

FAQ (as of January 21, 2021)

1. Can I apply for a project that I'll do in the next year?
For this intake, project must be complete, applications submitted by Jan 31, 2021 and invoicing submitted by March 31, 2021

If you are planning a project for later in the year – for example – you are doing renovations that require footings which require frost to be out of the ground – you may apply for the project now (indicating in the project description the elements of your project and the anticipated timing of each) and if we have funds remaining after this intake (likely, but not guaranteed), we may choose to move your project into a second intake in our next fiscal (i.e. between April 1 and December 31, 2021)
2. I can't afford to do this project unless I am successful in my application for funds. What should I do?
We recommend that you not expend any funds prior to reviewing all documentation (including the [final report](#)) and signing of the [Contribution Agreement](#), unless you are prepared to pay for the entire project on your own if unsuccessful. Note that reimbursement of this intake will not occur until sometime in March through May (upon proof of purchase).
3. I've been wanting to expand my facility for a long time – could I do that through this fund?
Funding is intended for projects that are a direct result of/response to COVID-19 and not for projects that would have been undertaken anyways.
4. I have multiple projects that I have done (or am interested in doing) – can I submit more than one application?
We recommend you combine your projects into an umbrella project with multiple components and outline each clearly in your project description.
5. I have multiple tourism locations/businesses within the catchment area – can I submit multiple applications?
We recommend that for multiple locations (same business number) that you combine them in one application, breaking out each location, activities and costs in the project description.

For multiple businesses (different business numbers), you must submit one application for each business (so you will need to meet the minimum expenditure for each business).

The maximum award for any one business number is \$20,000.
6. What amount is the 20% I owe calculated on?
As examples, to collect the minimum \$2,500, your project would cost \$3,000 pre-tax, of which you would pay for \$500 and if successful, you would be reimbursed up to \$2,500 by the fund.

To collect the maximum \$20,000, your project would cost \$24,000 pre-tax, of which you would pay for \$4,000 and if successful, you would be reimbursed up to \$20,000 by the fund.
7. If my project costs exceed \$24,000 can I submit a second application?

The maximum award to any one business (number) is \$20,000, so no point in submitting a second application.

8. Are labour costs eligible e.g. extra cleaning, contact tracing etc.?
Labour is an eligible cost, but you will need to prove the additional labour, hours, wages, etc., were directly related to COVID. Be aware that in documenting the extra labour incurred you may encounter privacy issues as RTO7 is subject to Freedom of Information requests.
9. Are labour costs eligible when you've received wage subsidies for a portion of the labour?
Yes, but only for up to 80% of the portion not already covered by the wage subsidy.
10. What is a Master Business License?
If you cannot locate your Master Business Licence (or do not have one), you will need a copy of anything that has your **business number**, business name and address on it (e.g. the top part of your HST return or other government documentation). A copy of the documentation is required.
11. Can I use these funds to promote my curbside pickup tourism business?
Marketing is not an eligible expense for this fund.
12. My business was not established prior to January 1, 2020.
This funding is not meant to assist businesses in a 'Start Up' phase, a business that opened after January 1, 2020 is considered in the 'Start Up' phase.
13. Can I use receipts that I've already used (or will use) to receive government funding from?
Those receipts are not eligible.
14. As an artist/musician or tourism festival/event manager, am I eligible for this fund?
Although not specifically listed, in some instances the above may be eligible, please contact us at partners@rto7.ca
15. Would we be eligible as a registered charity?
This would be determined on a case-by-case basis – please contact us for further information at partners@rto7.ca
16. Would a hair salon/spa qualify?
Although not specifically mentioned in the Tourism Operator definition, a Tourism Destination Spa or a spa that is part of the tourism experience would be eligible.
17. Do I qualify if I work out of my home?
No, the fund is for expenditures that make it safer for the consumer and your employees to visit and work.
18. Can I submit for rental expenses (e.g. patio heater rentals)?
Rental expenses related to COVID-19 are eligible.
19. Seasonal business (ski resorts) have less than 99 FT employees year-round but during their peak season they exceed 99 employees when full time and part time employees are totalled. Are they considered an SME?

Yes – Seasonal workers are considered differently in relation to the total.

20. A business that supplies services to the tourism industry – i.e. tailors that provide services to the business rather than the guests, artists that supply gift shops at tourism destinations, laundry services, etc. – do they qualify as a tourism business?

No, they do not fit the scope of eligible recipients. The point of the project is to allow tourism businesses to reopen to the public with increased safety protocol. Artists that supply art and do not have tourists tour or visit their art galleries, for example, are not within the intended group of eligible businesses.

21. Are gyms eligible?

No, they are not considered a tourism operator for this fund.

22. What information is required on the receipts I submit?

- Receipts must be itemized, listing all items purchased (receipts showing only a total amount paid are not eligible)
- Date of purchase must be visible on the receipt
- Receipts must be legible
- Where applicable, receipts must be made out to the business or the business owner's name that is on the application

23. Product was ordered in May or earlier and to guarantee delivery, we had to pay up front. The product was not delivered until after June 1, 2020. Does this qualify?

This is eligible. The incurred date must be after June 1st. The definition of incurred cost will be goods delivered or service rendered.

Please read through the application carefully before submitting your thorough application.