

## **Terms and Conditions**

**Title of the project:** Healing solutions for Tourism

*A UNWTO-WHO innovation challenge – a call for expression of interest*

**Country/countries of execution:** Global

### **Short Outline:**

The World Tourism Organization (UNWTO), as the UN specialized Agency responsible for the promotion of responsible, sustainable and universally accessible tourism, is committed to join forces with the World Health Organization (WHO), the UN System at large and all tourism stakeholders to foster resilience and recovery due to the impact of the COVID-19 outbreak across the whole tourism value chain.

**Terms and conditions - Healing solutions for Tourism call for expression of interest**

### **1. Introduction / Background**

The World Tourism Organization (hereinafter, “UNWTO”), in line with its commitment to innovation and the promotion of entrepreneurship and in light of the unprecedented challenges faced by the COVID -19 Pandemic has decided to launch this call for expression with the World Health Organization (hereinafter, “WHO”).

UNWTO’s main priority is to provide sound solutions to enhance the resilience of tourism in the recovery process while strengthening the entrepreneurial ecosystem and continuing to boost innovation in the tourism sector.

The proposed global call for expression of interest makes it possible to promote innovative solutions to the pandemic inviting individuals individually or collectively from around the world to present their projects.

The UNWTO is the United Nations agency responsible for the promotion of responsible, sustainable and accessible tourism for all. The UNWTO, as the leading international organization in the field of tourism, advocates tourism that contributes to economic growth, inclusive development and environmental sustainability, and offers leadership and support to the sector to expand its knowledge and tourism policies throughout the world.

Its members include 159 countries, 6 Associate Members and more than 500 Affiliate Members representing the private sector, educational institutions, tourism associations and local tourism authorities.

### **2. Objectives**

**UNWTO and WHO invite all global partners to join forces to share solutions to:**

- Mitigate global and local impact of Covid19 due to the economic downturn and build resilience for the tourism sector;
- Provide support to travelers, businesses and authorities.

**Overall the selected Solutions will refer to Sustainable development Goals:**

**SDG3 Health;  
SDG9 Innovation;  
SDG8 Growth and jobs;  
SDG17 Partnerships.**

### **3. Target audience**

The purpose of this call for expression of interest is to capture the attention of a large number of ideas related to the sector and to facilitate the selection of those that are most relevant to the recovery of the industry.

This is a global call for expression of interest to reach the most disruptive startups, entrepreneurs, innovators and existing technologies to drive Covid-19 impacts on tourism through health, economic and destination recovery solutions as a step forward for Sustainable Development in a crisis situation.

The projects will be selected based on various criteria, such as the degree of disruptiveness and maturity of the product, its viability, scalability, sustainability and its interest for potential investors.

The projects will be divided into 3 categories:

- Healing for Destinations (Recovery)
- Healing for Prosperity (Businesses)
- Healing for People (Health)

### **4. Participants**

Startups, entrepreneurs and innovators from all over the world with **ready-to-implement solutions** to drive the Covid-19 impacts in tourism. Methods, processes, governance structures, social impact initiatives, technological applications, existing technologies, among other ways of innovation are applicable.

Participants should meet the following criteria:

- Being innovative in nature and provide value-added solutions
- To have a tested pilot and business plan
- To have potential to be applied in many countries
- To have been accelerated before
- To have a full-time team
- To be sustainability-driven
- Not to be affiliated to tobacco or arms industries

The projects must be aligned with the Sustainable Development Goals established by the United Nations and the introduction or adaptation of digital and technological elements.

## 5. Requirements

5.1. The call for expression of interest in healing solutions for tourism Call for expression of interest will focus on three main categories:

- Healing for **People**

Startups with solutions focused on safety measures, sanitizing methods, early detection, among others for tourism and travel-related organizations: hospitality, travel agencies, tour-operators, transportation, amusement parks, etc.

- Healing for **Prosperity**

Startups with solutions focused on digital applications for tourism, sharing economy, circular economy, revenue management, demand recovery, investments, among other areas, to be implemented for the whole sector near and long-term future.

