

Sustainable and Resilient Transformation of the Rural Coastal Tourism Industry

COASTOUR OPEN CALL FOR APPLICATIONS Grants Scheme for Tourism Businesses

Call for the selection of third parties II

Version 2.0
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Disclaimer

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GENERAL OPEN CALL INFORMATION	
Project	Sustainable and Resilient Transformation of the Rural Coastal Tourism Industry (COASTOUR)
Funding Source	Single Market Programme (SMP COSME)
Call Budget spread over two Calls	€720.000
Call II Budget	€ 370.596
Maximum Funding Per Project	€9.000
Minimum targeted number of awarded SMEs spread over two Calls	80
Minimum targeted number of awarded SMEs in Call II	41
Funding rate of financial support	100%
Launch Date	18 June 2024
Deadline	28 August 2024, time 17:00 CET
Call Page	https://eu-norddanmark.dk/about-coastour/
Online Application Form	https://eu-norddanmark.dk/about-coastour/
Eligible countries	Denmark, Italy, Portugal, Slovenia, Lithuania
Local Implementing Agencies	<ul style="list-style-type: none"> ➤ North Denmark EU-Office (Denmark) ➤ Dansk Kyst- og Naturturisme (Denmark) ➤ Promos Italia (Italy) ➤ Chamber of Commerce and Industry of Ponta Delgada (Portugal) ➤ University of Primorska (Slovenia) ➤ Klaipeda Chamber of Commerce, Industry and Crafts (Lithuania) ➤ Regional Secretariat for Tourism, Mobility and Infrastructure (Portugal)
Local Call Helpdesks	<ul style="list-style-type: none"> o Denmark: tel. +45 50103852, aka@ndeudk or +45 26431411, abd@kystognaturturisme.dk o Italy: + 39 338 785 1994, monica.luxa@promositalia.camcom.it o Portugal: tel. +351 296 305 000, ebrega@ccipd.pt or +351 916 651 689 , Carolina.AP.Mendonca@azores.gov.pt o Slovenia: +386 5 61 7706177052, urska.zunkovic@fts.upr.si o or +386 31 327 396, emil.juvan@upr.si o Lithuania: +370 46 39 08 60, viktorija.voroneckaite@kcci.lt

1. Background Information

1.1 COASTOUR Project Context

Tourism contributes to on average 11% of the EU's GDP and is one of the sectors mostly affected by the COVID-19 pandemic. Based on data from 2018, 51,7 % of EU tourist accommodation establishments were in coastal and maritime areas, which are especially vulnerable to the effects of climate change, while 32,9 % of them were in rural areas; whereas the outermost regions are characterized by their remoteness, insularity and strong economic and social dependence on the tourism and transport sectors, which makes them even more vulnerable to the effects of the COVID-19 pandemic.

On the other side, coastal rural areas are expected to play a crucial role in providing sustainable, alternative, and flexible solutions for travel and tourism. The COVID-19 pandemic has led to a shift like travelers' demands toward safe, clean, and more sustainable rural tourism experiences.

Accordingly, the COASTOUR project's focus is on the sustainable and resilient transformation of the rural coastal tourism industry. Consortium partners, hereby 2 Destination Management organizations, 1 University, and 4 Business Support organizations represent coastal rural areas in 5 countries: Denmark, Lithuania, Italy, Portugal, and Slovenia.

COASTOUR's overall objectives are:

- Increase in the competitiveness, resilience, and sustainability of European rural¹ coastal² tourism SMEs;
- Transnational capacity building;
- Strengthening of sustainability advisory support ecosystem synergies with already existent European sustainability frameworks and tools;
- Improvement of efficiency and effectiveness of the existing EU sustainability frameworks and schemes

Accordingly, the main aim of the **project** is to develop a sustainability monitoring framework and open access self-assessment tool to monitor the sustainability performance of at least 80 SMEs in the tourism sector across 5 countries, whilst boosting their awareness, development, and capacity within the area of sustainable innovations.

1.2 COASTOUR Project Description

SMEs and hereby also tourism SMEs are the backbone of the European economy and at the center of the focus on sustainable transition. Hereby long-term resilient SME transition requires integration of sustainability considerations into business strategy that is challenging in busy day-to-day operations. Thinking about sustainability can feel overwhelming for many small, rural, coastal tourism businesses that deal with everyday challenges and business survival, especially due to the COVID-19 crisis. However, the pandemic has demonstrated the urgent need for more resilient and sustainable tourism business practices and supply chains.

COASTOUR is a project co-funded by the European Commission under the Single Market Programme (SMP), which aims to develop a sustainability monitoring framework to support a sustainable transition of at least 80 tourism SMEs and monitor their

¹ Tourism SMEs operating in predominantly rural or significantly rural/intermediate regions according to urban-rural typology as an asset to define: https://ec.europa.eu/eurostat/cache/RCI/#?vis=urbanrural.urb_typology&lang=en

² According to the definition of 'coastal zones' employed in the context of the EU's maritime policy, i.e. zones or areas located on the coast or within 50 km from the coast in a straight line.

sustainability performance across 5 countries (Denmark, Portugal, Italy, Slovenia, and Lithuania), whilst boosting their awareness, development, and capacity within the area of sustainable innovations. It will be implemented through Calls I and II. Besides 80 SMEs receiving funding grants through third-party support, the project consortium aims to facilitate the sustainable transition of around 300 rural coastal tourism SMEs. This will be achieved by providing complimentary sustainability advisor services, including workshops and one-on-one assessments with recommendations reports, to drive further sustainability-driven innovation management within the organizations. (For more information check 2.1. - Step 2 Capacity Building – Sustainability advisor services).

The Calls are implemented through the COASTOUR support programme and support the sustainable transition with the following specific objectives:

- Attract and recruit sufficient high-quality tourism SMEs operating predominately in coastal³/predominantly rural/significantly rural/intermediate regions⁴ within the 5 countries of consortium DK, LT, IT, PT, and SI within the following sectors (refer also to Section 3.3.1 on Eligibility):
 - I5510 — Hotels and similar accommodation
 - I5520 — Holiday and other short-stay accommodation
 - I5530 — Camping grounds, recreational vehicle parks, and trailer parks
 - I5610 — Restaurants and mobile food service activities
 - I5630 — Beverage serving activities
 - N7710 – Renting and leasing of motor vehicles
 - R93 – Sports activities and amusement and recreation activities
 - R91 - Libraries, archives, museums, and other cultural activities
 - R90 - Creative, arts and entertainment activities
 - NACE division N79 — Travel agency, tour operator reservation service, and related activities
 - H5010 — Sea and coastal passenger water transport
 - H5030 — Inland passenger water transport
- Provide high-quality individual sustainability advisory services to SMEs. At least 80 SMEs, chosen based on applications received from Calls I and II, will be provided with high-quality individual advisory services that include individual support services, sustainability assessment workshops, sustainability development strategies, partnering and matchmaking with relevant sustainable technology providers. Services will be provided based on the SME needs identified jointly by the SME and their sustainability advisory support expert service provider.
- To fund at least 80 SME grants, through Calls I and II, to tourism SMEs within previously defined NACE sectors. Such Sustainability Expertise Grants entail 100% financing for up to €9,000 and may be spent amongst others on services provided by ecolabelling specialists, sustainability advisors, and tourism support organizations.
- To develop a monitoring and measurement system for tourism SMEs to monitor actual progress SMEs are making towards sustainability.
- Capacity building of consortium organizations, SMEs and external business advisors trained in green transitioning

³ According to the definition of ‘coastal zones’ employed in the context of the EU's maritime policy, i.e. zones or areas located on the coast or within 50 km from the coast in a straight line.

⁴ Tourism SMEs operating in predominantly rural or significantly rural/intermediate regions according to urban-rural typology as an asset to define: https://ec.europa.eu/eurostat/cache/RCI/#?vis=urbanrural.urb_typology&lang=en

across Europe.

- To build, engage, and motivate a community, enabling SMEs to benefit from peer-learning activities from rural and coastal tourism SMEs leading in the green transition.

2. Overview of the COASTOUR Support Steps for Tourism SMEs

2.1 Support Provided

The COASTOUR Call I was launched on 22.12.23, with a deadline of 12.03.24, and financed 41 SMEs in total. This current Call – Call II – offers additional opportunities to tourism SMEs that were not financed under Call I.

