

## FREQUENTLY ASKED QUESTIONS AND ANSWERS ABOUT THE PROCESS OF SUBSIDIZING FOREIGN ORGANIZED TOURISM OPERATIONS:

### **1. Who can apply for subsidies?**

- Licensed agencies holding an A license according to the Macedonian legislation, i.e. agencies representing organizers of package arrangements - tour operators can apply for subsidies for foreign organized tourism operations.

### **2. Where are applications for subsidies submitted?**

- Applications for subsidies are submitted by mail or in person to the Commission for subsidizing foreign organized tourism operations to the following address:

"Agency for Promotion and Support of Tourism

St. Boro Hadzhieski-Pute, building Fati Trade, 1/1-1, 6330 Struga "

### **3. Can the documentation be submitted electronically (via e-mail)?**

- The overall documentation and communication with the first instance authority is exercised by mail.

### **4. Do only Macedonian agencies have the right to submit an application or foreign tour operators can apply as well?**

- Both Macedonian and foreign tour operators have the right to apply for subsidies.

### **5. How many tourists should the group consist of for the agency/tour operator to be able to apply for subsidies?**

- The group must have at least 10 tourists.

### **6. What is the minimum of overnights to be implemented in order to exercise the right to a subsidy?**

- If you apply for a fixed tour (the group has its overnight stays during the entire time only in Macedonia) there should be a minimum of 3 overnight stays with a bed and breakfast as minimum service. If you apply for a circular tour (the group has at least one overnight stay in a third country in the region), the minimum should be 2 overnights with bed and breakfast as a minimum service.

### **7. What kind of applications are there?**

There are 5 types of applications:

- Application for bus transport for a stationary tour (SU1 form should be submitted)
- Application for air transport for a stationary tour (SU2 form should be submitted)
- Application for railway transport for a stationary tour (SU5 form should be submitted)
- Application for combined transport for a stationary tour (SU6 form should be submitted)
- Application for a circular tour (SU6 form should be submitted)

#### **8. What does the amount of the subsidy depend on?**

- The amount of the subsidy depends on the type of the transport vehicle (in this regard there are subsidies for air, bus, rail transport), the country the tourists come from (the amounts by countries have been listed in the Rulebook on the manner, type and amount of subsidies) and the type of programme the application was submitted for (in this regard there are subsidies for a stationary programme and the circular tour).

#### **9. Which documents are used as evidence of the payment of accommodation?**

- Evidence that accommodation has been paid is a copy of the certified bank transfer receipt and a copy of a bank statement of an account. These documents must provide visible data on the ordering party, the amount and basis of payment which should match the number of the invoice for accommodation.

#### **10. Which document proves the tour operation activity?**

- According to the Macedonian legislation, it is an A license issued by the Ministry of Economy, while in other countries it can be an A license or license for tour operator activity the code of activity of which according to the international system of activities is 79.12

#### **11. Which document proves the paid tourist tax?**

- Proof of payment of tourist tax is certified SU 4 form by an accommodation facility and a copy of the certified bank transfer receipt and bank statement with specified month when the tourist tax was paid by the accommodation facility to the Budget of the Republic of Macedonia.

#### **12. What is the difference between a circular and a combined tour?**

- The circular tour has a minimum of overnight stays in a third country, while the combined tour means using two or more vehicles from the place of departure of the group, to the point of using the service and return on the same route. The group stays only in Macedonia for the whole time.

#### **13. In the combination tour what is the transport route to be proven by the organizer of the trip?**

- The applicant has to prove that it covers transportation costs from the place of departure of the group, to the point of using the service and return on the same route.

**14. What does the day of departure of the group mean (in the meaning of Article 6 of the Rulebook)?**

- Date of departure of the group is the day when the group leaves the accommodation facility (if the group is located in Macedonia for the whole time), i.e. the date of departure of the group visible from the Interbus list if the group is on a circular tour.

**15. What is proof of payment?**

- A valid evidence for an inflow of foreign exchange funds will be considered:
- for legal persons: a bank statement from the foreign exchange account with data for the period, the amount, the inflow basis and visible data for the ordering party;
- for private accommodation – natural persons: a statement from the bank account of the owner of the accommodation facility, with visible data for the period of inflow, the amount, the inflow basis and data for the ordering party.

**16. What should the Interbus list include?**

- The Interbus list should have data and stamp of the carrier, route (according to the attached programme), period, data on passengers and stamps from the border crossings.

**17. What should the programme of the package tour include?**

- The programme should include a logo/data for the organizer of the trip, a detailed description by days from the start to the finish about the particular group.

