

# Frequently asked questions

## How much does it cost to sign up?

It is completely FREE to sign up for your Territory Tourism Voucher. Don't miss out on saving up to \$200 off your next Territory adventure.

## Who can sign up?

All Northern Territory residents aged 18+.

Only one voucher can be claimed per person. You will need to provide your name, email address, street address and agree to the terms and conditions via the registration form. More than 26,000 vouchers will be available.

## What sort of experiences can I book with my voucher?

Any bookable Northern Territory touring, accommodation, attraction or hire product, or as part of a tourism package that is sold through the participating Visitor Information Centres in the Northern Territory (see list over the page).

Once you download your voucher, it must be used for a booking within 30 days.

Offers will be available to be booked and undertaken before 31 October 2020. Some block out periods may apply so make sure you book early.

## Can I book in-person or online?

Yes. Either book direct with a travel consultant at one of the four visitor information centres (Darwin, Katherine, Tennant Creek or Alice Springs) or through the [Tourism Central Australia](#) or [Tourism Top End](#) websites. Meet with one of the Territory visitor information experts to discover the experience that suits you or browse the products available online. Once you are ready to make your booking, simply supply your voucher number and pay the difference.

## Is it okay to travel in the Northern Territory?

Territorians are able to travel within the NT however we ask Territorians to follow the recommendations advised by the Territory Government and keep safe while travelling in the NT. There may be businesses that remain closed and this must be respected. Updated advice about COVID-19 in the Northern Territory is available [here](#).

## How long will I be able to use my voucher?

You can register and use the voucher from Wednesday 1 July 2020 until Saturday 31 October 2020. Redemption is for products available from your local Visitor Information Centre only (in person, via phone or online). Some restrictions and blackout periods may apply so we encourage you to book early. Once downloaded, the tourism voucher will have 30 days validity to be used for travel before 31 October 2020.

## How do I redeem the voucher?

A digital voucher will be issued to the email address provided within 24 hours of registering.

To redeem, you will need to present your voucher to one of the four Visitor Information Centres, or you can quote the voucher number over the phone or online. The voucher can only be used for one transaction.

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

Yes. However each voucher will be capped at \$200 per \$400 spent.

Example scenarios: If you are purchasing something less than \$400, you will save 50% off the total booking cost.

If you are purchasing something more than \$400, you will save the maximum \$200.

- If using two vouchers per booking, you will save up to 50% off the total booking up to a maximum voucher value of \$400.
- If using three vouchers per booking, you will save up to 50% off the total booking up to a maximum voucher value of \$600.

For further clarity on this please contact your local Visitor Information Centre.

## Can I use the voucher directly with a business?

No. You will need to register to receive your voucher at [www.territoryvoucher.nt.gov.au](http://www.territoryvoucher.nt.gov.au). You will be emailed the voucher which can then be downloaded to your phone, computer or printed. The voucher can be redeemed **only** at one of four Territory's Visitor Information Centres (Darwin, Alice Springs, Katherine and Tennant Creek) in person, over the phone or online.

# Frequently asked questions

## How will I decide what to book?

Seek inspiration through the [Tourism Top End](#) or [Tourism Central Australia](#) websites or by talking to a local travel consultant at any one of the four Visitor Information Centres, in person or over the phone.

## Can I use the voucher to book flights?

This voucher is not redeemable for point-to-point flights outside of the NT. It can however be used for a bookable scenic flight through your local visitor information centre.

## What is excluded?

This voucher cannot be redeemed for any products including alcohol or gambling, nor flights outside the NT.

## Where are the Visitor Information Centres in the NT?

### Darwin

Top End Travel and Information Centre  
6 Bennett Street (corner Bennett and Smith Streets)  
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  
Telephone: 08 8972 2650  
Free call in Australia: 1800 653 142  
Email: [visitor@ktc.nt.gov.au](mailto:visitor@ktc.nt.gov.au)  
Website: [www.visitkatherine.com.au](http://www.visitkatherine.com.au)

### Tennant Creek

Tennant Creek Visitor Information Centre  
Battery Hill Mining Centre, Peko Road  
Free call in Australia: 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 8952 5800  
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)