

# #EUzaTebe – for Cultural Heritage and Tourism

## Grant Scheme

### COVID-19 Emergency Mitigation measures

## Questions and Answers

### Note:

- Certain questions were shortened due to the volume of the text, but the essence of the question remained unchanged.
- The order of the questions is given chronologically.



**1. Q: Can we apply being a winery registered for the production and sales of wine, but not a tourism service provider?**

A: Eligible applicants include:

1. Natural persons providing accommodation
2. Registered agricultural holdings with active status
3. Entrepreneurs/ micro and small enterprises (up to 50 employees) registered with relevant institutions.

**Q: Can we receive the funds for furnishing the kitchen (kitchen cabinets and appliances)?**

A: Indicative types of activities which may be financed under this call include upgrading of facilities for accommodation, catering, tasting rooms, info points, souvenir shops and other tourism related facilities. This includes but is not limited to costs for the following activities:

- Renovation/adaptation/extension/quality improvement of facilities including purchasing necessary equipment (including furniture, kitchen appliances, etc.)

**2. Q: Given the fact that I am still not a landlord but I'm planning to adapt a part of the house into apartments, am I considered an eligible applicant?**

A: Applicants must be registered with relevant bodies at least 6 months before applying for the funds.

**3. Q: Our accommodation was registered for three years. We had a break in our operations from September until March, and we have been issued a new categorisation in March.**

A: Applicants must be registered with relevant bodies at least 6 months before applying for the funds.

**4. We are registered as a handicraft business with accommodation rental services.**

**Q: Is it possible to use part of the funds for refurbishment of accommodation, e.g. replacement of joinery, roof, gutter and downpipes adaptation?**

A: Indicative types of activities which may be financed under this call for proposals include upgrading of accommodation and catering facilities for the following activities:

- Renovation/adaptation/extension/quality improvement of facilities including purchasing necessary equipment (including furniture, kitchen appliances, etc.)

**Q: Should the project contain both financial and a narrative part, and in what language?**

A: The application package must contain:

1. Project Application Form \*\*
2. Budget Form \*\*
3. A copy of the registration of the entity in the relevant Registry

\*\* Documents have to be submitted in English language.

**5. Q: 1. Fields: Expected results and sustainability of the action**

**(Max 200 words) - Why are there multiple fields with the same meaning? Do we need to enter in those fields our investment plan by segments? Each segment should contain a maximum of 200 words or else? Each new field is a new segment? For example: Each field serves as one bullet, as a mini business plan. Or did we get that wrong?**

- **A description of your business idea and the issue it addresses**
- **Who does your product or service target?**
- **What is your business goal?**

A: There are different segments in the document, and for each of them there is a maximum number of words to be used.

**Q: Are the costs of servicemen and contractors included in the costs, and is this to be recorded under “staff costs”? Do I enter the said costs in consultation with the company performing the works?**

A: No, the costs of the contractor are included in the works expenditure. Staff costs represent the costs of employees within the applicant’s organisation.

**Q: Do we need to list everything we need, for example for bathroom refurbishment, separated by commas, or is it sufficient just to enter ‘bathroom refurbishment’?**

A: When elaborating the budget, related costs referring to the same category should be presented as one budget item in the Budget Form, whereas the table Justification Form should be used to explain what the consolidated item encompasses.

**6. Q: Is this document the right one to fill out?**

A: All documents to be filled out can be found on the web page [euinfo.rs](http://euinfo.rs).

**7. Q: We were registered for three years. We had a break in our operations from August 2019 until March this year. Is this enough to apply?**

A: Applicants must be registered with relevant bodies at least 6 months before applying for the funds.

**Q: Relevance (the issue addressed by the project proposal, project’s relevance for tourism development in the region) \* What exactly is meant by this?**

A: This segment should explain in more detail the relevance of your project for tourism development in Eastern Serbia and Lower Danube region.

**8. What does the following item refer to?**

**Q: (Duration), what duration? What should be entered?**

A: Duration refers to the time required to implement the project, which may not exceed 4 months.

**Q: Do I have to enter the total value of the project under Overall budget, and do I enter RSD value?**

A: Total budget is the sum of the requested budget and self-contribution. All amounts are entered in RSD.

**Q: Applicant's profile including operational capacities. Do you mean what the applicant does, and how much experience the applicant has in the field of tourism? Or is this field meant to enter something entirely different?**

A: Applicant's profile including operational capacities is a field in which the Applicant's capacities and professional experience are presented.

**9. Q: We are registered as handicraft business and we are in apartment rental business. We need the funds to improve our tourist offer in transitional months and during winter, as well as during summer for cooling the building. We need to replace the boiler and convert to pellet boiler of a 50kw capacity, to purchase 5 inverter ACs for the transitional period (cost of cca EUR 3,000) and install a pool (cost of cca EUR 6,000). What documentation and approvals do we need to get the funds?**

A: Indicative types of activities which may be financed under this call for proposals include upgrading of accommodation and catering facilities for the following activities:

- Renovation/adaptation/extension/quality improvement of facilities including purchasing necessary equipment
- Small-scale infrastructure and equipment for existing or newly created activities offered by the Applicant, and upgrading of safety and hygienic standards of facilities and services offered to tourists.

All types of construction works must be in line with laws and regulations of the Republic of Serbia and must be submitted upon signing the contract, and before the first payment. This includes all relevant consents, approvals, permits, applications, opinions etc. necessary for the implementation of activities. If the beneficiary is unable to provide all necessary documentation, the funds will not be made available to them.

**10. Q: Can agricultural holdings that are registered, but have not provided tourism services to date, apply?**

A: Eligible applicants include registered agricultural holdings with active status.

**11. Q: Travel agency wants to include in its offer organisation of weekend getaways. We need the following equipment to implement the project: electric bicycles, certain electronic equipment (camera, printer, scanner etc.), first aid kits etc. Can we apply for some of the above equipment under this call?**

A: Indicative types of activities which may be financed under this call for proposals include introduction of new tourism products and services.

