



Information on the Events Transition Support Payment (ETSP) scheme

ABOUT THE ETSP

Why was the ETSP designed?

The ETSP was designed to give event organisers the certainty to plan large-scale events and continue stimulating economic activity through the events supply chain. The ETSP covers 90% of the costs that event organisers will be liable to pay if their event must be postponed or cancelled due to COVID-19 public health restrictions. The 10% not covered by the ETSP scheme acts like a premium under a normal insurance policy and incentivises prudent decision-making.

Who is managing the ETSP?

MBIE designed the ETSP and is using Aon as its partner under the scheme to process eligibility applications and claims. For information you can email MBIE eventsupport@mbie.govt.nz or Aon nz.schemes@aon.com.

I need help with my application or claim.

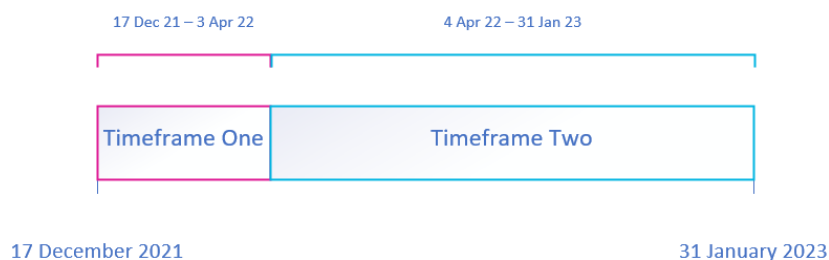
If you need assistance completing your eligibility application or ETSP claim please contact Aon at nz.schemes@aon.com.

ELIGIBILITY CRITERIA AND EXPLANATORY NOTES

Is my event eligible under the ETSP?

If you are planning an event with **over 5,000 paid attendees**, you may be eligible under the ETSP. Review the criteria below to see if your event is eligible. Please ensure your event meets the eligibility criteria relevant for the timeframe it is scheduled to begin before you spend time on an eligibility assessment.

Due to changes to the ETSP because of the outbreak of the Omicron variant, there are **different eligibility criteria based on the starting date of your event.**





If you are planning a business event from 4 April 2022 to 31 January 2023 with at least 200 people, you may be eligible under business events criteria. Refer to the separate document for business events to determine if your business event would be eligible.

What are the eligibility criteria for the ETSP?

The following table outlines the eligibility criteria and explanatory notes for the ETSP. Please note the criteria differs in some areas depending on the whether your event falls within Timeframe One or Timeframe Two.

Eligibility Criteria	Notes
Events with in-person paid ticketed or paid registered attendees of over 5000 in-person attendees .	Attendees must attend the event in person, online attendees do not count toward the required over 5000 attendee threshold. Events must be paid events, with tickets sold or registrations paid that prove the attendee threshold is fulfilled. The evidence required to prove this criterion is one of the following: <ul style="list-style-type: none">- Over 5,000 tickets or registrations have been sold at the point of cancellation or postponement; or- On average, over 5,000 tickets or registrations were sold across the last three iterations of the event.
Event must be public facing and held in New Zealand .	This means your event must be open to the public (private events are not covered), and located in New Zealand.
Event must be organised by a New Zealand registered organisation	For companies and charities, your legal status must be verified through the online registers or another form of proof of New Zealand registration. For Sole Traders, you must be able to provide your New Zealand Business Number (NZBN), and if your registration information is not publicly viewable online, your certificate of confirmation.
Event must not be solely delivered by local government and other public authorities.	Events can be <u>partly funded</u> by local government or public authorities, however costs incurred by local government are not eligible for recovery.
Event must not be currently receiving funding through the Major Events Fund or receiving Arts and Culture Event Support Scheme funding from the Ministry for Culture and Heritage for the same period, nor have an agreement in place with underwriting	Receiving funding through the following means will mean your event is ineligible: <ul style="list-style-type: none">• Major Events Fund• Ministry of Culture and Heritage ACCESS scheme