The COASTOUR Support Programme is divided into 3 steps:

Step 1: COASTOUR Grants Scheme for Tourism SMEs (Financial Support to Third Parties through an Open Call for proposals)

The first step includes financial support of a maximum €9,000 per awarded tourism SME. This financial support will be provided in the form of grants against the payment of services offered by Sustainability Experts, customized to each awarded SME. The grant will be paid by the COASTOUR consortium directly to the SME, who in turn will pay the service provider himself. Any services exceeding the agreed grant amount (maximum €9,000) will be covered by the SME. It will also be possible for the SME to choose service providers by themselves, or choose from the list of available providers on the project homepage: <https://eu-norrdanmark.dk/about-coastour/>

Service providers chosen by the SMEs will be compared, based on price, technical competence and quality of service, with at least two other similar service providers to ensure the highest possible value-for-money in the grants awarded. The COASTOUR consortium in this regard retains the right to refuse service providers suggested by the SMEs, and to recommend alternatives. To track the progress of the SMEs, all SMEs will also be evaluated by the developed sustainability monitoring tool at the beginning of the implementation period and the end of it.

The customized support services under Phase 2 aim to enhance sustainability strategies and practices related to sustainable tourism for the SMEs involved, providing direct support to at least 80 tourism SMEs selected through Calls I and II. Direct support will be provided to enhance the sustainability, resilience, cooperation, and competitiveness of the SMEs.

The period from receiving a grant under Call II to implementation is 8 months (October 2024 to May 2025).

Step 2: Capacity Building - Sustainability advisor services

SMEs not receiving financial support grants via Call I and II will still be able to benefit from free-of-charge sustainability advisory services such as a one-on-one assessment and/or participation in workshops. Such SMEs will however only be able to consult the certified Enterprise Europe Network sustainability advisors which will be communicated to them by the consortium at a later stage.

SMEs not receiving support grants during the Call I process are eligible to apply again for the financial support grant, as part of this Call.

Step 3: Self-assessment sustainability monitoring tool

SMEs receiving financial support grants will be assessing and measuring their sustainability performance via a sustainability monitoring tool, with support from the COASTOUR consortium. The assessment will measure the sustainability performance of SMEs before the commencement of their sustainability journeys, and again at the end of their journeys, to highlight the changes and improvements made.

3. COASTOUR Grants Scheme for Tourism Businesses (Step 1)

3.1 Available Budget

The total available budget for the grants scheme under Call I and Call II is **€720, 000**. The overall indicative amount available under Call II is **€360,000**, with equal budgets of **€72,000** provisionally allocated to each of the five following countries: Denmark, Portugal, Italy, Slovenia and Lithuania. However, the country budgetary allocations may vary, depending on interest by SMEs, therefore some countries may have a larger budget than others. Reserve list SMEs may also be contacted in the eventuality that there would be residual funds - the grant disbursed may in such a case however differ from the budget requested in the submission of the proposal, depending on available funds.

This second Call is open to all eligible tourism businesses including those SMEs placed on the reserve list of the first Call and rejected applicants. Other tourism businesses that did not previously participate are also encouraged to apply for the grant.

The project aims to have a broad representation of applications across partner countries as well as economic activity sectors of tourism SMEs.

The financial support under this Call is provided in the form of grants. The awarded SMEs must use the grants against the provision of services offered by Sustainability Experts/Service Providers, but part of the grant may also be used to cover the cost of Tools and/or Technology Solutions that contribute towards the better uptake/adoption of sustainable businesses and that are directly relevant to the objectives specified in the Call. These may include the purchase, installment, and use of sustainability impact monitoring IT equipment, such as water consumption meters, smart waste scales, tablets, and other smart communication tools (to be agreed upon with the COASTOUR consortium) to encourage sustainable behavior by guests.

Tools and/or Technology Solutions expenses/costs cannot exceed 20% of each individual grant amount. For the full list of eligible activities and costs and ineligible activities and costs please refer to *Sections 4.1. and 4.2.* below.

The maximum amount of grant per applicant under this Call is set to be **€9,000**. **There is no minimum amount.** Funding amounts to **100%** of eligible expenses up to a maximum of **€9,000**. No co-financing on behalf of the SME is required. However, in case of any extra costs overreaching €9,000, these will need to be financed by the awarded SME.

Funding is awarded as a one-off payment, upon completion of the sustainability journey of each awarded SME **and** after the **successful submission and approval of the final progress monitoring and financial report.**

Country	Total indicative available budget	Call II indicative budget	The total indicative expected number of SMEs benefiting from grants	The total indicative expected number of SMEs benefiting from Call II
Denmark	€144,000	€45,249	12-24	6-12

Portugal	€144,000	€83,632	12-24	6-12
Italy	€144,000	€57,020	12-24	6-12
Slovenia	€144,000	€66,000	12-24	6-12
Lithuania	€144,000	€118,695	12-24	6-12
TOTAL	€720,000	€370,596	60-120	30-60

3.2 Indicative Timetable and Deadlines

Timetable & Deadlines (indicative)	
Call II opening	June 18th 2024
Deadline for submission of applications	August 28th 2024
Evaluation & Notification of results	mid- September 2024
Signature of Grant Agreement with SMEs	end- September 2024
The implementation period of Grant actions	October 2024 – May 2025

3.3 Eligibility

3.3.1 Eligible Applicants

Who can apply for the COASTOUR Open Call for Grants for Tourism Businesses? To be eligible, the applicant must:

- ✓ be a Micro, Small or Medium-sized Enterprise (MSME):

COMPANY CATEGORY	STAFF HEADCOUNT	TURNOVER	BALANCE TOTAL	SHEET
Medium-sized	< 250	≤ € 50 m	≤ € 43 m	
Small	< 50	≤ € 10 m	≤ € 10 m	
Micro	< 10	≤ € 2 m	≤ € 2 m	

- ✓ have a VAT registration number
- ✓ have economic activity within the following tourism sector:
 - I5510 — Hotels and similar accommodation
 - I5520 — Holiday and other short-stay accommodation
 - I5530 — Camping grounds, recreational vehicle parks, and trailer parks
 - I5610 — Restaurants and mobile food service activities
 - I5630 — Beverage serving activities
 - N7710 – Renting and leasing of motor vehicles
 - R93 – Sports activities and amusement and recreation activities
 - R91 - Libraries, archives, museums and other cultural activities
 - R90 - Creative, arts and entertainment activities
 - NACE division N79 — Travel agency, tour operator reservation service, and related activities

- H5010 — Sea and coastal passenger water transport
 - H5030 — Inland passenger water transport
- ✓ be established and operating in at least one of the following eligible countries, with priority given to tourism SMEs operating in coastal zones⁵ and/or predominantly rural or significantly rural/intermediate regions according to urban-rural typology as an asset to define:
https://ec.europa.eu/eurostat/cache/RCI/#?vis=urbanrural.urb_typology&lang=en in:
- Denmark
 - Portugal
 - Italy
 - Slovenia
 - Lithuania

Applications from tourism SMEs operating in predominantly rural or significantly rural/intermediate regions and/or coastal zones¹ will be prioritized compared to the applications from SMEs operating in predominantly urban regions and areas located more than 50 km from the coast in a straight line. If 2 applications receive the same score and only 1 of them could receive the grant, an application from a tourism SME operating in coastal zones and/or predominantly rural or significantly rural/intermediate regions will receive the grant. However, applications from tourism SMEs located in areas more than 50 km from the coast in a straight line and operating in predominantly urban regions are still eligible to apply.

Applications from tourism SMEs established and operating in Denmark, Italy, and Slovenia having economic activity within the following sectors:

- N7710 — Renting and leasing of motor vehicles
- H5010 — Sea and coastal passenger water transport
- H5030 — Inland passenger water transport

will be prioritized compared to the other eligible applications. If 2 applications receive the same score and only 1 of them could receive the grant, an application from a tourism SME having economic activity within the above-mentioned sectors will receive the grant. However, applications from tourism SMEs having economic activity within following sectors are still eligible to apply:

- I5510 — Hotels and similar accommodation
- I5520 — Holiday and other short-stay accommodation
- I5530 — Camping grounds, recreational vehicle parks, and trailer parks
- I5610 — Restaurants and mobile food service activities
- I5630 — Beverage serving activities
- N7710 — Renting and leasing of motor vehicles
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¹ According to the definition of ‘coastal zones’ employed in the context of the EU's maritime policy, i.e. zones or areas located on the coast or within 50 km from the coast in a straight line.

