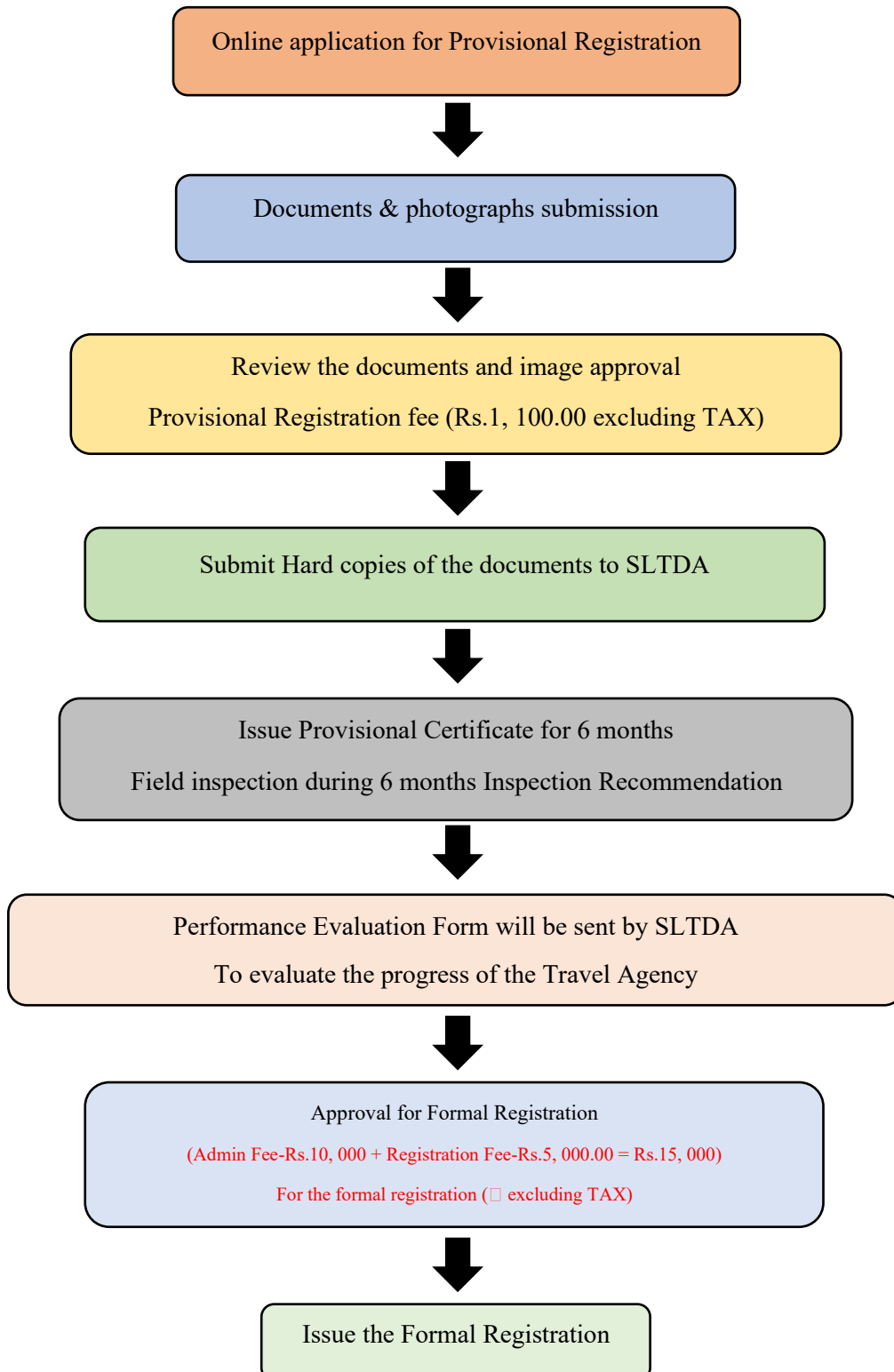




## SRI LANKA TOURISM DEVELOPMENT AUTHORITY

### REGISTRATION PROCESS



Watch Online Registration Video Guide: <https://sltda.gov.lk/en/online-registration-guide>

## INSTRUCTIONS TO THE NEW TRAVEL AGENTS

- Six (06) months Provisional Registration certificate is issued for all the new registered Travel Agencies sent the applications for registration after 22<sup>nd</sup> August 2020.
- SLTDA will conduct field inspection during six months' time period.
- Performance Evaluation of the provisionally registered Travel Agencies will be done by SLTDA based on the recommendation of the physical inspection.
- SLTDA issue the Formal Registration subject to performance evaluation.

### MINIMUM REQUIREMENTS FOR THE REGISTRATION OF BUSINESS OF A 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. 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 business:

**Option 1** – Should have a capital contribution of not less than Rs.1.2 million on the date of application for registration.
- OR**
- Option 2** - 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/=
  - 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 of professional qualification & experience 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.