<p>of 80% or more of unrecoverable costs from local government or another insurer.</p>	<ul style="list-style-type: none">• An underwrite agreement of more than 80% of unrecoverable costs from local Government or another insurer <p>If your event does have an existing underwrite agreement of less than 80% of unrecoverable costs in place, only those costs that are not already underwritten will be eligible for coverage under the ETSP.</p>
<p>Event must require the use of COVID-19 vaccination certificates.</p>	<p>All events must use COVID-19 vaccine certificates to be eligible for the ETSP.</p> <p>Events must abide by current public health guidelines. Further information on public health guidance can be found here:</p> <p>https://www.business.govt.nz/covid-19/covid-19-protection-framework/events/</p>
<p>Event organisers can only apply once for cancellation and once for postponement for the same event.</p>	<p>Eligible events may only claim one postponement and one cancellation.</p> <p>If your event falls into Timeframe One, and a postponement results in your event falling within Timeframe Two, your event will be subject to the Timeframe Two eligibility criteria.</p> <p>The ‘one cancellation, one postponement’ spans both Timeframes, meaning that events cannot postpone or cancel more than once, even if the event becomes subject to Timeframe Two because of a postponement.</p>
<p>Event date must be scheduled to begin between:</p> <p>Timeframe One: 17 December 2021 and 3 April 2022; or</p> <p>Timeframe Two: 4 April 2022 and 31 January 2023</p>	<p>The event must be scheduled to start between the specified dates (inclusive of those dates).</p> <p><u>Please note:</u> Your event’s start date is key, as this date will determine whether your event is eligible and what eligibility criteria applies to the event. Rehearsals, site-build, or set-up do not count as event days.</p>
<p>The event must be ‘Publicly Announced’, ‘Actively in the market’, ‘a recurring event’ or a ‘touring event’:</p> <p><u>Timeframe One:</u></p> <p>Event must have been publicly announced or have been actively in the market prior to 9 November 2021</p>	<p>‘Publicly announced’ or ‘actively in the market’ means that tickets or registrations have already been announced, advertised, or already on sale prior to the announcement of the scheme; or the event has been publicly announced for the scheduled date/s of the event; or the event can provide evidence that it has made financial commitments to the scheduled event dates (e.g. via a venue booking or supplier contracts).</p>



<p>(the announcement of the ETSP scheme).</p> <p><u>Timeframe Two:</u></p> <p>Event must:</p> <ul style="list-style-type: none">- have been publicly announced or have been actively in the market (e.g. where tickets or registrations have been advertised or for sale) prior to 23 January 2022; or- be a recurring event that can demonstrate a history of previous iterations over the last three years; or- be a touring event held at multiple venues or on multiple dates that can demonstrate a financial commitment to the event dates at least four months prior to the event dates.	<p>Public Announcement can include announcements on public social media, websites, television, radio, or print media.</p>
<p>Multi-day events and touring events</p> <p>Eligibility for events to use cumulative total of attendees across the tour/performances/shows</p>	<p>Touring events are events with multiple shows/performances occurring across multiple dates and venues.</p> <p>Multi-day events are events that span more than one day consecutively, or with short rest periods between days.</p> <p><u>Timeframe One:</u></p> <p>Touring events across the country are not eligible, unless each performance meets the eligibility criteria, including having over 5,000 paid attendees.</p> <p>Multi-day events, or events with multiple performances are eligible where the total number of attendees is over 5,000 across the whole of the event, provided they are held at a single location and do not exceed the rest day provision outlined below.</p> <p>Multi-day events may have scheduled rest days but cannot have more than two rest days per seven days. For example: An event that runs for a total of 16 days across 8 weeks but only takes place on weekends is not eligible as the intervening five weekdays are more than the two allowed rest time within a seven-day period.</p> <p><u>Timeframe Two:</u></p>



Touring events, multi-day events, or events with multiple performances are eligible where the cumulative number of attendees meets the minimum threshold across the whole of the tour or event dates.

Examples include a concert series being held at different venues around the country, a touring artist or band playing different venues around the country, or an expo or exhibition being held in main city locations on different dates.

CANCELLATION TRIGGERS FOR THE ETSP

Events in Timeframe One (17 December 2021 to 3 April 2022)

On 23 January 2022, the Government announced the whole country would move to the red setting of the Covid-19 Protection Framework. All cancellation triggers have therefore been removed for events scheduled to begin between 17 December 2021 and 3 April 2022.

Claims can be made at any time by eligible events scheduled to begin on or before 3 April 2022 that have cancelled or postponed since 23 January 2022, or by other eligible events in this timeframe that still wish to do so.

Events that were cancelled prior to the ETSP announcement on 9 November 2021 are not eligible.

Events in Timeframe Two (4 April 2022 to 31 January 2023)

Events that have been cancelled prior to the red setting announcement on 23 January 2022 are not eligible.

