

# Consumer FAQ's Territory Tourism Vouchers round 2

## Troubleshooting guide

### 1. My voucher code isn't working online, what should I do?

- Have you copied the voucher code correctly? Please note that the field is case sensitive.
- Has your voucher expired? Vouchers are only valid for 14 days from the date of issue.
- Has your voucher been used already? Each voucher can be only used once. When a transaction is complete, the voucher is automatically deactivated.
- Ensure you're not using more than 10 vouchers per transaction.
- You can use multiple vouchers for each booking, however the booking system will not accept more vouchers than is required. For example, you can't use more than 1 voucher for bookings of \$400 or less.
- The voucher may not be applicable to this product or service. Please contact the Visitor Information Centre for further information.
- If no to all of the above, please contact the Visitor Information Centre for assistance.

### 2. I didn't receive my voucher email, what should I do?

Vouchers will be emailed within 7 days of registering. They will be released in stages over the 7 days. Please ensure you check your spam or junk email folder.

If you would like your voucher resent please click [here](#)

If you still haven't received your voucher after 7 days from when you registered, please [contact us](#) for help.

## Registering for your Territory Tourism Voucher round 2

### 1. Who can sign up?

Northern Territory residents aged 18+.

Only one voucher can be claimed per person. You'll need to provide your details and agree to the terms and conditions via the registration form. Only a limited number of vouchers will be available on a first-come, first-served basis.

### 2. Can I apply for another Tourism Voucher in round 2 if I already received one in the previous round?

Yes. All NT residents aged 18+ can apply for a voucher.

### 3. I didn't receive a voucher in round 1, will I get preference for round 2?

No. The Territory Tourism Voucher incentive is on a first-come, first-served basis with limited vouchers available each round.

### 4. I was on the waitlist for round 1 but didn't receive a voucher, will I automatically get one in round 2?

No. You will need to re-register on the 2nd November.

### 5. How do I register and what do I need to sign up?

There is a registration form located at [territoryvoucher.nt.gov.au](http://territoryvoucher.nt.gov.au) Registration opens at 8pm on 2nd November 2020. You'll need to provide your name, phone number, a valid email address, your residential street address and agree to the terms and conditions.

### 6. I don't have an email address, how can I access a voucher?

You must have a valid email address to access the Territory Tourism Voucher. There are a number of easily accessible and free platforms to sign up for your own personal email address. Please ensure you spell your email address correctly when registering.



## 7. My street address won't show up in the address field on the registration form.

If your address doesn't show automatically, you will have the option to enter this in manually. Please ensure you use the same address as per your NT proof of residency.

## 8. Can I register for a voucher on behalf of a family member who is over 18 but doesn't have internet access?

You may register on behalf of the family member with their permission; however they must have their own working email address.

## 9. How long does it take to get a voucher?

Vouchers will be sent out in a staged release. If your registration was successful, you will receive your voucher within 7 days.

## 10. The voucher registration system isn't working, can I call a helpdesk?

Due to high demand on the registration site during this time, please be patient. If you continue to experience issues, please fill out the [contact us form](#).

## 11. I've missed out on a voucher, what should I do?

Once all vouchers have been allocated for round 2, you can sign up to be added to a waiting list. Additional vouchers may be released during round 2. These will be issued to those on the waiting list on a first-come, first-served basis.

# Booking and redeeming your voucher

## 1. How do I redeem my voucher?

A digital voucher will be issued to the email address provided within 7 days of successfully registering. To redeem, you can present your voucher to one of the four Visitor Information Centres (listed below). The voucher can only be used for one transaction, and must be used within 14 days of issue. To redeem your voucher online, enter the 6 digit code into the "Promo code" field during checkout.

## 2. What can I do with my voucher?

Depending on your interest, you can use it for tours, attractions, accommodation or car hire. You can find inspiration on the [Tourism Top End](#), [Tourism Central Australia](#) or [Visit Katherine](#) websites, or talk to a consultant at one of the four Visitor Information Centres in person. (locations listed below).

## 3. Can I use the voucher for an existing booking?

No, the voucher cannot be used for existing bookings. Bookings must be made after the voucher date of issue.

## 4. How long do I have to use my voucher?

You can register for the voucher from Monday 2nd November 2020. Once issued, the voucher will be valid for 14 days. All travel must be booked within that 14 day period and travel must be completed by 31 January 2021. Some restrictions and blackout periods may apply, so we encourage you to book ASAP. Any vouchers that expire or any voucher funds that were unspent will return to the funding pool, to be reissued to people on the waitlist.

## 5. Can I use more than one voucher on a booking?

Yes. Each voucher will be capped at \$200 per \$400 spent. Example scenarios:

If your purchase is under \$400, you'll save 50% off the total booking cost by redeeming one voucher.

If your purchase is \$400 or over, you'll save the maximum \$200 off the total booking cost by redeeming one voucher.