3.3.2 Exclusion Criteria

Applicants who are subject to an EU exclusion decision or in one of the following exclusion situations that bar them from receiving EU funding can NOT participate:

- bankruptcy, winding up, affairs administered by the courts, arrangement with creditors, suspended business activities or other similar procedures (including procedures for persons with unlimited liability for the applicant's debts)
- in breach of social security or tax obligations (including if done by persons with unlimited liability for the applicant's debts)
- guilty of grave professional misconduct (including if done by persons having powers of representation, decision-making or control, beneficial owners, or persons who are essential for the award/implementation of the grant)
- committed fraud, corruption, links to a criminal organization, money laundering, terrorism-related crimes (including terrorism financing), child labor, or human trafficking (including if done by persons having powers of representation, decision-making or control, beneficial owners or persons who are essential for the award/implementation of the grant)
- shown significant deficiencies in complying with main obligations under an EU procurement contract, grant agreement, prize, expert contract, or similar (including if done by persons having powers of representation, decision-making or control, beneficial owners, or persons who are essential for the award/implementation of the grant)
- guilty of irregularities within the meaning of Article 1(2) of Regulation No 2988/95 (including if done by persons having powers of representation, decision-making or control, beneficial owners, or persons who are essential for the award/implementation of the grant)
- created under a different jurisdiction with the intent to circumvent fiscal, social, or other legal obligations in the country of origin or created another entity with this purpose (including if done by persons having powers of representation, decision-making or control, beneficial owners or persons who are essential for the award/implementation of the grant).

4. Call for Financial Support Grants

LANGUAGE: Applications must be submitted in the original national language of eligible countries (Denmark, Italy, Portugal, Slovenia, Lithuania) or English. Applications submitted in any other language will be deemed ineligible and will not be evaluated.

MULTIPLE SUBMISSIONS: An applicant may NOT submit more than one application under this Call.

OPENING DATE OF CALL: Tuesday 18th of June 2024.

CLOSING DATE FOR APPLICATIONS

Applications must be submitted before the Call deadline 28th of August 2024, 17:00 CET.

Once the application is submitted, an automated confirmation email is sent within the next half-hour, after a recipient responds to the survey. If you do not receive this confirmation email, please get in touch with the COASTOURS Call Helpdesk of your country.

LOCAL HELPDESKS:

- o Denmark: tel. +45 50103852, aka@ndeudk or +45 26431411, abd@kystognaturturisme.dk
- o Italy: + 39 338 785 1994, monica.luxa@promositalia.camcom.it
- o Portugal: tel. +351 296 305 000, ebraga@ccipd.pt or +351 916 651 689, Carolina.AP.Mendonca@azores.gov.pt
- o Slovenia: +386 5 61 7706177052, urska.zunkovic@fts.upr.si or +386 31 327 396, emil.juvan@upr.si
- o Lithuania: +370 46 39 08 60, viktorija.voroneckaite@kcci.lt

4.1 Eligible Activities and Costs for Financial Grant Support

Only activities that have been confirmed based on the application and implemented after the information letter on the grant and within the agreed implementation period are eligible. These activities include:

- ❖ Preparation and audit fees for sustainability certification schemes (such as EU Ecolabel, EMAS, etc)

- ❖ External expert training and capacity building of tourism SMEs on a broad range of topics within the green and digital transition, such as energy efficiency, resources consumption, circular solutions, waste management, water management, eco-design, green procurement, mobility and transport, and social innovation;
- ❖ Costs of travel expenses to tourism-relevant brokerage/matchmaking/pitching/investor events focusing on sustainable and digital tourism solutions and technology providers addressing organizational challenges identified;
- ❖ External expert support for the preparation process of patent applications, feasibility studies, prototyping, pilot testing, demonstrations and pitch preparation support, FTA documents, and IT systems;
- ❖ Purchase, installment, and use of sustainability impact monitoring IT equipment, such as water consumption meters, smart waste scales, tablets, and other smart communication tools to encourage guests to sustainable behavior (limit of maximum 20% of total grant amount).

Eligible costs are only those necessary for the realization of previously stated eligible activities and supported by proof of evidence as follows:

- ❖ Costs for services provided by Sustainability Experts / Consultants (proof of evidence in the form of invoices, receipts, bank transfer of payment, report on activities and measures carried out, studies/strategies developed, deliverables proving activities were carried out);
- ❖ Costs for preparation and audit fees for sustainability certification with a third-party audited certification body (valid within the co-financing period, proof of evidence in the form of invoices, receipts, bank transfer of payment, copy of Certificate issued by Certification body, document proving application to acquire certification within the co-financing period, deliverables proving activities were carried out);
- ❖ Costs for acquiring tools and/or software/technology solutions (proof of evidence in the form of photos, invoices, receipts, bank transfer payments, deliverables proving activities were carried out, maximum limit of 20% of total grant amount);
- ❖ Costs for participation in training and capacity-building activities related to improvement of sustainability performance, including costs for travel, accommodation, and/or participation fees (Agendas, boarding passes, accommodation invoice & receipt, invoices & receipts from training provider, bank transfer payments, copy of Certificate of attendance issued by training provider) deliverables proving activities were carried out);

NOTE: applicants can apply for more than one of the above-listed activities, and a mix of activities is encouraged. Any costs above €9,000 will however need to be met by the applicant, since the grant amount cannot exceed €9,000.

4.2 Ineligible Activities and Costs for Financial Grant Support

The COASTOUR sustainability voucher Grants cannot be used for:

- Marketing or branding of products/services (including websites, e-commerce, mobile applications);
- Market research;
- Daily operational activities/ operational business consulting services, accounting or legal services;
- For external services, IT tools are not related to the improvement of the sustainability performance of a SME, nor included in the recommendations derived from sustainability assessments, sustainability certification schemes, and strategies;
- Actions already completed or implemented before the agreed timeline of the COASTOUR sustainability voucher grant.
- Actions financed by other EU programs (double funding is strictly forbidden).

The following costs are not eligible:

- ❖ Debt and debt service charges (interest);
- ❖ Provisions for losses or potential future liabilities;

- ❖ Duties, taxes, and charges, including VAT. VAT is eligible only in the case it is non-deductible by the SME (in which case supporting evidence is required);
- ❖ Loans to third parties;
- ❖ Fines, penalties, and expenses of litigation;
- ❖ Contributions in kind;
- ❖ Payments made in cash and/or cheque.

The grant under this Call does not constitute “State Aid” and as such is not to be taken into account for the de minimis calculation.

5. Evaluation and Award Procedure

The evaluation procedure is carried out after the Call deadline of **28th of August 2024 17.00 CET**.

The coordinator reviews applications and categorizes them based on the countries they represent. Subsequently, the coordinator forwards the applications to the respective local COASTOUR country representatives. Each country's representative is responsible for reviewing applications from their own country and assessing eligibility concerning the exclusion criteria:

- ❖ If the application deadline has been met;
- ❖ SME definition eligibility;
- ❖ If the application form is duly and fully completed;
- ❖ If the applicant is established/operates in the eligible countries;
- ❖ If the applicant SME is established/operates in the identified tourism sector (NACE Codes);
- ❖ If the following documents have been submitted;
- ❖ Application Form (online form accessible on the project homepage: <https://eu-norddanmark.dk/about-coastour/>), see Annex I;
- ❖ Budget Form (submitted in PDF format and accessible on the project homepage: <https://eu-norddanmark.dk/about-coastour/>), see Annex II;
- ❖ Signed declaration of Legal Representative of the SME. (submitted in PDF format and accessible on the project homepage: <https://eu-norddanmark.dk/about-coastour/>), see Annex III.

Each COASTOUR partner organization appoints at least 2 members for the COASTOUR quality evaluation committee to evaluate applications received from tourism SMEs on the national level.

Evaluators are independent of any applicant. They sign a ‘Declaration of Confidentiality and Freedom from Conflict of Interest’ form.

The committee ranks each application on a 1-5 scale within 5 defined criteria:

- ❖ Objectives and motivation of the SME;
- ❖ Short and long-term benefits to the company/EU green/digital transition pathway by implementing activities defined by the sustainability vouchers grant and compatibility with the budget;
- ❖ Impact on local/regional community;
- ❖ Long-term impact and sustainability of results achieved with sustainability voucher grants after the implementation period;
- ❖ Sustainability Vouchers Implementation Commitment.

5.1 Scale of Evaluation:

- ❖ **0 – None** The information requested is missing, incomplete, or considered irrelevant or inadequate.
- ❖ **1 – Poor** The information provided lacks relevant quality and contains significant weaknesses.
- ❖ **2 – Fair** While the overall information provided broadly addresses the criterion, there are significant weaknesses.
- ❖ **3 – Good** The proposal addresses the criterion well, although improvements would be necessary
- ❖ **4 – Very good** The proposal addresses the criterion very well, although certain improvements are still possible
- ❖ **5 - Excellent** The information provided is clear, coherent and successfully addresses all relevant aspects of the criterion in question

The minimum score to be eligible for funding is at least 3 in each category (minimum threshold - 15 points).