- Healing for **Destinations**

Startups with solutions focused on crisis communication, crisis management, mobility, touristic destinations re-branding, travel confidence recovery, among other related areas.

The representative must be a natural person, of legal age and with legal capacity to enter into a contract.

Not having been convicted by a final judgement, for intentional crimes, with a penalty of six months or more, insofar as the criminal responsibility has not expired.

Participants, who, initially or at any point during the programme, fail to meet any of these requirements, may be excluded from the acceleration programme, losing any option to receive any service and without the right to claim anything from UNWTO.

The data that participants provide when registering in the programme must be true, and therefore any participants whose data is incorrect or incomplete shall lose any option to participate in the programme and to receive any service.

The organizers of the call for expression of interest reserve the right not to accept or to remove from the programme, without prior notice, any participants who, in their opinion, act fraudulently, in an abusive manner, or in a manner contrary to the spirit of the programme, the principles of the United Nations or the law, third-party rights and/or good faith. Likewise, any participant or related person whose action may be contrary to the reputation or good name of UNWTO or WHO may be removed.

None of the above actions shall entitle any participant or potential participant to any right or claim whatsoever for damages, expenses incurred, etc.

5.2. The candidatures must contain the following information:

- Online registration form available on the website <https://unwto.org/healing-solutions-tourism-challenge>. Applicants must complete in English all the required fields requested in the form.

- Whenever we need to contact you in connection with the challenge, we will use the contact information provided by you in the application form. UNWTO is not responsible for incomplete or incorrect contact information provided.

### 5.3. Exclusion from participation:

Those who do not comply with any of the requirements established in these terms and conditions will not be able to participate, with UNWTO having the right to exclude those who do not meet the established requirements, or even not to deliver the prize, as the case may be. Employees of UNWTO may not participate.

Minors are excluded from participating in the call for expression of interest. UNWTO shall not be liable for any false, inaccurate, obsolete, incomplete or erroneous data submitted by the participants. In such a case, the participant shall be automatically excluded from the call for expression of interest, and also lose the right to the enjoyment of the prize, and shall not be entitled to make claims against UNWTO or WHO.

## 6. Selection process

6.1. The period for the submission of projects will begin on 25 March 2020 and end at 00:00 on 15 April 2020.

6.2. The tentative calendar<sup>1</sup> is as follows:

Launch  
25 March 2020

Deadline for candidatures  
15 April 2020

Announcement of top startups  
20 April 2020

Selection of finalists to be awarded benefits  
25 April 2020

6.3. The selection criteria that will be used shall be the following:

- Being innovative in nature and provide value-added solutions
- To have a tested pilot and business plan
- To have potential to be applied in many countries
- To have been accelerated before
- To have a full-time team
- To be sustainability-driven

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<sup>1</sup>The proposed dates are tentative, because they are subject to possible changes. In case of any change, all participants will be informed in due time.

Based on the criteria mentioned in the previous clause, an initial screening and filtering of all participating projects will be carried out through the platform <https://unwto.org/healing-solutions-tourism-challenge>.

6.4. The Selection Committee will be appointed by UNWTO. It will be composed of an international network of experts from UNWTO Member States, WHO experts in health, UN organizations and strategic allies. This Committee will evaluate the proposals and carry out the selection of selected ideas to be presented. Decisions, made by the Committee, are final. Participants will be notified individually by e-mail of the success of their applications.

6.5. Benefits for selected Finalists (up to 10) include the following:

- a. Up to 10 top selected solutions will be included in a digital booklet of solutions on the UNWTO website. The digital booklet will be published and sent to UNWTO Member States in the year 2020.
- b. Up to 10 top selected solutions will be invited to participate in a digital presentation session to participating Member States with the participation of UNWTO Secretary-General in an innovative digital space in the year 2020.
- c. The selected finalists will be connected to the UNWTO Innovation Network which includes over 6500 focal points from entrepreneurship, corporations, public institutions, education institutions, incubators and investments.