For events scheduled to begin between 4 April 2022 and 31 January 2023, claims can only be submitted when the event must be cancelled or postponed due to one of the following cancellation triggers:

- the event location is at COVID-19 Protection Framework Red level or a localised lockdown on the date/s of the event; or
- at least 50 percent of tickets/paid registrations have been sold to attendees located within the COVID-19 Protection Framework Red level or localised lockdown area on the date/s of the event (**assuming regional boundary restrictions are in effect**); or
- the event is located in an area that is at COVID-19 Protection Framework Red level, or a localised lockdown at any point within the six-week period prior to the start of the event; and there has been no explicit announcement yet regarding the Covid-19 Protection Framework settings for the specific date/s of the event; or
- the lead artist/subject is required by the Ministry of Health to self-isolate over the period of the event and there is no available alternative artist/subject.



Additional information for eligibility:

- Events that cancel or postpone due to unavailability of MIQ spaces are not eligible.
- Events that cancel or postpone for any reason other than the cancellation triggers outlined above are not eligible.
- Touring events **under Timeframe Two** are eligible to cancel or postpone the entire tour if one of the above cancellation triggers applies to any one of the tour's shows or performances, unless the organiser has applied for eligibility separately for each show.

FREQUENTLY ASKED QUESTIONS

Eligibility

How do I apply to the ETSP for my event?

There is a 2-step application process for all events:

1. Download the appropriate eligibility form for your event from the MBIE website, complete the form and email it to our provider Aon at: nz.schemes@aon.com

You will receive a letter either confirming or denying your eligibility to the ETSP scheme. Applications that meet the required criteria will be accepted up until 28 February 2023.

Note: Eligibility forms are available for download and submission for events in Timeframe One. For events in Timeframe Two, an eligibility form will be available from 1 March 2022.

2. If your event is eligible and has been cancelled or postponed, advise Aon of the cancellation or postponement by emailing: nz.schemes@aon.com

Aon will then provide you with a claim form to complete and return along with your supporting evidence (invoices).

Your claim and supporting information will then be processed, and Aon will provide this information to MBIE for payment of the claim.

When will I receive confirmation of eligibility?

Once Aon has received your eligibility form, you should receive a response within 5 business days. If you require a decision by a certain date, please advise Aon when submitting your form and your reason why (e.g. Board meeting on a certain date). If you have not received contact from Aon with 7 business days, please contact Aon at: nz.schemes@aon.com



I received an eligibility certificate for the ETSP. What does this mean?

If you have received an eligibility certificate, this means that based on the information you have provided, your event meets the required eligibility criteria for coverage under the ETSP.

Note: This is **not a guarantee of payment** for all costs listed during eligibility assessment. Upon postponement or cancellation, events are required to provide evidence that incurred costs are non-recoverable before your claim is paid. If later you are found to have provided misleading or inaccurate information, your eligibility may be revoked.

I received a decline letter for the ETSP. What does this mean?

If you have received a letter that declines eligibility, this means that based on the information you have provided, the event does not meet the required eligibility criteria to be covered under the ETSP.

Some events may not meet the eligibility criteria if they have not yet sold over 5,000 tickets or registrations, however you are welcome to resubmit an eligibility form if you reach this threshold of tickets or registrations at a later date.

My event isn't eligible for the ETSP, what other support is available?

You may be eligible for support through the Ministry for Culture and Heritage's 'Arts and Culture Event Support Scheme'. Further information about their support can be found here:

<https://mch.govt.nz/support-arts-and-culture-sector-red>

Questions regarding the Arts and Culture Event Support Scheme should be directed to the Ministry of Culture and Heritage. MBIE is unable to provide advice on that scheme.

Ticket sales and attendee numbers

How can I prove my event will meet the required number of attendees?

You can demonstrate that your event is expecting over 5,000 in-person attendees by:

- Providing evidence of **tickets or registrations already sold**, or
- Providing evidence that the event reached an average of **at least 5,000 paid attendees over the last three iterations** of the event.

If providing evidence through previous attendance, the three events must have been held at the same location (e.g. town, city, venue) as the event you are applying for.

Example: Events due to be held in Taupō cannot use evidence of reaching over 5,000 attendees at previous events in Auckland or any location other than Taupō.

If your event has been impacted by COVID-19 over the last two years, there may be some discretion to consider iterations of the event prior to 2020 in determining the average attendance across three previous iterations of the event. Please seek guidance from Aon if this applies to you.



How can I show that my event was actively in the market prior to the relevant date?