Maximum score – 25 points.

Using the overall scores of each application, the evaluators generate the ranked list of their country and finally select the highest-scored applications in a top-down approach.

If 2 applications reach the same score and only 1 can be funded, in the case of both applications from the same country - priority will be given to the one with the highest score in Impact for the local society, and if equal the one with the highest score in long-term impact and sustainability of results achieved with sustainability voucher grants after the implementation period. If applications are from 2 different countries – the less represented country in the call round will have priority.

Up to 15 applications over the threshold (ideally 3 from each country) will be placed in the reserve list, in the case that some applicants withdraw from the grant before the signature of the contract or resign accordingly.

SMEs that will not obtain funding neither via Call I and Call II, will still be invited to receive certain free sustainability advisory services that could possibly include a one-on-one sustainability assessment session leading to an individual sustainability assessment report and a strategic document concerning alternative funding sources.

5.2 Exclusion Causes

Causes that could lead to the exclusion of awarded SMEs:

- ❖ Withdrawal from the selection process. In the case an awarded SME decides to withdraw at any point in time, the SME legal representative must notify in writing the local Implementing organization of the Call.
- ❖ Delay in signing and sending back to the local Implementing Organization the 'Successful Applicants Agreement'. Following the evaluation of the applications e-mails will be sent to successful and unsuccessful applicants. Successful applicants will receive a 'Successful Applicants Agreement' which they must sign within a maximum of 14 calendar days. If these are not signed by the specified date, pre-approval is canceled, and the Evaluation Committee reserves the right to transfer the grant to the next eligible SMEs included in the reserve list.

The Evaluation Committee also reserves the right to ask for additional information or supporting documentation in the situation of doubts about eligibility criteria or wanting to check the information provided in the application. Failure to provide required supporting documentation or information may result in disqualification.

5.3 Notification of Results

Applicants will receive a notification letter Results of the Call with their application score received by **mid- September 2024**.

5.4 Promoting the Action – Visibility of EU Funding

Selected SMEs must promote the COASTOUR project and its results by undertaking the following activities:

- hanging up the poster on receiving financial support from EU funds on the company premises (design & layout provided by the project coordinator);
- publication on the SME website or social media page on receiving financial support from EU funds, if available;
- publication of at least one social media post on the received financial support. If the SME does not have a website and/or social media account, then publication of at least one press release on the received financial support.

5.5 Keeping Records and Supporting Documents

Beneficiaries must — for at least 5 years after final payment from the EISMEA to the COASTOUR Consortium — keep records and other supporting documents to prove the proper implementation of the action.

5.6 Absence of Conflict of Interest

Applicants shall not have any actual or/ potential conflict of interest with the COASTOUR selection process and during the project implementation. Any attempt by an applicant to obtain confidential information, enter into unlawful agreements with competitors, or influence the evaluation committees during the process of examining, clarifying, evaluating, and comparing applications will lead to the rejection of its application and may result in administrative penalties. **COASTOUR Implementing Organizations, their external experts, and their employees cannot become a recipient of support via this Open Call. The financial support cannot be provided through services offered by the consortium directly.**

5.7 Data Protection and Confidentiality

To process and evaluate applications, COASTOUR Implementing Organizations will need to collect the Personal and Organization Data of the SMEs. Each local Implementing Agency will act as a Data Controller for data submitted through the Application forms for these purposes. Data is managed in compliance with the General Data Protection Regulation (EU) 2016/679 (GDPR). Each applicant will accept the Privacy policy terms to ensure coverage of GDPR provisions.

During the implementation of the COASTOUR Support Programme and for five years after the end of the program, the parties must keep confidential any data, documents, or other material (in any form) that is identified as confidential at the Service Agreement signing time ('confidential information').

Applicants shall disclose confidential information in their sole discretion if the applicants consider it necessary or desirable for assessing the application.

If the information has been identified as confidential during the financial support program execution, the COASTOUR Implementing Agencies will strictly apply confidentiality rules and will not use such information for any purpose other than to meet the requirements and objectives of this Call.

As a requirement of the funding organization, the names of participating SMEs will be published on the COASTOUR Call Page - <https://eu-norrdanmark.dk/about-coastour/>.

Information/data will also be shared with the grant awarding body (European Innovation Council and SMEs Executive Agency (EISMEA)), who may also publish general information accordingly.

6. Application and instructions:

1. Fill in and submit your application online, below. No other means of application are permitted. The application form will be submitted online with the following required supporting documents as attachments (PDF Format) (Annex I);
2. Budget Form (Annex II);
3. Declaration of Legal Representative of the tourism SME (Annex III) signed and dated by Legal Representative.

7. List of Annexes

7.1 ANNEXES TO BE COMPLETED AND SUBMITTED

ANNEX I: Application Form template (to be filled in and submitted ONLINE via project homepage: <https://eu-norrdanmark.dk/about-coastour/>)

ANNEX II: Budget Form (to be filled in and uploaded in the Application form via the project homepage: <https://eu-norrdanmark.dk/about-coastour/>)

ANNEX III: Declaration of Legal Representative of tourism SME (to be signed, scanned, and uploaded in the Application form via project homepage: <https://eu-norrdanmark.dk/about-coastour/>)

7.2 ANNEXES FOR INFORMATION PURPOSES

ANNEX IV: Assessment and Reporting Template for SMEs & Evaluation Committee

ANNEX V: COASTOUR Grant Agreement model between tourism SME & COASTOUR Implementing Local Agency (to be signed after the successful evaluation process).

Annex I



COASTOUR application form II

INFORMATION ABOUT THE APPLICANT

The information in this questionnaire will be shared with the members of the Evaluation Committee only for assessing the application.

* 1. Name of the Micro or Small and Medium Enterprise:

* 2. Number of full-time employees in 2022 (2023 if established in 2023):

Single choice question:

☐ Self-employed

☐ 2 – 10

☐ 11 – 49

☐ 50 – 99

☐ 100 – 250

☐ 251+

* 3. Annual turnover in 2022 in EUR (2023 expectations if established in 2023):

Single choice question:

- ☐ < 100.000
- ☐ 100,000 – 500,000
- ☐ 500,000 – 1,000,000
- ☐ 1,000,000 – 10,000,000
- ☐ 10,000,000 – 50,000,000
- ☐ 50,000,000 <

* 4. Company website and/or SoMe channel (If not available please write N/A):

* 5. VAT number and Legal Registration number (if not the same):

* 6. Address of the registered legal office:

Street address	<input type="text"/>
Street address line 2	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Zip code	<input type="text"/>

* 7. Country (tick off the box):

☐ Denmark

☐ Portugal

☐ Italy

☐ Slovenia

☐ Lithuania

* 8. Telephone number:

Country code

Phone number

* 9. E-mail:

Email address

* 10. Email contact regarding this application form:

* 11. Select sector(s) of activity (multiple choice option possible):

- ☐ I5510 — Hotels and similar accommodation
- ☐ I5520 — Holiday and other short-stay accommodation
- ☐ I5530 — Camping grounds, recreational vehicle parks and trailer parks
- ☐ I5610 — Restaurants and mobile food service activities
- ☐ I5630 — Beverage serving activities
- ☐ N7710 – Renting and leasing of motor vehicles
- ☐ R93 – Sports activities and amusement and recreation activities
- ☐ R91 - Libraries, archives, museums and other cultural activities
- ☐ R90 - Creative, arts and entertainment activities
- ☐ NACE division N79 — Travel agency, tour operator reservation service and related activities
- ☐ H5010 — Sea and coastal passenger water transport
- ☐ H5030 — Inland passenger water transport

* 12. In which region and area is your company operating?

