



Sri Lanka Tourism

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06th May 2024

Dear All Inbound Travel Agents,

Re: Request for Licensed Guide Services

With reference to our previous correspondences dated on 20.01.2020 and 07.02.2020 regarding the engagement of licensed guides, we wish to highlight ongoing concerns raised by numerous complaints. These complaints indicate the presence of unlicensed individuals leading tourists at various destinations, and the issue extends to "Area Guides" escorting visitors beyond their designated province.

According to Gazette No. 473/20 dated 20.10.1987 and Gazette No. 2140/17 dated 10.09.2019, the categories of guides are clearly delineated as follows:

1. **National Guides:** Authorized to accompany groups exceeding 7 passengers, facilitating travel across the entire island.
2. **Chauffeur Guides:** Licensed to guide groups of up to 7 passengers, offering comprehensive island-wide coverage (While driving)
3. **Area Guides:** Restricted to guiding visitors within a specific province.
4. **Site Guides:** Specialized in providing services at designated sites only.

Moreover, as outlined in the Travel Agency guidelines, it is imperative that all licensed travel agents utilize the services of duly licensed guides.

In adherence to existing regulations, we urge you to diligently verify the guide license issued by the Sri Lanka Tourism Development Authority (SLTDA), ensuring its validity prior to engaging their services. Details of all registered guides are accessible on our website (www.sltda.gov.lk) for your convenience and reference.

Please be informed that failure to comply with these regulations will result in necessary actions being taken in accordance with our policies and regulations.

Your cooperation in upholding these standards is crucial and greatly appreciated.

Thank you for your attention to this matter.

Director General

Sri Lanka Tourism Development Authority

Copies : President, Sri Lanka Association of Inbound Tour Operators
President, Travel Agents Association of Sri Lanka
President, Association of Small & Medium Enterprises in Sri Lanka
President, Tourist Hotel Association of Sri Lanka