Equipment for introduction of new tourism products is considered as eligible cost.

**12. Q: Rural tourist household exists since 2016, more precisely for 3 years and 11 months. We had a cease in our operations of six months, between August 2019 and March 2020. Do we have the right to apply for the donation? Do you mean the last 6 months or the total registration period?**

A: Applicants must be registered with relevant bodies as tourism service providers at least 6 months before applying for the funds, i.e. no later than 21 January 2020.

**13. Q: I am the owner of the active agricultural holding (for 15 years). I would like to apply for your grant scheme, but I am not registered with the municipal tourist organisation. Can I apply being just an active registered agricultural holding?**

A: This call is open to all active agricultural holdings that maintain active status for at least 6 months.

**14. Q: Can my father, who is the holder of a registered agricultural holding near Boljevac, but is not registered as tourism service provider, apply? Can he register now, or does it have to be at least 6 months, because it is mentioned in the call that applicants can be registered as tourism service providers.**

A: This call is open to all active agricultural holdings that maintain the active status for at least 6 months.

**15. Q: Can only agricultural holdings that already provide tourism services apply, or can agricultural holdings that plan to adapt accommodation facilities for tourist also apply?**

A: This call is open to all active agricultural holdings that maintain the active status for at least 6 months.

**16. Q: Is it possible to award grants to micro catering businesses in Vojvodina, more specifically the municipality of Pančevo?**

A: Eligible area includes the following 12 municipalities (in alphabetical order): Boljevac, Bor, Golubac, Kladovo, Knjaževac, Majdanpek, Negotin, Požarevac, Smederevo, Sokobanja, Veliko Gradište, Zaječar.

**17. Q: Do I have the right to take part in this call for proposals? I live in a village in the municipality of Sokobanja, and I am the holder of an agricultural holding in the village. I have been in tourism business in Sokobanja since 2012, I have 8 apartments/rooms and a swimming pool within our villa complex. My father is the owner of the building, and until this year he was also the categorisation holder. As of 10 January 2020, I am the categorisation holder. I would like to use the funds to furnish the villa with heating to extend the season. We would also install solar water heating panels.**

A: In case of investments in upgrading of facilities, the applicant, natural person - categorisation holder or owner of the agricultural holding, must own the property or have a signed lease contract for the property, valid for at least 5 years from the date of signing the contract with GIZ.

**18. Q: The funds would be directed into two segments:**

**1. Internet promotion: Web page development, opening and maintaining profiles on social media (Facebook and Instagram), managing accounts on booking systems (Booking.com and Airbnb)**

**2. Purchase of new beds and replacement of dilapidated sofas.**

**Please provide the following information:**

**Is anything else required in the first phase in addition to the Application Form, Budget Form and a copy of the registration of the entity in the relevant Registry, such as Lease Agreement, cost estimate for the required investments etc.?**

A: The application package must contain:

1. Project Application Form
2. Budget Form
3. A copy of the registration of the entity in the relevant Registry

No other document is required in the application phase.

**19. Q: My mother is the owner of the active agricultural holding near Zaječar, 3 km away from Felix Romuliana. Within the holding, in a separate part of the yard and with a separate entrance, there is an old Serbian house, built more than 100 years ago.**

**It is necessary to renew the roofing, as well as electrical installations and plumbing fixtures in the building; to carry out painting and plastering works, and furnish the building with missing inventory.**

A: In case of investments in upgrading of facilities, the applicant, natural person - categorisation holder or owner of the agricultural holding, must own the property or have a signed lease contract for the property, valid for at least 5 years from the date of signing the contract with GIZ.

All types of construction works must be in line with laws and regulations of the Republic of Serbia and must be submitted upon signing the contract, and before the first payment. This includes all relevant consents, approvals, permits, applications, opinions etc. necessary for the implementation of activities. If the beneficiary is unable to provide all necessary documentation, the funds will not be made available to them.

**20. Q: Does the grant scheme cover installation of electric central heating system, with wood pellet boiler? What documentation is needed?**

A: Indicative types of activities which may be financed under this call for proposals include upgrading of accommodation and catering facilities for the following activities:

- Renovation/adaptation/extension/quality improvement of facilities including purchasing necessary equipment
- Small scale infrastructure and equipment for existing or newly created activities offered by the applicant.

Upgrading safety and hygienic standards of facilities and services offered to tourists

All types of construction works must be in line with laws and regulations of the Republic of Serbia and must be submitted upon signing the contract, and before the first payment. This includes all relevant consents, approvals, permits, applications, opinions etc. necessary for the implementation of activities. If the beneficiary is unable to provide all necessary documentation, the funds will not be made available to them.

The application package must contain:

1. Project Application Form
2. Budget Form
3. A copy of the registration of the entity in the relevant Registry

No other document is required in the application phase.

- 21. Q: Our company is into grape growing and wine making, and presenting our wines and vineyards to both domestic and foreign guests within the scope of individual and group visits, which is a part of our services offered to tourists. The company is registered with the Business Registers Agency (APR) for grape growing (as agricultural holding) and wine making. Please confirm if we meet the requirements to apply for the grant scheme.**

A: This call is open to all active agricultural holdings that maintain the active status for at least 6 months.

- 22. Q: I am the owner of an active agricultural holding (for 15 years), with exceptional location and resources to engage in tourism. I would like to apply, but I am not registered with the municipal tourist organisation. Can I apply being just an active registered agricultural holding?**

A: This call is open to all active agricultural holdings that maintain the active status for at least 6 months.

