

TOURISM OPERATING LICENSE REQUIREMENTS

Tour operator

Requirement	Validation
Valid Trading License	Valid company registration certificate
Communication Systems	Intercom, phones and/or walkie talkies to enable communication between departments
	Booking system
	Phone enabling communication to outside
Registered Office Premises	Valid office premises and accurate physical address
Website	Working customer-facing website
First Aid Boxes	First aid kits stocked with absorbent compress dressings, adhesive bandages, adhesive cloth tape, antibiotic ointment packets, antiseptic wipe packet, packet of aspirin (in response to heart attack), paracetamol/ibuprofen or any other pain-relief medication, 2 pair of nonlatex gloves, scissors, roller of bandage, sterile gauze pads, tweezers, preferably including snake antivenom, and First Aid Instruction Booklet.
	Valid first aid certificates for all drivers, guides and driver-guides issued by medical professional
Documented Qualification/Experience of Staff	CVs, diplomas, degrees of all management staff, demonstrating relevant education and/or 3+ years experience in hospitality industry
Qualification or Knowledge in Tourism and Hospitality	CVs, diplomas, degrees of all non-management staff, demonstrating relevant education/knowledge/experience
	Organisational chart with names, contact numbers and job titles of all staff
Tour Guides with Drivers License for Public Transport	Category B drivers' licenses for all drivers and driver-guides
Licensed and Road-worthy 4 Wheel Vehicle	At least one 4-wheel-drive vehicle
	- Valid controle technique
	- Valid carte jaune
	- Valid vehicle insurance
Membership of Tour Operators Association	Letter of membership to recognised tour operators association
Valid Subscription to an Emergency Evacuation Scheme Involving, Among Others Helicopter Rescue and Evacuation	Valid subscription to an emergency evacuation scheme involving, among others, helicopter rescue and evacuation services