If your purchase is over \$400, you can increase the maximum discount by redeeming more vouchers. With 3 vouchers you can save up to \$600, as long as this doesn't exceed 50% of the total booking cost.

You may enter up to ten vouchers per booking. To use more than 10 vouchers on one booking, or for any other questions, please contact your closest Visitor Information Centre.

NEVER HAVE I EVER...

FLOATED  
AROUND THE  
FALLS



TERRITORY  
TOURISM  
VOUCHER ROUND 2

SAVE  
UP TO  
\$200

BONUS CLAIM

UP TO \$200\*

\*When travelling 400kms or more



**6. Can I use the voucher directly with a business?**

No. The voucher can only be redeemed at one of the four NT Visitor Information Centres (Darwin, Alice Springs, Katherine and Tennant Creek) in person or online.

**7. Can I book with the Visitor Information Centre but pay at the experience/hotel?**

No. You will need to book and pay in full at one of the four Visitor Information Centres.

**8. Can I use my voucher on booking.com or other online travel agents to get a better price?**

No. The voucher must be redeemed at one of the four Visitor Information Centres.

**9. Can I use the unspent funds from the voucher at the hotel restaurant?**

No. The voucher doesn't cover hospitality unless pre-purchased as a package deal through one of the Visitor Information Centres.

**10. Can I use the voucher to book flights?**

The voucher is not redeemable for point-to-point flights outside the NT. It can, however, be used for a scenic flight that's bookable through your local Visitor Information Centre.

**11. My purchase doesn't use the whole value of the voucher, can I book something else?**

You can use your voucher to book more than one experience throughout the travel period, however they must be booked within the same transaction. Once you make a booking using your voucher, the voucher will be marked as redeemed. Any unused voucher funds will be returned into the total funding pool, and reissued to someone else on the waitlist. We encourage you to seek assistance from the Visitor Information Centre if you wish to use your voucher for multiple experiences.

**12. My code is expiring soon and I need an extension, may I get one?**

Unfortunately we are unable to extend vouchers as there is currently a long list of Territorians awaiting a voucher. Any unused vouchers from this round will be reallocated to people on the waitlist who missed out on registration day.

Whilst your booking has to be made before the voucher expiry date, you are able to book now, for travel up until the 31st January 2021.

**13. I can't travel before 31st January can I have an extension to February?**

Vouchers have been issued from the 2nd November and ongoing releases will occur as unused vouchers are reallocated to people on the waitlist.

Regardless of when vouchers are received, the promotion finishes in its entirety and all travel must be completed by the 31st January 2021.

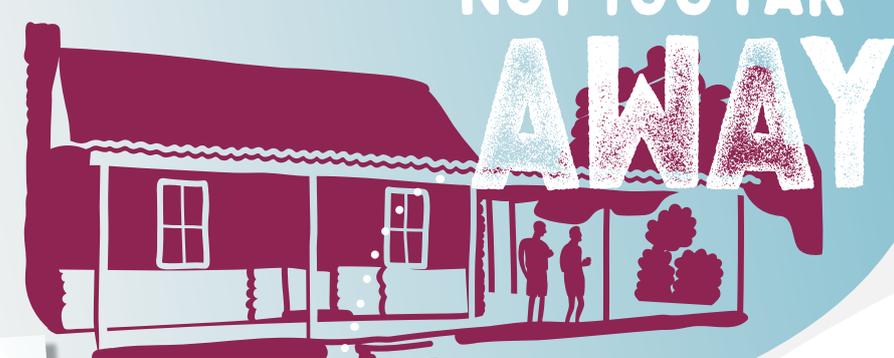
**14. I've booked an experience, but need to cancel the booking. How can I do this, and can I use my voucher another time?**

Please contact the Visitor Information Centre to cancel your booking. Unfortunately, your voucher will not be refunded if you cancel your booking.

**15. What's excluded?**

The voucher cannot be redeemed for flights outside the NT, an extended tour that finishes outside of NT borders, nor any products that include alcohol or gambling.

NEVER HAVE I EVER...  
ENJOYED  
A STAY  
NOT TOO FAR  
AWAY



**TERRITORY TOURISM VOUCHER ROUND 2**  
SAVE UP TO \$200  
**BONUS CLAIM UP TO \$200\***  
\*When travelling 400kms or more

## 16. Where are the Visitor Information Centres located in the NT?

### Darwin

#### Top End Travel and Information Centre

6 Bennett Street (corner Bennett and Smith Streets), Darwin city

Telephone: 08 8980 6000

Free call in Australia: 1300 138 886

Email: [info@tourismtopend.com.au](mailto:info@tourismtopend.com.au)

Website: [www.tourismtopend.com.au](http://www.tourismtopend.com.au)

### Katherine

#### Katherine Visitor Information Centre

Corner Lindsay Street and Katherine Terrace, Katherine

Telephone: 08 8972 2650

Free call in Australia: 1800 653 142

Email: [visitor@kvc.nt.gov.au](mailto:visitor@kvc.nt.gov.au)

