

FOREWORD

The government of Tanzania is determined to maintain its tourist resource base in an adequate manner as it forms part of the public resources, improve the existing tourism infrastructure and develop it further so as to accrue higher revenues. In this regard, quality is essential across all elements of tourism.

Accordingly, all tourism operators have to come together, and consciously promote efficiency and high level of professionalism in order for the destination to prosper and indeed our business. Challenges are many in the development of this sector. The government on its part will continue to work towards creating a conducive environment for the tourism operators. To affect this, the Tourism Division has drawn basic tourism regulations to guide the operators to start up tourism business.

The guidelines for tourism licenses contained in this booklet issued by the Tourism Division of the Ministry of Natural Resources and Tourism will very much assist tourism business operators in the country. I anticipate that all those engaged in the tourism business will be made aware of these regulations and that it will receive enduring support from all the tourism operators. With that they shall abide to all other Laws and Regulations Set by the Government to operate in this business.

May I take this opportunity to thank everyone who assisted in preparing this booklet to ease the understanding of various licensing procedures. I also wish for the prosperity of the sustainable tourism and yearn that we have the capacity and wisdom to sustain our abundant tourist resource, and manage these resources in sustainable manner.

Director of Tourism

February 2004

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GUIDELINES ON HOW TO OBTAIN TOURISM LICENCES

1.0 CONDITIONS FOR ISSUING TOURIST AGENTS LICENCE

Tourist Agents will be granted Tourist Agents License after complying with procedures and conditions that are stipulated in the Tourist Agents Act (Licensing Regulations) 1969 and various Tourist Agents Regulations.

The applicant(s) must adhere to the following procedures and conditions:

1.1 a) Tour Operator: (Citizen)

If the applicant is a citizen of the United Republic, he/she must submit the following:

- (i) A Certificate of Registration and Memorandum and Articles of Association of the Company registered in Tanzania.
- (ii) He must have suitable office premises for carrying out the business of tour operator.
- (iii) He must have a fleet of not less than five road worth vehicles. The vehicle must not be more than five years old since first registration. The vehicles must be registered under the Company's business name.
- (iv) All tour vehicles must be comprehensively insured.
- (v) All tour vehicles shall vividly display in writing the name of the Tour Operator on each side of the vehicle. Stickers shall not be allowed.
- (vi) All tour vehicles shall vividly display the Tourist Agents Licence on the vehicle subject for inspection

b) Tour Operator: (Non-Citizen)

Companies applying for Tour Operator license but not owned fully by Tanzanians will have to meet the requirements stipulated under section 1.1 (i), (ii), (iii) (iv) (v) and (vi) mentioned herein above and in addition must satisfy the following conditions before they are issued with Tour Operator License:

Have a fleet of new vehicles (not less than ten vehicles) of the type approved for tour business by the Licensing Authority. The vehicles must be registered under the name of the company/business name

1.2 Car Hire

Car Hire License will be issued to Companies owned by Tanzanians only.

1.3 Travel Agent

- (i) Travel Agent License will be issued to business firms, which are fully owned by Tanzanians.
- (ii) The Travel Agent must satisfy all the regulations under item 1(i) and (ii) mentioned here in above.
- (iii) The applicant must have not less than two employees who are Tanzanians and who have recognized certificates in Tourism i.e. must have IATA recognized Certificate/Diploma.

1.4 Mountain Climbing/Trekking

Mountain Climbing/Trekking License will be issued to business firms, which are 100%, Tanzanian owned.

1.5 Hunting Safaris

All applicants must fulfil all the conditions stated in section 1.1a) (i) and (ii) mentioned here in above. The ownership of hunting facilities by applicants will be considered/taken into

account. The applicants must comply with all the regulations issued by the Directorate of Wildlife from time to time.

1.6 Tour Guides:

- (i) These must be Tanzanian nationals.
- (ii) Must be holders of for certificate recognized by the Tourist Agents Licensing Authority and must have adequate experience as reasonably required in this profession.
- (iii) Applicants who are non-citizen but who are professional with not less than ten years experience may forward their applications through their employee's companies. Such applications may be considered.

1.7 Other Related Business

For applicants of other tourism related business the conditions of application will be those that will be issued by the Ministry or such other relevant Authorities.

1.8 Other Obligations

- a) The licensee shall report in writing to the Tourist Agents Licensing Authority:
 - (i) Any occurrence which brings death or injury to a tourist(s);
 - (ii) Any major disruption of the itinerary of a tourist, being a tourist taking part in a tour with which the licensee is concerned.
- b) It is a requirement that each Tour Operator provides Promotion and Marketing Plan plus budget to the Authority before consideration of his application

- c) For all non-citizen employees in the sector applying for Work Permit/Resident Permit should channel their applications through the Authority Secretariat.

All the above licenses will be issued depending on the various existing Regulations of the relevant Government Authorities.

