

**eLevy is an
initiative of
Tourism Fund**



FACTSHEET



01 **What is eLevy?**

'eLevy' is an innovative web based system, developed by Tourism Fund, which seeks to make the 2% Tourism Levy remittance easy, convenient and accountable. The name 'eLevy' is coined from two entities which are 'e' to stand for the internet and 'Levy' to stand for the 2% Tourism Levy.

02 **Why do I need to remit the monthly 2% tourism levy?**

It is enshrined in the Tourism Act, 2011 Cap.383, Section 105 that The Minister may by order require the payment by persons engaged in Tourism activities and services to pay tourism levy

All monies received in respect to the Tourism levy shall be paid into the fund established under section 67 of this Act.

A person who fails to comply with any provision of the tourism levy commits an offence

03 **When should I remit the monthly 2% tourism levy?**

The 2% Tourism levy is payable on or before the 10th day of every month to avoid an instant penalty of kshs 5000 and an additional 3% of the amount payable

04 **How does an eLevy account work?**

With an eLevy account, our Tourism Levy Agents are able to carry out the following functions with ease and efficiency

eLevy Portal functionality?

With the eLevy portal, our Tourism Levy Agents are able to carry out the following functions with ease and efficiency

Registration

- *As a tourism levy agent you can register and manage your facility online*

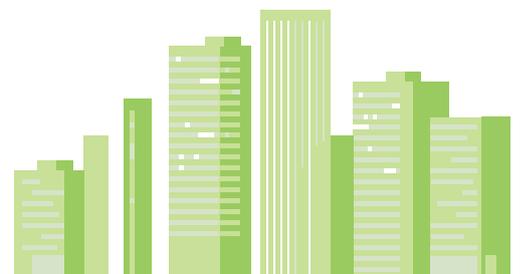
File returns

The eLevy portal enables you to file returns under the categories namely:

Simple returns

This is done using a digitized return book. The establishments under this category have a constant service charge rate.

Group returns



This is done by an establishment with several branches and payment is made using a single cheque or single transaction.

Multiple other services

This category entails the Levy agents with varied service charge in the other services category

You can pay arrears and penalties

The portal enables the Tourism Levy agent access arrears owed.

You can easily generate an eslip for payment which is downloadable from the portal

Manage multiple establishment remittances using one account

Once you have registered an account with eLevy, you can file returns for several establishments under one chain under this account

You can view notices on the activity of your portal

You can change the management information on your portal

05 How do I register online/create an online eLevy account?

To register a new establishment

Visit the URL <https://levy.tourismfund.co.ke> on the browser to access the levy system.

If you don't have an existing tourism fund account proceed to register by providing below details as shown below:

- Phone Number
- Customer Name
- Email Address
- Password
- Confirm Password

To register an Existing Establishment

Once you have registered for an account proceed to add existing establishment details by clicking on management , thereafter you will be prompted to enter your establishment details, you can enter as many establishment codes by separating with a comma;

06 How many accounts can I register using the same email address/phone number?

You can only register one account using the same email address/phone number

07 How do I remit the monthly 2% tourism levy on the e-levy portal?

Filling Returns - Simple Returns

Once your account has been successfully verified and you have received an Establishment code you can proceed to fill returns with the following simple steps

Step 1 - Levy Details

The first step is to select the month of payment, VAT, then enter amount that doesn't attract levy as shown below:



Step 4 - Submit daily entries

Once done filling all the daily entries proceed to click on the submit button as shown below::

The screenshot shows a web application interface for 'Tourism Fund 2019.2'. At the top, there is a navigation bar with links for Dashboard, Management, File Returns, Eslips, Profile, and Logout. Below this is a table with columns for dates (18 to 31) and numerical values. The 'TOTALS' row shows values of 5,000.00, 20,000.00, 58,210.00, 0.00, 81,210.00, and 15,388.00. At the bottom of the table, there are three buttons: 'SAVE' (green), 'CLEAR RETURNS' (orange), and 'SUBMIT' (green). The 'SUBMIT' button is highlighted with a red rectangular box.

Step 5- Return Details

Once you have filled the service charges next step is to file the return details as shown below:

The screenshot shows the same 'Tourism Fund 2019.2' interface as in Step 4, but with a modal dialog box titled 'Before you submit' overlaid. The dialog box contains the following text: 'Ensure that you have' followed by a list of five instructions: 1. Provided the correct service charges (on accommodation, food, drinks and other services); 2. Filled the sheet with your gross income and not your net income; 3. Indicated correctly on the question 'Do you pay VAT?'; 4. Verified that your daily entries are correct; 5. Selected the correct month and your figures are for the same month. Below the list, it says: 'Please note that returns cannot be amended once submitted. Amendments will require verification from Tourism Fund.' There is a 'Submit' button in the bottom right corner of the dialog box. The background interface is dimmed.

