

Tassie Holiday Voucher

CONSUMER FAQs

WHAT IS THE TASSIE HOLIDAY VOUCHER?

- The Tassie Holiday Voucher program is designed to encourage travel to Tasmania over November and December to take advantage of recently launched direct flights.
- The interstate Holiday Voucher is only open to application by residents aged over 18 residing in the states of South Australia, Western Australia or Queensland at the time of the ballot application.
- It is subject to the [Tasmanian Public Health Directions](#) and associated travel restrictions that apply to residents of eligible states at the time of registering for the ballot.

HOW DO I ENTER?

- The consumer ballot can be entered online at: www.discovertasmania.com.au/voucher
- The ballot registration period opens from 9:00 am, 29 October (AEDT) and closes at 5:00 pm, 2 November (AEDT).
- Winners will be chosen at random and notified by SMS and email on 3 November 2021.

HOW DO YOU PROVE YOU'RE FROM SOUTH AUSTRALIA, WESTERN AUSTRALIA OR QUEENSLAND?

The entry form will ask applicants for a driver's license number (or other recognised identification number) and home address to verify they are interstate residents of either South Australia, Western Australia or Queensland.

HOW MUCH IS THE VOUCHER FOR AND HOW CAN THEY BE USED?

- There will be 10,000 x \$300 Holiday Vouchers distributed through a ballot process.
- \$200 towards accommodation and \$100 towards tours or attractions.

WHEN ARE THE TRAVEL PERIODS FOR THE TASSIE HOLIDAY VOUCHERS?

The Tassie Holiday Voucher eligible travel period is between 4 November to 31 December 2021.

WHEN IS THE BOOKING PERIOD?

The booking period is between 3 to 17 November 2021.

WHY IS THE BOOKING/TRAVEL PERIOD SO SHORT?

We are incentivising travel in the critical two-month period to encourage visitation in the period before Christmas.

IS THERE ANY POTENTIAL TO EXTEND THE TRAVEL PERIOD?

At this stage, there are no plans to extend the travel period.

WHAT IF MY TRAVEL IS ON OR AFTER THE 15 DECEMBER WHEN TASMANIAN BORDERS ARE OPENING TO ALL OF AUSTRALIA?

From 15 December, all people arriving in Tasmania from anywhere in Australia will need to be fully vaccinated and provide a negative COVID-19 test within 72 hours of travel. This applies to voucher recipients from SA, WA and QLD.

People who travel to Tasmania from this date who do not meet these criteria will be subject to additional quarantine and testing requirements.

Keep up to date with COVID-19 information including advice about borders via www.coronavirus.tas.gov.au

WHAT DOES THE \$300 TASSIE HOLIDAY VOUCHER COVER?

- The Tassie Holiday Voucher provides \$200 towards accommodation such as hotels, motels, B&Bs, holiday homes, camping sites, holiday parks and campervan or caravan hire.
- A further \$100 is available for tours or attractions including activities such as boat cruises, guided walks, bus tours, food or wine tour, outdoor adventure tours etc.

WHAT WILL BE THE ALLOCATION PROCESS?

- The vouchers will be issued via a random ballot selection process of valid registrations. Successful ballot recipients must then book and redeem their voucher discount directly through the Tassie Holiday Voucher online marketplace.

HOW DO I RECEIVE THE TASSIE HOLIDAY VOUCHER?

- Successful ballot recipients will be notified on 3 November by SMS and email.
- The Tassie Holiday Voucher code will be available in the email and SMS.

HOW DO I BOOK TRAVEL?

- Once you receive your Tassie Holiday Voucher you can search available accommodation, tours and attractions and book directly via the online marketplace portal using the voucher code.

HOW DO I REDEEM MY TASSIE HOLIDAY VOUCHER?

- To redeem your Tassie Holiday Voucher, please visit www.discovertasmania.com.au/voucher to access the online marketplace portal with further information on participating

accommodation, tours and attractions to help with your holiday planning.

- Once you have selected a product to book, apply your voucher code and the voucher discount will be deducted immediately from the price, leaving you with only the balance to pay (if applicable).
- The voucher discount is only available for bookings made directly through the online marketplace between 3 until 17 November 2021. The eligible travel period is from 4 November 2021 until 31 December 2021.

WHY ARE YOU ONLY INCLUDING SA, WA, AND QLD IN THE VOUCHER PROGRAM?

- These states currently have open borders with Tasmania.
- The voucher program also seeks to build on the marketing opportunities offered by the direct flights to Tasmania that have been recently introduced by several airlines, with new services between Tasmania and Adelaide, Perth and Brisbane.

WHY IS THE NORTHERN TERRITORY NOT INCLUDED WHEN THEY DON'T CURRENTLY HAVE TRAVEL RESTRICTIONS WITH TASMANIA?

- We are focussing this program on states that have direct flight links with Tasmania and where Tourism Tasmania is currently active in market with its *Come Down for Air* campaign.

WHAT IF TASMANIANS TRY TO ENTER THE BALLOT?

- Tasmanians are not eligible for the ballot. All ballot applicants will be required to provide a valid driver's licence number (or other recognised identification number) and a home address in SA, WA or QLD.

WILL THE PROGRAM BE EXTENDED TO NSW/VIC/ACT RESIDENTS IF THOSE STATES OPEN UP DURING THE TRAVEL PERIOD?

- The voucher program is only available to residents of states that currently have open borders with Tasmania and therefore travel from these states is already eligible (subject to Public Health directions in relation to travel).
- At this stage there are no plans to extend the Tassie Holiday Voucher to other states and territories.

