



SRI LANKA TOURISM DEVELOPMENT AUTHORITY

MINIMUM REQUIREMENTS FOR THE REGISTRATION OF BUSINESS OF A TRAVEL AGENT

A. GENERAL TRAVEL AGENT

1. The agency should satisfy the definition of a travel Agent as indicated in the order under section 48(1) of the Ceylon tourist board Act No: 10 of 1966.
2. An Agency, which is a sole proprietorship or a partnership, should produce a certificate of registration from the Registrar of Business Name. (This requirement will not apply to any Agency carrying on business under the name of the Proprietor) An Agency that is a Limited Liability company should Produce a certificate of Incorporation from the Registrar of companies.
3. An agency which has not completed one year in travel business on the date of publication of the travel agents code in the gazette or which intends to commence business should:
 - a. In the case of limited Liability Company have a paid-up capital of not less than Rs. 1 million on the date of application for registration
 - b. In the case of sole proprietorship or partnership have a capital contribution of not less than Rs.1.2 million on the date of application for registration.

or

Asset Declaration with item list certified by Certified Accountant/Auditor/ JP/Attorney at Law
(any change of the declared asset, required to disclose at renewal),
Along With the insurance covering Loss of income and personal liability coverage.

4. The sole business of a sole proprietorship, Limited Liability company or other body seeking registration should be that of a travel Agent and majority shares in the capital contribution or paid –up capital should be

held by citizens of Sri Lanka Provided that where a Travel Agency has been engaged continuously in travel business during a period of not less than 10 years immediately preceding the date of publication of the travel Agents code in the Gazette, the Competent Authority may waive this requirement for a period to be determined by him with the approval of the Sri Lanka Tourism Development Authority.

5. The Agency should furnish a Guarantee from a Bank in Sri Lanka Bank Guarantee for Limited liability Companies should be Rs.100,000/= and Bank Guarantee for sole proprietorship or partnership should be Rs.120,000/= (This guarantee should be issued in the name of the Sri Lanka Tourism Development Authority as per the given specimen)
6. The Agency shall maintain an integrated website shall be portrayed the Tour information, General Tourist information, Terms & conditions, Valid contact details (including postal Address, telephone no, email address, etc...) Emergency contacts, correct Sri Lanka Tourism Promotional web banner, images, videos, etc...
7. Adequate and professionally Qualified or experienced staff shall be recruit for **office based** operation in matter regarding transport, accommodation, currency, outcome regulation, reservation of Air Line ticketing and general information about Travel and Tourism related services. However, greater emphasis may be given to effective communication skills and knowledge of foreign language other than English.
8. The person/s who carried out operation in **Home based** shall have outstanding knowledge on handling of transport, accommodation, currency, outcome regulation, reservation of Air Line ticketing and general information about Travel and Tourism related services. To provide outstanding personalize services, the person/s encourage to perform with effective communication skills, knowledge on foreign languages, web inquiry handling & complain management.
9. The Travel agency operation shall be carried out in an office with fixed address.
10. It is required to get services of Registered Tourist Guides who trained and licensed by the Sri Lanka Tourism Development Authority.
11. The tour operator shall contract/use approved specialized agencies in the field of Adventure Operations and related services for the tourists.
12. The Agency or any person employed or proposed to be employed in the business should during the period of five years immediately preceding the date of application for registration not have been convicted of an offence under the Monetary Law Act, the Exchange Control Act, the foreign Exchange Entitlement certificate Act No;28 of 1968, the customs ordinance , the control of imports and export act, or an offence Involving moral turpitude or use of the premises of the business of the Agency for an illegal purpose.

13. No Tourist Enterprise or Tourist service shall carry on service under their registered with the authority in terms of section 48 of the Tourism Act No. 38 of 2005.

Provided that in an appropriate case, the Competent Authority may in his absolute discretion wave compliance with any of the requirements above enumerated under heads (A) and (B)

Following documents should be forwarded with the application.

A Guarantee from a Bank in Sri Lanka, for an amount of not less than 10 % to the paid -up capital or the capital contribution or the firm to endure fulfillment of obligations. Bank Guarantee for Limited liability Companies should be Rs.100,000/= and Bank Guarantee for sole proprietorship or partnership should be Rs.120, 000 (This guarantee should be issued in the name of the Sri Lanka Tourism Development Authority as per the given specimen)

B - A certified statement of paid up capital of 1 Million from recognized Auditors in the case of a **Limited Liability company** (Chartered Accountant certification)

- A certified statement of paid up capital of 1.2 Million from recognized Auditors in the case of a **Sole Proprietor or Partnership Business** (Chartered Accountant certification)

Or

A certified statement of the capital contribution by a recognized Auditor/ Accountant JP/Attorney at Law in the case of a **sole proprietorship or partnership**. (Self-declaration and certification)
& with along the insurance covering Loss of income and personal liability coverage.