Step 6 - Generate e-Slip & View eslip Details

Once you have filed the service charges next step is to generate eslip. To view eslip details navigate to Eslip at the Top Bar on the main menu and you will be able to view eslip details as shown below.

The screenshot shows the 'Levy' web application interface. The top navigation bar includes links for Dashboard, Management, File Returns, Pay Arrears, Eslips, Profile, and Logout. The main content area displays 'Eslip 01152118'. On the right side, there are 'Payment Options' (Bank, MPESA) and 'Download/Print' buttons. The central part of the page shows the 'ESLIP 01152118' details, including the 'TOURISM FUND' logo and contact information: 'Tourism Fund, Valley road 5th Floor, Access from Bishop Road, P.O Box 46987-00100, Nairobi, Kenya, Tel: +254 020 2714900/1/2/6/7/9, Mobile: +254 728 337499, +254 780 400113, Fax: +254 020 2714911, Toll Free: 08002210915 / 08007722109, Email: info@tourismfund.co.ke, Website: www.tourismfund.co.ke'. On the right side, it says 'FOR, Sap Test Limited, 01152118, 525/525, Nyali, Mombasa, Likoni, Eslip Date : 01/09/2019, Due Date : 10/09/2019'.

08 *How do I keep a record of my past and present 2% tourism levy remittances?*

For every payment transaction you initiate, you receive an eslip and is saved on your portal. All information you enter on the portal is automatically saved.

09 *Can I get a refund if I over-remitted the monthly 2% tourism levy?*

Contact the office for Guidance.

10 *Is it possible to recover my password if forgotten?*

If you happen to forget your password, you can recover the password via email or calling Tourism Fund.

11 *Can I get a reversal on a wrong transaction?*

In the event that this happens, contact Tourism Fund.

12 *What methods of remittance are available?*

You can pay your 2% Tourism levy through

1. Bank Payments (RTGS/EFT)
2. Mobile Money

13 *How else can I remit the monthly 2% tourism levy if I do not bank with any of the banks listed under Tourism Fund?*

You can remit the 2% Tourism levy regardless of the bank you transact with



14 *Is there a charge for using the eLevy portal to remit the monthly 2% tourism levy?*

The eLevy portal does not charge the tourism levy agent for filing their returns

15 *What are the benefits of using the eLevy portal to remit the monthly 2% tourism levy?*

The eLevy comes with benefits to the Tourism Levy Agents such as

Better record keeping in your establishment

The e-slip generated after your remittance enables you to keep better payment records for you establishments.

It is convenient

You can now remit your tourism levy at any location just at the touch of a button.

Its paperless

The portal enables you to remit your 2% Tourism levy automatically as opposed to the previous manual system.

Accountable

The portal builds an accountable relationship within the organization amongst staff and externally with our Tourism Levy Agent.

16 *How do I know if my 2% tourism levy remittance was successful?*

Upon payment, the tourism levy agent receives a message and an email as confirmation

17 *What is the difference between the simple, group and complex 2% tourism levy remittance options?*

Group Returns

A group is a collective of establishments under one registered company. Group returns are filed collectively.

Simple returns

These are returns submitted by a single establishment.

Multiple other services (MOS)

This category entails the Levy agents with varied service charge in the other services category eg 5% service charge on swimming, 2% service charge on skydiving)

18 Which establishments qualify to remit the 2% tourism levy?

2% Tourism levy is paid by every regulated tourism activity and service (Class A and B enterprises) specified in the Ninth Schedule of the Tourism Act and in line with the Tourism Fund Regulations, 2015 and Levy Order, 2015

Class “A” Enterprises— (i) Hotels; (ii) Members clubs; (iii) Motels; (iv) Inns; (v) Hostels; (vi) Health and spa resorts; (vii) Retreat lodges; (viii) Eco lodges; (ix) Tree houses; (x) Floatels; (xi) Service flats; (xii) Service apartments; (xiii) Beach cottages; (xiv) Holiday cottages; (xv) Game lodges; (xvi) Tented camps; (xvii) Safari or mobile camps; (xviii) Bandas; (xix) Cultural homes and centers; (xx) Villas; (xxi) Homestays; (xxii) Guest houses; and (xxiii) Time shares;

Class “B” Enterprises— (i) Restaurants; and (ii) Other food and beverage services;

To register an Existing Establishment

Once you have registered for an account proceed to add existing establishment details by clicking on management , thereafter you will be prompted to enter your establishment details, you can enter as many establishment codes separating with a comma;

19 What tourism activities are categorized as ‘other services’?

The other services category includes charges that are not directly linked to Food, drinks, accommodation and service charge. This includes skydiving, kayaking, jet skiing, paragliding, dancing, ziplining, white water rafting, mountain climbing, bungee jumping etc.

