

Vacation Rental FAQs

ABOUT THE FEE

1. *What is the Vacation Rental Fee?*

All Vacation Rental Properties are required by law to register with the Bermuda Government. The Vacation Rental fee is legislated by the Bermuda Government to be collected from all persons who pay to stay in a registered Vacation Rental Property in Bermuda and is to be remitted to the Bermuda Tourism Authority.

The fee is 4.5%, payable by the persons staying in the property, and calculated based on the total cost of the booking: $\text{nightly rate} \times \text{number of nights} = \text{total cost of booking} \times 4.5\%$. It is not applied to any agent or services fee.

2. *As a vacation rental property owner, how do I benefit from this fee?*

- a. Expanded Exposure – Vacation rentals are now featured under “Places to Stay” on gotobermuda.com, the official tourism website for Bermuda which had 2.4 million visits last year.
- b. Access Research – Owners can access research from the Bermuda Tourism Authority to help understand the desires, attitudes and expectations of visitors coming to Bermuda.
- c. Get Current Information & Get Involved – Official Visitor Maps & Guides are available to property owners upon request. Owners are also encouraged to attend workshops and educational sessions to learn more about the tourism industry and trends.

3. *Who is required to pay it?*

All visitors to Bermuda who stay in a vacation rental property are required to pay the Vacation Rental Fee, which is identical to the fee paid by visitors who stay in licensed hotel properties and guest houses.

4. *When must visitors begin paying the fee?*

The 4.5% guest fee must be paid by all visitors who book their stay on or after November 1, 2018. If a visitor books a stay before this date, no guest fee is due regardless of the time of their arrival. Example: A stay booked on October 30, 2018 for a visit later in the year or sometime in 2019 does not incur the fee.

COLLECTION PROCESS

5. *When does the fee need to be collected from the visitor?*

The 4.5% guest fee must be paid by any visitor who books their stay on or after November 1, 2018. If a visitor books a stay before this date, no guest fee is due regardless of the time of their arrival. Example: A stay booked on October 30, 2018, for a visit later in the year – or sometime in 2019 for that matter – no guest fee is due.

6. *What happens if my property is listed via a booking agent/site?*

If your property is booked via an agent and that agent has a collection agreement with the BTA (i.e. AirBnB), they will collect and remit the Vacation Rental Fee from your guests on your behalf. If the agent does not have a collection agreement, it is your responsibility to ensure the fee is collected and remitted.

7. *What if it's listed on multiple sites, or with multiple agents, or a combination of both agents and online sites?*

Unless the site or agency has a collection agreement with the BTA (see #6), it is your responsibility to ensure the fee is collected and remitted.

REPORTING & REMITTANCE PROCESS

8. *As a vacation rental property owner, what type of reporting am I required to do?*

Each month, beginning November 1, you or your registered agent is required to report on the total number of nights booked for the prior month, total number of guests hosted, and total revenue collected (minus any agent and/or services fee).

9. When must the fee be paid to the Bermuda Tourism Authority?

All fees are due to the Bermuda Tourism Authority within two (2) weeks of month end for the previous month, i.e., fees collected for stays in the month of November must be remitted by December 15th, fees collected for stays in the month of December must be remitted by January 15th, etc.

10. Who is responsible for remitting the fee to the Bermuda Tourism Authority (BTA)?

Unless the site or agency has a collection agreement with the BTA, it is your responsibility to ensure the fee is collected and remitted (see #4).

11. What is the process for paying the fee to the Bermuda Tourism Authority?

- a. Payment will be online via BTACONnect, BTA's stakeholder portal which launches for all stakeholders in October. Log-in credentials will be forwarded then.
- b. Log in via [gotoBermuda.com/btaconnect](https://gotobermuda.com/btaconnect)
- c. Click on the Vacation Rental Payment link
- d. Complete the form for your relevant property, which requires: total number of nights sold in the month, the total number of guests hosted in the month and the total revenue received for the month*
- e. The form will calculate the amount owed based on the revenue and you will be directed to an online payment portal to complete payment
- f. Pay the fee as required

*If another party is responsible for paying the fee, (see #6) this is your final step in the process.

12. How do I pay for multiple properties?

Once you are logged into BTACONnect, you will be able to complete the form and payment for all properties

13. What types of payment are accepted?

Payment may be made via online bank transfer, or by MasterCard and Visa. Personal cheques and cash are not accepted for payment.

14. Can I pay the fee in person?

No, in person payments will not be accepted. All fee payments must be made through BTACONnect.

15. What do I do if I missed paying a month?

To pay for past months, please log in to BTACONnect and adjust the term month of the payment time frame. As per the Vacation Rental Property amendment, past due fees are eligible for penalties.

16. How do I change my contact information?

Log in to BTACONnect and click on the account tab. You can then update your information.

17. What do I do if I cannot find my BTACONnect login information?

Email BTACONnect@bermudatourism.com with any questions regarding payment access

18. What if I take my listing out of the vacation rental inventory?

You can suspend activity at your vacation rental property at any time, however, you are still required to continue with the monthly reporting as long as your Government issued certificate is valid. Should you wish to decertify as a vacation rental property, please contact the Ministry of Tourism and Transport and they will advise the Bermuda Tourism Authority accordingly.

For additional information visit our website, bermudavrp.com