

## **POLICIES ON TOURIST ACCOMMODATION CERTIFICATE AND TOURIST ENTERPRISE LICENCE**

### **1. General Policy**

- a) All applications received at Tourism Authority, whether electronically or manually should be accompanied by all documents as specified on the checklist available on the website. Otherwise, the application will not be considered.
- b) All hotel projects, developments on state land and all applications where there are non-citizens, require a clearance from the Ministry of Tourism.
- c) Applications for the following cases shall be processed administratively and with the necessary documents:
  - Change in entity, where there is no foreign investment involved and in respect of an ongoing business/existing licence.
  - Change in company structure where there is no foreign investment involved.
  - Variation of the Licence:
    - (increase /decrease in number of rooms, covers, bicycles, motorcycles, quad, etc).
    - change of trade name, company name and change of name (for individuals)
    - Add/remove activities on TAC
    - Change in address of enterprise for Tour Operator.
  - all cases whereby the Minister has already granted the appeal.
  - Cancellations due to non-response and upon request of the applicant

### **2. Tourist Accommodation Certificate**

#### **a) Hotel**

- i. Clearance from MOT is mandatory.
- ii. Neither hotels nor their employees should provide the services of tour operators and sell excursions.
- iii. Hotels shall contract out the services of boathouses, diving services and commercial pleasure craft, if they are of the category of 3, 4 or 5 Star.
- iv. In case a hotel is downgraded to a 2 Star, the hotel has the choice to either continue to contract out the above services or it may provide same.

#### **b) Guest House & Tourist Residence**

- i. Guest House- New guidelines is now applicable (gazetted on 26 October 2019)

- ii. For cases whereby there is investment by a non-citizen, clearance from Ministry of Tourism is mandatory
- iii. No applications on campment site leases shall be taken. Only application having industrial lease for the intended purpose will be considered.
- iv. Building and Land Use Permit (BLUP) for intended purpose of application shall be submitted.
  - For RES/IRS/PDS projects approved by Economic Development Board (EDB, ex-BOI), BLUP is exempted.
- v. Burglar alarm system with rapid response
  - Exemption for burglar alarm system with rapid response could be given to premises already equipped with 24-hour CCTV and watchmanship with a registered Security Company, on case to case basis.
- vi. Licensed plates on tourist accommodations
  - All licensed Tourist Residences and Guest Houses shall affix a plate at the entrance of the premises informing that “Licensed by the Tourism Authority.

**c) Restaurant/Pub**

- a) Investment by non-citizen - Clearance from Ministry of Tourism is mandatory
- b) Hours for pubs and restaurants: Pubs and restaurants may be opened up to 02.00 am, subject to compliance with the Environment Standards for Noise Regulations 1992 and provided there is no disturbance to residents in the immediate neighbourhood”

**d) Tour Operator/ Travel Agency/ Rental Agency**

- a) Tour Operator- Refer to gazetted guidelines on website (gazetted on 27 July 2019)
- b) Travel Agency- Refer to gazetted guidelines on website (gazetted on 04 May 2019)

**e) Beach Hawker**

- a) Transfer and new application
  - i. Transfer of beach hawkers’ licences shall be allowed only to the heirs of a deceased holder of licence/permit.
  - ii. No new applications for TEL to operate as Beach Hawker be entertained.
- b) In case of renovation and temporary closure of hotel for more than two months, a draw to be made in the presence of an Usher (either from public or private

sector), to allocate each beach hawker their respective temporary base of operation.

c) Renewal of licence

i. Certificate of Character:

The Certificate of Character must be submitted every three (03) years.

f) **Tourist Guide**

a) All applicants must follow the course on Tourist Guide at MGI.

g) **Eco-Tourism Activities**

i. A Panel for Eco-Tourism Activities and Tourist Guides, for adventure-related activities has been set-up by the Tourism Authority with the following objectives:

- To review and elaborate guidelines for Eco-Tourism Activities and tourist guides;
- To examine the applications for Eco-Tourism Activities and tourist guides (involved in adventure-related activities) and carry-out the evaluation/interview of the applicants;
- To elaborate guidelines for new outdoor activities which have inherent risks, such as ziplines, tulawaka, etc.

ii. The Panel will be requested to examine applications for hiking, trekking and other adventure-related Eco-tourism activities, and make recommendations to the Licensing Committee

*Amended 12/10/2020*