- 23. Q: Can the funds be used for reconstruction of the road leading to the agricultural holding? For example, we have a macadam (crushed stone covered road) which must be maintained due to the vegetation. It is covered with gravel, but grass growing in the middle of the road needs to be cut. For example, we would purchase a trimmer or a mower for road maintenance, a chainsaw to cut branches along the road etc.**

A: The main objective of the Emergency Grant Scheme is to help destinations in overcoming the consequences of the COVID-19 outbreak by supporting local private sector, increasing the quality of tourism services and promoting the region as a safe and attractive tourism destination.

Eligible are all activities contributing to the achievement of this objective. Equipment for implementation of those activities is considered an eligible cost.

- 24. Q: We are a small family winery (agricultural holding) dealing with grape growing and wine making, and we intend to expand our capacities to include a tasting room and possibly furnish the building to provide tourism-related services. Our doubt is related to our location, as we are located in the municipality of Niška Banja, which is not on your list of eligible municipalities, and therefore I would kindly ask you to tell us if there is still a chance for us to apply, or whether there will be a similar call for proposals for our territory.**

A: Eligible area includes the following 12 municipalities (in alphabetical order):

Boljevac, Bor, Golubac, Kladovo, Knjaževac, Majdanpek, Negotin, Požarevac, Smederevo, Sokobanja, Veliko Gradište, Zaječar.

This grant scheme does not envisage implementation of activities in your territory.

**25. Q: My question concerns VAT, as it is said that VAT is not included. Does that mean that I would have to pay for the VAT on all purchases from my own pocket?**

**All my calculations would have to be with VAT included, as all prices in Serbia are given as such. This goes for goods and services.**

**Would I have to make double calculations incl. and excl. VAT?**

A: The EU and GIZ have a special status in the Republic of Serbia and are exempt from VAT, therefore the applicants will be given a special agreement under which they will also be exempt from VAT payment for activities carried out under the contract/grant. VAT exemption is carried out in the Tax Administration office, and all information regarding the exact procedure will be provided to beneficiaries.

All costs financed by the funding party should be expressed as net amount.

**26. Q: Is it possible to submit an application for construction of a wooden facility (intended for api tourism) which would be located in the apiary and would include: Api-chamber (for inhaling the healing air from the hive) and a tasting room to be used to receive guests and for tasting of bee-keeping products (tasting room).**

A: The main objective of the Emergency Grant Scheme is to help destinations in overcoming the consequences of the COVID-19 outbreak by supporting local private sector, increasing the quality of tourism services and promoting the region as a safe and attractive tourism destination.

Activities contributing to the achievement of this objective are considered eligible.

It is necessary to own the land where construction is to be carried out or to have a long-term lease contract, valid for at least 5 years from the date of receipt of funds.

New construction is considered as eligible activity/cost as long as it is done in line with all laws and regulations of the Republic of Serbia. Applicants have to present all necessary licenses and permits before signing the contract/receiving the funds, but not in the application phase. Time frame for project implementation is 4 months, and in case the activity cannot be implemented in the given time frame, applicants will lose the right for funding.

**27. Q: I would like to refurbish apartments I rent in Sokobanja and buy furniture. I would like to know if the application should be completed in English, or can you please provide the documents to be completed in Serbian.**

A: The application package must contain:

1. Project Application Form \*\*
2. Budget Form \*\*
3. A copy of the registration of the entity in the relevant Registry\*\*\*

\*\* Documents have to be submitted in English language.

\*\*\* Natural persons deliver a categorization certificate issued by the local authority; registered agricultural holdings deliver a registration from the Register of agricultural holdings; micro and small enterprises deliver a registration from the Business Registers Agency (APR), and these documents can be in Serbian language.

**28. Q: Is registered agricultural holding intending to diversify its activities to include rural tourism (rooms), or organisation of tourist visits (tasting rooms, improvement of AH) but without prior experience in providing services to tourists, considered an eligible applicant?**

A: This call is open to all active agricultural holdings that maintain the active status for at least 6 months.

**Q: Is entrepreneur making gingerbread (registered as an old craft) and souvenirs for sale (through Tourist Organisation, at different events etc.) considered an eligible applicant?**

A: The main objective of the Emergency Grant Scheme is to help destinations in overcoming the consequences of the COVID-19 outbreak by supporting local private sector, increasing the quality of tourism services and promoting the region as a safe and attractive tourism destination.

Eligible are all activities contributing to the achievement of this objective.

**Q: Is a restaurant business an eligible applicant to apply for the funds for furnishing/adapting accommodation within its facility, given that in this way it is to expand its offer?**

A: Indicative types of activities which may be financed under this call for proposals include upgrading of accommodation and catering facilities for the following activities:

- Renovation/adaptation/extension/quality improvement of facilities including purchasing necessary equipment
- Small scale infrastructure and equipment for existing or newly created activities offered by the applicant.

**Q: Does the requirement of a minimum 5-year lease contract for the facility apply to the procurement of equipment for improvement of safety and hygiene standards (e.g. contactless soap dispensers, disinfection mats, plexiglass panels etc.)?**

A: No.

**29. Q: I am the owner of an agricultural holding, which has been in active status as of 11 February 2020 (decision on registration submitted on 15 January 2020).**

**Does the rule of having to be registered with relevant bodies at least 6 months before applying for the funds also apply to agricultural holdings?**

**If so, can I apply having in mind my case?**

A: Applicants must be registered with relevant bodies at least 6 months before applying for the funds, i.e. no later than 21 January 2020.

**30. The company is engaged in cultivation of medicinal herbs and its processing into essential oils and herb teas.**

**Due to the favourable tourist location, we are interested in installing and commissioning a zip-line.**

**Q: What requirements do we need to meet in order to apply for grants under the 'EU for Cultural Heritage and Tourism' Project?**

A: All types of construction works must be in line with laws and regulations of the Republic of Serbia and must be submitted upon signing the contract, and before the first payment. This includes all relevant consents, approvals, permits, applications, opinions etc. necessary for the implementation of activities. If the beneficiary is unable to provide all necessary documentation, the funds will not be made available to them.

