

The safety of residents, employees and tourists is of paramount importance in all our efforts to promote your experiences and the region. Advertising may be suspended with little or no notice if directed by the Province of Ontario, local health units or municipalities.

Preserving the environment and social fabric in and around our communities is a priority for RTO7 and we will integrate "Plan Ahead/Book Ahead" messaging into all program criteria as appropriate.

RTO7 reserves the right to limit the number of programs/funds that one stakeholder may receive per year.

Tourism Implementation Program Guidelines

General Program Overview

The Tourism Implementation Program (TIP) is designed to assist stakeholders in BruceGreySimcoe with social media marketing to promote a new product or experience they've invested in. Examples of investments include the purchase of a new canoe for guests to paddle or the renovation of a restaurant to accommodate more patrons.

Partner Eligibility

Who can apply?

- Established businesses or organizations including
 - Tourism Operator - The term tourism operator is defined as a consumer facing tourism business that has direct access to the tourism consumer and relies on that consumer for their income
 - Destination Marketing Organizations and Not-for-profit organizations who run tourism focused activities such as "Friends" groups
 - Chambers of Commerce/Business Improvement Areas that coordinate tourism activities
 - Tourism Organizations/Associations that coordinate tourism activities
 - Municipalities/Conservation Authorities that organize tourism activities.
- You must be capable of demonstrating financial and other execution capacities for the project.
- You must be located within Bruce, Grey or Simcoe Counties.
- Organizations outside BruceGreySimcoe may apply if the physical structure and activity takes place in Bruce, Grey or Simcoe.
- Future funding will in part depend on timely completion of the project in question and the final report, as well as your responsiveness and communication.
- Organizations must be legally registered to operate in Ontario.
- **Note that as part of the application, partners will need to attest to having read both these Guidelines and [Resource Guide](#) documents, including all informational links.**

All projects must take place within BruceGreySimcoe before **March 31, 2022**.

Project/Partner Requirements

Project Requirements:

Stakeholders interested in the Tourism Implementation Program will be required to demonstrate how they will achieve at least **one** (1) of the following:

- Improve quality and sustainability
 - Does it attract support from other partners including the local DMO, Municipality or other businesses?
 - Does the business have a green policy or initiative to try and reduce energy consumption?
 - Does it help with your COVID-19 recovery plan?
 - Does it help increase revenue or profitability?
- Reduce seasonality
 - Does this expand the operating season?
 - Does this attract people to come at a time of day that is not considered peak time?
- Increase length of stay/increase return visits
 - Has the investment created more activity for people to do while they're here?
 - Does it encourage visitors to return more often?
- Increase attendance and/or geographic reach
 - Will it attract seasonal/second homeowners and visiting friends and relatives?

You must demonstrate how your new investment will accomplish at least one of the items listed above by financially investing in your operation to achieve your goal(s). For every one (1) dollar you put into your improvement (i.e. capital improvements or investments, marketing to support a new geographic target, etc.), RTO7 will contribute two (2) dollars to the social media campaign. You **must** be able to prove these expenditures by providing receipts for the purchases with the final report. Please ensure that expenses are used only once for any RTO7 programs. Regional Tourism Organization 7 (RTO7) will support you by providing a minimum \$1,500 including HST to a maximum of \$2,000 including HST and agency fees towards social media marketing. Therefore a \$1,000 investment will turn into a \$2,000 social media campaign.

Partner Requirements:

- Carry liability insurance of at least \$2,000,000 and supply RTO7 with a Certificate of Insurance.
- Have a website/social media page, phone number and email address that are regularly (at least daily) monitored and contain current information.
- You must have an active Facebook PAGE set up prior to applying.
- You must be the owner of the Facebook page or have immediate access to the owner of the page.
- You commit to [monitoring the Facebook/Instagram posts](#) daily for the duration of the campaign.
- RTO7 feels that when visitors can plan or book ahead, not only does it help to improve the quality of visit to the region but also helps the stakeholder manage their business more effectively, therefore plan ahead/book ahead messaging will be required.
- [Google Analytics is activated](#) on your website prior to the start of the campaign.
- Your website must be updated with the current content before the program is launched. This includes any point of sale portals.
- You must supply a minimum five (5), maximum ten (10) current (taken within the last 3 years), high-resolution images and/or one (1) video for use in the campaign. Maximum video length is 60 seconds. Please note: the [best performing creatives](#) on Facebook currently average 7 seconds, so videos around 15 seconds are encouraged.
- Select one representative only to act as the decision maker and liaison with RTO7.
- You will supply the names and email addresses of program contacts to add to [Basecamp](#) (RTO7's project management program).

- You must identify BruceGreySimcoe and the Province of Ontario as partners.
 - with logos on your website with an active link back to BruceGreySimcoe.com and [Destinationontario.com](https://www.destinationontario.com). RTO7 will provide these [logos](#).
 - with logos on all printed collateral supported through the program.
- Social media posts must tag @BruceGreySimcoe and @Ontariotravel (Facebook, Instagram, Twitter) and use #brucegreysimcoe #DiscoverON.
- Complete the free [BGS Tourism Service Excellence Program](#) by March 31, 2022.
- You are strongly encouraged to have at least one representative from your organization also complete the [It's Your Shift \(Sexual Harassment & Violence\) Training](#).
- Maintain a current [operator listing](#) on BruceGreySimcoe.com.
- Maintain a current [operator listing](#) on [DestinationOntario.com](https://www.destinationontario.com)
- Sign up for the [RTO7 E-Newsletter](#) (funding updates, announcements, etc.).
- Maintain a current and up-to-date operator listing on BruceGreySimcoe.com (for assistance, please contact info@brucegreysimcoe.com).
- You are required to complete a final report and supply copies of invoices demonstrating the \$750 - \$1,000 investment within 30 days of the completion of the project. An attestation will be required that invoices are not being used twice for RTO7 programs. Failure to do this may result in ineligibility to participate in RTO7 programs in the future.

