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Open Call for Innovative Projects

September 2024

fuTOURiSME

Digital and Sustainable Transition



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1. EXECUTIVE SUMMARY

1.1 fuTOURiSME project overview

fuTOURiSME (Grant Agreement no. 101121578) is a Single Market Programme project, co-funded by the **European Union** to boost the resilience of the tourism ecosystem in the aftermath of the COVID-19 pandemic by fostering the digital and sustainable transition, as outlined in the EU's [Transition Pathway for tourism](#). fuTOURiSME main activities are:

- **A1: A Compendium of lessons learned and best practices** in environmental, economic, and social sustainability of SMEs post-COVID-19.
- **A2: Three (3) e-courses** on tourism business strategy, twin transition, and experiential tourism, aligned with the skills' needs outlined by the Next Tourism Generation Alliance.
- **A3: Award of 60 innovative projects** that promote sustainable, digital, and inclusive tourism with a lump sum of €30.000 funding (excluding VAT) to support their development, implementation, and scaling-up. (Total available budget:€1.800.000).
- **A4: A Sustainable Tourism Toolkit** on sustainability certifications for tourism SMEs and a self-assessment tool and training resources available on the project's website.

The **fuTOURiSME** consortium is composed by:

P.1 COORDINATOR KINNO INNOVATION INTERMEDIARIES (KINNO), Greece (www.kinno.eu)

P.2 JO CONSULTING (JOC), Italy (www.joconsulting.eu)

P.3 Confartigianato Salerno (ConfSa), Italy (www.salernoconfartigianato.it)

P.4 KOAN Consulting (KOAN), Spain (www.koanconsulting.com)

P.5 Società Consortile Rocca Di Cerere (CRC), Italy (www.roccadicerere.eu)

P.6 BOOSTER LABS (BOOSTER), France (www.booster-labs.com)

P.7 Centre for the Advancement of Research and Development Technology (CARDET), Cyprus (www.cardet.org)

P.8 MASCONTOUR GmbH (MASCONTOUR), Germany (www.mascontour.info/en)

The project has a duration of 36 months. **Start:** 16/09/2023 - **End:** 15/09/2026. You can always get informed on the developments of fuTOURiSME by visiting the official **project website**:

www.futourisme.eu

1.2 The purpose and scope of the Call

The purpose of this call is to identify and support the development, implementation and scaling-up of **innovative solutions** (products, processes, services and/or business models) by small and medium-sized (SMEs) European tourism enterprises, to contribute to innovating the offer in the tourism ecosystem and enhance the twin (green and digital) transition process.

The tourism sector is undergoing a significant transformation driven by the need for sustainability and digitalization. Adopting green and digital solutions is crucial for SMEs to remain competitive, meet regulatory requirements, and cater to the evolving preferences of tourists who increasingly value



environmentally friendly and technologically advanced services. This call seeks to catalyse these necessary changes by providing SMEs with the support and resources they need to innovate. Given the sector's significant economic impact and the challenges posed by the COVID-19 pandemic, there is an urgent need to address digitalization and sustainability issues. Despite tourism's substantial contribution to the EU's GDP, there are notable threats and challenges that need to be overcome.

The **objectives of this call** include promoting and fostering digital and green solutions for SMEs, equipping them with the skills needed to leverage opportunities arising from the twin transition, and gathering best practices and strategies to drive forward the transformation of the tourism sector. In the context of this call, an **'innovative project'** is defined as: a structured and strategic initiative that develops, implements and scales-up innovative solutions for sustainable, digital and inclusive tourism and that clearly contributes to innovating the offer in the tourism ecosystem. In total, the call will support **60 innovative projects** implemented by tourism SMEs or partnerships with a **lump sum of €30.000 (excluding VAT) per innovative project**, to encourage the adoption of digital and sustainable technologies that have a positive impact on both their business operations and the environment.

1.3 Data Sheet

AWARD	60 lump sums of 30.000€ for the selected 60 innovative projects
CALL OPENING	16 September 2024, 09:00 CET
CALL DEADLINE	27 November 2024, 17:00 CET
ELIGIBLE PARTICIPANTS	<ul style="list-style-type: none"> - Single tourism SMEs; - A partnership of minimum two (2) and maximum four (4) tourism SMEs; - A partnership comprising minimum two (2) and maximum (4) partners, including minimum one (1) tourism SME and minimum one (1) public or private entity that is/are instrumental for the tourism SME(s) to realise the project; - SMEs/entities must be registered in Greece, Italy, Spain, France or Cyprus.
REQUIRED DOCUMENTS FOR SUBMISSION	<ul style="list-style-type: none"> - ANNEX I <ul style="list-style-type: none"> ◦ ANNEX Ia - Application form – Partnerships (<i>in case of Partnerships</i>) ◦ ANNEX Ib - Application form - Single SMEs (<i>in case of Single SMEs</i>) - ANNEX II Project Plan - ANNEX III Declaration of Honour (DoH) - Company(s) registration certificate indicating the NACE code category
SUBMISSION GUIDELINES	<p>Submit all required documents in PDF format through the provided submission link on the official project website here.</p> <p>Please note that all applications and documents must be submitted through this specific link. Follow all the instructions provided on the website.</p>



2 ELIGIBILITY OF APPLICATIONS

2.1 Eligibility Criteria

The eligibility criteria for submitting innovative projects are the following:

- Applications must be submitted from one of the following type of applicants:
 - **single tourism** Small and Medium-Sized Enterprise (SME)¹.
 - **partnership of tourism SMEs**, consisting of a **minimum of two (2)** and a **maximum of four (4)** tourism SMEs;
 - **partnership** comprising a **minimum of two (2)** and a **maximum of four (4)** partners. This partnership must include **at least one (1) tourism SME** and **at least one (1) public or private entity** that plays an instrumental role in helping the tourism SME(s) realize the project;
- Partnerships may pre-exist and capitalize on previous innovative projects;
- Partnerships shall be composed by SMEs/entities based in the same country;
- The applicant SMEs must be a **registered company for at least one year** in the appropriate register at the time of publication of the Open Call;
- SMEs and entities must have **independent legal status**;
- SMEs and entities must be established in one of the following eligible countries: **Cyprus, France, Greece, Italy, Spain**;
- SMEs and entities shall operate under the **identified NACE code categories in Annex VII**, provided that their activities are relevant to the tourism sector and that the applicants demonstrate that they are operating in the tourism sector.
- Only one application per SME (either individual or in partnership), will be accepted.
- The applications must be submitted by tourism SMEs. In case of partnerships, a **Coordinator** must be designated during the application & implementation phase, who will be responsible for submitting the application and communicating with the fuTOURiSME team, on behalf of the Partnership.
- The **duration of the Innovative Project** is recommended to be **12 months (maximum)**.

2.1.1 Restrictions on participation

SMEs, Entities or Legal representatives in the following conditions or situations, are not eligible to participate:

- Bankrupt, undergoing voluntary liquidation, subject to insolvency or winding up procedures, or their assets being administered by a liquidator or a court;
- in an arrangement with creditors, if their business activities are suspended, or if they are in any analogous situation arising from a similar procedure outlined in national legislation or regulations;
- not in compliance with the provisions of building and town planning regulations, labour laws, accident prevention regulations, and environmental protection regulations;
- not maintaining regular accounting records in accordance with the applicable regulations.

¹ https://single-market-economy.ec.europa.eu/smes/sme-fundamentals/sme-definition_en



2.2 Eligible project activities

The selected projects are expected to be innovative with regard to the current and local socio-economic context, replicable, and **in line with the policy priorities** established at EU level, as identified in the Transition Pathway for Tourism². Accordingly, each innovative projects must target **at least one (1) topic** as listed below:

