



Nova Scotia Visitor Information Centre Partnership Agreement 2026

Between: the Truro & Colchester Chamber of Commerce (hereafter known as the TCCC)

And the **Fundy Tidal Interpretive Centre**
(herein referred to as the Sponsoring Organization)

All aspects and terms of this partnership agreement are managed by Truro & Colchester Chamber of Commerce Special Projects Co-ordinator. **Please direct all questions, concerns and documents related to your VIC operations to Chelsea Weatherbee at 902-895-6328, ec@tcchamber.ca**

TCCC will provide the Sponsoring Organization with:

1. All of the necessary forms and documents required to operate the Visitor Information Centre (VIC). These can include, but are not limited to: information related to VIC Operations Guide, Visitor Statistics Reporting Forms, Service Quality Standards Inspection Form, any Literature or Accommodations updates and a season summary report form.
2. A **Provincial investment** of **\$6,000** to support the delivery of quality visitor services. Based on the conversation regarding the potential improvement of services with additional funding, between the TCCC and the Sponsoring Organization, the Sponsoring Organization will receive a one-time bonus of **\$4,650**, bringing your total funding amount to **\$10,650** (see Schedule A for Eligible Costs).

The distribution of funds to the Sponsoring Organization will be as follows:

- a. 90% of said funds after this agreement has been signed and returned to the VIC Coordinator
- b. 10% upon submission of any outstanding reports (i.e. final **visitor statistics, season summary report**) following the closure of the VIC at the end of the season.
3. Information regarding mandatory training courses, including, but not limited to: Cleaning and PPE use, First Aid, WHMIS, and Training videos.
4. Manager support related to VIC operations, visitor statistics, general tourism activities.



Under this contract the Sponsoring Organization agrees to the following:

1. Ensure that the VIC complies with the criteria set forth related to quality standards.
2. The VIC should be prepared for potential impromptu inspections upon opening for the season.
3. Ensure that funding provided is only used for costs listed in “Visitor Information Centre Eligible Costs” (Schedule A) and all uses for funding will be included in the Sponsoring Organization’s Final Report.
4. Sponsoring Organization will not provide funding details to any 3rd party other than those connected to their recognized funding partners.

Failure to comply with quality standards, eligible costs and 3rd party confidentiality, could result in:

- a. the forfeit of remaining provincial funding;
- b. a review of VIC support the following season, relating to funding and training.

Operate the VIC at a minimum as follows:

5. Ensure all VIC managers and staff participate in required mandatory training provided by the VIC coordinator.
6. Ensure all VIC staff are familiar with surrounding area attractions and services;
7. Ensure VIC staff are assigned and adhere to an appropriate dress code;
8. Complete the Quality Standards Inspection Form, and email it to ec@tcchamber.ca no later than 1 week after receiving it;
9. Ensure the VIC Statistical Reporting Forms are completed and emailed no later than **3 days** following month's end to the Tourism Nova Scotia contact and copied to the VIC co-ordinator;
10. Complete any year-end or season summary report as requested by TCCC or Tourism Nova Scotia and submit within one week of closing for the season OR within one week



of receipt of the form. *This data is required in order to receive the final 10% of the provincial funding.

We, the undersigned, agree to the above noted conditions for the management of the Visitor Information Centre.

(Signature)

(Signature)

Lexie Jasiewicz

(print name) Executive Director, TCCC

(print name) Sponsoring Organization

June 26th, 2026

Dated

Dated



Schedule A - Visitor Information Centre Eligible Costs

- Staffing at VICs/ contracting of services by the Sponsoring Organization
- Technology Upgrades
- General Maintenance
- Costs associated with implementing a plan for COVID-19 health & safety measures (e.g., purchase of barriers, directional signage, hygiene signage, installation, maintenance and cleaning)
- Costs related to showcasing visitor experiences
- Literature distribution costs related to visitor servicing
- Equipment and travel for operating mobile kiosks
- Other costs related to implementing new visitor servicing activities

Based on conversation with TCCC, Sponsoring Organization's one-time bonus can be used for the following:

- Information Panels
- Signage for Visitor Information Centre
- Brochure racks/displays
- Technology for VIC use
- Staffing costs for Visitor Information Centre

If the bonus funding is expended on purposes other than those detailed above, the entirety of the bonus funding shall be remitted back to TCCC.

In your final report, proof of expenditures made with the bonus funds, including but not limited to photographs, receipts, and other pertinent documentation, is mandated.

Visitor Information Centre Ineligible Costs

- Capital and other operating costs not directly attributable to delivery of this program; bank/finance charges; and amount of HST that is refundable (please deduct from claim) are not eligible expenses.