WHAT TYPES OF ACCOMMODATION ARE INCLUDED?

- Accommodation includes Airbnbs, apartments, backpacker and hostels, bed and breakfasts, cabins or caravans in holiday parks, caravan and camping site fees, campervan/caravan hire, cottages, farm stays, holiday houses, motels, hotels, resorts, retreats and lodges.

WHAT TYPES OF TOURS AND ATTRACTIONS ARE INCLUDED?

- Tours: Tour operators that offer regularly organised tours with a leisure-tourism focus, organised by experienced guides which may include a personal host and/or commentary. For example, a boat cruise, guided walk, bus tour, air tour, agritourism, food and wine tour, outdoor and adventure tour or cooking class.
- Attractions: Places/areas of interest that offer a distinct visitor experience to the leisure tourist and that have a fee for entry.

HOW DOES THE VOUCHER BOOKING PROCESS WORK?

- Visit the Tassie Holiday Voucher marketplace to search all available product listings and make a booking directly via the portal.
- You will be able to filter the listings by region, voucher type, or tour/attraction category.
- Ballot recipients will then select a product to book and follow the booking instructions provided for that offer to redeem the voucher discount using their voucher code.
- The voucher discount will be immediately deducted from the price, leaving the voucher recipient with only the balance to pay (if applicable).
- A preferred payment method will be specified by the tourism business for any remaining amounts.

WHAT ARE THE TERMS AND CONDITIONS?

[Terms and conditions are available here.](#)

I HAVE A VOUCHER AND I'M HAVING PROBLEMS BOOKING, WHO DO I CONTACT?

- If you are experiencing any difficulties completing your booking or have questions, please phone (03) 7037 2222 between 9:30 am and 6:00 pm (AEDT), Monday to Friday.
- Any messages left via the contact phone number on Saturday and Sunday during the booking period will be responded to and actioned on the following Monday.

IF FRIENDS/FAMILY ALSO GET A VOUCHER CAN WE USED THEM TOGETHER ON THE SAME TOUR OR EXPERIENCE?

Yes, provided only one voucher is claimed per 'offer' and subject to the terms and conditions of the tour operator.

WHAT HAPPENS IF A SUCCESSFUL BALLOT RECIPIENT CAN'T GET A FLIGHT OR IS UNABLE TO TRAVEL DUE TO BORDER RESTRICTIONS?

- In these instances, Tourism Tasmania will be guided by Public Health advice and will issue updated information and advice regarding any necessary changes via direct mail/SMS text message to ballot recipients.
- The cancellation and refund process for consumers will operate in accordance with each participating tourism businesses' policies.

WHY ARE RESTAURANTS, BARS, CAFES, NOT INCLUDED?

- The Tassie Holiday Voucher program is designed to encourage interstate visitors to book a Tasmanian holiday with a \$300 voucher available towards accommodation, tours and attractions.
- Holiday visitors have a high propensity to consume food and beverages during their stay enabling hospitality venues to benefit from the scheme and interstate holiday visitors.

WHY ARE EVENTS NOT ELIGIBLE?

- Participating Tourism Businesses are expected to have reasonable and consistent availability across the travel period to facilitate consumer bookings.
- Events that are limited to specific dates do not provide reasonable or consistent availability across the entire travel period.

HOW WERE PARTICIPATING BUSINESSES SELECTED?

- Tasmanian accommodation, tours and attraction businesses had the opportunity to apply to be part of the Tassie Holiday Voucher program through a registration process.
- From this process, tourism businesses have been selected to participate in the Tassie Holiday Voucher program against established eligibility criteria.

ARE MULTI-DAY TOURS INCLUDED?

- Yes, a multi-day tour is an inclusive two-day, one-night (minimum) experience in Tasmania.
- Visitors can use their experience voucher on this product and accommodation voucher for any pre/post accommodation.

CAN I USE THE VOUCHER FOR MULTIPLE TOURS AND ATTRACTIONS?

No, you must use the full \$100 on one single product/listing.

WHAT HAPPENS IF TASMANIA OR ELIGIBLE STATES (SA, WA OR QLD) GO INTO LOCKDOWN OR THERE ARE BORDER RESTRICTIONS?

- Tourism Tasmania constantly monitors travel and border restrictions, and any changes will be carefully reviewed to assess impact on the Tassie Holiday Voucher program.
- In these instances, Tourism Tasmania will ultimately be guided by Public Health advice and will issue updated information and advice regarding any necessary changes to the campaign to participating Tourism Businesses via direct mail.
- The cancellation process and refund process for consumers will operate in accordance with each participating Tourism Business' policies.

CAN THE PRODUCT LISTING BE A GIFT VOUCHER?

No, the Tassie Holiday Vouchers cannot be used to purchase gift vouchers.

CAN THE TASSIE HOLIDAY VOUCHERS BE TRANSFERRED TO OTHER TRAVELLERS?

No, the Tassie Holiday Vouchers are non-transferable.

CAN THE TASSIE HOLIDAY VOUCHERS BE USED BY THE CONSUMER ON ANY DAY OF THE WEEK?

Yes, the Tassie Holiday Vouchers are available on any day of the week, including weekends, subject to availability and during the stipulated travel period.

WHAT ARE YOU DOING WITH THE INFORMATION YOU COLLECT FROM THIS BALLOT PROCESS?

- [Tourism Tasmania's privacy policy is available here.](#)
- [Nabooki's privacy policy is available here.](#)