Please refer to Urban-rural typology and coastal zones' definition employed in the context of the EU's maritime policy, i.e. zones or areas located on the coast or within 50 km from the coast in a straight line, as an asset to define.

https://ec.europa.eu/eurostat/cache/RCI/#?vis=urbanrural.urb_typology&lang=en

- ☐ Predominantly rural regions:
- ☐ Significantly rural regions / intermediate:
- ☐ Predominantly urban regions:
- ☐ Coastal zone
- ☐ Area located more than 50 km from the coast in a straight line

* 13. Provide contact information for the legal representative of the company:

First name	<input type="text"/>
Last name	<input type="text"/>

* 14. Position

* 15. Phone number

Country code	<input type="text" value="▼"/>
Phone number	<input type="text" value="+1"/>

* 16. E-mail

Email address	<input type="text"/>
---------------	----------------------

* 17. Contact person

First name	<input type="text"/>
Last name	<input type="text"/>

* 18. Position

* 19. Phone number

Country code	<input type="text" value="▼"/>
Phone number	<input type="text" value="+1"/>

* 20. E-mail

Email address	<input type="text"/>
---------------	----------------------

* 21. Brief presentation of the tourism SME (economic activity in tourism, mission and vision, main goals for the future and identification of existent challenges of the business):

Max 2000 characters with spaces

* 22. Objectives and motivation in applying for the COASTOUR sustainability vouchers: (evaluation criteria 1)

Multiple choice question:

- ☐ I want to develop sustainability strategy/ sustainable business model/ sustainable products/ sustainable services;
- ☐ I want to apply for eco-label/ sustainability certification or similar;
- ☐ I have capacity building needs for expert advice/support/trainings for employees on energy efficiency, resources consumption, circular solutions, waste management, ecodesign, green procurement, mobility and transport, social innovation;
- ☐ I want to attend tourism brokerage event/trade fair/investor event/matchmaking event/ pitching event focusing on sustainable and digital tourism solutions and technology providers;
- ☐ I need expert advice to support preparation and application process of patent applications, feasibility studies, prototyping, pilot testing, demonstrations and pitch preparation support, FTA documents, purchase and instalment of sustainability impact monitoring IT-systems or implementation of sustainable technology solutions.

* 23. Explain your choice:

Max 2000 characters with spaces

* 24. Have you applied, or received funding, under another EU program related to the sustainability performance of your business?

You can not receive funding from this call for activities already funded by other EU programme.

☐ Yes

☐ No

25. If yes, please describe in details:

* 26. Please select the services/activities you want to be funded through the COASTOUR sustainability vouchers (you may select more than one of the below-listed activities. If the cost of the action exceeds €9,000, then any extra costs will be co-financed by you, while the grant amount cannot exceed €9,000)

- ☐ Preparation, application and audit fees for sustainability certification schemes (such as EU Ecolabel, EMAS, etc)
- ☐ External expert trainings and capacity building of tourism SME on broad range of topics within green and digital transition, such as energy efficiency, resources consumption, circular solutions, waste management, water management, eco-design, green procurement, mobility and transport, social innovation;
- ☐ Costs of travel expenses to tourism relevant brokerage/matchmaking/pitching/investor events focusing on sustainable and digital tourism solutions and technology providers addressing organisational challenges identified;
- ☐ External expert support for preparation and application process of patent applications, feasibility studies, prototyping, pilot testing, demonstrations and pitch preparation support, FTA documents, IT-systems.
- ☐ Purchase, instalment and use of sustainability impact monitoring IT equipment, such as water consumption meters, smart waste scales, tablets and other smart communication tools to encourage guests for sustainable behaviour

* 27. Please explain activities selected and how the activities/services you selected will help your business accomplish the overall objectives of your company? Ensure compatibility with your budget and describe benefits expected in the result of implementation. (evaluation criteria 2).

Max 2000 characters with spaces

* 28. What positive long-term impact do you expect as a result of the implementation of these initiatives to have on the local community? (evaluation criteria 3)

Multiple choice question:

- ☐ More sustainable tourism offers for local community
- ☐ Capacity building within sustainable practices locally
- ☐ Mutual sustainability activities/campaigns with local community
- ☐ Economic Growth: Sustainable tourism can stimulate the local economy by creating job opportunities, supporting local businesses, and attracting sustainable investment
- ☐ Cultural Preservation, leading to a stronger sense of identity among community members
- ☐ Preservation of natural resources, ecosystems, and biodiversity in the area, through sustainable tourism behavior
- ☐ Community engagement and empowerment, ensuring that local residents actively participate in and benefit from tourism-related activities
- ☐ Education, skill development, and training for local residents
- ☐ Positive relationships and interactions between locals and visitors, promoting mutual understanding and cultural exchange
- ☐ Sense of pride and community spirit among residents, as they witness the positive impacts of responsible tourism on their surroundings, contributing to quality of life
- ☐ Other (please specify)

* 29. How do you intend to sustain the results and impact of the services funded after the grant? (evaluation criteria 4)

Multiple choice question:

- ☐ I will apply for/renew sustainability certifications
- ☐ I will undertake activities to protect the environment
- ☐ I will improve the sustainability capacity of my staff and volunteers
- ☐ I will continue measuring the CO2 footprint of my company
- ☐ I will engage and encourage key stakeholders, subcontractors, and/or clients toward more sustainable behavior
- ☐ I will collaborate with the local community on mutual sustainable activities
- ☐ Other (please specify)

* 30. Are you open to sharing non-confidential parts of your sustainability practices and progress achieved through COASTOUR sustainability voucher with other tourism businesses and stakeholders to inspire industry-wide change?:

- ☐ Yes
- ☐ No

* 31. Sustainability Vouchers Implementation Commitment. By checking the boxes below, I confirm that my tourism business is committed to fully undergo all steps of the funded services, provide necessary documentation, and demonstrate a commitment to sustainability – (please tick off as many as applicable (evaluation criteria 5).

- ☐ We are committed to implementing sustainable practices and initiatives in our business operations;
- ☐ We understand and are dedicated to involve needed human resources for implementation of the funded services, involving a comprehensive assessment of our current practices and identification of areas for improvement, at least before and after the implementation of the funded services;
- ☐ We understand that we will collaborate with experts and consultants provided through the funded services to develop a tailored sustainability plan and build our organisational capacity;
- ☐ We will register, use and provide feedback on the COASTOUR self-assessment sustainability tool;
- ☐ We are committed in implementing the recommendations and actions outlined in the sustainability plan developed through the funded services;
- ☐ We will provide progress updates, reports and financial report as required by the funding organisation (local implementing agency) to track the implementation and impact of the sustainability initiatives.

32. Is there any other relevant information you would like to share with us to support your application, such as previous experience or initiatives related to sustainable practices in the tourism industry? If relevant, please list previous participation in sustainability seminars/trainings, capacity building workshops, steps taken or past attempts to acquire environmental management/sustainability certification, etc.

Max 2000 characters with spaces

* 33. Please upload in PDF Format: Budget Form (Annex II)

Maximum file size is 16 MB.

Choose File

Choose File

No file chosen

* 34. Please upload in PDF Format: Copy of official Company Registration Certificate, or other suitable official document proving the operation of an enterprise. This certification can be submitted in original national language of one of the eligible countries (Denmark, Italy, Slovenia, Portugal, Lithuania), if not available in English.

Maximum file size is 16 MB.

Choose File

Choose File

No file chosen

* 35. Please upload in PDF Format: The signed and dated "Declaration of Legal Representative" (Annex III)

Maximum file size is 16 MB.

Choose File

Choose File

No file chosen

By submitting this application form, I acknowledge that all information provided in this application is accurate, complete, and true to the best of my knowledge. I also confirm my commitment to fully undergo all steps of the funding services and demonstrate a commitment to sustainability.

Once the application is submitted and within 5 working days, applicants will receive a confirmation e-mail message (with date and time of application submission). If you do not receive this information e-mail, please get in touch with the COASTOUR National Helpdesk of your country.

To process and evaluate applications, COASTOUR Implementing Agencies will need to collect Personal and Organisation Data of the SMEs. Each local Implementing Agency will act as Data Controller for data submitted through the Application forms for these purposes. Data is managed in compliance with the General Data Protection Regulation (EU) 2016/679 (GDPR). Each applicant accepts the Privacy policy terms to ensure coverage of GDPR provisions. As a requirement of the funding organization the names of participating SMEs will be published on the COASTOUR Call Page (<https://eu-norrdanmark.dk/about-coastour/>) Information/data will also be shared with the grant awarding body (European Innovation Council and SMEs Executive Agency (EISMEA)), who may also publish general information accordingly.

Annex II



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SELECTED SERVICE/ACTIVITY	SPECIFICATION OF THE DELIVERABLE (reffer to eligible activities in the guidelines)	Start of the implementation (dd/mm/yyyy)	End of the implementation (dd/mm/yyyy)	Price in EUR
Total cost of action				€ -
Total amount of requested grant *				

*Costs will be refunded at 100% but any costs above €9000 will need to be met by the applicant, since the grant amount cannot exceed €9000

Annex III

Declaration of Honor

On behalf of (company name and VAT number), located in (official company address), represented for the purposes of signing and submitting the application for the financial support, carried out by the COASTOUR project, and the Declaration of Honor by (name of legal representative and position in the company).

By signing this document, I declare that:

1. I have the legal authorisation of the above-mentioned company for submitting this application.
2. The legal status of the above-mentioned company is defined as micro or small and medium-sized

enterprise according to the Commissions definition of small and medium-sized enterprises. SME has fewer than 250 employees and annual turnover below €50 million or balance sheet below €43 million.

