable by the provider, as determined by Nabooki.

### **Will my booking or reservations system integrate?**

If you use Rezdy as your booking system, it will integrate with the Nabooki system. For other booking and reservation systems, there is currently no integration.

### **How will the booking process work?**

Consumers will be directed to [southaustralia.com/voucher](https://southaustralia.com/voucher) for all information about the River Revival Vouchers.

To make a booking, consumers will be redirected to a booking platform hosted within the SATC's consumer website ([rivervouchers.southaustralia.com](https://rivervouchers.southaustralia.com)) where they will be able to view all available offers across the four voucher categories. The consumer will be able to filter the campaign offers by region, voucher type, or experience/accommodation/houseboat/guided tour price. Consumers can then click through to their chosen offer to make a booking, apply their voucher code as a discount, and where required, make payment for the remaining balance (the difference between the experience/accommodation/houseboat/guided tour price less the voucher discount).

Providers will have discretion to offer and accept pre-payment at the time of booking.

### **How will I receive my voucher rebate?**

The rebate is payable upon a consumer completing a booking during the travel period in accordance with a booking made with the participating provider and without cancellation.

Where a booking is made, and a consumer does not complete the experience/stay, the participating provider is not eligible for the Rebate.

To notify of the completion of the booking, the participating provider is required to log into its account within the campaign portal, locate the relevant booking on the dashboard and mark the customer as "checked-in".

Once the customer has been checked-in, Nabooki will issue a recipient created tax invoice (RCTI) and will automatically facilitate processing of the voucher rebate within the stipulated timeframe.

### **When will I receive my voucher rebate?**

The voucher rebate will be paid to the participating providers bank account within 30 days from the customers check-in date.

### **Am I required to use RCTI?**

If you do not opt in to use recipient created tax invoices (RCTI), you will be required to issue your own tax invoices to Nabooki Pty Ltd t/a Nabooki prior to receiving voucher rebate payments. These invoices should include individual voucher numbers as a reference and be emailed to [accounts@nabooki.com](mailto:accounts@nabooki.com). Any delay in providing a valid tax invoice may result in delayed reimbursement of the voucher rebate.

### **What are the Terms and Conditions for Tourism providers?**

The campaign Terms and Conditions are mandatory and must be accepted by the experience, accommodation, houseboat or tour provider to participate in the campaign. View the Terms and Conditions [here](#).

### **Can I use the branding of the campaign to extend further offers to my customers?**

Yes, absolutely! We encourage you to value-add to encourage consumers to stay longer, spend more and return for repeat visits.

Once providers have had their applications accepted, and their offers successfully loaded within the campaign portal, the SATC will share River Revival Voucher branded assets to be used across social and digital media of participating providers.

### **Do I need to update or do anything to my ATDW listing for the campaign?**

The SATC strongly encourages providers who apply to participate in the campaign or are seeking alternative ways to leverage the campaign, to review all of their digital marketing channels, including their ATDW listings.

The program will not pull data directly from the ATDW, but we expect an increase in searches on [southaustralia.com](http://southaustralia.com). It is therefore in your best interest to have your product presented with the most relevant, up-to-date content and imagery within your product listing and individual tour types.

For more information on how to optimise your ATDW listing, visit [tourism.sa.gov.au/support/atdw](http://tourism.sa.gov.au/support/atdw).

### **Can I offer a further discount in my offer?**

Yes, providers may wish to offer an additional discount off their regular price. For example, if a provider's regular price is \$200, it may be offered at a special promotional price of \$175, which would then become \$75 when a \$100 voucher is applied. In this example, the \$25 discount off the usual retail price is fully funded by the provider.

It is important to consider the best available offer for the consumer. Once pricing is loaded into the campaign portal, it cannot be altered or amended. For example, lowering the price because bookings are low is not permitted.

It is certainly not mandatory to provide a discount to be involved in the River Revival Program.

### **How many offers can I put forward for inclusion?**

Each provider may choose to offer up to a total of three (3) offers across the voucher program. This applies to existing product as well as newly created product for the purposes of utilising the voucher program.

Please note it is not mandatory to put forward three offers.

Tourism provides will also have the opportunity to enter two pricing variations for each of the offers within the voucher program. As an example, this may be considered as peak /off peak or Winter / Spring pricing.

### **Will I get paid the voucher subsidy if the customer cancels?**

The SATC will not pay the voucher rebate in circumstances where a consumer cancels.

Providers should clearly outline their cancellation policies and provide these Terms and Conditions for upload on the campaign portal during the onboarding process. These policies will be visible to the consumer during the booking process. The provider will be at liberty to enforce these cancellation policies and fees (where applicable) directly to the consumer. A consumer is not entitled to utilise the value of the voucher to cover any cancellation fees.

We will always do our best to encourage unavoidable cancellations to reschedule to a later date, but providers acknowledge this may not be possible.

## **CRITERIA (INCLUSIONS AND EXCLUSIONS)**

### **My experience is under the \$100 amount, can I be involved?**

Yes. However, you will need to provide a minimum value of \$100. To do this you can offer your experience for two, three, four or five people (or a family) or offer other value adds, or a combination of both within reason. We will not accept adding additional people beyond five to make up the \$100 value.

Whilst value adds are allowable, it's important to remember that the focus in all cases must be on the hosted and guided experience and this is where the most value should lie.