Transition Pathway Topic	Indicative Activities
Topic 4: Comprehensive tourism strategies development or update	<ul style="list-style-type: none"> - Developing comprehensive national or regional strategies taking account of economic, environmental and social sustainability of tourism. - Guidance and best practice exchange for strategy development on national, regional and local level
Topic 6: Sustainable mobility	<ul style="list-style-type: none"> - Activities that reduce greenhouse gas (GHG) emissions
Topic 7: Circularity of tourism services	<ul style="list-style-type: none"> - Developing the use of locally supplied ingredients with low environmental footprint to reduce the environmental impact of food services - Reducing food waste in the hospitality industry - Reducing and separating overall waste of tourism services - Increasing water efficiency, reducing water stress and pollution, and improving sanitation
Topic 8: Green transition of tourism companies and SMEs	<ul style="list-style-type: none"> - Registrations to EMAS - Applications for the EU Ecolabel or other EN ISO 14024 type I ecolabels or equivalent voluntary labels - Adoption of environmentally friendly practices and schemes
Topic 11: Easily accessible best practice, peer learning and networking for SMEs	<ul style="list-style-type: none"> - Establishing collaboration platforms to supports tourism SMEs access to information, specific tools, best practice and knowledge sharing opportunities, to support their engagement in twin transition
Topic 16: Support for digitalisation of tourism SMEs and destinations	<ul style="list-style-type: none"> - Improving digital infrastructure, including high-speed internet access and smart technologies, to enhance the visitor experience and operational efficiency. - Training and resources to develop digital skills and competencies, to leverage new technologies effectively. - Adoption of innovative digital solutions, such as artificial intelligence, big data, and the Internet of Things (IoT), to enhance decision-making, marketing, and customer engagement.
Topic 19: Awareness raising on skills needs for twin transition in tourism	<ul style="list-style-type: none"> - Preparing information materials on skills needs for different types of tourism actors
Topic 20: Awareness raising on changes in tourism demand and the opportunities of twin transition for tourism	<ul style="list-style-type: none"> - Dissemination campaign on the tourism transition pathway to destination authorities, tourism management organisations and SMEs to promote the relevance of the actions linked with the twin transition and resilience. - Awareness-raising activities to increase the uptake and visibility of sustainability tools, as well as consumers' demand for sustainable options. - Supporting networking and best practice sharing by award-winning cities in Europe on smart tourism, culture, sustainability, innovation, accessibility and European heritage.

² https://single-market-economy.ec.europa.eu/industry/transition-pathways_en



Transition Pathway Topic	Indicative Activities
Topic 26: Tourism services for visitors and residents alike	<ul style="list-style-type: none"> - Diversifying and developing tourism services so that they benefit both residents and visitors, taking into account different types of customers, such as families or individuals, or people with disabilities or different religious, spiritual or sexual orientations thereby promoting inclusive tourism. - Fostering strong relationships between tourism enterprises and local communities, ensuring tourism development benefits local economies and respects cultural heritage.

We invite candidates to submit innovative project proposals that demonstrate a **strong potential for success in achieving specific objectives related to the Twin Transition in the tourism sector** and that contribute to **innovating the offer in the tourism ecosystem**.

The proposed innovative projects must be **focused on innovative products, processes, services, and/or business models** to be eligible for funding. Refer to **ANNEX VIII – Innovative Project Activities Eligible for Funding** for a relevant list.

Innovative projects **need to go a step further than simply purchasing sustainable or digital products**. Any products, software, tools, equipment and/or technological solutions proposed for funding need to **facilitate the innovative growth of SMEs and contribute to tourism innovation**. For guidance, refer to **Annex VI - Example of an innovative project**.

2.3 Funding Guidelines and Budget Design

The overall budget available under this Open call for proposals is **€1.800.000** divided equally between the 5 participating Countries (Greece, Italy, Spain, Cyprus, France).

Key rules for Innovative Project’s budget design:

- budget should amount to exactly €30.000;
- in case of applications from partnerships comprising minimum two (2) and maximum (4) partners, including minimum one (1) tourism SME and minimum one (1) public **or** private entity that is/are instrumental for the tourism SME(s) to realise the project, at least 70% of the budget shall be allocated to the SME(s). Other public and private organisations of the partnership may be allocated a maximum of 30% of the total budget;
- eligible expenses cover all the costs necessary and are directly attributable to implement the SMEs’ innovative projects and solutions as listed in section **2.2 Eligible project activities**;
- applicants must submit ANNEX II - Project Plan which includes descriptions of activities along with a breakdown of costs into the following categories:
 - **Travel, Accommodation and Subsistence (maximum 10% of the lump sum)**
 - Travel and accommodation expenses for project-related activities such as industry conferences and exhibitions, business meetings and networking events (e.g., transportation, air tickets, hotels, other accommodation, etc.).
 - Daily allowances or per diems for meals and incidental expenses
 - **External Expertise (minimum 40% of the lump sum)**



- Costs for work or services provided by third parties (e.g. consultancy fees, external expertise, costs for training courses, coaching, mentoring, etc.).
 - Includes contracted services that are necessary for the project.
 - **Equipment (maximum 25% of the lump sum).**
 - Purchase, lease, or rental of equipment necessary for the project. The equipment shall serve the innovative project and be well justified in Annex II and the Application Form.
 - **Other Direct Costs**
 - Costs directly attributable to the project that do not fall under the previous categories (e.g., communication and dissemination expenses, publication costs, costs for certification, software licenses, etc.).
- **infrastructure costs are not eligible;**
- **VAT is not an eligible cost; thus, VAT must be supported by awarded SMEs.**

Payments will be effectuated via **lump sums**, meaning that the funding will be provided in fixed and predetermined amounts at specific stages of the project. The amounts will be triggered upon the completion/achievement of objectives that have been set in the project plan and agreed upon at the time of signing the IPA (Annex IV - Implementation Plan Agreement).

3 SUBMISSION

3.1 Before the Submission

Before submission, it is strongly recommended to the applicants to carefully read the [FAQ section](#) on the website. Eventually, it is possible to further consult with the fuTOURiSME Consortium’s members for any additional guidance or clarification. Questions received will be published in the FAQ section along with their respective answers. Any contact with the country-based responsible help facility, shall be held **at least 5 days before the deadline for submission**. Below is the list of help facilities with contact details. When contacting the help facility via email, use “fuTOURiSME Open Call - Assistance” as the subject line.

Country	Help Facility	Email address	Phone Number	Contact Person
GR	KINNO	sakkoula@kinno.eu	+30 210 6838 950	Anastasia Sakkoula
IT	JOC	projects@jogroup.eu	+39 095 0936 053	Giulia Corso
IT	ConfSa	adriana@koanconsulting.com	+34 625 260 071	Adriana Hurtado Jarandilla
ES	KOAN	adriana@koanconsulting.com	+33 623 509 976	Adriana Hurtado Jarandilla



FR	BOOSTER	paul@booster-labs.com	+30 210 6838 950	Paul Stefanut
CY	CARDET	marios.demosthenous@cardet.org	+357 963 309 80	Marios Demosthenous

3.2 Submission Process

Applicants are requested to submit their applications through the project's official website [online form](#), from which the applicant will choose between the designated [Application Form for single SMEs](#) or the [Application form for Partnerships](#).

Submission opening date: 16 September 2024, 09:00 CET

Submission deadline: 27 November 2024, 17:00 CET

Applications submitted after the deadline are not admissible and will not be accepted nor evaluated, unless an extension of the call duration is officially communicated by the Consortium on the project website. After the closure of the call no additions or changes to received applications will be considered.

More precisely, applicants must submit one (1) application compiled in **English**. NB, **only one funding request is allowed per innovative project**.

Required/compulsory Documents:

1. Application **through the online application form** [here](#).
The Application form template, including the description of the innovative project (relevance, quality, impact, etc.), is provided in a .doc format in ANNEX Ia (for partnerships) or ANNEX Ib (for single SMEs) only as a courtesy, prior to using the online submission form;
2. **ANNEX II - Project Plan**: details of the project activities, outputs and costs. To be filled out, signed (digitally or manually with a stamp) and uploaded. In case of partnerships, the document should be signed by the Legal Representative of the Coordinator of the partnership. There is a specific tab in case of single SMEs applications and in case of Partnership applications;
3. **Company register certificate(s)**, attesting to at least 1 year of activity and mention of the NACE code(s) of the company, should be attached in the online form;
4. **ANNEX III - Declaration of Honor (DoH)** signed (digitally or manually with a stamp) by the Legal Representative. In case of partnerships, each partnership's members shall sign one separate document;
5. **(Optional)** additional documents such as images, complementary texts, or graphs to the attachment section of the application, in case they are complementary and not necessary for the description of the submitted innovative project;

Applicants are **obliged to use the templates** provided as annexes (II, III) of the present Open Call document, without any alterations.

On receipt of each application, applicants will receive an **Acknowledgement of Receipt** via email registered at application stage.



