



European
Commission



Crisis Management & Governance in Tourism

Call for Expression of Interest – Reserve List

FAQS

Version 3.0 – 15th of December 2023

1. Who can apply?

As stated in section 3 of the call text, Entities eligible to apply for this call are:

- Destination (National Tourism Authority (NTA); National Tourism Organisation (NTO); Destination Management Organisation (DMO); Regional and Local Tourism Authorities) or a:
- Cross-border Professional Associations

Only entities established in EU Member States (including Overseas Countries and Territories (OCTS)) or in Non-EU countries ([List of Participating Countries in the Single Market Programme](#)): a) Listed European Economic Area (EEA) countries; b) countries associated to the Single Market Programme; c) countries which are in ongoing negotiations for an association agreement and where the agreement enters into force before the start of the advisory service provision.

2. What services do I benefit from if I am selected?

The entities selected to the reserve list can be offered free of charge advisory and assistance services **in case an originally selected service beneficiary frees its spot**. The advisory and assistance services which will be delivered by one Expert created and selected in the context of the project include the following sessions:

- Initial Online Meeting
- In-Person Workshop¹
- Up to 3 remote advisory sessions
- Continuous collection and analysis of feedback.

More information is available in section 2 of the call text.

3. What is the maximum number of participants that can benefit from the Assistance Service Package per Service Beneficiary?

As stated in section 2 of the call, the maximum number of participants is 15 per Service Beneficiary. The service beneficiary is advised to invite to the assistance service package the key team members / staff from its organisation and key collaborators / partners which have a critical role in crisis management at the organisation / destination level.

4. When will the advisory services be delivered?

As stated in section 4 of the call text, all the Assistance Service Packages are estimated to be delivered between December and February 2024.

5. What is the deadline for applications?

The close date for applications is December 15th 2023. The close date for applications is December 15th, 2023. More information is available in section 4 of the call text.

¹ Only applicable to selected entities from the reserve list replacing a service beneficiary who has dropped out before the in-person workshop



6. What will be the associated cost with the advisory services?

None. Participation in the advisory and assistance services will be free of charge. However, the selected service beneficiaries who will benefit from the in-person workshop must guarantee a collaborative workspace.

7. What are the approximate timeline/dates/duration/frequency of each part of the programme?

The services are estimated to be provided between December 2023 and February 2024. It is estimated that each assistance service package will be delivered within a two-month period. The program includes the following sessions and respective duration:

- Initial Online meeting – 1 hour
- In-Person Workshop – 8 hours
- 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

Please note that offline work will be required between sessions.

8. Are the dates of sessions subject of our mutual agreement?

Session scheduling will consider the availability of both the Service Beneficiary and the Expert.

9. Does the Expert conducting the In-Person Workshop travel to the company/office in person, to deliver the service?

The in-person workshop will be conducted at the premises chosen by the Service Beneficiary.

10. How to calculate tourism 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.

11. 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.

12. I did not find an answer to my question. Where can I get further information?

For further information, please contact: ptdleismeatourism@deloitte.pt



HISTORY OF CHANGES		
Version	Publication Date	Change
1.0	03.11.2023	Initial Version
2.0	30.11.2023	Call deadline extended to 15 December 2023