C List of Activities of the business as per the Specimen in the Travel company letterhead. (sealed and signed by the owner/ Director)

D List of staff /Individual with Name, designation, experience and copies of ID cards or passports in the company Letterhead signed by a Director of the company.

E Professional Experience letter or Certificate of qualifications of the staff / Home-based individual of the Travel Agency. The Tourism related professional experience or qualification must have for the Travel Agency staff / Home-based Individual.

F Deed or lease agreement of the premises. (one-year lease agreement can be accepted by lawyer's

Certification. Lease agreement more than one year and all deeds must register in the land registry before submitted.)

- G** In the case of a limited liability company Form No. 1 issued by registrar of Companies and Form No. 13 (if the Location of the company is changed after the registration)
- H** In the case of a limited liability company Copy of Articles of association certified by the company secretary. (Objectives at the company should Clearly mention in the articles)
- I** Brochures/ e-broachers and a Schedule itineraries or Confidential Tariff
- J** Grama Niladari Certificate of confirmation of residence only for **Home-based** operation
- K** If a **Home-based** operation, Two recommendation letters from SLTDA Registered Hotels/ or “A” Grade Guest House
- L** Please refer the website www.sltda.gov.lk to check the registration & renewal fees

SPECIMEN (BANK GURANTEE)
(Name and Address of Bank)

Competent Authority, (Director General)
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

Dear Sir,

LETTER OF GUARANTEE NO:

We are the (name of bank)Do hereby stand guarantee for sum of Rs..... (Amount in words) On behalf of the fulfillment or otherwise discharging of all its obligations prescribed by the travel Agents code 1973, Published in the Sri Lanka Government Gazette No 79 of 28th September 1973 read with the minimum requirements published there under in the Sri Lanka Government Gazette No 168 of 13th June 1975.

Our guarantee shall remain in force until the (date) unless a claim is lodged by you with us under the guarantee and is received by us on or before (date)..... all your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities hereunder. Our Liability under this guarantee shall not exceed the sum of Rs (Amount in words)in all and shall cease to be in force after (date).....

A demand under the hand of the competent authority within the meaning of the above mentioned travel agents code, for the time being shall (so far as we the bank are concerned) be conclusive evidence that we are liable to pay the sum demanded but not exceeding the amount aforesaid and accordingly, we the bank shall not be entitled to dispute in any manner, any demand made on us under the hand of the competent Authority aforesaid.

We the (Name of Bank)Specifically agree that the aforesaid competent Authority shall be at liberty either in one action to issue us (Name of the Agency)..... Or any other guarantor I guarantors or surety or sureties and also any other persons jointly and severally or proceeds in the first instance against us only and further that we hereby expressly renounce our right to claim that (name of Agency) Should be excused or proceeded against by action in the first instance and the right to the amount claimed and all other right, benefits and privileges to which guarantors or sureties are or may in law be entitled it being expressly agreed and understood that we the Bank shall be liable in all respects hereunder as principal debtor

to the Extent aforementioned including the liability to be sued before recourse is had against (Name of agency).....

Yours faithfully

Manager

(To be printed on the Bank letter Heads)

(To be printed on the company letter Heads)

SPECIMEN (LIST OF ACTIVITIES)

.....(Date)

**The Competent Authority
Sri Lanka Tourism Development Authority.
No: 80, Gall Rd.
Colombo-03**

Sir

ACTIVITES OF THE COMPANY

At a meeting of the Board of Directors held on..... it was resolved that the Company vizLocated at..... will be confined solely to the following

- a) The issue of transport tickets or booking of seats on any means of transport
- b) The reservations of accommodation in hotel rest houses guest houses and other places providing lodging and refreshment.
- c) Provision of reception at ports of entry, assistance in the securing of travel documents such as passports, visas, exchange control permits and the clearing and transport of baggage
- d) The organization of excursions or tours either on an all-inclusive basis or on the basis of a commission on the sale of travel tickets and the provision of services and facilities connected with such excursions or tours.

**Signature & Name of
Company Secretary**

**Signature & name of Managing
Director of the Company**

(To be printed on the Company letter Head)

SPECIMEN (DECLARATION OF NON - CONVICTION)

COMPETENT AUTHORITY

I/We hereby declare and confirm that no director I Partner/ Proprietor or any person employed or proposed to be employed in the business or our travel agency namely has during the period of five years immediately Preceding the date of application for registration / renewal of license for the period been convicted of an offence under the monetary law act , the exchange Control Act, the foreign Exchange Entitlement certificate Act no;28 of 1968, the customs ordinance or the control of imports and Exports Act or of an offence involving the use of the premises of such business for an illegal purpose or of an offence involving moral turpitude

**Name & Designation of
Signatory**

**Signature of Proprietor
for an on behalf of**

Date -----

Name of travel Agency

(The above should be signed by Chairman/ Managing Director/ General Manager or Proprietor) (Should be printed on the Company Letter Head with lawyer's certification)