3.3. Terms & Conditions

3.3.1 General Terms & Conditions

- Projects/solutions have to be implemented within a time frame of **12 months**, between the beginning of MARCH 2025 and the end of FEBRUARY 2026;
- In order to start the implementation of the innovative projects, winning SMEs/partnerships must sign the **Implementation Plan Agreement** (IPA - see Annex IV);
- Awarded SMEs/partnerships must submit Interim and Final reports along with an updated version of the ANNEX II - Project Plan³, necessary evidence such as reports, executive summaries, photos, invoices, hotel invoices, tickets, boarding pass, etc;
- Payments will be carried out via **lump sums**. The funding is provided in fixed and predetermined amounts at specific stages of the project. Further information can be found under section 6.2.2 "Pre-financing and Payments". If project implementation is completed before the expected deadline, project partners will proceed with the assessment and financial disbursement within 60 days, upon submission of the Final report;
- Please note that the final payment for the innovative projects **must be completed before the end of the fuTOURiSME project, which concludes in August 2026**. Therefore, it is the responsibility of the involved SMEs and entities to ensure that all necessary steps, including the submission of required reports and documentation, are completed in a timely manner to facilitate the payment process within this period;
- The financial support cannot be used to reimburse or purchase services provided by:
 - the members/partners of the FuTOURISME consortium;
 - any persons having powers of representation within the SME proposing a selected Innovative Project;
 - for partnerships, service providers affiliated with any of the partners listed in the IPA;
- Selected entities must take all steps to avoid any situation in which the impartial and objective implementation of the action is compromised for reasons involving economic interest, political or national affinity, family or emotional ties or any other shared interest ('conflict of interest');
- Parties shall keep confidential any data, documents, or other materials (in any form) that are identified as confidential at the time of disclosure ("Confidential Information");
- Applicants accept their responsibility for the accuracy and truthfulness of the information and documents submitted to demonstrate compliance with the eligibility criteria at the time of application. They will fully support the fuTOURiSME coordinator, the EC and other monitoring bodies by providing information and documents to verify the legality of the actions carried out.
- SMEs/entities are obliged to keep all documents for external audit purposes for 5 years, both in paper and electronic version;
- Selected SMEs/partnerships must publicly promote the fuTOURiSME project and its results, showcasing the benefits of innovative practices on visibility, sustainability, and economic performance. **Further guidelines will be provided to the selected SMEs and entities;**

³ The updated template will be provided to the awarded projects at a later stage.



- Any member of the Consortium cannot be held responsible for any damage caused to third parties involved in the action as a result of the implementation of the Agreement, including gross negligence. Except in cases of force majeure, grantees shall indemnify any member of the Consortium for any damages suffered as a result of the implementation of the action or because the action was not implemented in full compliance with the Agreement;
- It is **highly recommended** for tourism SMEs to participate **in other fuTOURiSME project activities, such as participation in e-courses, participation in trainings on sustainability certification, project events & surveys**, in order to support the maximisation of positive impact to their organisation and in the spirit of good cooperation.

3.3.2 State Aid “De minimis regime”:

The Guidance Notice of the European Commission on the notion of “State aid” clarifies that direct funding from the European Union, including from an Executive Agency, **is not considered State Aid**. As a consequence, the financial distribution to third parties as an integral part of the funding granted under the fuTOURiSME Single Market Programme project, funded by the *European Innovation Council and SMEs Executive Agency (EISMEA)*, in application of the EU Financial Regulation, does not constitute “State aid” and is not to be taken into account for the calculation of the “de minimis” rule.

3.3.3 Personal Data & Intellectual Property Rights

All information provided will be treated confidentially and stored exclusively **for the purpose of this Open Call for proposals. Personal Data**, pursuant to 13 ff. of [EU Regulation 2016/679](#), will be processed by fuTOURiSME consortium and will not be disclosed to third parties. fuTOURiSME consortium will only collect personal data that is necessary for the purposes of the project. Data collection will be transparent. Personal data will be stored securely to prevent unauthorised access, disclosure, or loss and ensure the security, integrity, and accessibility of data throughout its lifecycle. Personal data will be processed in accordance with certain principles and conditions that aim to limit the negative impact on the persons concerned and ensure fairness, transparency and accountability of the data processing, data quality and confidentiality. Project Partners will not publicly share the data outside of the project consortium and the European Commission. The personal data acquired in the context of the open call process will be retained until 5 years after the project ends and then will be destroyed.

The granting authority **does not obtain ownership of the results** produced under the action. ‘Results’ refer to any tangible or intangible effect of the action, including data, know-how, information, and any attached rights, such as intellectual property rights.

The ownership of data provided by participating organisations/SMEs or any other data source will always belong to the Party providing the data. If the Project results in the generation of data, the ownership of the generated data will always be from the Party generating the data, unless there is a specific agreement between the Consortium and the SMEs. The Consortium agrees not to commercialise those results during the Project’s duration.



4 EVALUATION

Submitted applications will be evaluated by the country of seat of the applicant organisation. The evaluation of the submitted applications will be carried out by at least two expert evaluators for each country, based on specific evaluation criteria detailed below, in two stages:

1. Admissibility and Eligibility Check
2. Awarding Criteria Check

4.1. Admissibility and Eligibility Check

An application may be admitted if it satisfies the following criteria:

- submission is done using the online form and all requested information is provided;
- all the necessary documents are attached to the online form, properly signed (in case it is needed);
- applicants have used the provided templates (see Annexes);
- the online form is filled out in English.

The Eligibility criteria are listed in **section 2.1**.

Each application should successfully pass the Admissibility and Eligibility Check in order to be evaluated against the awarding criteria.

4.2 Awarding Criteria

Admissible and eligible proposals will be evaluated according to the following criteria:

CRITERION	DESCRIPTION	SCORE
RELEVANCE – Alignment with Transition Pathway for Tourism	- Level of alignment of the project with the selected topic(s) of the Transition Pathway for Tourism and the objectives of this Open Call	Minimum Threshold 12/20
INNOVATION - Originality & Novelty	- Level of originality and novelty of the solution(s) introduced by the project for the business operations of the SMEs/entities - Level of originality and novelty of the solution(s) introduced by the project in the context of the twin transition (digital and green) in tourism	Minimum Threshold 18/30
QUALITY - Project design and implementation	- Clarity and consistency of project, objectives, proposed activities and outputs to be achieved - Feasibility of the project plan - Cost effectiveness and budget justification - Quality of monitoring and risk management - In case of partnerships, complementarities among the partners will be assessed	Minimum Threshold 14/25
IMPACT – Benefits	- Level of impact of the innovative project on the business operations of the SME/entities	Minimum Threshold 14/25



CRITERION	DESCRIPTION	SCORE
	<ul style="list-style-type: none"> - Level of impact of the innovative project on the twin transition (digital and green) in tourism - Potential for ensuring sustainability of results after EU funding ends - Outreach and effectiveness of dissemination and communication activities 	
Total score		Up to 100
Minimum threshold		70/100

A **minimum threshold of 70/100** is set for consideration for awarding funding. In case of equal score, the proposal having better score in the **innovation** criterion will be selected. In case of equal scores in innovaton criterion, the proposal with better score in **impact** will be selected.

4.3 Evaluation process

To ensure a thorough and impartial evaluation of proposals, the fuTOURiSME Evaluation Committee, comprising **ten expert evaluators**, at least two for each country, will conduct the **Admissibility Check, Eligibility Check, and Awarding Criteria Check**.

The Awarding Criteria Check is structured in two stages to guarantee fairness and transparency:

1. Initially, **each partner will evaluate proposals from its own country**.
2. Then, to ensure unbiased analysis, **proposals will be redistributed among partners** based on a weighted average of the number of proposals received per partner.

This multi-stage, cross-assessment approach ensures a rigorous, transparent, and fair evaluation process, ultimately funding the most deserving proposals.

The fuTOURiSME Evaluation Committee will assess the quality of the submitted applications and applications will be evaluated over the 6 weeks following the deadline for submissions. The Consortium partners reserve the right, in ways and times to be determined, to invite the innovative projects for an online fact-finding interview and/or to request more evidence about the qualifications declared

Using the overall scores for each application, evaluators will generate one ranked list per country, and they will be published **in January 2025** on <https://www.futourisme.eu/>. Every applicant will be notified individually about their results and evaluation. Awarded SMEs will be informed of the next steps to take.

An expected **12** of the highest scoring proposals from each country, for a total of **60** proposals, will be selected for potential funding. Each selected innovative project will be eligible for a lump sum of €30,000 (VAT excluded), contingent upon the signing of the IPA, the completion of project milestones, and the achievement of predefined objectives.

5 PROJECT IMPLEMENTATION, PROGRESS REPORTING, AND PAYMENT OF SERVICES

5.1 Project implementation

After the publishing of results, the fuTOURiSME Consortium will start the preparation of the **Implementation Plan Agreement** (ANNEX IV - Implementation Plan Agreement (IPA)) in collaboration



with the selected innovative projects. The objective of the Implementation Agreement is to fulfil the legal requirements between the country-based representative Partner of the fuTOURiSME Consortium and every beneficiary of the Call.

The Beneficiaries will be requested to sign and submit the Implementation Agreement within a time period not exceeding February 2025. fuTOURiSME consortium reserves the right reallocation funds, in case the Implementation Agreement is not signed by the indicated date.

Each awarded innovative project will have a total duration of 14 months. The projects themselves must be implemented within 12 months (maximum). Following the completion of the implementation phase, there are 2 additional months allotted for the submission of the Final Report to the responsible fuTOURiSME partners. The indicative start date for the innovative projects is March 1, 2025.

