

## FREQUENT ASK QUESTIONS (FAQ) FOR GALAKAN MELANCONG MALAYSIA (GAMELAN)

This FAQ is use as a reference and guidelines, for the applications and claims process of GAMELAN to runs smoothly.

NO.	FREQUENT ASK QUESTION	ANSWER
1.	What is GAMELAN?	<p>GAMELAN is an initiative grant by Ministry of Finance Malaysia (MOF) through Ministry of Arts Culture Malaysia (MOTAC), treated as a reimbursable financial assistance fund for Tourism Related Organisation in Malaysia to apply.</p> <p>Please refer to <a href="http://www.tourism.gov.my">www.tourism.gov.my</a> on the eligible Tourism Related Organisation for application.</p>
2.	How much is the maximum amount of grant can be applied for each of Association/Company/Agent?	<p>A maximum grant of RM200,000 can be applied for each Association/Company/Agent.</p>
3.	How many times each Association/Company/Agent can apply?	<p>Application can be submitted as long as the total does not exceed the yearly maximum grant approved by category applied; and until the maximum ceiling of RM200,000 has been reached.</p> <p>A ceiling is imposed on each grant recipient to ensure equitable distribution of the fund. Organisation who has accumulated claims of various projects up to this ceiling amount of RM200,000 may no longer be considered to apply.</p>

4.	Is the reimbursable amount fixed at 50%?	GAMELAN works based on reimbursable financial assistance whereby eligible associations/companies/agents in the tourism industry may claim 50% of the actual cost of their promotional activities or not exceeding the ceiling amount allowed for each project category applied.
5.	What is the ceiling amount for each project categories?	Ceiling amount by categories can be referred at ' <i>Garis Panduan GAMELAN</i> ' at <a href="http://www.tourism.gov.my">www.tourism.gov.my</a> .
6.	What are the activities/program that are eligible for this GAMELAN fund?	Projects that are eligible for reimbursement falls into three main categories, namely participation in travel fairs/exhibitions/roadshow/sales missions; organizing tourism webinar/FAM TRIP; and online video promotions.
7.	Is it eligible to claim for dinner cost/cultural performance or welcome gimmick for FAM TRIP?	<p>Yes, if you do not make any claims to your clients and it is not as part of your internal assets cost.</p> <p>Although FAM TRIPS are eligible for reimbursement financial assistance, but there are few restrictions applied, i.e. air fare and internal assets are not entitled for claims.</p> <p>For example;</p> <ul style="list-style-type: none"> <li>i. Hoteliers are not entitled to claim on Hotel cost,</li> <li>ii. Agents are not entitled to claim on ground handling cost.</li> </ul>

8.	Can claims be made for land transport?	<p>Only for domestic traveling. For Singapore, Thailand, Brunei and Indonesia, claims can be made from/to the entrance and exit of Malaysia only.</p> <p>Ground arrangements outside Malaysia will not be entitled for GAMELAN; except for airport transfer (to and fro the airport to the hotel as per the itinerary only).</p>
9.	How many times should the documents be submitted?	<p>Two (2) submissions are needed as follows:</p> <ol style="list-style-type: none"> <li>1. Application (before the program)</li> <li>2. Claim (after the program)</li> </ol>
10.	How do I submit my <b>application</b> ?	<p><u>14 days before the program.</u> Only a complete application will be process. Please refer on GAMELAN submission checklist at <a href="http://www.tourism.gov.my">www.tourism.gov.my</a>.</p>
11.	How do I submit my <b>claim</b> ?	<p>After the approval received by GAMELAN Secretariat as follows:</p> <ol style="list-style-type: none"> <li>1. Approval letter received before the program; <u>claim can be submitted within 14 days after the program ended:</u> or</li> <li>2. Approval letter received after the program; <u>claim can be submitted 14 days starting from the dates of the approval letter.</u></li> </ol>

		<p>Submission for claims must be supported with supporting documents as per stated in the guidelines.</p> <p>Please refer on GAMELAN submission checklist at <a href="http://www.tourism.gov.my">www.tourism.gov.my</a>.</p>
12.	Where should I submit my application/claim?	<p>Both application and claim can be submitted to:</p> <p><b>GAMELAN Secretariat</b>  <b>Strategic Planning Division</b>  <b>Tourism Malaysia</b>  <b>Level 2, No.2, Tower 1</b>  <b>Jalan P5/6, Precinct 5</b>  <b>62200 Putrajaya</b>  <b>Email : <a href="mailto:gamelan@tourism.gov.my">gamelan@tourism.gov.my</a></b>  <b>Tel : 03-8891 8000 ext :8283/8284/8215/8173/8171</b></p>
13.	How long does it take to expedite the payment?	In <u>14 days</u> after the <b>completed</b> documents received by GAMELAN Secretariat.
14.	What happens if the documents submitted are not valid?	In any case of <b>false/fraud documents</b> are detected, the applicant and the represented organization under his/her name will be <b>BLACKLISTED</b> by MOTAC and Tourism Malaysia.