**Q: What is the deadline for cost justification, and in what way are the costs justified upon approval for funding?**

A: After signing the contract, beneficiaries receive the advance payment of 60% of the requested amount, which they spend in line with their needs and in accordance with GIZ rules (to be explained upon signing the contract). When beneficiaries have spent 80% of the received funds, they submit a financial report and request for payment of the remaining funds. Upon project implementation, beneficiaries submit the financial report for the remaining funds and self-contribution. Final report is due no later than one month upon the completion of the project.

**31. Q: Is it necessary to have receipts/invoices for smaller amounts?**

**How to register labour costs since foremen usually do not issue invoices/bills?**

A: All costs must be identifiable, verifiable and documented, and accompanied by relevant documentation in accordance with GIZ rules.

All costs must comply with the requirements of applicable and social security legislation.

**32. Q: The apartment has been categorised for three years, as 3-star accommodation.**

**The owner (my father) who is the categorisation holder has passed away earlier this year. After the probatory proceedings, the ownership was transferred to my mother. Categorisation was extended with my mother as the new holder as of May this year.**

**Do we have the right to apply?**

A: If the facility was categorised in the last 6 months you have the right to apply.

**33. Q: Please provide more information regarding item *List of activities with implementation approach*, and particularly *implementation approach*.**

A: Planned activities along with explanation for their implementation are entered in the List of activities with implementation approach.

**34. We plan to adapt a shed and conform the meadow around the shed to the designated use as the first Eco-camp in Stara Planina.**

**Q: Does the lease contract for the meadow with shed have to be in place already, or can it be entered into for a period of 5 years and certified in court during this call for proposal?**

A: The applicant must have a valid lease contract for the property where activities will be implemented for at least 5 years from the date of signing the contract with GIZ.

**Q: Do we need to list our 10% of self-contribution for each item as well as the remaining amount funded under the grant, or can some items be entirely funded under the grant, and some entirely funded by the beneficiary?**

A: Self-contribution should be at least 10% of the total amount requested, regardless of the items it refers to.

**Q: Can we apply for the costs of material to be covered by the grant and our self-contribution of 10%, and carry out the works ourselves?**

A: Yes, unless the laws of the Republic of Serbia call for engagement of a company with special permits.

**Q: If the answer to question 3 is yes, should we present the works we carry out ourselves or not? For example, if we do the tile work, electrical wiring works, paint joinery etc. (if we use the grant to purchase the tiles, glue, electric and plumbing supplies, paint, planks etc., and do the bathrooms and kitchen ourselves).**

A: This is listed in the Application Form - part List of activities with implementation approach.

**35. Q: Is thermal facade on the facility used to provide services an eligible investment (does it require construction permit or works permit), and is the staircase tiling in the same facility an eligible investment?**

A: Indicative types of activities which may be financed under this call for proposals include upgrading of accommodation and catering facilities for the following activities:

- Renovation/adaptation/extension/quality improvement of facilities including purchasing necessary equipment.

**Q: Is it a problem that the building consists of the ground floor where the family that rents the accommodation lives, whereas the first and the second floor are rented out. Meaning that the investment is to include the upgrading of the entire building, where the ground floor is not rented, but only the first and the second floor are.**

A: Costs for upgrading the facility in the part thereof in which services are provided to tourists is an eligible cost that can be funded under the grant scheme, whereas the costs for upgrading the rest of the facility must be covered by own funds (self-contribution).

**Q: Is it possible to apply for the construction of a swimming pool, without construction permit being obtained in the application phase?**

A: Indicative types of activities which may be financed under this call for proposals include upgrading of accommodation and catering facilities for the following activities:

- Small scale infrastructure and equipment for existing or newly created activities offered by the applicant.

All types of construction works must be in line with laws and regulations of the Republic of Serbia and must be submitted upon signing the contract, and before the first payment. This includes all relevant consents, approvals, permits, applications, opinions etc. necessary for the implementation of activities. If the beneficiary is unable to provide all necessary documentation, the funds will not be made available to them.

**36. Q: We are located in the Braničevo District, municipality of Velika Plana, village Markovac on E-75 motorway (A1). We cannot make out whether we meet the location requirements to apply for the call or not.**

A: Eligible area includes the following 12 municipalities (in alphabetical order):

Boljevac, Bor, Golubac, Kladovo, Knjaževac, Majdanpek, Negotin, Požarevac, Smederevo, Sokobanja, Veliko Gradište, Zaječar.

**37. Q: Can entrepreneurs registered as catering facilities apply for the current call for proposals under the EUforYou Project - EU for Cultural Heritage and Tourism?**

A: Eligible applicants include:

1. Natural persons providing accommodation
2. Registered agricultural holdings with active status
3. Entrepreneurs/ micro and small enterprises (up to 50 employees)

Applicants must:

- be registered with relevant bodies at least 6 months before applying for the funds
- be registered or provide direct services to tourists in the eligible area
- in case of investing in upgrading of facilities, to own the property or at least have a signed 5-year lease contract for the property.

**38. We already made plans for further development of our Private Accommodation  
Our questions at the moment:**

**Q: Is it possible to apply for 2 different projects at the same?**

A: One applicant can make only one project proposal.

**Q: Is it possible to add rows in the Budget Form for different areas of cost, for example equipment expenditure?**

A: Budget form is given and no changes are allowed.

**Q: Budget list seems to have some difficulties with formatting cells and adding rows in some of the lists. Also not possible once we give input to project fund cell to edit it again.**

A: Budget form is given and no changes are allowed

**Q: Should pro-forma invoices be attached to the application?**

A: No, pro-forma invoices are not needed.