5.2 Reporting and payment

5.2.1 Reporting

Awarded innovative projects will be requested to submit an **Interim Report** and **Final Report (ANNEX V)**, ensuring a comprehensive understanding of the implementation of the innovative project and the related use of the lump sums, accompanied with supporting documents **proving the technical implementation of the project**, in line with what is described in the Annex II – Project Plan, submitted with the applications.

The submission of the **Final report** from the innovative projects for the implemented activities should be delivered to the fuTOURiSME Consortium **within the two months following the implementation period**, as described in the Implementation Plan Agreement (IPA).

5.2.2 Pre-financing and Payments

Beneficiaries will receive an initial pre-financing payment of 20% of the total funding amount at the start of the project, which coincides with the signing of the IPA by all parties involved.

The **Interim report** shall be submitted 15 calendar days after the end of the first six months of implementation, with a subsequent payment of 30% of the total funding amount at the latest 40 calendar dates after the receiving of the report, and upon its acceptance.

Upon completion of the project, awarded SMEs/partnerships innovative projects shall submit the **Final report** two months after the end of implementation of the innovative projects, as will be indicated in the IPA. After the **acceptance of the Final Report**, the outstanding amount (50%) of the total lump sum will be paid, no later than 60 calendar days from the delivery of the Report and upon its acceptance. If the Final Report is rejected or deemed unsatisfactory, the outstanding payment may be **reduced or withheld entirely**.



6 CALENDAR

Launch of the Open Call	16/09/2024
Deadline for submissions	27/11/2024
Monitoring & collection of applications	16/09 - 27/11 2024
Evaluation of the applications	Six (6) weeks after the end of the open call
Publication of selected innovative Projects	January 2025
Notification to selected innovative projects	January 2025
Signature of agreements	February 2025
Starting of Implementation phase of the innovative projects and pre-financing of 20%	Indicative Date: 01/03/2025
Submission of Interim Report and payment of 30%	10 calendar days after the end on the Month 6 (Indicative Month: September 2025) 30% payment at the latest 40 calendar dates after the receiving of the report
End of Implementation period	Indicative date: 28/02/2026
Submission of Final Report	Two months after the end of the implementation phase (Indicative Month: April 2026)
Evaluation and Final Payment of 50%	60 calendar days after the receiving of the Final report and upon approval. Note: the payment of lump sums must be completed within the duration of the fuTOURiSME project, which concludes in August 2026.



ANNEX Ia - Application form - Partnerships

4

Project Title	
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Participating Organisations

Coordinator - Applicant			
No	Tourism SME Legal Name	NACE Code	Contact Person
P1			
Partner SMEs/Entities			
No	Legal Name	NACE Code	Contact Person
P2			
P3			
P4			

INFORMATION ABOUT THE COORDINATOR	
The information in this questionnaire will be shared with the members of the Evaluation Committee only for the purpose of assessing the application.	
Name of the SME	
NACE number	
VAT number	
Address of the registered legal office	
Country	
Telephone number	
Website	
Email	
Provide contact information for the legal representative of the SME	
First name	
Last name	
Fiscal code	
Telephone number	

⁴ All sections of the application form are mandatory and must be completed in full. The fields should be filled out in the online form. This template is only a supporting tool for the application.



Email	
Contact person	
First name	
Last name	
Telephone number	
E-mail	
1.1 Brief presentation of the SME (milestones in the history of the company, mission and vision, main goals for the future). (2000 characters)	

INFORMATION ABOUT THE PARTICIPANT SME/ Entity - P2	
The information in this questionnaire will be shared with the members of the Evaluation Committee only for the purpose of assessing the application.	
Name of the SME/ Entity	
NACE number	
VAT number	
Address of the registered legal office	
Country	
Telephone number	
Website	
Email	
Sector(s) of activity	
Provide contact information for the legal representative of the SME/ Entity	
First name	
Last name	
Telephone number	
E-mail	
Contact person	
First name	
Last name	
Telephone number	
E-mail	
1.1 Brief presentation of the SME/ Entity (milestones in the history of the company, mission and vision, main goals for the future). (2000 characters)	

INFORMATION ABOUT THE PARTICIPANT SME/Entity – P3	
The information in this questionnaire will be shared with the members of the Evaluation Committee only for the purpose of assessing the application.	
Name of the SME/ Entity	
NACE number	



VAT number	
Address of the registered legal office	
Country	
Telephone number	
Website	
Email	
Sector(s) of activity	
Provide contact information for the legal representative of the SME/ Entity	
First name	
Last name	
Telephone number	
E-mail	
Contact person	
First name	
Last name	
Telephone number	
E-mail	
1.1 Brief presentation of the SME/ Entity (milestones in the history of the company, mission and vision, main goals for the future). (2000 characters)	

INFORMATION ABOUT THE PARTICIPANT SME/ Entity – P4	
The information in this questionnaire will be shared with the members of the Evaluation Committee only for the purpose of assessing the application.	
Name of the SME/ Entity	
NACE number	
VAT number	
Address of the registered legal office	
Country	
Telephone number	
Website	
Email	
Sector(s) of activity	
Provide contact information for the legal representative of the SME/ Entity	
First name	
Last name	
Telephone number	
E-mail	
Contact person	
First name	
Last name	
Telephone number	
E-mail	



1.1 Brief presentation of the SME/ Entity (milestones in the history of the company, mission and vision, main goals for the future). (2000 characters)

1. RELEVANCE - Alignment with Transition Pathway for Tourism

1.1 Describe your project’s **objectives and aims**. How does it align with the goals of this Open Call and the topic(s) selected? (2000 characters)

2. INNOVATION - Originality & Novelty

2.1 Please describe **why & how your project is innovative in the context of sustainable, digital or inclusive tourism**: why should it be considered original? What need(s) does it address? (2000 characters)

2.2 Describe how the solution(s) introduced by your project are novel for the business operations of each member of the partnership. How do these innovations address specific needs and bring benefits to them? (2000 characters)

3. QUALITY - Project design and implementation

3.1 Describe your innovative project. Mention the included **activities and expected results & outcomes**. (2000 characters)

3.2 Present a **timeline** of your project. What actions will you undertake and in what order? What **outputs will be produced**, what are the **resources needed** (costs, human, tools, etc.) and how are they separated among the partners? Make sure to be clear, and ensure that your actions are well defined and resources are appropriate. (2000 characters)

3.3 Identify potential **challenges or obstacles** that could arise during the project implementation and how the project team plans to deal with them. (2000 characters)

4. IMPACT – Benefits

4.1 Describe how the project will **impact each member of the partnership** (e.g. growth, improving efficiency, promoting innovation, enhancing competitiveness, etc.) (2000 characters)

4.2 Describe how your project **contributes to the twin transition of the tourism sector and how the results are sustained after the project is completed**. (2000 characters)

4.3 How would you **let others know of your innovative project**? Describe any actions you will take. (2000 characters)

Pursuant to 13 ff. of [EU Regulation 2016/679](#), your personal data will be processed by fuTOURiSME consortium and will not be disclosed to third parties.



Attachments required in the online form:

1. **ANNEX II - Project Plan**
2. **Company register** certification showing at least 1 year activity & the NACE code(s) of the company(s)
3. **ANNEX III - Declaration of Honor (DoH)** signed, digitally or manually with a stamp by the legal representative. Each SME/Entity should provide one Declaration of Honour
4. **(optional) Additional documents** such as images, complementary texts, or graphs to the attachment section of the application



ANNEX Ib - Application form - Single SMEs⁵

Project Title	
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INFORMATION ABOUT THE APPLICANT
The information in this questionnaire will be shared with the members of the Evaluation Committee only for the purpose of assessing the application.

Name of the SME	
NACE number	
VAT number	
Address of the registered legal office	
Country	
Telephone number	
Website	
Email	

Provide contact information for the legal representative of the SME
--

First name	
Last name	
Fiscal code	
Telephone number	
Email	

Contact person

First name	
Last name	
Telephone number	
E-mail	

1.1 Brief presentation of the SME (milestones in the history of the company, mission and vision, main goals for the future). (2000 characters)

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1. RELEVANCE - Alignment with Transition Pathway for Tourism

1.1 Describe your project's **objectives and aims**. How does it align with the goals of this Open Call and the topic(s) selected? (2000 characters)

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2. INNOVATION - Objectives and Innovativeness
--

⁵ All sections of the application form are mandatory and must be completed in full. The fields should be filled out in the online form. This template is only a supporting tool for the application.