3. The above-mentioned company is not in any of the following situations:

- a. it is bankrupt or being liquidation, is having its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, is the subject of proceedings concerning those matters, or is in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b. it or persons having powers of representation, decision making or control over it have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- c. it has been guilty of grave professional misconduct proven by any means which the contracting authority can justify including by decisions of the European Investment Bank and international organisations;
- d. it is not in compliance with its obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which it is established or with those of the country of the contracting authority or those of the country where the contract is to be performed, to be proved by the deliverance of official documents issued by the local authorities, according to the local applicable rules;
- e. it or persons having powers of representation, decision making or control over it have been the subject of a judgment which has the force of res judicata for fraud, corruption, *involvement* in a criminal organisation or any other illegal activity, where such illegal activity is detrimental to the Union's financial interests;
- f. it is subject to an administrative penalty for being guilty of misrepresenting the

information required by the contracting authority as a condition of participation in a grant award procedure or another procurement procedure or failing to supply this information or having been declared to be in serious breach of its obligations under contracts or grants covered by the Union's budget.

4. The natural persons with power of representation, decision-making or control over the above-mentioned SME are not in the situations referred to in a) to f) above.

5. The above-mentioned company falls into at least one of the categories of tourism SMEs (NACE):

I5510 — Hotels and similar accommodation

I5520 — Holiday and other short-stay accommodation

I5530 — Camping grounds, recreational vehicle parks and trailer parks

I5610 — Restaurants and mobile food service activities

I5630 — Beverage serving activities

N7710 – Renting and leasing of motor vehicles

R93 – Sports activities and amusement and recreation activities

R91 - Libraries, archives, museums and other cultural activities

R90 - Creative, arts and entertainment activities

NACE division N79 — Travel agency, tour operator reservation service and related activities

H5010 — Sea and coastal passenger water transport

H5030 — Inland passenger water transport

6. The above-mentioned company is established and operates in at least one of the following countries:

- Denmark
- Portugal
- Slovenia
- Italy
- Lithuania

7. The above-mentioned company has not made false declarations in supplying the information required by the Call for proposals as a condition of participation or does not fail to supply this information. All provided information from the above-mentioned company stated in the application form is correct and complete.
8. The above-mentioned company has the necessary resources as and when needed to carry out its involvement in the proposed and submitted project.
9. The above-mentioned company agrees on sharing the provided information necessary to implement the proposal with the Evaluation Committee and European Commission COASTOUR sustainability voucher grant scheme.
10. There is no conflict of interest from the above-mentioned company linked to this Open Call.
11. Project costs that exceed the maximum amount of financial support will be covered by the above-mentioned company.
12. The above-mentioned company will fulfill the following publicity requirements:
 - a. hanging up the poster on receiving financial support from EU funds in the company premises (design & layout provided by the project coordinator);
 - b. publication on the SME website or social media page on receiving financial support from EU funds, if available;
 - c. publication of at least one social media post on the received financial support. In the event that the SME does not have a website and/or social media account, then publication of at least one press release on the received financial support.
13. The above-mentioned company will submit progress and financial report during the duration of the financed project on the implemented activities and results in the agreed time and format.
14. The above-mentioned company is obliged to keep all documents for external audit purposes for 5 years, both in paper and electronic version, in case of such an audit.
15. To the best of my knowledge the services/activities for which the above-mentioned company applies for funding under the COASTOUR Open Call for Grants have not benefitted from any other EU grant for the same activities as defined in their application for COASTOUR grant, as double funding is strictly forbidden.
16. I understand that to process and evaluate applications, COASTOUR Implementing Agencies will need to collect Personal and Organisation Data of above-mentioned company. Each local Implementing Agency will act as Data Controller for data submitted through the Application forms for these purposes. Data is managed in compliance with the General Data Protection Regulation (EU) 2016/679 (GDPR). I accept the Privacy policy terms to ensure coverage of GDPR provisions. As a requirement of the funding organization, the name of above-mentioned company will be



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published on the COASTOUR Call Page. Information/data will also be shared with the grant awarding body (European Innovation Council and SMEs Executive Agency (EISMEA), who may also publish general information accordingly.

[Signature]

[Name & Surname of Legal Representative]

[Company stamp if available]

Done at (city), ... date

Annex IV

**COASTOUR**Co-funded by the
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Assesment sheet							
Call for proposals							
Name of SME							
Number of Employees							
Annual turnover							
Country							
Application template used							
Registration certificate attached							
Budget template attached							
Declaration of Honour signed and attached							
NACE code chosen							
Coastal							
Rural							
Criteria	Score .../25						
Objectives and Motivation	... /5						
Selected activities and SME benefits	.../5						
Impact on local/regional community	.../5						
Long-term impact and sustainability of results	.../5						
Commitment	.../5						
Total							
Comments fo applicant - summary							
Assesment							
Objectives and Motivation							Score
Selected activities and SME benefits							
Impact on local/regional community							
Long-term impact and sustainability of results							
Commitment							

Annex V

Grant Agreement in the framework of the Project 101085863 – COASTOUR

Open Call for Applications Grants Scheme for Tourism Businesses hereinafter referred as the “Agreement” between [NAME OF THE COASTOUR PARTNER] with registered office [ADDRESS], Company registration number [...], legally represented by [...], hereafter referred as the “Contractor”.

AND

[NAME OF THE BENEFICIARY] with registered office [ADDRESS], Company registration number [...], legally represented by [...], hereafter referred as the “Beneficiary”.

Whereas the Beneficiary has been selected through the Open Call for Grants published by the COASTOUR Project, Grant Agreement number: 101085863 (hereinafter referred as the “the Project”) to receive financial support, The Contractor and the Beneficiary have agreed to the following conditions:

Article 1 - Aim and purpose of the financial support

1.1. COASTOUR is a project co-funded by the European Commission under the Single Market Programme (SMP), which aims at building a more resilient, innovative, and sustainable tourism ecosystem by supporting at least 80 tourism SMEs operating in Denmark, Italy, Portugal, Lithuania and Slovenia by monitoring the sustainability performance, whilst boosting their awareness, development and capacity in the area of sustainable innovations.

1.2. The financial support will be offered in the form of a grant, which the Beneficiary can use to purchase services/activities as specified below.

[.....]

1.3. The Application Form and its Annexes submitted by the beneficiary and approved by the COASTOUR Evaluation Committee is an inseparable part of this Agreement and are binding for the Beneficiary.

Article 2 - Use of the Grant (financial support)

2.1. Financial support can be used solely for the following activities which are part of the submitted by the Beneficiary Application Form:

[.....]

2.2 If the Beneficiary participates in another scheme (co)funded by EU funding, the services/activities acquired must differ, as double funding of the same activities is strictly forbidden.

Article 3 - Amount of the Grant (financial support)

3.1. The maximum amount of the Grant (financial support) is [.....] € (exact amount as per the approved Application Form).

3.2. This amount is deemed to support the beneficiary in the execution of the Application as mentioned in the Article 2 of this Agreement.

Article 4 – Duration of the Agreement

4.1. The Agreement shall enter into force on the date of its signature.

4.2. The implementation period of the activities starts on the day following the date the Agreement enters into force. The activities shall be implemented within the framework of the COASTOUR project, but no later than 30/05/2025.

4.3. The implementation period of the activities is ... (...) months (according to the approved Application Form).

Article 5 – Reporting and Eligible Costs

5.1. The Beneficiary will be requested to submit the deliverable(s) according to the Application Form approved under the COASTOUR Open Call.

5.2. The Beneficiary shall submit the deliverable(s) within one month after their completion, with 30/06/2025 being the very latest.

5.3. The implementation of the funded services/activities under the COASTOUR Grant:

- begins after the Beneficiary signs the COASTOUR Agreement;
- requires registration in the COASTOUR monitoring tool at the beginning of the implementation period and a follow-up assessment at the end of the implementation period;
- must end by 30/06/2025 being the very latest.

5.4. Eligible costs included in the “Application Form” will be reported as follows:

- Documentation that the company complies with the bid-of-three requirement and has conducted market dialogue to ensure the best value-for-money in their choice of the supplier/provider of service and/or equipment.
- Costs of third parties’ providers/suppliers, with submission of deliverable(s) as defined within COASTOUR Application Form and Call Guide as proof of evidence (payments made in cash and/or cheques are ineligible)
- Travel and accommodation costs, with submission of deliverable(s) as defined within COASTOUR Application Form and Call Guide as proof of evidence (payments made in cash and/or cheques are ineligible).

Article 6 – Payment arrangements

6.1. The Beneficiary will pay to the sustainability expert/service provider upon successful completion of the services/activities agreed, or as otherwise agreed between them.

