

GUIDELINES FOR REGISTRATION OF TOURIST CITY TOUR/OPEN DECK CITY TOUR/CITY SIGHTSEEING OPERATIONS

Objective: The objective of the scheme is to recognize Tourist City Tour Service Providers in order to encourage and ensure a safe and quality service is provided to the tourists while maintaining and uplifting the overall tourism image of the country within a lawful operation.

Definition: A Tourist City Tour Service Provider is either an individual or an organization providing sightseeing facilities to tourist in and around the city in safe and comfortable vehicles. The vehicles shall be chauffer driven with the services of a guide.

Exclusions: The City Tour Service Provider shall not provide any other facility or a service for which specific registrations are available with the SLTDA and the service provider is not in procession. Long distance cycle tours are excluded from this standard.

The City Tour Service Providers shall meet the criteria specified below in order to be considered for registration as a City Tour Service Provider with the SLTDA.

1. Requirements for City Tour Service Provider

- 1.1 The applicant shall have operated a Tourist City Tour Service for a period not less than 1 year at the time of submitting the application.
- 1.2 The vehicles used shall be registered in the name of the service provider (or the organization). If the vehicle is obtained on a lease / rental basis, a formal lease/rental agreement between the owner of the vehicle and the service provider shall be available.
- 1.3 Service provider shall have a valid business registration in Sri Lanka.
- 1.4 The applicant shall demonstrate that adequate knowledge and experience in handling a Tourist City Tour Service is available.
- 1.5 The office shall be located in the city and the name of the organization shall be prominently displayed at the entrance. The office shall have telephone, e-mail, computer, and other services required for a present-day office. Adequate competent staff shall be available.
- 1.6 Promotional materials indicating the packages available, Rates, tour map and terms and conditions shall be available.
- 1.7 A comprehensive code of conduct must be established for drivers, guides, and safety measures, aligning with customer standards that are tailored to the operational capacity.
- 1.8 Regular training programs must be conducted for the drivers. All new drivers must put through a familiarization program before commencing work.
- 1.9 Any food and beverages served to the guest shall be hygienically prepared and packed and served at the correct temperatures.
- 1.10 Packing materials and empty bottles shall be disposed of correctly and not causing any environmental pollution.
- 1.11 Serving any alcoholic beverages within the vehicle during the tour shall adhere to the regulations set forth by the excise department and other relevant government authorities.
- 1.12 If any environmentally sensitive areas are visited as part of the tour, the guests must be very well briefed on the do s and don'ts.

- 1.13 The driver/tour guide accompanying the guests shall always ensure that the guests do not violate any laid down regulations and procedures particularly in environmentally sensitive areas.
- 1.14 The SLTDA registered tour guide (National, Chauffeur, Area, or Site guide) shall be available for a guided tour if a guiding requirement is available. Digital media, video audio narrations detailed itinerary with all details could be used with physical tour guide.
- 1.15 Vehicles shall not be taken to any restricted or prohibited areas at any time during the tour.
- 1.16 Sri Lanka Tourism Development Authority shall reserve the rights to review ticket prices as a deems required.
- 1.17 Information of tours shall be available in three main languages. These can be audio translations or brochures/pamphlets or similar.
- 1.18 The service provider shall be accountable for the responsibility of ensuring the safety, quality, and standard of the City Tour.

2. Requirements for the Driver

- 2.1 The driver shall have a valid driving licence for the specific class of the vehicle he is expected to drive. The driver shall have at least 5 years driving experience driving similar vehicles. The driver shall preferably be registered with the SLTDA as a Tourist Car Driver /guide.
- 2.2 The drivers shall drive the vehicles in a professional, safe and courteous manner at all times.
- 2.3 The driver shall be able to communicate, in English, with the passengers and offer assistance as necessary. Knowledge of other languages will be an advantage.
- 2.4 The driver shall be in uniformed attire and shall be well groomed.
- 2.5 The driver shall be provided with an identity card with a photograph, name, and the organization clearly mentioned. The identity card shall be worn by the driver at all times while on duty.
- 2.6 The driver shall not use the mobile phone while driving the vehicle.
- 2.7 The driver shall not be under the influence of alcohol or illegal drugs while on duty.
- 2.8 The driver shall not consume food or drinks while driving the vehicle.
- 2.9 The driver shall advise and ensure that all passengers remain seated in their respective seats while the vehicle is in motion.
- 2.10 The driver shall not solicit any gratifications in cash or kind from the passengers.
- 2.11 The driver shall not deviate from the established route unless with prior approval from the person having such authority.
- 2.12 The driver shall not pick up any passengers on the wayside unless with specific approval of the person having such authority.
- 2.13 The vehicle shall not be operated in any manner that may cause a disturbance and hindrance to other road users and public.

3. Requirements of the vehicle

- 3.1 The vehicle shall be registered to carry the specific number of passengers proposed.
- 3.2 The vehicle shall have a valid insurance policy including the passengers and permission to carry passengers for a fee.
- 3.3 The vehicle shall be in a very good state of repair.
- 3.4 A valid Roadworthiness Certificate shall be available where applicable.

- 3.5 The exterior of the vehicle shall be without any major dents and damage to paint work and shall be in a very clean condition.
- 3.6 The interior of the vehicle shall be clean and in an excellent state of repair.
- 3.7 A suitable portable fire extinguisher shall be available in the vehicle for emergency use.
- 3.8 A first aid kit shall be available.
- 3.9 Smoking shall not be permitted inside enclosed vehicles. Smoking in other vehicles must be discouraged.
- 3.10 The name of the driver must be prominently displayed inside the vehicle.
- 3.11 Emergency contact numbers must be prominently displayed inside the vehicle.
- 3.12 Functioning seat belts shall be available as per the regulations.
- 3.13 All vehicle modifications shall stick to the regulations set forth by the Department of Motor Traffic.

4. Operators engaged in the execution of Open Deck City Tours and City Sightseeing - Hop on - Hop Off Services are mandated to strictly adhere to these guidelines, which serve as additional specifications to the aforementioned general guidelines.

- 4.1. Plans for designated pick-up and drop-off points should be made available with prior approval from relevant government authorities, such as UDA and local government institutes.
- 4.2. Mandatory crew shall be comprising of Driver, Assistant and the Tour Guide in case of open deck/sightseeing bus operations.
- 4.3. Physical Criteria: Age to be above 35 years, minimum height 5'3' and minimum weight shall be 46kg for the drivers of open deck/sightseeing bus operations.
- 4.4. Emergency provisions necessitate the availability of at least one standby vehicle, possessing identical specifications, to ensure the seamless continuation of the tour without any disruption to the tour experience or the service.