An event is actively in the market if you can point to:

- A public announcement of the event for the scheduled date,
- tickets or registrations publicly on sale,
- financial commitments have been made to key suppliers for the date of the event such as the venue or artists bookings.

What if my event doesn't reach the required number of attendees?

The ETSP eligibility criteria was set and approved by Cabinet. Unfortunately, if you do not reach this threshold and you are unable to demonstrate attendees at previous iterations then you will not be eligible. Other support may be available for your event, such as through the Ministry for Culture and Heritage Arts and Culture Events Support Scheme (ACCESS).

I'm expecting over 5,000 people at my event, but admission is free, is my event eligible?

No. To be eligible for the ETSP, events must be paid, ticketed/registered in-person events.

Events with some paid tickets and some free tickets can only use the paid tickets portion as evidence of the number of attendees. Attendees that receive complementary tickets or free entry are not paid ticketholders for the purposes of the ETSP.

My event is fully or partially held online, is my event eligible?

Only in-person attendees count towards the attendee threshold. If your event is held partially online, the number of those attending online do not count towards the attendee threshold.

Unrecoverable costs

What costs will the ETSP cover?

The ETSP scheme provides financial certainty to event organisers who would otherwise have non-recoverable financial losses caused by their event being unable to be delivered due to public health restrictions.

The ETSP covers up to 90% of the unrecoverable costs. Unrecoverable costs are:

- expenses that are directly associated with the event – e.g., without the event, they wouldn't be a part of regular business expenses; and
- expenses that event organisers (as the claimant) are obliged to pay to event suppliers, vendors, performers, artists, or other companies associated with putting on the event.

Profits and revenue are excluded and cannot be claimed under the ETSP.



What if I have “COVID-19 clauses” in contracts with some suppliers?

Some event organisers may have negotiated clauses in contracts with suppliers that means they are not required to pay the supplier, and may be able to recover payments already made, if the event is cancelled due to COVID-19. These are commonly called “COVID-19 clauses”.

If an event organiser is not obliged to pay the cost, then it should not form part of an ETSP claim. Only costs that the event organiser is legally obliged to pay, or has no ability to recoup, are unrecoverable for the purposes of the ETSP.

What are some examples of unrecoverable costs?

Examples of unrecoverable costs – services (indicative list only)

- Staff wages (including for contractors, permanent staff etc where the wage costs are attributable to the delivery of the event)
- Ticketing Services
- Freight and Logistics
- Technical specialists (including staging, lighting, rigging etc)
- Health and Safety services
- Event delivery contractors
- Advertising, marketing and promotional material
- Traffic management services
- Catering and hospitality costs
- Non-refundable talent fees (e.g. sports people, artists, musicians etc.)
- Volunteer-related costs (including training costs, uniforms, equipment etc)
- Bank Fees
- General administration costs
- Licencing Fees

Examples of unrecoverable costs – infrastructure and facilities (indicative list only)

- Venue and facilities hire
- Temporary infrastructure (stages, marquees etc), onsite building costs, and equipment hire
- Signage
- Fencing
- Event technology hire and setup, including Audio visual displays and interactives
- Traffic management infrastructure costs
- Event Broadcast costs, including pre-event planning and development
- Temporary venue lighting
- Radio and communications equipment
- Recycling and Waste services
- Core services connectivity (Fees related to electricity, gas, water or internet connection).



What if an event includes performers who will receive a payment based on the event income from ticket sales?

Payment of organisations or people involved in the delivery of an event, which are reliant on the event's income from ticket sales, are not considered an obligation and are not an unrecoverable cost so cannot be claimed under the ETSP.

What if some of the events in my tour must be cancelled but some can still go ahead?

You may be eligible to claim up to 90% of costs for the **cancelled portion of the tour only**. The cancellations must still be made under the defined triggers for the scheme for it to be eligible for a claim.

If an event is a season of performances or a tour that needs to be cancelled mid-way through delivery, the level of financial support provided will be calculated based on the income received against the non-recoverable costs, across all the registered performances/shows.

What costs are excluded from the ETSP scheme?

- any deposits for which credits are received or that can be transferred forward (for example, credits for flights or accommodation that can be used by the registrant for future activity) are considered recoverable and are not eligible)
- shortfalls due to the withdrawal of local government or public authority funding
- the purchase of goods for sale at the event, such as merchandise or non-perishable food and drink and in particular alcohol, and any anticipated losses arising from the inability to sell merchandise or bar products or retail losses
- cancellation or performance fees for artists due to border issues or restrictions
- revenue or profit
- any costs related to the purchase of assets/items which might be used to set up an event, that could be used for future events or on-sold
- any costs not already incurred by the event organiser and for which there is no legal obligation for them to pay in the event of postponement or cancellation
- any costs already incurred but which are able to be recouped in the event of postponement or cancellation
- any costs covered by other central and local government support, such as funding grants, Wage Subsidy payments, Resurgence Support payments, etc.