6.2. The Beneficiary will submit the final progress monitoring and financial report, and after approval by the Contractor, the Contractor will then deposit the approved Grant amount in the bank account of the Beneficiary.

Article 7– Rights and obligations of the Beneficiary

7.1. The Beneficiary guarantees that it has complied with all legal requirements and that all necessary approvals for the correct implementation of the action plan have been obtained;

7.2. The Beneficiary must observe the Call Guide, the approved Application form, and its Annexes.

7.3. The Beneficiary must not receive or have received money from other EU-sources (co)funded for the same action (“double funding”).

Article 8 – Rights and obligations of the Contractor

8.1. The Contractor has the obligation to support the Beneficiary by providing necessary information and clarifications for the implementation of the activities.

8.2. The Contractor has the obligation to reply to any written solicitation from the Beneficiary, within ten (10) working days from the date of receiving the request.

8.3. The Contractor has the obligation to inform the Beneficiary regarding conclusions and recommendations, made by the European Commission and/or EISMEA, which may affect the implementation of the present Agreement.

8.4. The Contractor has the right to request at any time during the implementation of this Agreement information about the progress of the activities and the planned deliverable/s.

8.5. The Contractor has the right to apply financial corrections in case the Beneficiary fails to comply with the respective European and/or national rules, the Call Guide, as well as with the approved Application form.

Article 9 – Checks and Audits

9.1. At any moment of implementation of the activities and up to five years later after final payment from the EISMEA to the Consortium, the Contractor and/or the COASTOUR Consortium has the right to carry out checks, reviews, and audits, to ascertain:

- the proper use of funds concerning the eligible activities;
- compliance with the obligations laid down in the Call Announcement;
- the truthfulness of the declarations and information produced by the Beneficiary.
- Occurring the above situations or in case of impossibility of carrying out the checks, reviews, and audits for reasons attributable to the 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 Beneficiary.

9.2. By signing this Agreement, the Beneficiary declares, that in the case that, as a result of the financial support payment, as mentioned in the Article 3.1. of this Agreement, the beneficiary incurs any obligation under the rules of their tax law, the beneficiary will fulfil this obligation by himself/herself.

9.3 The beneficiary acknowledges that EISMEA as the granting authority and the European Commission have the right to conduct checks, reviews and audits.

The beneficiary must cooperate and provide — within the deadline requested — any information and data in addition to deliverables and reports already submitted (including information on the use of resources, complete accounts, banking statements or other relevant data). The granting authority may request beneficiaries to provide such information to it directly. The beneficiary may be requested to participate in meetings, including with the outside experts. For on-the-spot visits, the

beneficiary must allow access to sites and premises (including to the outside experts and audit firms) and must ensure that information requested is available.

Information provided must be accurate, precise and complete and in the format requested, including electronic format.

9.4. The beneficiary is aware that the following bodies may also carry out checks, reviews, audits and investigations — during the action or afterwards:

- the European Anti-Fraud Office (OLAF) under Regulations No 883/201322 and No 2185/9623;
- the European Public Prosecutor's Office (EPPO) under Regulation 2017/1939;
- the European Court of Auditors (ECA) under Article 287 of the Treaty on the Functioning of the EU (TFEU) and Article 257 of EU Financial Regulation 2018/1046.

If requested by these bodies, the beneficiary concerned must provide full, accurate and complete information in the format requested (including complete accounts, individual salary statements or other personal data, including in electronic format) and allow access to sites and premises for on-the-spot visits or inspections.

To this end, the beneficiary concerned must keep all relevant information relating to the action, for at least 5 years after final payment from the EISMEA to the Consortium and, in any case, until any ongoing checks, reviews, audits, investigations, litigation or other pursuits of claims have been concluded.

The Beneficiary is acquainted with the fact that findings arising from an OLAF or EPPO investigation may lead to criminal prosecution under national law.

9.5. The Guidance Notice of the European Commission on the notion of “State aid” (Commission Notice on the notion of State aid as referred to in Article 107(1) of the Treaty on the Functioning of the European Union (2016/C 262/01), available at:

https://eurlex.europa.eu/legalcontent/EN/TXT/?uri=uriserv:OJ.C_.2016.262.01.0001.01.ENG ,

relevant information from FAQ: [https://ec.europa.eu/info/funding-](https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/support/faq/18476)

[tenders/opportunities/portal/screen/support/faq/18476](https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/support/faq/18476)), also referred to as the “De minimis regime”, 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 integral part of the funding granted under the COASTOUR Project by the EISMEA in application of the EU Financial Regulation does not constitute “State aid” and is not to be taken into account in the de minimis calculation.

Article 10- Confidentiality

10.1. 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 COASTOUR Consortium, the Beneficiary 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.

10.2. Consequences of non-compliance.

If the Beneficiary breaches any of its obligations under this Call, the grant may be reduced. 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 11 Conflict of interest

11.1. In the Grant Agreement, the conflict of interests in the meaning of Article 57 of Regulation 966/2012 represents any impartial and objective exercise of the functions of any person under the project compromised for reasons involving family, emotional life, political or national affinity, economic interest or any other shared interest with another person.

11.2. The parties take upon themselves to take all necessary measures in order to avoid any conflict of interest and to keep each other informed on any circumstances that have generated or may generate such a conflict. Any precondition or suspicion of conflict of interest that arises during the implementation of the contract shall be immediately reported to the relevant national partner (Contractor).

Article 12 Irregularities, fraud and reimbursement of the funding

12.1. “Irregularity”, according to Article 2, paragraph 36 of the Regulation (EU) No 1303/2013 of the European Parliament and of the Council of 17 December 2013, means any breach of Union law, or of national law relating to its application, resulting from an act or omission by an economic operator involved in the implementation of the ESI Funds, which has, or would have, the effect of prejudicing the budget of the Union by charging an unjustified item of expenditure to the budget of the Union.

12.2. “Suspected fraud” is an irregularity giving rise to the initiation of administrative or judicial proceedings at national level in order to establish the presence of intentional behavior, in particular fraud, as referred to in point (a) of Article 1(1) of the Convention drawn up on the basis of Article K.3 of the Treaty on European Union, on the protection of the European Communities' financial interests and represent any intentional act or omission relating to:

- the use or presentation of false, incorrect or incomplete statements or documents, which has as its effect the misappropriation or wrongful retention of funds from the general budget of the European Communities or budgets managed by, or on behalf of, the European Communities;
- non-disclosure of information in violation of a specific obligation, with the same effect;
- the misapplication of such funds for purposes other than those for which they were originally granted.

12.3. In case of irregularity, the Contractor may impose to the Beneficiary, in written, all the necessary measures for the elimination or diminishing of the consequences on the implementation of the operation.

12.4. The Contractor may suspend or terminate the Agreement in the case the Beneficiary fail to take the measures imposed.

12.5. The Contractor takes the decision for suspending/ terminating this Agreement, after verifying the reasons presented by the Beneficiary and the related documents.

12.6. In case an irregularity is committed, the Beneficiary is responsible for reimbursing the entire amount to the Contractor (including the charged interest, if any).

12.7. In case the Grant Agreement (that is signed between the Contractor's Consortium and the EISMEA granting authority) shall be terminated, after and upon agreement with EISMEA, the Contractor notifies the Beneficiary regarding this decision and the related financial measures. In this

case, the Contractor will request that within 30 (thirty) calendar days as of the receiving date of the notification, the Beneficiary is

obliged to return the amounts that the notification refers to, including the accrued interest on the received payments.

12.8. In case the irregularity is discovered before the balance payment, the Contractor may decide to diminish the reimbursable amount starting with the next payment until the total recovery of the debt.

12.9. In case the irregularity resulting in an unduly paid amount is discovered after the final payment or the debt was not entirely recovered, the Contractor shall notify the Beneficiary regarding the unduly paid amount, and the Beneficiary has the obligation to return the amount, within 30 (thirty) calendar days as of the receiving date of the notification.

12.10. Any extra payment done by the Contractor is considered unduly paid amount, and the Beneficiary has to repay the respective amounts within 30 (thirty) calendar days as of the receiving date of the notification from the Contractor.

12.11. The Beneficiary shall pay the bank charges resulted from the reimbursing of the amounts to the Contractor.

Article 13 Failure and penalties

13.1. In case of non-performance of the Agreement, including in case of poor or delayed performance, the Beneficiary shall owe to the Contractor a penalty in the paid amount of the Agreement.

13.2. The Beneficiary shall indemnify and hold the Contractor harmless from and against any and all damages or losses incurred by the latter with regard or in connection with the fulfilment of the activities and arising out of negligence or willful misconduct of the Beneficiary.