2.1 Please describe **why & how your project is innovative in the context of sustainable, digital or inclusive tourism**: why should it be considered original? What need(s) does it address? (2000 characters)

2.2 Describe how the solution(s) introduced by your project are novel for the business operations of your SME. How do these innovations address specific needs and bring benefits to it? (2000 characters)

3. QUALITY - Project design and implementation

3.1 Describe your innovative project. Mention the included **activities and expected results & outcomes**. (2000 characters)

3.2 Present a **timeline** of your project. What actions will you undertake and in what order? What **outputs will be produced**, what are the **resources needed** (costs, human, tools, etc.) and how are they separated among the partners? Make sure to be clear, and ensure that your actions are well defined and resources are appropriate. (2000 characters)

3.3 Identify potential **challenges or obstacles** that could arise during the project implementation and how the project team plans to deal with them. (2000 characters)

4. IMPACT - Benefits

3.1 Describe how the project will **impact your SME** (e.g. growth, improving efficiency, promoting innovation, enhancing competitiveness, etc.). (2000 characters)

3.2 Describe how your project **contributes to the twin transition of the tourism sector and how the results are sustained after the project is completed**. (2000 characters)

3.3 How would you **let others know of your innovative project**? Describe any actions you will take. (2000 characters)

Pursuant to 13 ff. of [EU Regulation 2016/679](#), your personal data will be processed by fuTOURiSME consortium and will not be disclosed to third parties.

Attachments required in the online form:

1. **ANNEX II - Project Plan**
2. **Company register** showing at least 1 year activity & the NACE code(s) of the company(s)
3. **ANNEX III - Declaration of Honor (DoH)** signed, digitally or manually with a stamp by the legal representative.
4. **Additional documents (optional)** such as images, complementary texts, or graphs to the attachment section of the application



ANNEX II - Project Plan

The file includes to sheets, based on the type of Applicant:

- Sheet 1: Single SME Application
- Sheet 2: Partnership Application

Project Title				AMOUNT OF THE FUNDING		30.000,00 €					
SME Legal Name											
ACTIVITY	ACTIVITY DESCRIPTION	Related Output	Measurable Results	PLANNED START DATE (MM/YY)	END DATE (MM/YY)	BUDGET CATEGORY					
						Travel, Accomodation and Subsistence		External Expense			
						Amount allocated	Description	Amount allocated	Description		
Activity 1											
Activity 2											
Activity 1 - Market research	Conduct market research to understand our clients' needs	Market Research Report presenting the findings of the research on tourist profile in Soly	Number of surveys conducted: 30 Response rate: 100%	01.02.2025	01.03.2025	500		3000,0	Hire a market research firm to design and conduct surveys, analyse data and report findings relevant to tourist profile in Soly		
						TOT PER COST CATEGORY	500,00 €	3.000,00 €			
						Amount limited	500,00 €	12.000,00 €			
Name											
Surname											
Date											
						(Signature of legal representative OR Coordinator of Partnerships)					
* the implementation duration should be 12 months											
*The total sum should be 30.000											

Project Title				AMOUNT OF THE FUNDING		30000,0					
Coordinator -P1											
P2											
P3											
P4											
ACTIVITY	ACTIVITY DESCRIPTION	Related Output	Measurable Results	Involved Organisations	Description of organisations involvement	PLANNED START DATE (MM/YY)	END DATE (MM/YY)	BUDGET CATEGORY			
								PARTNERS INVOLVED	Travel, Accomodation and Subsistence		External Exp
									Amount allocated per partner	Description	Amount allocated per partner
Activity 1											
Activity 2											
Activity 1 - Market Research	Conduct market research to understand our clients' needs	Market Research Report presenting the findings of the research on tourist profile in Soly	Number of surveys conducted: 30 Response rate: 100%	GreenLocal (SME)	Oversee the project and ensure coordination with the market research firm	01/25	03/25	P1	500		5000,0
				BlueTourism (SME)	Assist in the distribution of surveys and collection of data			P2		Travel expenses for coordination meeting	
						TOTAL PER COST CATEGORY	500,00 €		5.000,00 €		
						TOTAL LIMITED PER COST CATEGORY	500,00 €		12.000,00 €		
Name											
Surname											
Date											
						(Signature of legal representative OR Coordinator of Partnerships)					
* the implementation duration should be 12 months											
*The total sum should be 30.000											



ANNEX III - Declaration of Honor (DoH)

Applicant's Declaration on eligible requirements

(To be signed by legal representative)

The undersigned _____, as legal representative of the organisation _____ (English), with address _____, NACE Code _____, VAT number _____, telephone _____, e-mail _____, that participates in the fuTOURiSME call with the innovative project _____ (project title), aware of the criminal liability provided for the cases of falsehood in false documents and declarations, as well as the forfeiture of the benefits consequent to the provision issued on the basis of the untruthful declaration, as established in Articles 75 and 76 of Presidential Decree no. 445 of 28/12/2000,

DECLARE

- I enjoy civil and political rights in the State of my nationality or origin;
- I have not been convicted of any criminal offence (even if an amnesty, pardon or judicial pardon);
- I am not subject to provisions concerning the application of preventive measures, civil decisions and administrative measures entered in the judicial record pursuant to current legislation;
- I am not the subject of criminal proceedings;
- I am in full and free exercise of rights;
- The organisation is not bankrupt, in voluntary liquidation, subject to insolvency or winding up procedures; its assets are not being administered by a liquidator or by a court, it is not in an arrangement with creditors, its activities are not suspended or it is not in any analogous situation arising from a similar procedure provided under national legislation or regulations.
- The organisation and its legal representative are in possession of every license, permit, authorisation, qualification and anything else that is provided for by the regulations in force for the regular performance of the activity;
- The organisation is in compliance with the provisions in force on building and town planning regulations, labour, accident prevention and environmental protection regulations;
- The organisation keeps regular accounting records.
- That all the information required as a condition for participating in the Call for SMEs is correct to the best of my knowledge;
- That no essential information was hidden about the organisation or the implementation plan whose knowledge could influence the evaluation of the application;
- The authorisation to process personal data for the purposes of the call as it is set out in Article 13 of the GDPR (EU Regulation 2016/679).

I commit:

- To follow the implementation of the innovative project as submitted, in case it is approved. To implement one or more activities among those deemed suitable, aligned with the good practices outlined in the fuTOURiSME project.
- To avoid any potential conflict of interest with the selection process and during the implementation of the project.



**Co-funded by
the European Union**

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Innovation Council and SMEs Executive Agency (EISMEA). Neither the European Union nor the granting authority can be held responsible for them.



- To not be receiving any other form of funding for the same innovative project for which I am receiving the lump sum from the fuTOURiSME project.
- To promote the action and give visibility to the EU funding as well as the reached results, explaining the positive effects of the innovative practices on their visibility, sustainability and, if it occurs, on their academic performance.

Place and date:

Signature of legal representative:



ANNEX IVa - Implementation Plan Agreement for Single SME (IPA)

(indicative template)

Agreement number: _____ (hereinafter referred as the “Agreement”)

[National fuTOURiSME Project Partner]
(hereafter referred as the “Awarder”),

Name of the Partner providing the Lump Sum:	
Registered office:	
Company Reg. No:	
Name of the Legal representative:	

AND [THE Third-party Beneficiary]
(hereafter referred as the “third-party beneficiary”)

Name of the Third-party Beneficiary awarded:	
Registered office:	
Address:	
Company Reg. No:	
NACE Code:	
Name of the authorised representative:	
Name of the bank:	
IBAN:	
Tel.:	
E-mail:	

General provisions

The funds received by the third-party beneficiary are owned by the EC. The Awarder is a mere holder and manager of the funds.

CONSIDERING THAT

- the third-party beneficiary has been successfully selected, pursuant the European Innovation Council and SMEs Executive Agency (EISMEA) “fuTOURiSME” project (TOURSME 2022 call),



Grant Agreement number:101121578 (hereinafter referred as the “the Project”), to receive financial support under the conditions set out in this Agreement,

- the third-party beneficiary HAS AGREED all details and conditions of the fuTOURiSME Call for Innovation of Tourism SMEs published on <https://www.futourisme.eu/> (hereinafter referred as the “Open Call for Tourism SMEs”) and its annexes

WITH THE FOLLOWING CONDITIONS

Article 1 - Entry into force of the contract and termination

1.1 This Agreement shall enter into force on the day of its signature by all the parties.

1.2 The Awarder may terminate this Agreement if the third-party beneficiary has inadequately discharged or failed to discharge any of the contractual obligations, insofar as this is not due to force majeure, after notification to the third-party beneficiary, who discharged or failed to discharge any of his contractual obligations, by registered letter has remained without effect for one month. The notice period is 1 (one) month, which begins on the 1st calendar day of the month following the month in which the notice was delivered to the third-party beneficiary.

Article 2 - Aim and use of the financial contribution

2.1 The fuTOURiSME project covers the related costs for the implementation of the innovative project, as detailed in the Application form submitted in the context of the fuTOURiSME Open Call.

