

# Annex A: Avian Influenza Support Package

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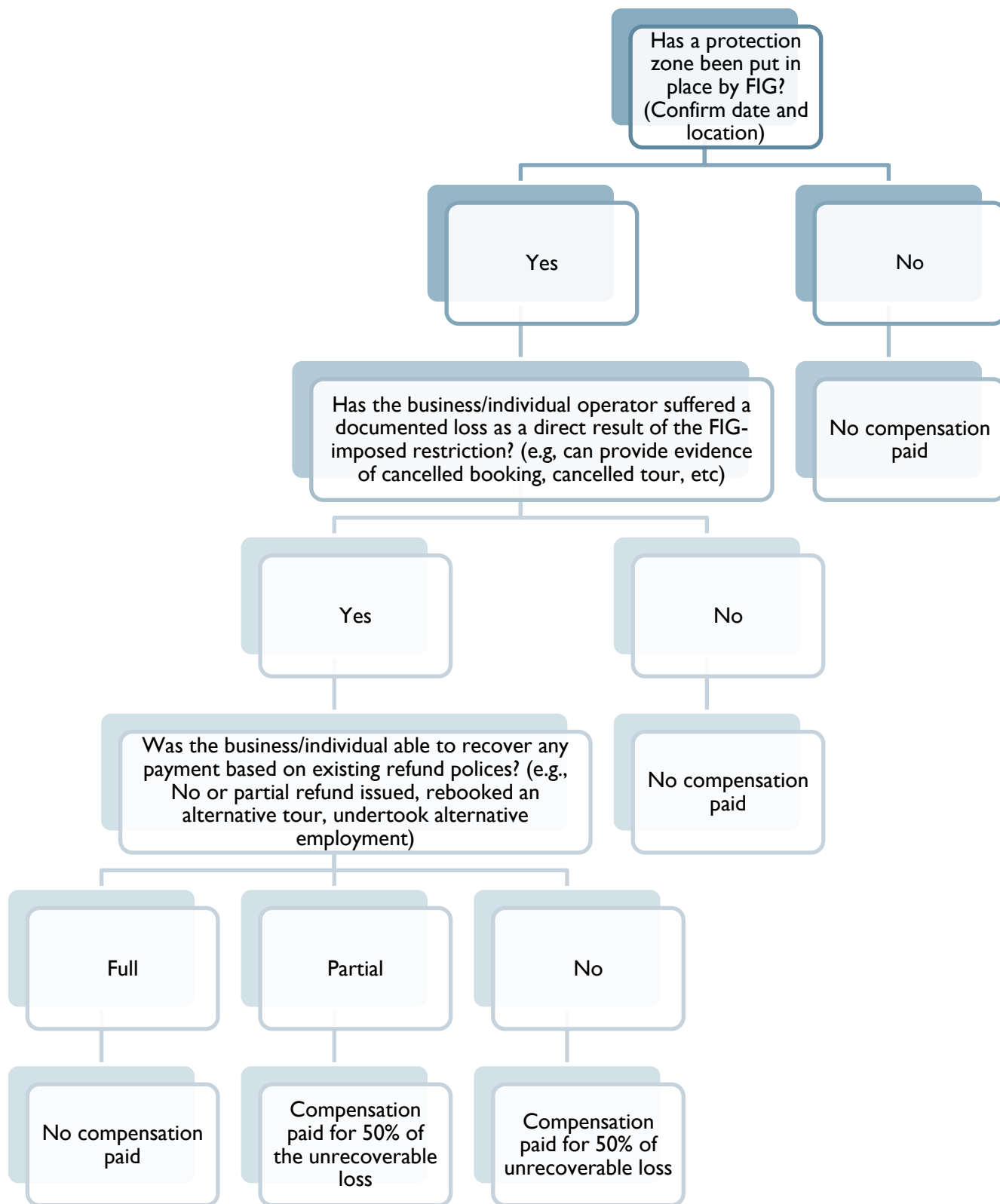
## Terms & Conditions