13.3. Any factual and documentary deviation from the agreed in this Agreement, from the instructions of the Contractor on the execution, shall be considered as non-performance of this Agreement.

Article 14 - Promoting the action — visibility of EU funding

14.1. The beneficiary is obliged to promote the action and its results. The Contractor will inform the Beneficiary with detailed rules to implement such dissemination and promotion of the Programme in the proper way.

14.2. Unless the EISMEA requests or agrees otherwise, any communication activity related to the action and any tools or major result funded by the grant must:

- acknowledge EU support and display the European flag (emblem),
- and include the funding statement: “This [insert appropriate description, e.g. report, publication, tool, insert type of result, etc.] was co-funded by the European Union.” When displayed in association with another logo, the EU emblem must have appropriate prominence.

Article 15 – Ethics and values

15.1 The Beneficiary must carry out its obligations arising from this agreement in line with the highest ethical standards and the applicable EU, international and national law on ethical principles.

15.2 The Beneficiary is committed to and must ensure the respect of basic EU values (such as respect for human dignity, freedom, democracy, equality, the rule of law and human rights, including the rights of minorities).

15.3 The Beneficiary is obligated to avoid any conflict of interest and comply with the principles of transparency, non-discrimination, equal treatment, sound financial management, and proportionality and competition rules.

15.4 If the Beneficiary breaches any of its obligations under this article, the financial support may be reduced or the right to financial support may be revoked.

Article 16 – Keeping records and supporting documents

16.1 The Beneficiary must — for at least 5 years after final payment from the EISMEA to the COASTOUR Consortium — keep records and other supporting documents to prove the proper implementation of the action/obligations in line with the accepted standards in the respective field (if any).

Article 17 – Correspondence

Any communication in connection with this Agreement shall be done by the Beneficiary in written to the contact person mentioned below:

Contact person of the Contractor:

Name and Surname:

Function:

Organisation Name:

Address:

Tel.:

Email:

Contact person of the Beneficiary:

Company Name:

Name and Surname:

Function:

Address:

Tel.:

Email:

Article 18 – Bank account

Payment of the Grant will be made in local currency in the following bank account of the Beneficiary:

Bank Account holder name:

Name of the Bank :

Address of the Bank:

Bank Account number:

IBAN:

BIC:

It is responsibility of the Beneficiary to inform Contractor on changes in the provided bank information.

Article 19 – Applicable law and competent jurisdiction

19.1. In case a dispute arises between the Contractor and the Beneficiary regarding the implementation of this Agreement, a friendly conciliation shall be attempted. The competent legal authorities of the (Partner country) shall solve the dispute in case no mutual agreement can be reached.

19.2. The present Agreement is governed by the (Partner country) law. The courts, having jurisdiction for matters related to this Agreement shall be the court of the (CITY).

19.3. The Agreement forces the parties to observe in whole and with good faith every provision, according to the principle of the bindery legal force of this Agreement between parties.

Article 20 – Termination of the Agreement

20.1. The present Agreement may be terminated by written mutual agreement of the parties.

20.2. Any breach of the provisions of this Agreement may result in the termination of the Agreement by the Contractor and in reimbursement of the financing and repayment of unduly paid amounts from the Beneficiary.

20.3. The Contractor is entitled to terminate the Agreement, without any other formality, and to demand repayment of the amounts already paid, if:

- a) The Contractor finds an inconsistency between the reality and the declarations of the Beneficiary in the application form, regarding the financing of the operation from other European funds; or
- b) The Contractor finds that the amount awarded has been partially or entirely misapplied for purposes other than those agreed upon herein; or COASTOUR Grants Scheme for Tourism Businesses. Grant Agreement Template.
- c) The Contractor finds that insolvency proceedings are instituted against the Beneficiary, provided that this appears to prevent or risk the implementation of the action, or
- d) The Beneficiary closes down; or
- e) In case of legal succession the legal successor does not comply with the eligibility criteria laid down for the Beneficiary; or
- f) The Contractor decides that the action is no longer eligible, if during its implementation, including 5 (five) years after the closing of the implementation period, some modifications appear that affect the implementation conditions/ create for a third party an unjustified advantage, and the modification is the result of a change in the nature of the property/ ceasing/ change of the location of the operation; or The Contractor finds that the Beneficiary failed to notify the Contractor in the deadline on a case of double financing or conflict of interests or the necessary measures for correction/ ending such a situation were not taken.

20.4. The Contractor is entitled to terminate the Agreement, and to demand repayment of the amounts already paid, if:

- a) The activities have not been or cannot be implemented in a manner that the Contractor considers appropriate with the goal of the application form/actin plan; or
- b) The Beneficiary has failed to submit within the deadlines required proofs, or to provide necessary information within the set deadline and has not justified these delays; or

c) An irregularity is discovered at Beneficiary level; or

d) The Beneficiary has failed to meet any other conditions or requirements, stipulated in this Agreement.

20.5. The Agreement may be terminated by request from the Beneficiary, in case there are any obstacles for the proper implementation of the activities described in the Application form. In this case the Beneficiary must inform the Contractor immediately after the situation occurred.

20.6. The Contractor has the right to terminate the Agreement, without any notice, if the European Commission and/or EISMEA withdraws the financing of the COASTOUR project. In this case the Contractor is not obliged to pay any compensation to the Beneficiary.

20.7. If termination takes effect before the entire amount is paid to the Beneficiary, the payments will cease, and the Contractor will not consider further requests from the Beneficiary for reimbursement of the remaining part of the amount.

20.8. In case of termination of the contract, the Beneficiary is obliged to transfer the repayment amount to the Contractor. The repayment amount is due within 30 (thirty) calendar days, following the date of the letter by which the Contractor asserts the repayment claim. In case of non-payment at the due date, the Contractor imposes penalties one and a half point above the rate applied by the European Central Bank from the first working day from the month of the deadline date to the owed amounts. These penalties will not be supported from the contract value (they are non-eligible expenditure). The Agreement can be formally terminated after the repayment amount is transferred to the Contractor.

Article 21 – Personal Data Protection

21.1 Any personal data under the COASTOUR Open Call for Grants and the Third-Party Service Agreement will be processed by each COASTOUR Consortium partner, in compliance with the article 13 of EU Regulation 2016/679 (GDPR).

21.2 The Contractor and Beneficiary must process personal data under this Agreement in compliance with applicable EU and national law on data protection (including authorizations or notification requirements).

21.3 The Contractor and Beneficiary may grant their personnel access only to data that is strictly necessary for implementing, managing and monitoring this Agreement.

21.4 As a requirement of the funding organization, the name of the Beneficiary will be published on the COASTOUR Call Page <https://eu-norddanmark.dk/about-coastour/>. Information/data will also be shared with the Grant awarding body (European COASTOUR Grants Scheme for Tourism Businesses. Grant Agreement Template. Innovation Council and SMEs Executive Agency (EISMEA)), who may also publish general information accordingly.

Article 22 – Force Majeure

22.1 Force majeure shall mean any unforeseeable and exceptional situation or event beyond the control of the contracting parties which prevents either of them from fulfilling any of their obligations under the Contract, was not due to error or negligence on their part or on the part of a subcontractor and could not have been avoided by the exercise of due diligence. Defects in tools or material or delays in making it available, labor disputes, strikes or financial problems cannot be invoked as force majeure unless they stem directly from a relevant case of force majeure.

22.2 If either contracting party is faced with force majeure, it shall notify the other party without delay by registered letter with acknowledgement of receipt or equivalent, stating the nature, likely duration and foreseeable effects.

22.3 Neither contracting party shall be held in breach of its contractual obligations if it has been prevented from performing them by force majeure. Where the Contractor is unable to fulfil his contractual obligations owing to force majeure, he shall have the right to remuneration only for tasks carried out.

22.4 The contracting parties shall take the necessary measures to reduce damage to a minimum.

Article 23 – Final Provisions

23.1. Any modifications to this Agreement must be duly justified and shall be subject to approval by the COASTOUR Consortium and will be operated by a written Addendum to the Agreement. The Addendum shall enter into force on the day when it has been signed by all parties.

23.2. This Agreement is issued in two copies, one for the Contractor, one for the Beneficiary.

23.3. The following annexes form an integral part of this Agreement:

Annex I: Approved Application Form

Annex II: Budget Form

Annex III: Signed Declaration of Legal Representative of Beneficiary

For the Contractor:

Town/Country:

Date:

[Signature]

[Name & Surname of Legal Representative]

For the Beneficiary:

Town/Country:

Date:

[Signature]

[Name & Surname of Legal Representative]