

Welcome to the Step-by-Step video guide for Sri Lanka Tourism Development Authority's Online Registration Portal.

The COVID-19 pandemic has been difficult for all of us in the Tourism Sector. SLTDA has been working tirelessly to help the Tourism Sector in Sri Lanka recover and get back on its feet. Register with the SLTDA and we will help!

Registering with SLTDA, legalizes your business and allows you to access a host of benefits and support directly from the Sri Lankan Government. Here is a list of benefits you will qualify for as a registered business:

Safe & Secure Certification, Training and Development for SME's, assistance in obtaining of a liquor license, Visa recommendation for Expats, Government Moratorium, Tax Concessions, Special Low Interest Financing Opportunities,

To support the tourism industry at this difficult time, SLTDA has introduced a Provisional Registration process.

The Provisional Registration process is easy and hassle free and could be completed via the online registration portal. To encourage you to join today, the SLTDA has reduced the registration and renewal fees significantly, simplified the documentary requirements and have allowed photo uploads as evidence of operations – until the forthcoming on-site inspection during the provisional registration period.

It's just a 5-step process.

Let's get started!

All you need is a laptop, mobile phone or computer with a good internet connection. Before you begin your registration process check whether you are eligible. If your business or services fall under one of the following categories, you qualify for the provisional registration process.

Once you have confirmed your eligibility - you are ready to begin!

Step 1: Application.

Begin by visiting the SLTDA website. Move your arrow to Register with SLTDA button at the upper right-hand corner and give it a click. You will arrive at a pre-registration page which lists all the relevant guidelines, gazettes, registration process and contact information. Please read through the relevant information to your business, as it will help you in your registration process. Click on 'Register with us' to proceed.

Next, Select the Provisional License Category on the right-hand side. Scan through the listed business categories and select the correct category for your business or service.

Now fill in the information relevant to your business or service.

Fill in each section as accurately as possible, keeping in mind anything with asterisk * means you need to fill this section to move forward. At the bottom of the page enter your email address and a password and sign up to create an account for the SLTDA registration portal. Next read through and agree to the Terms & Conditions before selecting submit. Once completed, you will see a pop-up message from SLTDA with your reference number and a request to log in to the SLTDA online portal.

You will also receive an email with these details. Be sure to save them as they are key to accessing the online portal. Once your application is verified you can begin Step 2 of the application process.

Step 2: Document Submission.

Tips to prepare your documentation,

- Read the guidelines for your business category carefully.
- The required documents will be listed under 'Pending document details' in the online portal.
- If you do not have a trade license, building plan or environmental protection license, please obtain a consent letter from the relevant authority.
- A consent letter from the Divisional Secretariat or the Land-owning Authority will also be accepted for the provisional registration process in place of the Land Deed or Lease (This is not applicable to Private Lands)
- If you are unsure what each document should include, sample documents are available to download for guidance
- Be sure to scan and upload each document under the correct document type.
- Submit only the requested documentation.

Once you have submitted all the documents, you will receive an acknowledgement email that SLTDA is in the process of evaluating your documents. All documents submitted via the online portal need to be attested by an attorney-at-law or Justice of Peace as a "True Copy" on each page.

This document set needs to be sent via registered post or courier to SLTDA addressed to the Director of Standards & Quality Assurance at the Sri Lanka Tourism Development Authority, No. 80, Galle Road, Colombo 03

Step 3. Photo Upload.

Start the process of gathering your images early and be sure to allocate enough time for completing this section, as it will be time consuming. The list of required photographs will be listed on the left-hand portion of your screen. At least one image must be uploaded per section with a maximum of 3 images per section. Once you upload 3 images you will see a green tick next to the category on the left-hand side.

Read and check the declaration box and click on the 'final submit' button to submit your images.

Step 4: Authentication by SLTDA.

We will now work to authenticate the submitted documents and images. Please note that this can take up to a maximum of 7 working days to complete so please bear with us. We will contact you via email if any material is missing or incorrect.

Once this process is complete, you will receive an email confirming that you have completed step 4 of the application process

Your application will now move to the payment stage. Once you have passed the authentication process, SLTDA will send an email requesting you to make the payment.

Step 5: Payment.

The payment can be done via the secure payment gateway on the registration portal using a credit card, bank transfer or a bank deposit by visiting a bank in person.

If you opt for a bank transfer via internet banking / an online transfer or in person bank deposit please scan / upload proof of payment in the online portal.

Your application is now complete!

You will be notified of your official registration. A digital copy of your registration certificate will be attached to the email and the hard copy of your provisional registration certificate will be mailed to you via registered post.

The validity period of your provisional license is six (06) months. During this period, you will require to proceed the formal registration process. If a written request explaining reasonable grounds for extension of the provisional registrations are provided, SLTDA will consider extending the provisional registration for a further maximum up to six (06) months on a case-by-case basis.

If you require further assistance, Type 'Register' and send to '0715440000'.

Good luck on the registration process.

Welcome to the SLTDA family and most importantly thank you for doing your part to support the Sri Lanka Tourism Sector.