2.0 CLASSIFICATION OF TOURIST AGENTS BUSINESS

2.1 The following categories of Tourist Agents shall be classified as Class “A”:

- (i) Proprietors, owner-drivers and self employed drivers of passenger vehicles used wholly or partly in a tourist agent’s business.
- (ii) Tour or safari operators.
- (iii) Safari outfitters.
- (iv) Motor vehicle hire enterprises offering tour transport facilities, whether self – driven or chauffeur – driven.
- (v) Big-game fishing outfitters and operators.
- (vi) Proprietors of safari, hunting or sightseeing lodges and proprietors of tented, camps catering for tourists.
- (vii) Travel bureau or booking office, which (alone or with other business) offer tour safaris other than those of an airline, which operates international air tour and does not carry on any tourist activities in Tanzania.
- (viii) Professional safari photographers.
- (ix) Mountain Climbing.

2.2 The following categories of Tourist Agents shall be classified as Class “B”:

- (i) Professional hunters.
- (ii) Persons letting out vessels, whether manned or not.
- (iii) Proprietors of enterprises offering camps and camping equipment for hire.
- (iv) Professional and self –employed guides and couriers.
- (v) Any other business of a Tourist Agent not otherwise classified.

2.3 The following categories of the Tourist Agents shall be classified as Class “C”:

- (i) Tourist Hotel
- (ii) Exclusive Clubs
- (iii) Unclassified Hotels.

2.4 The following categories of Tourist Agents shall be classified as Class “D”:

- (i) Curio Shop

3.0 LICENCE FEES

License fees shall be paid on an annual basis as prescribed below:

3.1 Class “A” Licence

- a) Where the applicant is citizen of the United Republic and a company incorporated in the United Republic..... US \$ 2000 or *its equivalent amount in Tanzanian shillings.*

- b) In the case of a joint venture where the majority participation is Tanzanian with 50% or more shares and the company is incorporated in the United Republic US \$ 2000 or *its equivalent amount in Tanzanian shillings*.
- c) In the case of joint venture where the minority participation is Tanzanian with less than 50% shares US \$ 5000 or *its equivalent amount in Tanzanian shillings*.
- d) In any other caseUS \$ 5000 or *its equivalent amount in Tanzanian shillings*.

3.2 Class “ B” License

- a) Where the applicant is a citizen of the United Republic of a company incorporated in the United Republic..... US \$ 200 or *its equivalent amount in Tanzanian shillings*.
- b) In case of a joint venture, where the majority participation in Tanzanian and the company is in Tanzania US \$ 200 or *its equivalent amount in Tanzanian shillings*.
- c) In any other case US \$ 1000 or *its equivalent amount in Tanzanian shillings*.

3.3 Class “C” License

- (a) For a tourist hotel US \$ 1000 or *its equivalent amount in Tanzanian shillings*.
- (b) For an exclusive clubs US \$ 2500 or *its equivalent amount in Tanzanian shillings*.
- (c) For an unclassified hotel..... US\$ 200 or *its equivalent amount in Tanzanian shillings*.

3.4 Class “D” Licence

For a curio shop US\$ 200
or *its equivalent amount in Tanzanian shillings.*

4.0 FOR VARIATION OF A LICENCE

Where the variation involves classification of the licence from Class “B: to Class “A”, the difference between the dues paid and the fees payable for Class “A” having regard to the nationality of the applicant or the country of incorporation as the case may be.

5.0 CORE VALUES

In discharging our duties, all employees are obliged to adhere to the following core values: -

- Loyalty to the Government
- Diligence to duty
- Impartiality in service delivery
- Integrity
- Courtesy to all
- Respect for law and
- Proper use of information.

6.0 CLIENTS RESPONSIBILITIES

In order for the Division to properly and effectively discharge her duties, clients’ cooperation is paramount. Our client’s are therefore expected to:

- Respond to request for information thoroughly and timely
- Abide to all legal and administrative requirements.

THE TOURIST AGENTS (LICENSING) ACT, 1969

APPLICATION FOR THE GRANT (OR VARIATION) OF A LICENCE TO OPERATE AS A TOURIST AGENT

NOTE: THE APPLICATION WILL NOT BE PROCESSED IF IN THE OPINION OF THE AUTHORITY THERE IS MISREPRESENTATION OR NON-DISCLOSURE OF ANY MATERIAL FACT

PART "A"

1. (a) Name of Tourist Agent
- (b) Date Incorporation/Registration.....
- (c) Nationality or in the case of a Corporation the Country of Incorporation.....

2. (a) Address of Principal Premises of business
.....
- (b) Postal Address.....
- (c) Telephone number.....
- (d) Fax number.....
- (e) Email.....
- (f) Exact location of any other premises (state whether owned or rented, and the nature e.g. office, garage, store, etc.)
.....
- (g) Class of license required.....

- (h) Previous license number, if any.....
- (i) Date issued..... Date expired

PART “B”

- 3. Full names of proprietor(s) or shareholders(s) of the Company and their percentage of shares

.....
.....
.....

- 4. Age, country of Birth and present Nationality (of the persons named in # 3 above)

.....
.....
.....

- 5. (a) The nature of Tourist Agents business in respect of which this application is being made.

.....
.....
.....

- (b) Name, qualifications, experience and nationality of all permanently employed professional hunters/Tour guides/Couriers.