1. The support scheme will be available 1 September 2024 through 2 April 2025. Applications for compensation should be made by 30 April 2025.
2. Compensation is only available for losses incurred as a result of restricted access to a location due to a protection zone, or similar restriction, implemented by the Falkland Islands Government.
3. Applicants must provide evidence that the loss incurred was related to a restricted location and that loss was incurred during the timeframe that a protection zone was in place for that location. For example, a booking confirmation documenting the date and location or correspondence with a client regarding the booking. Compensation is available only for losses associated with pre-booked services. Eligible losses would typically include accommodation bookings, tour bookings, landing fees and entry fees.
4. Applicants must sign to certify that they have made reasonable attempts to recover some or all of the loss incurred, whether through the applicant's refund policy, rebooking clients to another unrestricted location or taking on alternative work. Applicants should provide a copy of their refund policy where available or correspondence with the client to support the claim.
5. Successful applicants will be reimbursed at a rate of 50% of the unrecoverable loss. Compensation will be taxable as income.
6. An applicant would not be eligible for compensation for a loss not directly caused by implementation of a protection zone. This includes, but is not limited to, in the following situations:
  - a. A traveller cancels their booking or tour for a site that is not subject to a protection zone or other restriction.
  - b. The operator cancels bookings when no protection zone or other restriction has been declared or after a protection zone or other restriction has been lifted.
  - c. A cruise ship visit is cancelled by the ship operator for a site where there is no protection zone or other restriction in place.
  - d. A visit cancelled for other reasons not related to the protection zone (e.g., weather).

## Procedure

1. Applications should be made to the Falkland Islands Tourist Board. A dedicated application form will be made available for this purpose. One application should be made for each location that is subject to a protection zone/restriction with detail attached regarding the impacted bookings during the period the protection zone is in place.
2. Applications should be made by the business/individual who would normally take payment for the activity that is the subject to the application or by the site operator/manager who would accept entry/landing fees. The applicant must certify that they will compensate impacted employees or service providers at a rate commensurate with the compensation provided (i.e., 50% of what those employees/service providers would have received).
3. For losses that include charges that would be passed on as payment for entry or landing fees to a restricted location, the applicant must provide information about the amount of fee that would be passed on to the site operator/manager. Based on this, FITB will withhold an amount equal to 50% of this amount to be paid directly to the site operator/manager. The site operator/manager will be eligible to apply for compensation and this amount will be paid directly to the site operator.
4. In situations where the agent is able to rebook visitors on another tour, the site operator/manager associated with the original booking can still apply for compensation, based on evidence of bookings that had been made.
5. FIG will reserve the right to audit applications to ensure compliance with the terms and conditions.

# Overview



## Examples of Eligibility for Support

1. FIG implements a protection zone that restricts access to part of an island that includes the lodge. As a result, the lodge operator must cancel 5 reservations with a total value of £1,000.
  - a. If the lodge refund policy allows cancellation with no penalty (i.e., they retain no payment for the booking), they would be eligible for compensation of £500.
  - b. If the lodge refund policy allows cancellation with a 50% penalty (i.e., they retain 50% of payment for the booking), they would be eligible for compensation of £250.
  - c. If the lodge does not offer a refund for cancellations (i.e., they retain payment for the full cost of the booking), they would not be eligible for compensation.
  - d. If the protection zone restricts access to part of the island that does not include the lodge, they would not be eligible for compensation.
2. FIG implements a protection zone that restricts access to a penguin colony typically accessed on a day tour. A driver has 4 passengers booked at a rate of £400 on a day during the restricted period. If the tour has been booked through an agent, the agent will make the application and compensate the driver. If the tour is booked directly with the driver, the driver will make the application.
  - a. If the passengers cancel and are provided a complete refund, the driver would be eligible for compensation of £200 minus 50% of the entry fee that would be paid to the site operator. The site operator will be eligible to apply for compensation and this amount will be paid directly to the site operator.
  - b. If the passengers agree to visit a different site that is not subject to a protection zone, the driver would not be eligible for compensation. The site operator associated with the original booking can still apply for compensation, based on evidence of bookings that had been made.
  - c. If the passengers cancel but the driver is able to rebook a different group for a tour to a site not subject to a protection zone, the driver would not be eligible for compensation. The site operator associated with the original booking can still apply for compensation, based on evidence of bookings that had been made.
  - d. If the driver did not have a pre-booked tour but instead intended to solicit for business at the Jetty Centre on the day, the driver would not be eligible for compensation.
3. FIG implements a protection zone that restricts access to a site in Camp frequently visited by cruise ships. Based on the number of passengers on ships booked during the period the protection zone is in place, the site expected to receive £750 in landing fees. The site operators would be eligible for compensation of £375. If this visit was booked through an agent, the agent can also apply for losses associated with the booking, with the landing fees deducted.