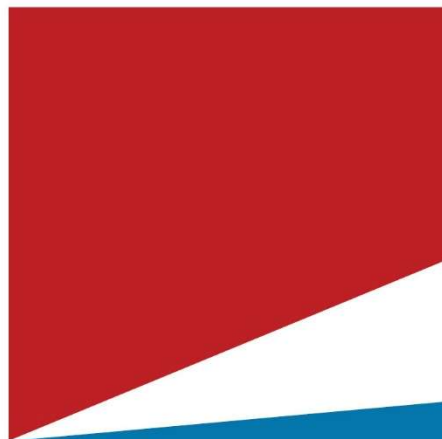


Eat Local, Stay Local Program

Frequently asked questions



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As a business, how do I accept a voucher?

Businesses don't accept the voucher.

Successful recipients may make an eligible purchase as a normal business transaction at your business. The recipient will use the receipt from their transaction as proof of purchase to claim their reimbursement with the Department of State Growth.

Do I need to register my business to participate in the program?

No, businesses don't need to do anything.

The program has been intentionally designed to provide the greatest flexibility and opportunity for consumers to spend their voucher through a variety of businesses who may offer a mix of experiences or product offerings that align with the eligible activities defined under this program.

Can I get more than one voucher?

No. Vouchers are strictly limited to one per person if successful.

How will I know if I am a successful voucher recipient?

We will be sending email notifications. Make sure to check your junk email and spam folders.

If you did not include an email address in your registration, we will send your notification in the post.

I am a successful voucher recipient, now what do I do?

It's time to get out and about! You must spend at least \$50 on an eligible activity (in a single transaction) any time between the date of successful notification and 30 November 2025 (the eligible period).

Don't forget to get a receipt or tax invoice for your eligible activity (for example, from the hotel operator or the restaurant) – you will need this as proof of purchase to make your claim.

Can I claim against an existing booking?

No, you must purchase and complete your eligible activity during the eligible period.

Can I claim for activities undertaken during school holidays?

Yes. You can claim for eligible activities undertaken anytime between the date of successful notification and 30 November 2025.

Can I pay for my friends or family members as part of my eligible purchase?

Yes, provided they are all paid for within the one transaction and the purchase value is at least equal to the minimum spend required (\$50), you will be eligible to claim. For example: Paying for 5 x \$10 entry fees to a museum in one transaction would be an eligible purchase.

Is alcohol an eligible purchase? What are the conditions?

Alcohol purchases are not eligible under the Program unless they are part of an eligible activity. Where this is the case, the value of alcohol component must not be more than 50% of the total amount you are claiming.

For example:

- If you are claiming a single eligible purchase of \$50 that includes alcohol, only a maximum \$25 of this total can be claimed for alcohol.
- If you are claiming a single eligible purchase of \$100 that includes alcohol, only a maximum \$50 of this total can be claimed for alcohol.

Is there a list of participating businesses where I can use my voucher?

There is not a list of participating businesses for this Program. You can claim your voucher on any eligible activity that relates to accommodation, hospitality or visitor experiences – refer to Terms and Conditions for details.

What if a business won't accept my voucher?

Businesses don't accept the voucher.

To claim your voucher reimbursement, you must complete the claim form in the link provided in your successful notification once you have paid for and completed an eligible activity.

If you registered in person through a Service Tasmania service centre, you could return there once you have paid for and completed an eligible activity, and the team will help you submit your claim for your reimbursement. Make sure you bring proof of identity and your proof of purchase.

I am ready to claim my voucher reimbursement, what do I do now?

Check your successful notification email/letter, which includes the instructions on how to claim your voucher reimbursement.

What happens if I don't claim my voucher? Do I get a refund?

You cannot receive a payment without making a valid claim.

The claim period closes on 16 January 2026. You will not be able to submit your Voucher claim form after this date.

I've lost my receipt; can I still claim my voucher reimbursement?

To claim your voucher reimbursement, you will need to provide a receipt or other proof of purchase for your eligible activity. If you lose your receipt, consider giving the business a call to see if they can send you a new one.

When can I expect my payment after submitting my voucher claim form?

Before we can make a payment to you, we need to review the information in your claim form to make sure that your purchase meets the terms and conditions of the program. This may take up to 20 business days from the date you submit your claim form.

Can I receive my payment as a cheque?

No. We can only deposit your payment into your nominated bank account.

How can I find out the status of my claim once I have submitted?

If you have not heard from us after 20 days from the date you submitted your voucher claim form, email us at eatlocalstaylocal@stategrowth.tas.gov.au and quote your 'Eat Local, Stay Local' Registration Number.



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