



TOURISM RELIEF FUND FOR SMMEs

FREQUENTLY ASKED QUESTIONS

1. I have submitted my application for the Tourism Relief Fund. How long will it take to get a response from the Department of Tourism?

When you submit your application, you will receive an automated response with a reference number that will enable you to track and enquire about your application.

Complete applications will be processed within 30 working days. If you do not receive feedback about your application within 30 working days after the closure of applications, you can contact the Department of Tourism at covidrelief@tourism.gov.za

2. I have received notification that my Tourism Relief Fund application is successful. How long will it take for me to receive the funds?

Within seven working days

3. When will the Tourism Relief Fund close?

The window period for the Tourism Relief Fund will close at midnight on 31 May 2020. However, the processing of applications will be done as they are being received.

4. Will I receive notification if my application is not successful, and the reasons why?

Yes, every complete and received application will be reviewed and the outcomes will be communicated to each applicant.

5. I have two or more companies that provide services in the tourism sector. Can I apply for funding for each entity?

No, only one company will be supported due to limited funds.

6. How many times can an entity apply and receive funding from the Tourism Relief Fund in a year?

This is a once-off relief funding for SMMEs in Tourism.

7. Will my application be disqualified if my business is not B-BBEE compliant?

Please refer to the fund guidelines on www.tourism.gov.za

8. Will my application be disqualified if my tourism establishment is not Graded by the Tourism Grading Council of South Africa?

No, you will not be disqualified. You must be able to provide proof that you have begun the grading processes.

9. I supply services to the tourism sector, but I am not a member of a tourism or hospitality industry association/organisation. Can I still apply for funding?

Yes, the fund is for tourism businesses as per the amended B- BBEE codes. Please refer to the Fund guidelines on www.tourism.gov.za

10. What assistance is available for those who do not meet the Tourism Relief Fund criteria?

Government has a number of business support programmes in place in response to COVID-19. Other options include:

- Department of Small Business Development Debt Relief Finance Scheme: <https://smmesa.gov.za>
- Department of Employment & Labour: www.labour.gov.za

11. What assistance is there for foreign nationals with tourism businesses operating in South Africa?

A South African registered business owned by a foreign national can apply provided the business complies with the laws of the country.

12. While completing my application, I received an error message. What should I do now?

Ensure that you have completed all the fields on the form. If the Asterisk (*) on your right column is red, it means you have not entered the correct data.