2.2 The financial support will have to be used for covering specific costs as detailed in Annex X

2.3 The financial contribution is subject to the achievement of the results of the innovative project.

Article 3 - Amount of the financial support

3.1 The maximum amount of financial support cannot exceed 30.000€ (VAT excluded).

3.2 This amount is deemed to support the third-party beneficiary in the execution of the Implementation Plan as mentioned in the Article 2 of this Agreement.

3.3 The final amount of financial support granted to the present third-party beneficiary under the conditions set out in this Agreement is equal to EUR 30.000.

Article 4 – Reporting

4.1 Awarded innovative projects will be requested to submit an Interim Report and a Final Report.

- The Interim Report shall be submitted 10 calendar days after the end of the first six months of implementation. Upon its acceptance, a subsequent payment of 30% of the total funding amount will be made no later than 40 calendar days after receiving the report.
- Upon successful completion of the innovative project, innovative projects will submit the Final Report within two months of its end. After the acceptance of the Final Report, the outstanding amount (50%) of the total lump sum will be paid no later than 60 calendar days from the delivery of the report. If the Final Report is rejected or deemed unsatisfactory, the outstanding payment may be reduced or withheld entirely.

4.2. Eligible costs against the budget included in the Application form will be reported via the Interim and the **Interim & Final Reports** supporting documents, as they are presented in the Annex II – Project Plan of the application by the innovative project.



All the related documents, filled in by the third parties, must be sent to the National Project Partner, with the email subject following the structure below:

FINAL REPORT_NAME OF THE PROJECT_COUNTRY.

The documents will be stored by the Consortium Partners for the period of the 5 years and will be available for any EU Commission check, if requested.

The disbursement of funds must be linked to the achievement of activities and results as stated in ANNEX II Project Plan and not be covered by another EU grant, incurring a double funding. In addition, Third-Party Beneficiary cannot be funded from any other TOURSME 2022 projects. Even if the fuTOURiSME consortium will not require any financial document (e.g invoice, proof of payments), the third-party beneficiary, should keep all the adequate records, invoices and accounting documents linked to the Innovative Projects implemented for 5 years.

In case reports are incomplete in any part and documents, the Consortium can ask for additional information; participants must provide within 10 calendar days from the request, otherwise, the report will be rejected and the final rank revoked. In that case, the Consortium will evaluate the Third-Party Innovative Project status, and may request the Third-Party Beneficiary to return the pre-financing payment and any other payment to the Awardee within 20 calendar days.

Article 5 – Payment schedule

5.1 SMEs will receive an initial pre-financing payment of 20% of the total funding amount at the start of the project. Following the review of the Interim report, SMEs will receive an additional 30% of the funding amount no later than 40 days after the submission of the report. After the evaluation of the Final report, SMEs will receive the final 50% of the funding amount. The payment of this final tranche will be made no later than 60 calendar days after the receiving of the Final report submission, after verifying its coherence with eligible expenses.

5.2 If the required information and documents on the development of the implementation plan are not provided in time or are incomplete and the activities described in the application form and specifically outlined in the budget are not implemented, the funding cannot and will not be transferred.

5.3 In case the innovative projects indicate poor performance, and the Interim or Final Report is not positively evaluated by the Awardee, or in case of withdraw of the innovative project, the Consortium reserves the right to request the Third-Party Beneficiary to return the pre-financing payment or any other payment. Eventually, Third-Party Beneficiary must return any requested amount to the Awardee within 20 calendar days from the Consortium's request.

Article 6 – Checks and audits

6.1 At any moment of implementation of the action and up to five years later, the Consortium, the EISMEA Agency and the Commission have the right to carry out checks, reviews and audits, to ascertain:

- the proper use of funds concerning the eligible costs;
- compliance with the obligations laid down in the Call;
- the truthfulness of the declarations and information produced by the Third-Party Beneficiary.

Occurring the above situations or in case of impossibility of carrying out the checks, reviews and audits for reasons attributable to the Third-Party Beneficiary, the contribution may be reduced, rejected or revoked and may lead to criminal prosecution under national law. The contribution will be revoked in case of express renunciation of the contribution by the Third-Party Beneficiary. In case of revocation, any



up-front instalment/pre-financing received by the Third-Party Beneficiary must be reimbursed, legal interests included, to the Awardee within 15 calendar days from the official communication.

6.2 By signing of this Agreement, the third-party beneficiary declares, that in the case that, as a result of the paying the financial support mentioned in the Article 3.3. of this Agreement, the third-party beneficiary incurs any obligation under the rules of their tax law, the third-party beneficiary will fulfil this obligation himself/herself.

6.3 State Aid “De minimis regime”. The Guidance Notice of the European Commission on the notion of “State aid” clarifies that direct funding from the European Union, including from an Executive Agency, is not considered as a State Aid. As a consequence, the financial distribution to third parties as an integral part of the funding granted under the fuTOURiSME Project by the European Union’s COSME Programme, in application of the EU Financial Regulation does not constitute “State aid” and is not to be taken into account for the calculation of the “de minimis” rule.

Article 7 - Confidentiality

7.1 General obligation to maintain confidentiality

During the implementation of the action and for five years after the payment of the balance from the EISMEA to the Consortium, all parties must keep confidential any data, documents or other material (in any form) that is identified as confidential at the time it is disclosed (‘confidential information’). The confidentiality obligations no longer apply if (a) the disclosing party agrees to release the other party; (b) the information becomes generally and publicly available, without breaching any confidentiality obligation; (c) the disclosure of the confidential information is required by EU or national law.

7.2 Consequences of non-compliance

If a Third-Party Beneficiary breaches any of its obligations under this Call, the Project’s Consortium will undertake corrective actions, that may include increasing the frequency of monitoring and follow-up checks, temporarily suspending further disbursements of funds or terminating them. Such breaches may also lead to any of the other measures such as rejection of ineligible costs, reduction of the grant, recovery of undue amounts and potential administrative and financial penalties.

Article 8 - Promoting the action — visibility of EU funding

8.1 Communication activities by the Third-Party Beneficiaries.

The awarded SMEs are obliged to promote the action and its results. The Consortium of partners, and/or one of the organisations belonging to it, may provide guidelines or share dissemination materials with the awarded SMEs.

8.2 Information on EU funding — Obligation and right to use the EU emblem graphic purpose.

Unless the EISMEA requests or agrees otherwise, any communication activity related to the action (including at conferences, seminars, in information material, such as brochures, leaflets, posters, presentations, etc., in electronic form, via social media, etc.) and any infrastructure, equipment or major result funded by the grant must:

- display the EU emblem;
- include the following text: “This [insert appropriate description, e.g. report, publication, conference, infrastructure, equipment, insert type of result, etc.] funded by the European Innovation Council and SMEs Executive Agency (EISMEA)”. When displayed in association with another logo, the EU emblem must have appropriate prominence. For their obligations under the Call, Third Party Beneficiaries may use the EU emblem without first obtaining approval from the EISMEA. This does not, however, give them the right to exclusive use. Moreover, they may not



appropriate the EU emblem or any similar trademark or logo, either by registration or by any other means.

Article 9 – Bank account

9.1 Payment of the financial support will be made as follows:

Name of the third-party beneficiary bank account holder	
Name of the bank	
Registered office	
IBAN	
BIC/SWIFT	

Article 10 – Applicable law and competent jurisdiction

10.1 This Agreement shall be construed in accordance with and governed by the laws of Belgium.

Article 11 - Amendment

11.1 Any amendment to this Agreement must be the subject of a written supplementary agreement. No oral agreement may bind the parties to this effect.

11.2 This Agreement shall come into force on the day when it has been signed by all parties. Specific country rules and regulations are detailed as follow:

11.3 Done in 2 copies, one for each party.

City, Country, Date

Signature of the National fuTOURiSME Project Partner’s authorised representative

City, Country, Date

Signature of third-party beneficiary authorised representative



ANNEX IVb - Implementation Plan Agreement for Partnerships (IPA)

(indicative template)

Agreement number: _____ (hereinafter referred as the “Agreement”)

[National fuTOURiSME Project Partner]
(hereafter referred as the “Awarder”),

Name of the Partner providing the Lump Sum:	
Registered office:	
Company Reg. No:	
Name of the Legal representative:	

AND [THE Third-party Beneficiary]
(hereafter referred as the “third-party beneficiary”)

Name of the Third-party Beneficiary awarded:	
Registered office:	
Address:	
Company Reg. No:	
NACE Code:	
Name of the authorised representative:	
Name of the bank:	
IBAN:	
Tel.:	
E-mail:	

General provisions

The funds received by the third-party beneficiary are owned by the EC. The Awarder is a mere holder and manager of the funds.