N.B. *Attach a separate sheet giving the above particulars:*

- 6. (a) (i) Total number of employees.....
- (ii) Citizen.....
- (a) Skilled.....
- (b) Unskilled.....
- (b) Name of non-citizen employees, age, qualification & experience

.....

.....

.....

- (c) The position (job title) occupied by persons named in (b) above and their contract duration.

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.....

Attach relevant documents as to qualifications and resident permits of non-citizen employee(s).

- (d) Experience and other requirements (State estimated minimum period needed for a newly qualified worker to perform independently upon completion of the necessary training e.g. “immediately after one year of close supervision: etc)”

.....

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.....

(e) What efforts have you made to obtain a citizen for the job?

.....
.....
.....
.....
.....
.....

PART “C”

7. If the business includes transportation, car hire or any other similar purpose state: -

(i) Registration numbers.....

.....

(ii) Type(s) and Make(s).....

.....

.....

.....

(iii) Carrying capacity (ies)

.....

.....

.....

.....

N.B. Attach photocopies of vehicle registration cards, current Insurance covers and vehicles inspection reports

8. (a) (i) Number of International Tourists handled monthly during the previous year

(ii) Amount of forex earned monthly in convertible currency (i.e.). US\$ & DM, Fr. SW. Fr. CAN etc) during the previous year.

(iii) Tourist circuits operated.....

(iv) Safari Tariffs and other relevant standing charges which have been in use during the previous year.....

(b) (i) Local Tourist handled monthly during the previous year.....

(ii) Areas/circuits operated during the previous year
.....

(c) (i) Projections for the next year.....

PART "D"

9. Names(s) and Address (es) of all branches of banks in which the applicant holds an account/ external account.

.....
.....
.....
.....

10.Details of the means and resources at disposal of the applicant

.....
.....
.....
.....

11.If this application is for variation of an existing license the details of the variation required and the reasons for them.

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.....
.....

12.If the applicant has held a license previously the reasons for the present application

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.....
.....

13.(a) I have never been convicted of any offence under the Tourist Agents (Licensing) Act, 1969 or any other offence involving fraud or dishonest under any other written law.

(b) That I am not charged bankrupt/corporation is not in liquidation and no order for its winding up has been made by any court in Tanzania or elsewhere.

(c) That the information given in this application is true and complete in all respects.

Date200__

.....

Signature(s) of applicant(s)



**DO NOT WRITE IN THIS SPACE
(FOR OFFICIAL USE ONLY)**

License granted/rejected.....No

Issued on.Class of License. Fee paid

.....Receipt No.

.....

Signature

THE TOURIST AGENTS (LICENSING) ACT, 1969

APPLICATION FOR THE GRANT (OR VARIATION) OF A LICENCE FOR HOTELS, EXCLUSIVE CLUBS AND RESTAURANTS UNDER THE TOURIST AGENTS ACT

NOTE: THE APPLICATION WILL NOT BE PROCESSED IF
IN THE OPINION OF THE AUTHORITY THERE IS
MISREPRESENTATION OR NON-DISCLOSURE OF
ANY MATERIAL FACT

1. Application forlicense
 2. Applicant's name.....
 3. Name under which business is carried on.....
 4. Postal address at which business is carried on
.....
- Plot No.
- Street/Road
- Town/City/District

5. (a) If partnership, give full names and addresses of all partners

.....

.....

(b) If a limited liability Company give names and addresses of Directors and of at least 10 largest shareholders.

.....

.....

6. State Age, Country of birth and present nationality of the person mentioned in paragraph above.

.....

7. State whether the applicant is

(a) The owner

(b) The lessee

8. (a) Attach your current tariff

(b) If tariff is full board what would you charge for bed and breakfast only

.....

- 9. Service charge (in percentage).....

- 10. Low season rate.....
.....

- 11. Total number of beds.....

- 12. Name and address of the applicant's bankers(s)
.....

- 13. In the case of restaurants, total sales for the past financial year
.....

- 14. Attach Photostat copy of your current Restaurant License

- 15. A copy of the current Menu should be sent to the Authority
when returning this application form

- 16. If this application is for the variation of an existing license, the
details of the variation required and the reasons.
.....
.....

17. Does your hotel receive any tourists direct from outside Tanzania?

.....

18. If yes, state the approximate number of tourists expected to be so received during the 12 months, following the date of this application.

.....

19. Have you been refused a license under the above Act before?

.....

By signing this application. I agree to the following conditions:

- (a) I have never been convicted of any offence under the Tourist Agents (Licensing) Act 1969 or involving fraud or Dishonest under any other written law.
- (b) That I am not in discharge Bankrupt/Corporation in Liquidation and no order for its winding up has been made by any court in Tanzania or elsewhere.
- (c) That the information given in this application is true and complete in all aspect

.....

Date

.....

Signature of Applicant



**DO NOT WRITE IN THIS SPACE
(FOR OFFICIAL USE ONLY)**

License granted/rejectedNo.....

Issued onClass of License.....

Fee paidReceipt No.

.....

Signature

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