**18. What should the group certificate include?**

- The group certificate contains data for the period of stay, names of tourists that are part of the group and stamp of the foreign partner that sends the tourists.

**19. What should the transport invoice include?**

- The transport invoice contains data for the period, the route and the amount to be paid. The period and the implementation must be in accordance with the attached programme.

**20. What should the accommodation invoice include?**

- The accommodation invoice contains data for the period, type of service, the amount (number of arrangements) and the amount to be paid (individual and total), calculated tourist tax and VAT amount. The service should be minimum bed and breakfast.

**21. Can tourists be accommodated in uncategorized accommodation facilities?**

- Tourists should be accommodated in categorized accommodation facilities.

**21. For which period is the proof of paid accommodation submitted?**

- Invoice and proof of payment of an invoice for accommodation is provided for all nights in the programme during the arrangement (for accommodation in Macedonia).

**22. Should tourists be accommodated only in hotels?**

- Tourists may not be accommodated only in hotels, but if they stay in a private accommodation facility and it does not offer a bed and breakfast service, then additional contract with a facility providing catering services (at least breakfast), invoice for catering services and proof of payment thereof, will need to be submitted.

**23. Can tourists be accommodated only for an overnight (excluding breakfast)?**

- No. The minimum service should be bed and breakfast.

**24. In what language should the documentation used to apply for subsidies be?**

- Macedonian or English language.

**25. Should the foreign tour operator submit applications for subsidies by itself?**

- The foreign tour operator may independently submit applications for subsidies, but due to deadlines and knowledge of the legislation it is advisable for the foreign tour operator to conclude an agreement with a Macedonian tourist agency which will apply on behalf of the foreign tour operator, as regulated by an authorization.

**26. Should for each application complete documentation in accordance with the Rulebook be submitted?**

- Yes, each application must include the documentation referred to in the Rulebook.

**27. What is the deadline for submitting the documentation-application for a subsidy?**

Applications shall be submitted within 60 days from the date of departure of the group for applications to 30 September, or 30 days after the departure of the group for applications from 1 October to 31 December in the current year.

**28. How are the periods for additional documentation upon invitation calculated?**

- deadlines are counted from the day of receipt of the invitation to correct the submission and start the following day.

**29. Is a prolongation of the deadline to submit the required documentation possible?**

- Request to postpone the deadline for submission of documentation can be submitted only once and the request should include a detailed description of the reasons for requiring the extension of the deadline for delivery of documentation.

**30. Within how many days an appeal against a decision may be lodged?**

- According to the legal advice in the decision on subsidies, an appeal may be lodged within 15 days from the receipt of the decision.

**31. Who can appeal to the decision adopted by the first instance body?**

- An appeal can be lodged by the requesting party (applicant) or a person authorized by him (having an authorization certified by a notary public).

**32. Where should an appeal against the decision be lodged?**

- The appeal shall be submitted to the "State Commission deciding in an administrative procedure and labour relations procedure in the second degree" to the following address:

St. Kej Dimitar Vlahov bb 1000 Skopje

**33. After receipt of the decision may I refer to the Commission and submit new evidence?**

- According to the legal advice in the decision, the communication regarding a decision is established with a second instance body, that is the State Commission deciding in an administrative procedure and labour relations procedure in the second degree

**34. In the case of a decision for partial subsidy (a decision approving only some of the tourists for whom it was applied for a subsidy), against which we have submitted a complaint, will a subsidy be paid for the approved tourists?**

- According to the legislation, it can not be paid based on a decision against which an appeal to a second instance authority was submitted, that is, the decision is not final.

The contested decision takes effect at the time of the completion of the procedure and adoption of an act which would not be appealed again.

**35. May the first instance authority change an already adopted decision?**

- Pursuant to LGAP, the first instance authority may modify the already adopted decision, if a technical error was made in the names or numbers, writing and arithmetic errors, and other obvious errors in the administrative act or its certified copies.

**36. Is it possible to contact the Commission for advice on the process of subsidy?**

- The Commission has specified dates for consultation, every Friday from 8:30 to 13:00, when it may be contacted in personal or by telephone. All questions about subsidies can be asked on such consultative meetings.

**37. Can the Commission be asked to give an opinion on the validity of the submitted documents upon an Invitation to correct a submission?**

- All questions concerning the validity of documents can be asked on consultative meetings before submitting the application for subsidy.

**38. Is it possible to require a member of the Commission to verbally communicate the expected outcome of the procedure?**

- A Commission member must not provide information on the outcome based on a decision which has not yet been adopted and submitted to the applicant.