

Frequently Asked Questions

Question	Answer
Who can apply?	Adults, 19 years of age or older at the time of travel, who are residents of Atlantic Canada AND whose name is on the eligible accommodation receipt.
If I turn 19 years of age during the summer, can I still apply?	Applicants must be 19 years of age at the time of travel.
How do I apply?	<p>You will need a computer, smart phone, or tablet to apply for the Explore NB Travel Incentive Program online. You will need to attach individual pictures or scans of your original receipts. Attachments must be in one of the following formats: jpg, jpeg, pdf.</p> <p>Your receipts MUST be clearly visible in the attachments or they could be rejected and will not be eligible for the incentive rebate. Attachments must clearly show the name and address of the business, the description of the purchase and the amount paid.</p>
When should I apply?	The Explore NB Travel Incentive Program will be available online starting at 8:00 a.m. on Monday, July 5 th , 2021. Applications will be accepted between 8:00 a.m., July 5 th until 4:30 p.m., November 30 th , 2021.
Can I send in my application by mail?	No, the Explore NB Travel Incentive Program application form can only be submitted online.
What happens after I apply?	<p>After you submit your application for the Explore NB Travel Incentive Program, you will receive an email stating that your application was received and will include a confirmation number.</p> <p>Once your application has been reviewed, you will receive a second email with the status of your application and, if applicable, a password to claim the incentive rebate by e-transfer from the Royal Bank of Canada (RBC). It is very important to keep this second email.</p>
How will I receive my incentive rebate?	Rebates will be issued through an <i>Interac</i> e-transfer from the Royal Bank of Canada (RBC). You will have 30 days to claim your rebate from the time you receive the email from RBC. If you already have auto deposit, your rebate will automatically be deposited into your bank account. If you do not have online banking, you should set up online banking prior to receiving the rebate or you can request a cheque be sent to you by mail.
Do I have to keep my receipts after I apply?	The original receipts must be kept for a period of 3 years should your claim be audited. The province reserves the right to audit any claim.
Can I apply more than once?	Yes, multiple claims can be submitted until the maximum rebate of \$200 has been obtained.

What if the business does not provide a detailed receipt?	Detailed receipts are required for accommodations and campgrounds. Credit card and debit card receipts will be accepted for travel, activity, and food/drink related expenses provided the receipt includes the business name, address, and total amount spent. Debit and/or credit card statements may be accepted as supporting documents only and will not be accepted as the only proof of purchase.
What if the activity I paid for is not on the list of eligible or ineligible expenses?	If the activity was part of your vacation, and the receipt was issued by a New Brunswick business, please include it. The department reserves the right to review its eligibility criteria.
Is it for travel anywhere in the Atlantic Bubble?	This program is only for travel in New Brunswick that includes a paid overnight stay.
Why does it have to include a paid overnight stay?	We want to encourage travel in New Brunswick and to support the tourism industry. A paid overnight stay makes people consider a longer trip and experience all we have to offer.
If I have a hotel receipt for an overnight stay while on business travel, can I use it to apply for the rebate?	No, this program is not available to businesses and it is not intended for business-related activities.
What if I book online so I don't have a receipt?	Please make sure you receive a receipt even when paying on-line or request one upon arrival.
What if I have lost the original receipt?	Only copies of the original receipts issued by a registered business are eligible, so please keep them in a safe place.
Can I submit receipts for accommodations, food and drinks, activities and travel that were for family members who were part of my party?	Yes, providing copies of the original receipts are provided and meet the program's eligibility criteria and terms and conditions.
If I purchase pre-packaged meals from a convenience store or gas station are these eligible?	Only food purchased from a restaurant/café/diner/food truck/food stand/fast food outlet is eligible.
Can I claim take-out food purchases as an eligible expense?	Providing the take out is ordered from a restaurant/café/diner/food truck/food stand/fast food outlet, it is eligible.
Can I claim alcohol purchases from a craft beer purchase from a tap room?	Alcohol purchases are only eligible if purchased by someone aged 19 or older and with a meal. If the tap room has an adjacent food truck/stand and receipts can be matched with the alcohol purchase it will be permitted.
If I own my own business and choose to use the company vehicle for a vacation, can I claim mileage or a rental fee?	Only vehicles rented from a New Brunswick rental company are eligible.
Who do I contact if I have questions?	If you have questions, please contact us at explorenb@gnb.ca or 1-800-561-0123.