

## FAQ

### GAMELAN (GALAKAN MELANCONG) MALAYSIA 2019

1. Is RM200,000.00 is the amount grant for each of Association/Company/Agent?
  - A ceiling of RM200,000 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.
  
2. 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.
  
3. 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.
  
4. What is the ceiling for each project categories?
  - The minimum ceiling is RM2,000 and the maximum ceiling is RM15,000. The categories and ceiling amount can be referred to '*Garis Panduan Gamelan*' on [www.tourism.gov.my](http://www.tourism.gov.my)
  
5. 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.  
Example given;
    - i. Hoteliers are not entitled to claim on Hotel cost;
    - ii. Agents are not entitled to claim on ground handling cost
  
6. For Incentive Group – 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.
  
7. Can claims be made for the whole team in one trip?
  - Yes, all expenses can be claimed - Air Fare, Accommodation and Land Transportation (to ASEAN countries), but should not exceed the maximum ceiling amount per-trip.