

## FREQUENT ASK QUESTION (FAQ): GALAKAN MELANCONG (GAMELAN) MALAYSIA

This FAQ as as a reference and guide so that all the applications and claim of Gamelan process runs smoothly.

NO.	FREQUENT ASK QUESTION	ANSWER
1.	How much is the maximum amount for each of Association/Company/Agent?	Maximum grant of RM300,000 each of Association/Company/Agent
2.	How many times each Association/Company/Agent can apply?	As long the total does not exceed the maximum grant  A ceiling of RM300,000 is imposed on each grant recipient to ensure equitable distribution of the fund. Those who have accumulated claims of various projects up to this ceiling amount may no longer be considered for the fund
3.	What are the activities/program that are eligible for this Gamelan fund?	Projects that are eligible for the reimbursement fall into three main categories, namely participation in travel fairs/exhibitions; organizing of roadshow/sales missions; and servicing/MICE support. There is a maximum amount that can be reimbursed for each project or category
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 project or the maximum amount allowed for each project category. Claims to be supported by proof of payment

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5.	What is the ceiling for each project categories?	The categories and ceiling amount can be referred to ' <i>Garis Panduan GAMELAN</i> ' on <a href="http://www.tourism.gov.my">www.tourism.gov.my</a> ;
6.	Is FAM TRIP considered as part of this fund?	Yes, Fam Trip is eligible for the reimbursement, but there are few restrictions, i.e. Air Fare and internal assets are not entitled for claims. For example; i. Hoteliers are not entitled to claim on Hotel cost, ii. Agents are not entitled to claim on ground handling cost.
7.	For FAM TRIP – is it eligible to claim for Dinner cost, Cultural Show or Welcome Gimmick?	Yes, if you do not make any claims on your clients and it is not part of your internal assets cost
8.	Can claims be made for the whole team in one trip?	Yes, but should not exceed the maximum ceiling amount per-trip.
9.	Can claims be made for land transport?	Only for Domestic. For Singapore, Thailand, Brunei and Indonesia only entrance and exit only, ground arrangement in the country will not be borne by the grant.  Any ground arrangement in any countries except Malaysia will not be entitled to claims under this grant.

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10.	How many times I must send the documents?	<p>Two times and different documents each.</p> <p>1<sup>st</sup> - Application of the grant before the program  2<sup>nd</sup> - Submission of claims (after the program)</p>
11.	How do I submit my <b>application</b> ?	<p>I must submit my <u>application</u> in 14 days before the program to:-</p> <p><b>GAMELAN Secretariat,  Strategic Planning Division,  Level 2, No. 2, Tower 1, Jalan P5/6, Precinct 5,  62200 Putrajaya.</b></p>
12.	How do I submit my <b>claim</b> ?	<p>I must submit my <u>claim</u> in <b>14 working days</b> starting of the program date (if I received the approval before program) or,</p> <p>I must submit the claim in <b>14 working days</b> starting of the date on the approval letter (if I received the approval letter from TM after the program)</p> <p>I must submit my claim to:-</p> <p><b>GAMELAN Secretariat,  Strategic Planning Division, Level 2, No. 2, Tower 1,  Jalan P5/6, Precinct 5, 62200 Putrajaya.</b></p>
13.	How long does it take to expedite the payment?	<p>Once all the documents for claims are complete, payment will be made in 14 working days.</p>

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14.	What are other improvements being made in these guidelines	<p>Due to the impact of covid-19 outbreak, the grant has been diversified into online promotion such as;</p> <ol style="list-style-type: none"> <li>1. Online Travel Fairs / Exhibitions</li> <li>2. Online Roadshows</li> <li>3. Webinar</li> <li>4. Online Video Promotion</li> </ol>
15.	What happened if the documents are not valid?	<p>In any case of <b>false/fraud document</b> is detected, the applicant and the represented company/association etc under his/her name will be <b>BLACKLISTED by MOTAC and TM</b></p>

**MALAYSIA TOURISM PROMOTION BOARD**  
**31 MARCH 2021**