**Q: Regarding the application, should we include the same name and surname as in the registration under the item Applicant, as issued by the Ministry of Tourism, or can we also include a co-owner of the property?**

A: The Applicant should be the registration holder, in case of investing in upgrading of facilities, the Applicant has to own the property or at least have a signed 5-year lease contract for the property.

**39. Q: Is it necessary to have a registered winery and be entered in the Vineyard Register in order to apply for this call for proposals (for refurbishment of a wine tasting facility), or is it sufficient to have a registered agricultural holding?**

A: It is sufficient to have a registered agricultural holding.

**Q: Given that the facility in question is 'pimnica' (wine-cellar), do we need to obtain approval/consent of the Institute for the Protection of Cultural Monuments of Serbia to carry out infrastructure works or is it necessary to have their design too?**

A: All types of construction works must be in line with laws and regulations of the Republic of Serbia and must be submitted upon signing the contract, and before the first payment. This includes all relevant consents, approvals, permits, applications, opinions etc. necessary for the implementation of activities. If the beneficiary is unable to provide all necessary documentation, the funds will not be made available to them.

**40. Q: We will be submitting 2 categorisations since the previous one is dated 17 May 2017, and the new one is dated 26 June 2020; the request for categorisation was submitted on 26 March 2020, before the expiry of the first categorisation, but the committee has visited the facility only on 16 June.**

**The villa has maintained its registration since 2003. Unfortunately, we lost a family member last year, so a new request for categorisation was submitted by another family member.**

**Does the applicant have to be the same person as the one listed in the registration, or can they be co-owners of the property that is rented?**

A: If the facility was categorised in the last 6 months, and a request for renewal of categorisation was submitted in timely fashion, you have the right to apply.

Categorisation holder, who is at the same time the owner (co-owner) of the property, should submit an application.

**41. Q: Can I include my business hours (hours worked), and how?**

A: Administrative and operational costs (including salaries) are eligible only as self-contribution of the applicant.

These costs have to be justified with invoices/salary slips.

**Q: What is the VAT exemption procedure?**

A: Upon signing the agreement with the GIZ, beneficiaries will be declared sub-implementation partners, and based on that status will have the right to seek exemption from VAT. VAT exemption is carried out in the Tax Administration, electronically, based on the pro-forma invoice. The entire procedure will be explained in full detail to each beneficiary upon signing the contract.

**Q: Can I hire someone to procure all planned equipment and pay them for the services provided?**

A: Hiring an external associate (legal entity) to support the project implementation is considered an eligible cost.

**Q: Can I hire someone to handle payment of bills, bank statements etc. since I don't know anything about it and I never had an accountant?**

A: Hiring an external associate (legal entity) to support the project implementation is considered an eligible cost.

**Q: Are solar panels an eligible investment under this call for proposals, because this investment is likely to classify the camp as 'eco-camp' and thus attract environmentally responsible tourists?**

A: Indicative types of activities which may be financed under this call for proposals include upgrading of accommodation and catering facilities for the following activities:

- Renovation/adaptation/extension/quality improvement of facilities including purchasing necessary equipment
- Small scale infrastructure and equipment for existing or newly created activities offered by the applicant.

**42. Q: Is there anyone I could talk to in person, to know exactly what documents to prepare and submit? And if I understood correctly, the maximum amount is RSD 1,200,000?**

A: The project rules envisage that all questions are asked only in writing.

Maximum amount of the grant requested is RSD 1,200,000.

**43. Q: Can a registered landlord apply if the decision on categorisation was issued less than 6 months ago, since the previous decision expired in 2019 and was renewed in 2020, because we only rent rooms during the summer months? On the other hand, our household has a decades-long tradition of renting accommodation, and we'll be happy to submit the proof thereof (previous decisions on categorisation).**

A: Applicants must be registered with relevant bodies at least 6 months before applying for the funds, i.e. no later than 21 January 2020.

**44. Q: Can I, as a registered agricultural holding, apply for a project and receive funds to adapt a facility for rural tourism?**

A: Eligible applicants include registered agricultural holdings with active status.

**45. Q: I have been working in tourism industry as of February this year. For quite some time, I have had an idea to turn my house in the suburbs of Smederevo into a small family hostel with 3-4 rooms to rent.**

**Because of the current situation I have not registered my farm, and therefore I am not eligible for this grant scheme, but I would like to know whether you will have the same grant scheme next year as well?**

A: Implementation of a similar scheme is envisaged for early 2021, but the specific implementation conditions have not been agreed.

**46. Q: Is it necessary to be registered as an entrepreneur for at least 6 months before applying? Or does this apply only to agricultural holdings?**

A: The rule applies to all applicants.

**Q: Is it required that the address in the ID card is the same as the address of the agricultural holding, or can it be different?**

A: This is not a requirement.

**Q: If the funds are approved, is it necessary for agricultural holding/ entrepreneur to have active status and for how long?**

A: Beneficiaries must use the fixed assets purchased under the grant (equipment, furniture, facilities upgraded under the call etc.) for the intended purpose for at least 5 years from the date of signing the contract with GIZ.

**Q: Are there any restrictions as far as number of beds is concerned (e.g. less than 10 or more than 10)**

A: This is not defined by the rules.

**Q: How are the funds received? Do we have to invest our own funds first (either loan or own funds) and upon receiving the invoice we are to claim the amount, or you disburse the payment to our account and we provide documentary proof after each investment/transaction?**

A: After signing the contract, beneficiaries receive the advance payment of 60% of the requested amount, which they spend in line with their needs and in accordance with GIZ rules (to be explained upon signing the contract). When beneficiaries have spent 80% of the received funds, they submit a financial report and the request for payment of the remaining funds. Upon project implementation, beneficiaries submit the financial report for the remaining funds and self-contribution.