### **My accommodation is under the \$100 and \$200 amount, can I be involved?**

Yes. However, you will need to provide a minimum value according to the voucher category.

\$100 accommodation vouchers are for single night stays. If your accommodation is under \$100 for one night stay other value adds, such as breakfast, may be added within reason. Alternatively, you may look at multiple night stays and participate in the \$200 minimum of two-night stay category.

\$200 accommodation vouchers are for a minimum of two-night stays. If your accommodation is under \$200 for a minimum of two-nights other value adds, such as breakfast, may be added at the discretion of the SATC.

### **My houseboat / guided tour is under the required minimum \$1500 spend; can I be involved?**

Yes. However, you will need to meet and or exceed the minimum \$1500 spend (the \$1500 minimum spend is inclusive of the \$750 voucher).

\$750 houseboat / guided tour vouchers are for a minimum \$1500 spend. If your offer is under \$1500 other value adds may be added at the discretion of the SATC.

Whilst value adds are allowable, it's important to remember that the focus in all cases must be on the hosted and guided experience and this is where the most value should lie.

The \$750 voucher will not be redeemable against the deposit of the houseboat or guided tour, and the deposit will need to be covered by the consumer. Tourism providers will be able to issue deposit values, whilst the \$750 voucher will be used against the remaining value.

### **Can consumers redeem multiple vouchers with friends/family to use on the one booking?**

Consumers can redeem multiple vouchers together on the one booking provided that the vouchers are redeemed within the same booking period and the provider's Terms and Conditions allow for this.

### **Are accommodation providers able to participate in the \$750 category?**

The \$750 voucher category is open to houseboats (for hire and drive) or guided tours.

Please note, static houseboat hire is considered “accommodation” and therefore is considered only for the \$100 accommodation and \$200 accommodation voucher.

If you offer guided tours over multiple days, this will encompass accommodation, and be eligible for the \$750 voucher category.

### **Are travel agencies eligible to list tours?**

Travel agents booking clients into third-party tours are not eligible for the River Recovery Voucher subsidy.

If you are a travel agent that also runs your own tours (either with your own tour vehicles, own itineraries or with your own hosts / guides), you may be eligible to apply, provided you meet all other eligibility criteria.

Travel agents not eligible to be listed are encouraged to get involved by helping their clients to make their River Revival Voucher booking (noting that no commission will be payable) and then building other elements of a package around it to earn commission on the additional components. This is provided by way of suggestion and is not to be construed as advice or direction.

### **I have a business that doesn't meet the criteria. Is there another way I can be involved?**

If your business does not meet the eligibility criteria, you may look to engage with tourism providers that service your region and investigate the possibility of including your product within their experience, accommodation, houseboat or guided tour, as part of their offering. All bookings would then be via the participating provider.

### **I don't currently have an ATDW listing. Can I participate?**

An ATDW profile is required to participate in the voucher program and it must be live by the end of the EOI process, Tuesday 6 June.

The ATDW is the most exhaustive list of tourism providers in South Australia and is used by industry across the country. We encourage you to register for the ATDW which can provide valuable exposure to your business. A listing will also ensure that you are considered for future support programs and/or can be promoted by the SATC.

For more information and to register on the ATDW, please visit [tourism.sa.gov.au/support/atdw](https://tourism.sa.gov.au/support/atdw).

### **I only accept walk up bookings, can I participate?**

No, the system is reliant on pre-bookings for providers to enable the SATC to authenticate and track voucher usage.

### **Are wine, beer, and/or spirit tastings, flights and paddles included under experiences?**

Generally, no. Standard tastings, flights and paddles in cellar doors, breweries, distilleries which incur a tasting fee will not be considered unless they qualify as a hosted experience. Any tasting experiences which have a fee redeemable on purchase cannot be considered.

To be considered, the experience must be hosted – that is, where staff are dedicated to deliver the experience and provide interpretation *throughout*. If staff provide this interpretation only as an

introduction or when they/the venue is not busy, the experience is not eligible as the hosting element cannot be guaranteed for the duration of the experience.

**Are winery, brewery, and/or distillery tours included?**

Yes, provided they are guided tours, and meet other eligibility criteria.

**Can I create a new experience or accommodation offering for this campaign?**

The River Revival Voucher program aims to stimulate existing hosted tours and experiences that have been impacted by the downturn of interstate and international visitation.

Whilst we are not encouraging new product development, in some circumstances it may be suitable to tweak an existing product to cater for the voucher audience.

If you are an experiences or accommodation provider intending to launch a new experience or accommodation with a long-term view of providing this offering, then you may like to utilise the campaign as a platform to promote your new offering.

**Are fishing charters included?**

Yes. They will need to meet all other eligibility criteria.

**My company offers vehicle/bus charters, am I included?**

The program will not accept point-to-point transfers or hourly charters where consumers purely book the vehicle with a driver for a set period. It is not intended to be used on transfers for a day/night out, or for wedding vehicles for example.

If you offer leisure tourism focussed tours as a usual part of your business, i.e. a driver hosts and is integral to delivering the experience and is not simply driving from point-to-point, and you organise at least part of the itinerary for your clients, you may submit an application for consideration.

**Can I offer a gift voucher if a customer can't travel on a certain day?**

No. The objective of this program is to get people travelling in the coming few months and not putting it off to a later date. If a tour doesn't happen, then impacted guests need to be rescheduled to a different date within the travel period.