Ineligible expenses

The following expenses are **not** eligible contributions for partners' financial outlay:

- Grants and flow-through to partners or other organizations
- Charitable funding
- Political parties or lobby groups
- Recipients of funding from Ontario Government programs such as Celebrate Ontario, Tourism Event Marketing Program or Destination Ontario, etc.
- In-kind donations.

Partners who use third party agencies for social media marketing are eligible for this program however we will communicate/work with ONLY the lead partner and NOT the third-party agency. This program is first and foremost an educational opportunity for partners to learn about the social media marketing process. This program is not intended to be a grant.

Administration Fee

Note: The Administration Fee will be waived for 2021/22; Environics Analytics postal code analysis will still be provided however upon request (free of charge). That said, please still read the links below to markets, [segments](#) and activities that RTO7 targets – note that we are monitoring these, and they are subject to change/updating as new patterns emerge. Please also see the tourism metrics we encourage you to consider tracking.

For a limited time, RTO7 will provide to the primary applicant [Environics Analytics analysis](#) of postal code data they provide (a minimum of 500 codes per application). For applications involving multiple partners, if desired, additional partners may have their postal code or mobility data (municipalities only) analyzed at the market rate of \$600.00 per partner. In some cases, partners wishing to undertake multiple projects may be able to combine their projects where appropriate to avoid incurring multiple administration fees. For questions relating to the Administration Fee, please click [here](#).

Data Collection

This data (provided postal codes are provided a minimum of 30 days in advance of your campaign) will be useful to you in your marketing targeting and product development. The markets, [segments](#) and activities that RTO7 targets i.e. the geographic audiences and types of tourists we are aiming to attract and types of activities we promote are outlined [here](#). The data you provide through postal codes will be aggregated across all partners in the longer term to form a clearer, more refined picture of the state of tourism within the region to inform your and our future decision making.

In addition to postal code data, the data that you may be required to include in your final reporting to assess performance will depend on the project and objectives in question. As data is the backbone of good tourism planning, the metrics that are considered most useful to RTO7 and/or stakeholders are elaborated on [here](#).

Program Opportunities

Social Media Marketing Support

Eligible partners will receive the following per new investment:

- \$1,500 - \$2,000 including HST and agency fees of social media advertising directed to the operator's website home page or Facebook page through Facebook/Instagram sponsored posts.

Facebook/Instagram Sponsored Posts

- You must have a Facebook *page*.
- Maximum three (3) ad campaigns can be created.
- Minimum five (5), maximum ten (10) current (past 3 years), [high-resolution photos](#) must be provided and/or one (1) video.
- You must add the RTO7 agency of record, The Aber Group, [as advertisers to your Facebook page](#).
- [You are responsible for managing comments from the post daily](#).
- You will receive a one-page report following the campaign that details
 - Impressions
 - Reach
 - Click Through Rate (CTR)
 - Total Clicks
 - Cost Per Click (CPC)
 - Reactions/Comments/Shares/Saves
 - Total Spend.
- You will receive support to develop the demographic and geographic targeting, as well as interests for each of the ad campaigns.
- You will receive one (1) interim report approximately halfway through the campaign highlighting performance to date.
- If you would like to add to the campaign by contributing additional funds for digital marketing to increase the total budget for the campaign, please see the [Partnership Program Social Media Marketing stream](#).

Please note that targeting will not change for the duration of the campaign unless results are far less than anticipated by the agency and/or RTO7.

Other RTO7 Programs

If you have expenses as a direct result of COVID-19, please see the [RTO7 COVID-19 Recovery Programs](#).

Tourism businesses interested in a social media marketing campaign who have operating expenses of at least \$1,000 can apply for the [Operations Implementation Program](#).

Stakeholders looking to develop a new experience should look at the [Experience Implementation Program](#).

Stakeholders who have invested to improve sustainability (social, financial and environmental) and are ONLY interested in social media marketing that will be created through RTO7's agency of record should apply for the [Sustainable Tourism Program](#).

Stakeholders who have cash to add to their campaign should use the [Social Media Advertising Program](#) stream of the Partnership Program.

Festival organizers interested in support should apply for the [Festival Implementation Program](#).

If partners are looking for visual assets (photo or video), please apply through [RTO7's Video/Image Production](#) category under the Partnership Program portfolio.

For the full list of programs please visit rto7.ca/programs or talk to RTO7 staff about options.

For Bruce County applicants

Bruce provides grants to tourism operators. In many cases, RTO7 is able to leverage these grants with RTO7 funding programs. Please contact RTO7 staff and/or [Bruce](#) staff for more details.

Applications will be accepted on an ongoing basis until January 31, 2022 or until the program is fully subscribed.

Applicants should be aware that RTO7, through funding arrangements with the Province, is bound by the *Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c.f 31, as amended from time to time, and that any information provided to RTO7 in connection with their application, project or agreement may be subject to disclosure in accordance with the requirements of the Act.

Partners agree to permit RTO7, if required, to verify/audit information submitted (at the discretion of the Province) to ensure that it is complete and accurate, and that funds were used for the purpose(s) intended.