Website: [www.visitkatherine.com.au](http://www.visitkatherine.com.au)

### Tennant Creek

#### Tennant Creek Visitor Information Centre

Battery Hill, Peko Road, Tennant Creek

Telephone: 08 8962 1281

Email: [info@discoverca.com.au](mailto:info@discoverca.com.au)

Website: [www.discovercentralaustralia.com](http://www.discovercentralaustralia.com)

### Alice Springs

#### Alice Springs Visitor Information Centre

Corner of Parsons St and Todd Mall

Telephone: 08 89525 800

Free call in Australia: 1800 645 199

Email: [info@discoverca.com.au](mailto:info@discoverca.com.au)

Website: [www.discovercentralaustralia.com](http://www.discovercentralaustralia.com)

## Bonus claim

### 1. Will I automatically get the bonus claim if my trip is over 400 kms?

No, the bonus claim needs to be applied for by visiting [www.territoryvoucher.nt.gov.au/bonus-claim](http://www.territoryvoucher.nt.gov.au/bonus-claim)

The bonus claim is only applicable if you are booking a product that is 400 km or more from your permanent residence.

Unlike the Voucher (which is applied at time of booking) your bonus claim will be reimbursed by Tourism NT post travel after verification checks have been made.

### 2. Can I apply for my partner's bonus claim?

Each voucher owner must apply within 7 days of booking confirmation for the bonus claim. The personal details used for your voucher registration must match the personal details used on the bonus claim including proof of residence documentation.

The person making the booking cannot make a bonus claim on behalf of the people whose vouchers have been used in the booking.

### 3. Why do I need to travel more than 400 kms?

The premise of the program is to get people to explore further afield and to help support our tourism industry in regional areas.

### 4. How do I know if my product is 400 km or more away from my house?

Tourism NT will measure the distance travelled using Google Maps from place of residence to each bookable product along the journey, as part of one sequential trip.

### 5. Can the bonus claim be pre-paid?

The bonus claim will not be pre-paid under any circumstances. The bonus claim is offered as a reimbursement after travel.

### 6. I didn't realise that I wouldn't get the extra bonus claim, can I cancel and rebook something else?

If you cancel your booking you will not be able to rebook using your voucher as it will already be voided upon confirmation.



**7. I didn't know that I had to apply for the bonus claim within 7 days? Can I still get my extra \$200?**

Unfortunately all bonus claims must be received within the 7 day period upon receiving your confirmation. No extensions will be made.

**8. I didn't have internet access and couldn't apply for my bonus claim in time, can you please accept a late application?**

Unfortunately all bonus claims must be received within the 7 day period upon receiving your confirmation. No extensions will be made.

**9. Why do I need to provide copies of proof of residency and bank details?**

Proof of residency will verify your permanent residential address, these details need to match your original voucher registration details. Examples of this include rates notice, utility bill and other forms of non-photo identification. Your bank details are required so the reimbursement can be made direct to you.

**10. Can I be reimbursed in cash rather than through my bank account?**

No. Bonus claims will only be made via a bank transfer.

**11. What are you doing with my information after travel?**

Personal information will not be used for any other purpose than to process your bonus claim and will be deleted soon after the campaign end date.

**12. Can I do one claim for multiple vouchers?**

No. Only one bonus claim can be applied per person and must be lodged separately.

**13. Why do I need to wait until after travel to receive the bonus claim reimbursement?**

Travel must be completed to ensure the full transaction of the booking took place. This is a requirement of Tourism NT.

**14. Will I definitely receive \$200 extra back per person on my booking?**

The bonus claim will only be paid if your travel booking is 400 km or more away from your permanent residence and only if your total booking amount is \$800 or more per person.

**15. What can I book that is more than 400 km away?**

Please contact your local Visitor Information Centre for some inspiration.

**16. Will the Visitor Information Centre apply for the bonus claim for me?**

No. The voucher owner must apply for their own bonus claim. The Visitor Information Centre does not manage the bonus claim.

**17. How will the bonus claim be calculated?**

Tourism NT will measure the distance travelled using Google Maps from place of residence to each bookable product along the journey, as part of one sequential trip. This will determine the total bonus claim amount payable. The bonus claim amount is applied on a per-person dollar for dollar investment calculated against the original booking amount.

**18. If I am choosing to do an alternative route that is more than 400 km, will my claim be accepted?**

As long as the total distance travelled to the furthest point is 400 km from your place of residence, then the bonus is applicable. You will be required to provide further proof of the drive route via receipts for fuel/food etc.

**19. Why do I need to provide additional evidence of travel e.g receipts?**

The additional evidence may be requested if verification cannot be confirmed through the tourism operator or via the confirmation itinerary.

**20. Still need help?**

Please [contact us](#) if you can't find your question above.