CONSIDERING THAT



- the third-party beneficiary has been successfully selected, pursuant the European Innovation Council and SMEs Executive Agency (EISMEA) “fuTOURiSME” project (TOURSME 2022 call), Grant Agreement number:101121578 (hereinafter referred as the “the Project”), to receive financial support under the conditions set out in this Agreement,
- the third-party beneficiary HAS AGREED all details and conditions of the fuTOURiSME Call for Innovation of Tourism SMEs published on <https://www.futourisme.eu/> (hereinafter referred as the “Open Call for Tourism SMEs”) and its annexes

WITH THE FOLLOWING CONDITIONS

Article 1 - Entry into force of the contract and termination

1.1 This Agreement shall enter into force on the day of its signature by all the parties.

1.2 The Awarder may terminate this Agreement if the third-party beneficiary has inadequately discharged or failed to discharge any of the contractual obligations, insofar as this is not due to force majeure, after notification to the third-party beneficiary, who discharged or failed to discharge any of his contractual obligations, by registered letter has remained without effect for one month. The notice period is 1 (one) month, which begins on the 1st calendar day of the month following the month in which the notice was delivered to the third-party beneficiary.

Article 2 - General obligations and roles of the third-party beneficiaries

2.1 The third- party beneficiaries

- undertake to take part in the efficient implementation of the Innovative Project, and to cooperate, perform and fulfil, promptly and on time, all of its obligations under this Consortium Agreement as may be reasonably required from it and in a manner of good faith as prescribed by law;
- undertake to promptly notify the Coordinator of the Innovative Project and the other third-party beneficiaries, in accordance with the governance structure of the Innovative Project, of any significant information, fact, problem or delay likely to affect it;
- shall promptly provide all information reasonably required by the Coordinator of the Innovative Project to carry out its tasks;
- shall take reasonable measures to ensure the accuracy of any information or materials it supplies to the other third-party beneficiaries;

In the event that one of the partners is identified as problematic and fails to fulfil their obligations or causes significant disruptions to the project, the rest of the third-party beneficiaries may decide to exclude the problematic partner. This decision must be made through a formal vote during a consortium meeting, which will be documented and reported to the Consortium. If a third-party beneficiary is excluded, the other third-party beneficiaries may also decide to replace the excluded partner with a new one. In any case, the Innovative Project plan will be amended to reflect these changes. The amended Project Plan will then be checked and evaluated by a country-based evaluator from the Consortium, along with another evaluator from the Consortium, to ensure that the Innovative Project can continue to meet its objectives.

2.2 The Coordinator of the Innovative Project

- must monitor the implementation of the Innovative project to make sure the it is implemented in accordance with the terms of the Agreement;



- b) will act as mediators by organising consortium meetings to address challenges, clarify roles, and strengthen the collective efforts of the consortia;
- c) is intermediary for all communications between the third-party beneficiaries and the Consortium. In particular, the coordinator:
 - i. must immediately inform the Awarder of any events or circumstances of which the Coordinator of the innovative Project is aware, that are likely to affect or delay the implementation of the action;
 - ii. is responsible for providing all the necessary documents and information required under the Agreement. If information is required from the other third-party beneficiaries, the Coordinator of the Innovative Project is responsible for obtaining and verifying this information before passing it on to the Awarder;
- d) is responsible for providing all the necessary documents required for the evaluation of the Interim and Final reports to facilitate the disbursement of the subsequent payment tranches

In the case where a third-party beneficiary is identified as problematic, the Coordinator of the Innovative Project must organise a Third-Party Beneficiaries meeting to address the issue, discuss potential solutions, and ensure that all efforts are made to resolve the problem. If they decide to exclude and replace the problematic partner, the Coordinator of the Innovative Project must oversee the amendment of the Innovative Project plan, ensure that the changes are properly documented, and submit the amended plan for evaluation by the designated country-based evaluator and another evaluator from the Consortium.

Article 3 - Aim and use of the financial contribution

- 3.1 The fuTOURiSME project covers the related costs for the implementation of the innovative project, as detailed in the Application form submitted in the context of the fuTOURiSME Open Call.
- 3.2 The financial support will have to be used for covering specific costs as detailed in Annex X
- 3.3 The financial contribution is subject to the achievement of the results of the innovative project.

Article 4 - Amount of the financial support

- 4.1 The maximum amount of financial support cannot exceed 30.000€ (VAT excluded).
- 4.2 This amount is deemed to support the third-party beneficiary in the execution of the Implementation Plan as mentioned in the Article 2 of this Agreement.
- 4.3 The final amount of financial support granted to the present third-party beneficiary under the conditions set out in this Agreement is equal to EUR 30.000.
- 4.4 At least 70% of the budget shall be allocated to the SME(s). Other public or private organisations of the partnership may be allocated a maximum of 30% of the total budget;

Article 5 – Reporting

- 5.1 Awarded Innovative Projects will be requested to submit an Interim Report and a Final Report, ensuring a comprehensive understanding of the use of funds and monitoring of the different claiming of costs, any supporting documents (proof of payment, copy of invoices, etc).
 - The Interim Report will be required 10 calendar days after the end of the first six months.
 - Upon successful completion of the innovative project, SMEs will submit the Final Report within 2 months.



5.2. Eligible costs against the budget included in the Application form will be reported via the Interim and the **Interim & Final Reports** supporting documents, as they are presented in the Annex II – Project Plan of the application by the innovative project.

All the related documents, filled in by the third parties, must be sent to the Awarder (National Project Partner), with the email subject following the structure below:

FINAL REPORT_NAME OF THE PROJECT_COUNTRY.

The documents will be stored by the Consortium Partners for the period of the 5 years and will be available for any EU Commission check, if requested.

All costs to be reimbursed must be linked to the Project activities as stated in the Application form and not be covered by another EU grant. Even if the consortium will not require any financial document, the third-parties should keep all the adequate records, invoices and accounting documents.

In case reports are incomplete in any part and documents, the Consortium can ask for additional information; participants must provide within 10 calendar days from the request, otherwise, the report will be rejected and the final rank revoked. In that case, the Consortium will evaluate the Third-Party Beneficiaries Innovative Project status, and may request the Third-Party Beneficiaries to return the pre-financing payment and any other payment to the Awarder within 20 calendar days.

Article 6 – Payment schedule

6.1 SMEs will receive an initial pre-financing payment of 20% of the total funding amount at the start of the project. Following the review of the Interim report, SMEs will receive an additional 30% of the funding amount no later than 40 days after the submission of the report. After the evaluation of the Final report, SMEs will receive the final 50% of the funding amount. The payment of this final tranche will be made no later than 60 calendar days after the receiving of the Final report submission, after verifying its coherence with eligible expenses.

6.2 If the required information and documents on the development of the implementation plan are not provided in time or are incomplete and the activities described in the application form and specifically outlined in the budget are not implemented, the funding cannot and will not be transferred.

6.3 In case the innovative projects indicate poor performance, and the Interim or Final Report is not positively evaluated by the Awarder, or in case of withdraw of the innovative project Third-Party Beneficiaries, the Consortium reserves the right to request the Third-Party Beneficiaries to return the pre-financing payment or any other payment. Eventually, Third-Party Beneficiaries must return any requested amount to the Awarder within 20 calendar days from the Consortium's request.

Article 7 – Checks and audits

7.1 At any moment of implementation of the action and up to five years later, the Consortium, the EISMEA Agency and the Commission have the right to carry out checks, reviews and audits, to ascertain:

- the proper use of funds concerning the eligible costs;
- compliance with the obligations laid down in the Call;
- the truthfulness of the declarations and information produced by the Third-Party Beneficiary.

Occurring the above situations or in case of impossibility of carrying out the checks, reviews and audits for reasons attributable to the Third-Party Beneficiary, the contribution may be reduced, rejected or revoked and may lead to criminal prosecution under national law. The contribution will be revoked in



case of express renunciation of the contribution by the Third-Party Beneficiary. In case of revocation, any up-front instalment/pre-financing received by the Third-Party Beneficiary must be reimbursed, legal interests included, to the Consortium within 15 calendar days from the official communication.

7.2 By signing of this Agreement, the third-party beneficiary declares, that in the case that, as a result of the paying the financial support mentioned in the Article 3.3. of this Agreement, the third-party beneficiary incurs any obligation under the rules of their tax law, the third-party beneficiary will fulfil this obligation himself/herself.

7.3 State Aid “De minimis regime”. The Guidance Notice of the European Commission on the notion of “State aid” clarifies that direct funding from the European Union, including from an Executive Agency, is not considered as a State Aid. As a consequence, the financial distribution to third parties as an integral part of the funding granted under the fuTOURiSME Project by the European Union’s COSME Programme, in application of the EU Financial Regulation does not constitute “State aid” and is not to be taken into account for the calculation of the “de minimis” rule.