6.6. There is the possibility for UNWTO to invite certain pre-selected initiatives to any activity where the programme is disseminated. It will be at such time when the startups will decide whether or not to attend.

## **7. Industrial and Intellectual Property and Protection of Personal Data**

In case the processing of personal data is necessary for the running of the Programme, the organizers of the programme assume the following commitments:

- To use the data communicated solely for the purpose of the startup call for expression of interest .
- To ensure that the persons authorized to process personal data shall undertake to respect confidentiality and that the data will not be communicated to unauthorized third parties.
- To take all necessary measures to provide a level of security appropriate to the risk that may arise from the processing of personal data and ensure the safety and integrity thereof, as well as to prevent their alteration, loss, accidental or unlawful destruction, treatment, disclosure or unauthorized access.

- If there is another entity in charge of processing, to impose the same protection obligations established in the applicable regulations.
- The participant may exercise his rights of access, rectification, cancellation and opposition by sending a postal mail to the registered office of the Organizer indicated in the heading of the present Legal Bases or sending an email to the address [comm@unwto.org](mailto:comm@unwto.org) to contact the Organizer indicating the right that you want to exercise and attaching a copy of your Passport, National Identity Document (DNI) or equivalent documentation.

The participant expressly consents, and this through the mere fact of participating in the Programme presented herein, that UNWTO may use of his/her name in order to make the winning initiative known to the rest of the participants and without any remuneration being generated in his/her favour.

In submitting their applications, the project promoters guarantee that:

- The projects are original of their authors and/or they have free disposal or ownership over them. Participants undertake to exempt the organizers from any responsibility and hold them free of liability with respect to any legal action, claim or demand that may be filed in relation to intellectual property rights or personal data of third parties with respect to the projects they submit.
- In the event that the projects are a unitary result of the collaboration of several participants, the project will be treated as a collaborative work, with the resulting rights belonging to all of them as co-authors.
- The participant authorizes UNWTO to upload the project summary to their respective official websites, and accepts that visitors to the web pages have access to said information in accordance with the conditions of use of said website.
- The participant authorizes the use by UNWTO of the name and title of his/her project, without time limit, for the purpose of being mentioned on the website or for any actions or events related in any way with UNWTO, as well as for its recording in the historical archives and storage media of diverse nature of UNWTO and linked to the programme.
- UNWTO shall not claim any ownership over the information offered or any industrial or intellectual property it may contain. The participant does not assign to the UNWTO industrial or intellectual property rights derived from the projects.
- The participant expressly authorizes UNWTO to use their personal information with the objective of sharing information with them regarding events and activities that may be of their interest.
- The participants accept their transfer of data to the UNWTO once the call for expression of interest has ended

## **8. Final considerations**

7.1 This Programme may be modified, interrupted and/or cancelled if there are justified circumstances those so warrants.

7.2 UNWTO is not liable for possible deficiencies of the platform and for any problems regarding computers, networks or any other reasons that may lead to lost, damaged or late entries.

7.3 A list of Frequently Asked Questions (“FAQ’s”) will be available on the challenge platform. In the event of a conflict between these terms & conditions and our FAQs, these Terms and Conditions will prevail.

## **9. Acceptance of the terms and conditions**

Mere participation in the Call for expression of interest implies the acceptance of the entire content of these Terms and Conditions. The non-acceptance of any of the points that make up these Terms and Conditions supposes non-participation in the Call for expression of interest and, in the event of being selected and/or being declared the winner, the automatic waiver of the prize.

## **10. Applicable Law and Dispute Settlement**

These Terms and Conditions shall be interpreted in accordance with the general principles of international law, to the exclusion of any specific national law. Any dispute, controversy or claim arising out or in connection with these terms & conditions or any breach thereof, shall, unless it is settled by direct negotiation, be settled by arbitration in accordance with UNCITRAL Arbitration Rules.

Nothing in these Terms and Conditions or in relation to them shall be construed as a waiver of the privileges and immunities of the UNWTO.