**Q: In what way is the funds spending justified, with invoices if we pay first and then receive funds based on the invoices? Or do we take pro-forma invoices from our vendors and you pay them directly?**

A: The requested funds are disbursed as two advance payments to beneficiaries, and these funds are spent in accordance with the GIZ rules to be explained to beneficiaries upon signing the contract. Under special circumstances, payments are made directly to vendors.

**Q: Is our self-contribution 10% of the requested funds, or 10% that is added to the requested funds? For example, we request EUR 10,000, and out of that 10% is our share so we receive EUR 9,000?**

A: Self-contribution of 10% is added to the requested funds.

**Q: When do we provide our contribution, at the beginning of the investment at once, or in installments?**

A: Costs related to self-contribution are paid during the project implementation, according to the activities they relate to.

**Q: Does the adaptation of the facility have to be finalised within 4 months (if the funds are requested for that purpose)?**

A: Yes, if the facility is adapted, it is necessary that the facility is used to provide services to tourists upon completion of works.

**Q: Is it necessary to have a degree in tourism or can it be any other degree (Faculty of Economy, Faculty of Law etc.)?**

A: This is not defined by the rules.

**Q: Is there an age limit for applicants?**

A: This is not defined by the rules.

**Q: My husband has a house in a village in the municipality of Knjaževac. We would like to refurbish the house and adapt it to accommodate guests. Can we apply for the funds, adapt the house and engage in rural tourism? Or maybe to register as an entrepreneur (in case that a 6-month registration requirement does not apply to entrepreneurs)?**

**If there is no possibility to apply for the funds now, will there be another call for proposals for rural tourism start-ups (start-up funds)?**

A: All applicants must be registered with relevant bodies at least 6 months before applying for the funds.

At this moment, there are no plans to implement a grant scheme to support tourism start-ups.

**47. Q: Under the Equipment Expenditure, for example, do we specify the price of individual items (furniture or appliances) or a subtotal? For example, do we enter 'chair - RSD 2,000', 'bed - RSD 20,000', or just enter 'furniture - RSD 22,000'?**

A: In the Budget Form one should specify only a subtotal for all related cost items (i.e. bedroom furniture), and in the Justification form one should explain how the calculation was done.

**48. Q: We are a registered agricultural holding with active status. Since our accommodation is not categorised yet, does this make us ineligible? Please note that the guests are staying at our facility although we are still work in progress. Do we fall under private entities operating in the tourism sector? The reason we are not categorised yet lies in the fact that after the demise of our parents, my sister and I wanted our household to receive guests in the way we all envisaged it before our parents passed away.**

A: This call is open to all active agricultural holdings that maintain the active status for at least 6 months.

**49. I live and work in Sokobanja, and since 2017 I am into accommodation rentals. Decision on categorisation was issued by the municipality of Sokobanja.**

**Q: I would like to apply for the purchase of appliances and furniture. Do I need to specify the model for appliances I'd like to procure and do I need to include the exact price at which they can be purchased?**

A: It is not necessary to specify the model or the exact prices, only estimated costs should be given.

**Q: Can purchase of solar water heating panels with accompanying installation be funded under this scheme?**

A: Indicative types of activities which may be financed under this call for proposals include upgrading of accommodation and catering facilities for the following activities:

- Renovation/adaptation/extension/quality improvement of facilities including purchasing necessary equipment.

**Q: Can the funds be requested for yard adaptation?**

A: Indicative types of activities which may be financed under this call for proposals include upgrading of accommodation and catering facilities for the following activities:

- Small scale infrastructure and equipment for existing or newly created activities offered by the applicant.

**Q: Having in mind the 3 previously described items, would those be eligible, and would those fall under upgrading of facilities for accommodation, catering or other (e.g. renovation or adaptation)?**

A: Activities to be implemented under the project should be listed in the application, without specifying the category of activities.

**Q: How are the costs justified if I eventually am approved for funding?**

A: The requested funds are disbursed as two advance payments to beneficiaries, and these funds are spent in accordance with the GIZ rules to be explained to beneficiaries upon signing the contract.

**Q: How to fill out the following - 'Project Application Form'?**

**Duration - what duration, what is meant by that?**

A: Duration refers to the time required to implement the project (maximum of 4 months).

**Q: - Legal status? Can I mention that I am the owner of accommodation in Sokobanja, or does it refer to something else?**

A: The legal status of the applicant is entered in this field - natural person, agricultural holding, entrepreneur, micro or small enterprise.

**50. Q: I own a categorised accommodation business at Silver Lake. I would like to apply for the grant scheme to improve our capacities. Since I don't speak English, do you accept application forms completed in Serbian?**

A: Application Form and Budget Form must be submitted in English.

**51. I am the owner of agricultural holding, registered since 2014 and located in the municipality of Kladovo, in Tekija. I have three rooms that I have been renting for the last year. Room**

**categorisation is pending, and we expect to receive the Decision on Categorisation by 20 July.**

**Q: Will our application be accepted if the agricultural holding has been registered more than 6 months, but the room categorisation has been done only now?**

A: This call is open to all active agricultural holdings that maintain the active status for at least 6 months.

**Q: Do we need to submit any additional evidence to support that we are actively involved in tourism?**

A: Additional proof is not required, you only need to list your relevant experience when completing the Application Form, under 'Applicant's profile including operational capacities'.

**52. Q: We have our catering business (which we bought, but the building is not registered in the cadastre, the building was built over 20 years ago). We would like to apply for the funds to purchase catering equipment (pizza oven and similar). Is purchase agreement for the property sufficient evidence of ownership, and is ownership over the property a requirement for the purchase of equipment or only for upgrading of facilities?**

A: In case of investing in equipment, it is not required to own the property or have a signed lease contract for the property for a minimum of 5 years.

**Q: When submitting a PDF application via email, do we have to sign it and stamp it?**

A: The application does not have to be signed and stamped.