Article 8 - Confidentiality

8.1 General obligation to maintain confidentiality

During the implementation of the action and for five years after the payment of the balance from the EISMEA to the Consortium, all parties must keep confidential any data, documents or other material (in any form) that is identified as confidential at the time it is disclosed (‘confidential information’). The confidentiality obligations no longer apply if (a) the disclosing party agrees to release the other party; (b) the information becomes generally and publicly available, without breaching any confidentiality obligation; (c) the disclosure of the confidential information is required by EU or national law.

8.2 Consequences of non-compliance

If a Third Party Beneficiary breaches any of its obligations under this Call, the Project’s Consortium will undertake corrective actions, that may include increasing the frequency of monitoring and follow-up checks, temporarily suspending further disbursements of funds or terminating them. Such breaches may also lead to any of the other measures such as rejection of ineligible costs, reduction of the grant, recovery of undue amounts and potential administrative and financial penalties.

Article 9 - Promoting the action — visibility of EU funding

9.1 Communication activities by the Third-Party Beneficiaries.

The awarded SMEs are obliged to promote the action and its results. The Consortium of partners, and/or one of the organisations belonging to it, may provide guidelines or share dissemination materials with the awarded SMEs.

9.2 Information on EU funding — Obligation and right to use the EU emblem graphic purpose.

Unless the EISMEA requests or agrees otherwise, any communication activity related to the action (including at conferences, seminars, in information material, such as brochures, leaflets, posters, presentations, etc., in electronic form, via social media, etc.) and any infrastructure, equipment or major result funded by the grant must:

- display the EU emblem;
- include the following text: “This [insert appropriate description, e.g. report, publication, conference, infrastructure, equipment, insert type of result, etc.] funded by the European Innovation Council and SMEs Executive Agency (EISMEA)”. When displayed in association with another logo, the EU emblem must have appropriate prominence. For their obligations under the Call, Third Party Beneficiaries may use the EU emblem without first obtaining approval from the EISMEA. This does not, however, give them the right to exclusive use. Moreover, they may not



appropriate the EU emblem or any similar trademark or logo, either by registration or by any other means.

Article 10 – Bank account

10.1 Payment of the financial support will be made as follows:

Name of the third-party beneficiary bank account holder	
Name of the bank	
Registered office	
IBAN	
BIC/SWIFT	

Article 11 – Applicable law and competent jurisdiction

11.1 This Agreement shall be construed in accordance with and governed by the laws of Belgium.

Article 12 - Amendment

12.1 Any amendment to this Agreement must be the subject of a written supplementary agreement. No oral agreement may bind the parties to this effect.

12.2 This Agreement shall come into force on the day when it has been signed by all parties. Specific country rules and regulations are detailed as follow:

12.3 Done in 2 copies, one for each party.

City, Country, Date

Signature of the National fuTOURiSME Project Partner’s authorised representative

City, Country, Date

Signature of third-party beneficiary authorised representative



ANNEX V – Interim/Final report

(To signed by legal representative)

Programme:	SMP-COSME-2022-TOURSME
Title of the action:	fuTOURiSME
Agreement n.:	101121578
National Project Partner	
INFORMATION ABOUT THIRD PARTIES	
Innovative Project Title	
Partner 1 / (coordinator)	
Partner 2 (if applicable)	
Partner 3 (if applicable)	
Partner 4 (if applicable)	
INFORMATION ABOUT COORDINATOR OF THE INNOVATIVE PROJECT	
First name	
Last name	
Phone number	
e-mail	
Country	
CHARACTERISTICS OF THE IMPLEMENTATION PROCESS	
<i>Please describe in detail the activities undertaken in line with the timeplan provided in the application form and relevant outputs. Highlight the introduction of the innovative factors of the activities.</i>	
4.000 characters	
<i>Please describe the impact of the innovative project to the participating entities and the tourism sector with main focus to the twin transition processes.</i>	
4.000 characters	



Explain any deviations from the original action plan, providing reasons for these changes. Ensure to justify how the current project remains aligned with the objectives of fuTOURiSME and the Open call for SMEs.

4.000 characters

Describe any next steps you will take to progress/ensure the resilience and sustainability of your innovative project.

4.000 characters

The updated Project Plan must be attached (Annex II of application phase) along with the necessary evidence such as reports, executive summaries, photos, invoices, hotel invoices, tickets, boarding pass, etc.

Place and Date:

Stamp and signature of Legal Representative:



ANNEX VI - Example of an innovative project

Project Name: ‘Greentegrated travel’

GREENLOCAL is a tourism SME specialised in offering eco-friendly travel experiences. With the project “Greentegrated travel” they aim to expand and digitalise their services by offering integrated and personalised tour packages to their clients via a specialised app, that combines eco-friendly accommodation, green transportation options, restaurants that serve locally-sourced food, sustainable adventure trips in nature and more.

Project objective: To develop and promote a smart app that offers integrated and personalised sustainable travel packages

Expected Outcomes:

- Increase in the number of GREENLOCAL clients
- Growth in partnerships with sustainable businesses
- Positive impact on local economies and the environment through sustainable travel practices

For this, GREENLOCAL proposes a project methodology that includes and describes the following activities and steps:

1. Market research
2. Onboarding of new eco-friendly partners
3. Design, prototyping and development of the ‘Greentegrated’ Travel App
4. Testing of the app
5. Marketing and launch

For the market research and the development of the app, GREENLOCAL is collaborating with other companies. The project budget includes these activities and their related costs. Eligible expenses in the project budget include travel, accommodation, subsistence, subcontracting, consumables, equipment, and other direct costs.



ANNEX VII - NACE Codes eligible for submission

NACE CODES
TRANSPORT SERVICES
H4910 – Passenger rail transport, interurban H4932 – Taxi operation H4939 – Other passenger land transport n.e.c. H5010 – Sea and coastal passenger water transport H5030 – Inland passenger water transport H5110 – Passenger air transport
ACCOMODATION SERVICES
I5510 – Hotels and similar accomodation I5520 – Holiday and other short-stay accomodation I5530 – Camping grounds, recreational vehicle parks and trailer parks
FOOD AND BEVERAGES SERVICES
I5610 – Restaurants and mobile food service activities I5630 – Beverage serving activities
RENTING SERVICES - LEISURE
N7710 – Renting and leasing of motor vehicles N7721 – Renting and leasing of recreational and sports goods
TRAVEL AGENCY AND ORGANISATIONAL SERVICES
N79 – Travel agency, tour operator reservation service and related activities N82.3 – Organisation of conventions and trade shows
CULTURAL AND CREATIVE INDUSTRY
R90 – Creative, arts and entertainment activities R91 – Libraries, archives, museums and other cultural activities R92 – Gambling and betting activities R93 – Sports activities and amusement and recreation activities



ANNEX VIII - Innovative Project Activities Eligible for Funding

(Non-exhaustive list)

Business development:	<ul style="list-style-type: none"> - Business Support and Development - Market research and analysis - Data collection and analysis - Development and analysis of business plans;
Intellectual Property:	<ul style="list-style-type: none"> - Intellectual property development and protection; - Software licences for improving operational efficiency and customer experiences
Sustainability:	<ul style="list-style-type: none"> - Implementing renewable energy solutions in tourism facilities - Investment in sustainable transportation options for tourists - Implementing waste management and recycling systems - Developing eco-friendly tour packages or experiences - Conducting environmental impact assessments - EMAS registration, EU Ecolabel certification, or other recognized schemes, leading on to environmental sustainability;
Digital and innovative infrastructure, services, and solutions:	<ul style="list-style-type: none"> - Developing collaborative platforms or digital tools for knowledge sharing - Purchasing or upgrading software for customer relationship management (CRM) - Implementing enterprise resource planning (ERP) systems - Technology for smart governance and e-business; - Developing or upgrading websites and mobile applications - Investment in hardware and software for digital infrastructure - Implementing cloud computing or data analytics solutions - Implementing online booking and reservation systems - Digitising administrative processes and documentation - Investment in cybersecurity measures and data protection solutions - Setting up online sales platforms - Investment in secure payment gateways and online transaction management tools - Integrating e-commerce solutions into existing systems - eCommerce services for B2B and B2C;
Promotion and communication activities, including digital marketing strategies to enhance tourism twin transition initiatives:	<ul style="list-style-type: none"> - Online advertising and social media campaigns - Search engine optimization (SEO) and content creation - Investment in digital marketing tools and analytics platforms
Enhancing digital and green skills and competences:	<ul style="list-style-type: none"> - Staff training for digital, innovative, and sustainable skills - Professional training programs, workshops, seminars, coaching or mentoring - Organisation of workshops, seminars, or conferences
Networking and cooperation activities:	<ul style="list-style-type: none"> - Attendance of industry conferences and exhibitions, business meetings and networking events