



European  
Commission



# Crisis Management & Governance in Tourism

## Call for Expression of Interest

Questions & Answers

#	Date	Question	Answer
1	09-ago	I contact you as regional authority, because when reading the call, I can't see in the online survey any question related to the award criteria regarding: <ul style="list-style-type: none"> <li>• Nights spent at tourist accommodation</li> <li>• Dependence on Top 3 origins</li> <li>• Tourism Seasonality</li> <li>• Tourism Intensity</li> <li>• Tourism Diversity</li> </ul> How are you going to assess those aspects, then?	You should choose "Type 1 - Destination (e.g., National Tourism Authority (NTA); National Tourism Organisation (NTO); Destination Management Organisation (DMO); Regional and Local Tourism Authorities)" on the question 2.4 of the Application form.  When choosing that option (Type 1), the questions mentioned will be available.
2	09-ago	Can you tell me, if the consultation will be held in English as well or is there an opportunity to get a German consultant?	The advisory services will be delivered by default in English or in another EU language if agreed between the service beneficiary and the expert delivering the service.  We have German experts. Therefore, there is the possibility to be held in German.
3	17-ago	Are you planning to extend the call?	Some destinations are having a hard time to complete the application within the deadline and have requested an extension, reason why we will be extending the deadline to the 15th of September.
4	17-ago	Is the programme intended for the company management, or for employees from the Tourism department, or?	The program is intended for the representatives and staff of National Tourism Authority (NTA), National Tourism Organisation (NTO), Destination Management Organisation (DMO), Regional and Local Tourism Authorities. As per the Call for Expression of Interest there is a maximum of 15 participants per Service Beneficiary.
5	17-ago	Could you give us approximate timeline/dates/duration/frequency of each part of the programme?	2. The services will be provided between September and February. It is estimated that each assistance service package will be delivered within a two-month timeframe. The program includes the following sessions and respective duration: <ol style="list-style-type: none"> <li>Introductory Session – 2 hours and 30 minutes</li> <li>Initial Online meeting – 1 hour</li> <li>In-Person Workshop – Full Day</li> <li>Up to 3 remote advisory sessions – If 2 advisory sessions each will have a duration of 3 hours and 30 minutes, If 3 advisory sessions each will have a duration of 2 hours and 20 minutes</li> </ol> Please note that some offline work will have to be done between sessions.
6	17-ago	Are the dates of sessions subject of our mutual agreement?	Session scheduling will consider the availability of both the Service Beneficiary and the Expert.

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7	17-ago	In-Person workshop: does this mean that the Expert conducting the workshop would come to our company in person, to our office for one day?	The in-person workshop will be conducted at the premises chosen by the Service Beneficiary.
8	18-ago	Is this programme for individuals who represent travel destinations participating in programme activities or how does this programme enable our staff/organisation to participate?	The program also enables service beneficiaries' staff to participate. However, as referred in the Call for Expression of Interest each assistance service package has a maximum of 15 participants per Service Beneficiary.
9	18-ago	Do you have already time schedule for the actions, or do you make the time schedule together with participants?	The services will be provided between September and February. Session scheduling will consider the availability of both the Service Beneficiary and the Expert.
10	18-ago	What kind of experts you have to offer, can you give any example of experts you have in this programme?	We have carefully curated a pool of knowledgeable, diverse, and experienced tourism experts. These experts were selected through a rigorous process and assessment to ensure the success of the assistance service packages. Successful applicants will be matched with an expert whose expertise aligns with their profile and needs. Our pool of experts includes, for instance, members of the Together for EU Tourism – T4T Expert Group, recognized academics with research experience in tourism and crisis management, tourism and crisis management consultants, and industry leaders.
11	22-ago	What is the percentage of nights spent at tourist accommodation establishments (foreign)? Does it mean the percentage of foreigners from all overnight stays within the region?	The percentage of nights spent at tourist accommodation establishments (foreign) is the percentage of overnight foreigners stays from all overnight stays within the region.
12	22-ago	What is the tourism diversity (if national level)? which index is used to determine diversity?	We are only requesting destinations at a National Level answer to this question.. Nevertheless, the Tourism Diversity is calculated as the Shannon diversity index of the distribution of tourism accommodation establishments across five geographical zones within a destination: cities, coastal areas, rural areas, natural or mountainous areas, and snowy mountains.
13	22-ago	What is the tourism seasonality? Which index is used to determine the seasonality?	The tourism seasonality is obtained by calculating the coefficient of variation (standard deviation divided by average) of nights spent at tourist accommodation establishments per month.
14	22-ago	Number of nights spent at tourist accommodations divided by the resident population. Is it referred to annual number of nights?	The Tourism intensity is calculated by dividing the number of nights spent (annual) at tourist accommodations by the resident population. It is an indicator of economic dependence on tourism, potentially revealing over tourism and vulnerability to demand shocks when values are very high.

#	Date	Question	Answer
15	26-ago	What is the tourism diversity (if national level)? which index is used to determine diversity?	Tourism Diversity is calculated as the Shannon diversity index of the distribution of tourism accommodation establishments across five geographical zones within a destination: cities, coastal areas, rural areas, natural or mountainous areas, and snowy mountains. It is possible to consult the tourism diversity of your destination in the EU TOURISM DASHBOARD.
17	26-ago	I was informed the deadline to submit applications will be extended to the 15 <sup>th</sup> of September. Do you confirm this information?	Yes, the deadline for applications will be extended to September 15th, 2023 (23h59 CEST).
18	28-ago	Regarding the In-person workshop, do we have to provide a workplace for a certain number of people?	Yes, it is the responsibility of the service beneficiary to provide a workplace for the in-person workshop. As referred in the Call for Expression of Interest each assistance service package has a maximum of 15 participants per Service Beneficiary.
19	28-ago	How to calculate Tourism Seasonality?	The tourism seasonality is obtained by calculating the coefficient of variation (standard deviation divided by average) of nights spent at tourist accommodation establishments per month.
20	28-ago	Our Tourism Seasonality is 32.1, much higher than the interval of >6 that you indicate in the form. Are our calculations, correct?	Your calculation is correct. For NUTS III Level or lower it is possible to have coefficients that are much higher than 6 (and than 32).
21	28-ago	What is the percentage of nights spent at tourist accommodation establishments (foreign)? Share of the nights spent by foreign tourists? Is it referred to number of nights spent by foreign tourists over the nights spent by total tourists?	It is correct. The percentage of nights spent at tourist accommodation establishments (foreign) is the number of nights spent by foreign tourists over the nights spent by total tourists.