**53. Q: I would like to introduce gas heating, and I would like to know if the purchase of a gas boiler and water heater, and payment of the city tax can be a part of the project I will be applying for?**

A: Equipment is considered an eligible cost. Fees payable to public utility companies are not an eligible cost to be funded under the grant, but are eligible as self-contribution.

**Q: I would like to replace wooden joinery, which is over 20 years old, with aluminum one.**

**I would like to adapt a room to be used as bicycle shed, and purchase two bicycles.**

**I would like to develop a web page.**

**I would like to upgrade the interior of the apartments with new AC units, stoves, washing machines, armchairs, as well as to install handrails and place stamped concrete in the area in front of apartments.**

A: Indicative types of activities which may be financed under this call for proposals are given below. The list is not exhaustive, and appropriate innovative activities not specifically mentioned may also be considered for funding if they can clearly contribute to the achievement of the specific objectives and results of this call.

Upgrading facilities for accommodation and catering, tasting rooms, info points, souvenir shops and other tourism related facilities. This includes but is not limited to costs for the following activities:

- Renovation/adaptation/extension/quality improvement of facilities including purchasing necessary equipment (including furniture, kitchen appliances, etc.)
- Small scale infrastructure and equipment for existing or newly created activities offered by the applicant such as biking, kayaking, purchase of tents, sports equipment etc.

Upgrading safety and hygienic standards of facilities and services offered to tourists

Introduction of new tourism products and services  
Introduction of new selling channels  
Promotional activities

**Q: Is there a phone number for consultations?**

A: The grant scheme rules do not envisage direct consultations.

**54. Can my daughter, as the holder of the agricultural holding, apply for the funds if the property (house) to be invested in is owned by me? If not, should we make a lease agreement and have it certified (by Municipality, Court, Notary Public)?**

A: In case of investments in upgrading of facilities, the applicant, natural person - categorisation holder or owner of the agricultural holding, must own the property or have a signed lease contract for the property, valid for at least 5 years from the date of signing the contract with GIZ.

**55. Q: Does the period designated as 'Duration of grant implementation' (max 4 months from the date of signing the contract) refer to the period during which the project should be commenced and fully completed?**

A: Yes.

**Q: Considering that, according to the Project Proposal Evaluation Table, relevant experience of the applicant yields certain number of points ('Operational Capacities'), please clarify where in the form we are to list relevant experience?**

A: This is listed in 'Applicant's profile including operational capacities'.

**56. Q: I run a travel agency established in March 2018, in the premises owned by my father. Am I eligible to apply for this project; to be specific, I need money to adapt my business premises, and I emphasise that the premises are owned by my father, while I own the business. If so, should I enter into a lease agreement for a 5-year period for the premises?**

A: In case of investments in upgrading of facilities, the applicant, natural person - categorisation holder or owner of the agricultural holding, must own the property or have a signed lease contract for the property, valid for at least 5 years from the date of signing the contract with GIZ.

**Q: Since it has been mentioned several times that a lease contract must be valid for 5 years, does this also apply to enterprises, that they have to exist for at least 5 years from the date of signing the contract/receiving the funds?**

A: Beneficiaries must use the fixed assets purchased under the grant (equipment, furniture, facilities upgraded under the call etc.) for the intended purpose for at least 5 years from the date of signing the contract with GIZ.

**Q: I wasn't able to read anywhere about our obligations, the obligations of applicants applying for the grant scheme, in case you approve the grants. You mentioned checks, we would invest the funds into upgrading so it's easy to check what was done, but I want to know what else we need to provide and for how long? For example, to facilitate understanding, if our project gets approved, and the project is implemented in 4 months,**

**and thereafter you check what was done - does this mean that we have no further obligation towards you from that point on or else?**

A: Beneficiaries must use the fixed assets purchased under the grant (equipment, furniture, facilities upgraded under the call etc.) for the intended purpose for at least 5 years from the date of signing the contract with GIZ.

**57. Q: As a travel agency we want to apply with a project that includes purchase of rickshaws, primarily, and a couple of bicycles and scooters to improve the tourist offer in our town. When completing the Budget Form, presumably Equipment Expenditure is the most relevant item for us, as we intend to purchase equipment. Do we enter transport costs (since rickshaws are purchased in Italy) and customs duties under 'External Expertise and Services'? What does this part 'External Expertise and Services' refer to specifically?**

A: External Expertise and Services refers to the costs of external consultants or services procured from third parties.

**Q: Do I have to take a pro-forma invoice from the company I intend to make a purchase from and submit it with the tender documentation?**

A: It is not necessary to submit pro-forma invoices when applying for the funds, only to state in the Budget Form, in the part thereof titled Justification, how the amount was obtained.

**Q: It is clear from the 'Implementation period' that the maximum project duration is 4 months, but what is the realistic time to commence the project? Early September?**

A: Projects are scheduled to commence in mid-August.

**58. I am registered as an entrepreneur offering accommodation services in Užice as of mid-2019, and I operate in two locations in Serbia. 4 days ago, I bought a house in the municipality of Boljevac, but due to Covid19 situation, certification of the contract is scheduled for Friday, 17 July.**

**Thereafter, it is possible that another 10-15 days will be needed to obtain a title deed.**

**Q: Will my application be valid according to your criteria, given that the purchase agreement, as proof of ownership of the property, will be certified before 21 June?**

A: In case of investments in upgrading of facilities, the applicant, natural person - categorisation holder or owner of the agricultural holding, must own the property or have a signed lease contract for the property valid for at least 5 years from the date of signing the contract with GIZ.

**Q: I have been actively involved in tourism-related business since 2019 in 2 locations, but for the first time I will be actively involved in the municipality considered eligible under your grant scheme, and our project there i.e. house renovation has just ended. Is this eligible?**

A: It is necessary for the applicant to be involved in the activity for at least 6 months before the date of submitting an application, and the activities should take place only in the territory of eligible municipalities.