Why are only 90% of costs covered?

The ETSP will cover up to 90% of eligible, unrecoverable costs associated with a cancelled or postponed eligible event. The remaining 10% of costs are not covered by the scheme. This is designed to act like an insurance premium and ensures some risk-sharing under the scheme, which will encourage appropriate decision-making by event organisers and planners.

Some suppliers will have already been paid in full, some will only receive a deposit or partial payment, and some suppliers may receive nothing, depending on the agreement they have with the event organiser/promoter.

As an event organiser, what costs am I liable for under the ETSP?

The ETSP will cover up to 90% of eligible, unrecoverable costs associated with a cancelled or postponed eligible event. The remaining 10% is not covered under the scheme and event organisers may be liable to pay this portion of any obligations they have to their suppliers or vendors.

This does mean that some event organisers that incur most of their costs in advance (e.g. events that need to be cancelled close to the scheduled date) will be liable for up to 10% of those costs.

Making a Claim

What is a “Trigger Event” under the ETSP?

The “trigger events” are the circumstances under which an eligible event can make a claim under the ETSP. Not all postponement or cancellations will result in an event becoming eligible to claim an ETSP.

The cancellation triggers are outlined on pages 5 – 6 of this document (refer to section [Cancellation Triggers for the ETSP](#)).

If an event organiser makes a postponement or cancellation decision when one of these cancellation triggers does not apply, then they will not be eligible to claim costs under the ETSP.

I need to cancel or postpone my event under one of the ETSP triggers.

Email Aon nz.schemes@aon.com and they will provide you with the necessary claim documentation. Claim processing may take up to three weeks, due to the amount of time required to review, and the amounts of claims being processed at the time.



How do I make a claim under the ETSP?

You will need to contact Aon at nz.schemes@aon.com for a claim form and unrecoverable costs spreadsheet. You will need to complete this documentation and then provide it with any evidence of expenses to Aon for assessment. Aon may come back to you for further information or if they have any questions.

Once your documentation has been assessed, Aon will advise MBIE as to whether the claim is valid and if so, of the recommended payment amount.

To receive payment, you will be required to sign a Discharge Form, and Aon will advise you of the value of the invoice to submit to MBIE for payment. This will be for up to 90% of eligible, unrecoverable costs.

Can I make a claim for postponement and cancellation?

If you must cancel or postpone your event because of a [ETSP trigger event](#), you can claim once for postponement and once for cancellation for the same event.

Please note, if you postpone your event to a new date outside of the ETSP timeframe and then you must cancel the postponed event, you will be able to claim any unrecoverable costs relating to postponement, but you will not be able to claim unrecoverable costs for cancellation. Whatever the scenario, the event must meet all ETSP eligibility criteria and be affected by an ETSP trigger to be able to make a claim.

When will my claim be paid?

We aim to pay claims within 15 working days of receiving all required information. However more complex claims may take longer to process.

Who is responsible for paying suppliers and vendors?

As the event organiser or planner applying for eligibility under the ETSP, you are responsible for the disbursement of any funds owing to suppliers that you receive through a claim. This forms a part of the ETSP Terms and Conditions. Read the [full T&Cs here](#).

Will my application or claim be audited?

Under the Terms and Conditions of the ETSP you may be audited or have your claim or payment reviewed by MBIE or its authorised representative. If any ineligible costs are identified during an audit or review process you may be required to repay any funding received illegitimately. Read the [full T&Cs here](#).



Information for suppliers and vendors

Third party suppliers to an event are unable to directly apply to the ETSP scheme and will need to reach out to the event organiser to check if their costs can be covered by the scheme.

If you are unsure if the event is eligible, please ask the event organiser. The ETSP will cover 90% of the costs that an event organiser is legally obliged to pay to a supplier.

Event organisers that are eligible to claim under the ETSP scheme, and subsequently claim unrecoverable costs related to third party suppliers, must pass these unrecoverable costs onto the relevant suppliers. Read the [full T&Cs here](#).

Details of the payments made to event organisers will be published on the [MBIE website](#).