



QUESTIONS REGARDING THE YOUTH CULTURE CARD

1. Who are the beneficiaries of the Youth Culture Card?

Sole beneficiaries are youths who have reached the age of 18 within 2023 (i.e. from 1/1/2023 to 12/31/23) or otherwise persons born in the year 2005.

2. What is the period of validity of the card?

The Card will be valid for 12 months from the date of issue and can be issued at any time during the beneficiary's 18th year.

3. What is the amount available on the Youth Culture Card?

The Youth Culture Card will be credited with the amount of €220 (€200 granted from the Republic of Cyprus and €20 from the Bank of Cyprus).

4. What is the objective of the measure?

The objective of the measure in question is twofold:

- i. To strengthen cultural education, which is one of the primary objectives of the President of the Republic's Administration and of the Deputy Ministry of Culture and
- ii. enhancing the visibility of cultural sites and events.

5. Where can the Youth Culture Card be used?

The Card can be used by the beneficiaries only for specific services related to participation in the cultural life of the country.

The list of services provided is likely to be amended from time to time in order to further clarify it to the beneficiaries. The cultural events and venues concerned are:

- Concerts
- Theatrical productions
- Dance performances
- Art and other exhibitions
- Film screenings
- Arts festivals
- Museums
- Archaeological sites

6. How do I know if an event or venue is eligible for the Youth Culture Card?

Eligible events and venues are those that fall within the categories of theatre, cinema, dance performances, visual arts and cultural venues - as mentioned above, provided that payment by card is possible.

7. Can the card be used for purchases on online ticketing platforms?

Yes, the Card can be used for purchases on online ticketing platforms (online ticketing services).

8. Is it possible that my card be declined at cultural event/venue?

In the event that the transaction is declined it is likely to be because:

- either the merchant/ venue is not listed in the categories of beneficiaries as mentioned in point 5,
- or the amount available on the card is not sufficient to complete the payment.

You will be informed of all reasons for the rejection of your transaction (including the above) by the Bank of Cyprus via a message on your mobile phone or Push Notification on the BoC Mobile App.

9. What happens in case there is a remaining balance on the card?

In the event that the 12 months of validity of the card are completed and an amount remains in the related account, it will be returned to the account of the Deputy Ministry of Culture.

10. Is the cardholder allowed to withdraw cash from ATMs?

No, the prepaid card cannot be used to withdraw cash from ATM machines.

11. Is the card a top-up card?

The card cannot be reloaded with an additional amount.

12. Are there any income criteria for obtaining the card?

No, there are no any criteria other than the above-mentioned age limit.

13. Why 18 years?

The age of 18 is considered the age where young people are legally responsible for many aspects of their lives. The Youth Culture Card is intended to encourage young people to engage with the arts and cultural wealth of their country. At this age, young people have more freedom and autonomy to choose what interests them most in many aspects of their life, including culture.

It is for this reason that when this measure was first implemented in other EU Member States, the starting age was 18.

The age of 18 was an announcement by the President of the Republic and it is considered to be a pilot measure.

14. Will there be a renewal of the measure?

At this stage the measure is operating on a pilot basis. Based on the evaluation of the results, the Deputy Ministry hopes to continue this measure, with the possibility of extending it to younger age groups.

15. What is the difference with the European Youth Card of the Cyprus Youth Board (CYB)?

The Youth Culture Card of the Deputy Ministry of Culture constitutes a prepaid VISA card, which is issued by a Financial Institution.

The European Youth Card of the Cyprus Youth Board, is a card, which provides the beneficiaries (people from 13 to 30 years old) with discounts and privileges/offers in cultural/entertainment venues, events etc. For more information on the European Youth Card of the Cyprus Youth Board see [here](#).

As such, the former is a prepaid card with the possibility to cover the full cost of an activity while the latter is a discount card covering part of the cost of the activity.

16. In case I am an existing customer of the Bank of Cyprus, how can I apply for the card?

You can apply via:

- the BoC Mobile App or
- any Bank of Cyprus branch by presenting the necessary documents (identity card or passport and proof of residence address) according to the Bank's procedures.

17. If I am not a customer of the Bank of Cyprus, can I apply?

Yes. You can apply in the following ways:

- Download the BoC Mobile App and proceed with Digital On Boarding as per the instructions given at www.bankofcyprus.com → Digital Channels → Registration & Terms & Conditions → New Customer.

Once you have completed the account activation process, you can then apply via the BoC Mobile App for your Youth Culture Card, or

- Through any Bank of Cyprus branch, by presenting the necessary documents (ID or passport and proof of address) according to the Bank's procedures.

18. How can I check my card/account balance?

The following information is available through Internet Banking and BoC Mobile App:

- Account balance.
- Account balance: the status of transactions.

19. How can I collect the card and card code?

You can collect your card by post to the address indicated in your application or you can request to collect it from any branch of the Bank.

The card code is available through the BoC Mobile App → Cards → View PIN. The card code can be changed through ATMs.

20. Is there a fee for the card?

No, the card will not be charged with an annual subscription fee nor does it have any other charges for the cardholder.

21. Is there a contact person in case of any other queries?

If the above do not answer your queries, you may contact an officer of the Deputy Ministry of Culture:

Dr Marina Tryfonidou

Contact telephone 22309508 (from 9am - 11am on weekdays) or at the following e-mail address: mtryfonidou@culture.gov.cy