**59. Q: Is it possible to apply for more than one grant?**

A: No, one Applicant can apply with only one project proposal.

**60. Q: The apartment has been categorised for three years, as 3-star accommodation. The owner (my father) who is the categorisation holder has passed away earlier this year. After the probatory proceedings, the ownership was transferred to my mother. Categorisation was extended, with my mother as the new holder as of May this year. Do we have the right to apply?**

A: If the facility was categorised in the last 6 months you have the right to apply.

**61. Q: Can we apply for the adaptation of the facility pending a legalization process? The facility exists for a long time, but due to some outdated technical reasons it turned out it's not legalised. I would submit the documentation as evidence.**

A: All types of construction works must be in line with laws and regulations of the Republic of Serbia and must be submitted upon signing the contract, and before the first payment. This includes all relevant consents, approvals, permits, applications, opinions etc. necessary for the implementation of activities. If the beneficiary is unable to provide all necessary documentation, the funds will not be made available to them.

**62. Q: Our project is likely to include the construction of a vineyard pavilion/gazebo. The issue is in the number of items for construction material (cement, gravel, iron, concrete pillars, beams, staves, roof tiles, gutters and downpipes etc.). The form includes only 6 items, and the document is locked and cannot be expanded with new items, so how to fit everything in the form? All the above material would be listed under 'Infrastructure and Works Expenditure', and the issue is with the number of rows. Can we consolidate the items under 'Infrastructure and Works Expenditure', for example 'foundation', and elaborate the details under 'Justification' (cement, gravel, iron) with cost descriptions? Should we include the costs of works (construction companies, tinsmiths, architects etc.) in the table 'External Expertise and Services'?**

A: When entering the budget, related costs referring to the same category should be presented as one budget item in the Budget Form, whereas the table Justification Form explains what the consolidated item encompasses.

Costs of works are listed under 'External Expertise and Services'.

**63. Q: Is lease agreement between a wife (holder of a registered agricultural holding) and a husband (building owner) necessary? Namely, the building is to be upgraded using the grant, and the following works will be carried out - power connection, upgrade of interior (floors, kitchenette, sanitary block, entrance door). If so, will the contract have to be certified by notary public?**

A: In case of investments in upgrading of facilities, owner of the agricultural holding, must own the property or have a signed lease contract for the property, valid for at least 5 years from the date of signing the contract with GIZ. The contract must be certified by the competent authority.

Fees payable to public utility companies are not an eligible cost to be funded under the grant, but are eligible as self-contribution.

**64. We have a registered agricultural holding since 20 November 2017, and rural tourist household since 26 May 2020.**

**Q: Can we apply for new accommodation units (irrespective of the existing ones) for rural tourism?**

A: Yes.

**Q: Is it necessary to develop a design and bill of quantities with cost estimates, for which we would have to hire a construction company, or is it enough to submit a detailed bill of quantities with items and quantities.**

A: When submitting an application, it is only necessary to list the activities to be carried out and cost estimates for their implementation.

All types of construction works must be in line with laws and regulations of the Republic of Serbia and must be submitted upon signing the contract, and before the first payment. This includes all relevant consents, approvals, permits, applications, opinions etc. necessary for the implementation of activities. If the beneficiary is unable to provide all necessary documentation, the funds will not be made available to them.

**Q: Please clarify: Self-contribution is minimum 10% of the amount requested from the funding party.**

A: If the applicant requests a maximum of RSD 1,200,000, their own contribution should be at least 10% of the requested amount, i.e. RSD 120,000.

**65. Q: In case of renovation and expansion of tourist capacities of a natural person/tourism service provider, will the planned works have to be justified in the Budget and in what way? (Are the following mandatory - cashless payments, fiscal and cash receipts, cash account, work records etc.) This question is important in order to know what contractor to hire.**

**As a rule, they are always busy, especially in the current situation with the pandemics, when everything is slowed down.**

A: All costs must be identifiable, verifiable and documented, and accompanied by relevant documentation in accordance with GIZ rules.

All costs must comply with the requirements of applicable and social security legislation.

**Q: When do you expect to announce the results of this call for proposals?**

A: Selected projects for Grant awarding, and the backup list, will be published in mid-August 2020.

**Q: How will the spending of the funds be justified?**

A: As a rule, after signing the contract, beneficiaries receive the advance payment of 60% of the requested amount, which they spend in line with their needs and in accordance with GIZ rules (to be explained upon signing the contract). When beneficiaries have spent 80% of the received funds, they submit a financial report and the request for payment of the remaining funds. Upon project implementation, beneficiaries submit the financial report for the remaining funds and self-contribution.

**Q: Is it mandatory to submit documentation before the payment of funds and if so, what documentation? (We mean contracts, pro-forma invoices, offers etc.)**

A: Contracts, pro-forma invoices and similar documentation do not need to be submitted for inspection when making an application. All documentation related to payments is to be submitted during financial reporting.

All types of construction works must be in line with laws and regulations of the Republic of Serbia and must be submitted upon signing the contract, and before the first payment. This includes all relevant consents, approvals, permits, applications, opinions etc. necessary for the implementation of activities. If the beneficiary is unable to provide all necessary documentation, the funds will not be made available to them.

**Q: Do beneficiaries have any obligations toward the funding party upon completion of the project and justification of the funds spent? If so, for how long?**

A: Beneficiaries must use the fixed assets purchased under the grant (equipment, furniture, facilities upgraded under the call etc.) for the intended purpose for at least 5 years from the date of signing the contract with GIZ.

**66. Can we apply for a solar system to be installed in our accommodation facilities? The village has a poor power grid, and our goal is to use renewable energy sources as much as possible.**

A: Indicative types of activities which may be financed under this call for proposals include upgrading of accommodation and catering facilities for the following activities:

- Renovation/adaptation/extension/quality improvement of facilities including purchasing necessary equipment.