**\*\*You are required to clear relevant Tourism Development Levy (TDL) annually after registration by coordinating with finance division** (Link - <https://www.sltda.gov.lk/en/tourism-development-levy> )

## Travel Agency – Registration

### Required Documents:

(\*\*Once receiving the documents accepted acknowledgment to your email, submit all the hard copies of the registration documents to SLTDA as ‘True Copy’ ascertained by Attorney at law or Justice of Peace)

S/N	Required Documents
1	<ul style="list-style-type: none"> <li>• Business Registration</li> <li>• Form 1/48/15 (To confirm the registered address &amp; directors/shareholders – If a limited liability company)</li> <li>• Form 20 (To confirm any director change - If limited liability company)</li> <li>• Form 13/ Board Resolution (Change of registered address – If a limited liability company)</li> <li>• Articles of Association certified by the company secretary (In the case of limited liability company)</li> </ul>
2	Bank Guarantee (original) <a href="#">View</a>
3	List of staff with ID card numbers and designation in letterhead signed by director/proprietor
4	Staff/ Individual’s professional qualification certificates/work experience proof documents
5	Declaration of non-conviction <a href="#">View</a>
6	List of activities <a href="#">View</a>
7	Chartered Accountant's certification for paid up capital
	• Grama Niladhari Certificate of confirmation of Residence (Not applicable for Formal office operations)
	• Recommendation Letter from SLTDA Registered Hotels / “A” Grade Guest Houses (Not applicable for Formal office operations)
	• Deed or Lease Agreement or consent letter (Optional) <a href="#">View</a>

### Registration Fee Structure 1:

☐ Excluding

#### TAX

Category	1 <sup>st</sup> payment Inspection Rs.	2 <sup>nd</sup> payment Registration Rs.	Total payment Rs.
Travel Agency	10,000.00	5,000.00	15,000.00

**Provisional Registration – 1,100.00**

## Frequently Asked Questions (FAQs)

### Documentation Related :

#### **01. What is a Travel Agency?**

Travel Agencies is a retail business, that sells travel-related products and services, particularly package tours to customers, on behalf of suppliers, such as airlines, car rentals, cruise lines, hotels, railways, sightseeing tours, and tour operators.

#### **02. Can home based travel agencies also register with SLTDA?**

Yes Home Base Travel Agencies could be registered with us.

#### **03. Can I register my business as Sole Proprietor ?**

You may obtain any business registration. Sole Proprietor or partnership or Limited Liability company registration.

#### **04. I have different address in my documents. Is that OK?**

You need to get the documents at the same address where you operate your business. If your business registration is sole proprietor or partnership, your business operational address is mandatory in the business registration.

If your business is a limited liability company registration, if your Form 1 does not indicated the business operational address, you need to submit a board resolution or form 13 for operational address.

Please make sure your letterhead must be indicated the operational address.

#### **05. What are the documents required when registering a home based travel agency?**

All the required documents available in list shall be submitted for registration. Apart from the documents, additionally Grama Niladhari certification for address and 2 recommendation letters from SLYDA registered accommodation units to be submitted for home-based travel agency.

#### **06. If I am not a home based travel agency, shall I upload blank sheets instead of recommendation letters and Grama Niladhari letter?**

Upload a letter mentioning that you have a formal office and those two documents are not required for you.

#### **07. Why Travel Agency initially obtain a provisional registration without formal registration?**

As per Board of Management Decision in 2020, 6 months provisional registration will be offered before the inspection. Within this period, travel agency shall be performed well with number of pax count/sales etc.

#### **08. When can we get the formal registration?**

After inspection recommendation + performance evaluation + relevant formal registration two payments.

#### **09. What is performance Evaluation? How can I get it?**

-After your inspection recommendation, SLTDA will sent you a online google form via email. You need to submit it. However, 3 months or 6 months income generation is mandatory in your business to fill this form. Relevant format also will be sent along with the same email.

#### **10. What will happen if my business does not fulfill the 3 months or 6 months business at the performance evaluation stage?**

You can keep save the online google form link with format which we send via email and after you complete the required sales/business to complete for 03 or 06 months you may fill and submit it. Until that, you may operate your business with provisional registration.

**11. If my provisional registration has expired at that stage?**

You may send an email for the extension to extend your provisional registration ([sandaprabhak@srilanka.travel](mailto:sandaprabhak@srilanka.travel)).

**12. How much does it cost to register?**

**Provisional Registration** : First you have to pay Rs.1331.37 / = and then you will be issued a provisional registration certificate.

**Formal Registration** : The inspection will be done within 6 months and upon its approval Rs. 18153.85 / = will be paid in two installments. Accordingly, the first installment should be paid in the amount of Rs.12102.56 / = and the second installment in the amount of Rs.6051.28 / =. These all payments shall be paid via system login to your account.

**13. What documents are required for registration?** Please check the guideline available in [sltda.gov.lk](http://sltda.gov.lk)

**14. What do you expect from a paid-up capital?**

We expect a letter confirming that your assets of the business are not less than 1 million (if a limited liability company registration) and if your company is sole proprietor or partnership your assets are not less than 1.2 million. However, SLTDA does not require the source of paid-up capital. We accept the letter certify by chartered accountant on his letterhead.

**15. How can I involve a foreign partnership to my business?**

You can involve a foreign partnership but 60% of the ownership shall be for a Sri Lankan citizen.

**16. What are the formats available in documents?**

Downloads are available in the guideline for List of activities, bank guarantee and declaration of nonconviction formats.

**17. If I want to change my given email (user name) in account how can I do it?**

Please fill form via link

[https://sltda.gov.lk/storage/common\\_media/otbls744446269email%20change4211371708.pdf](https://sltda.gov.lk/storage/common_media/otbls744446269email%20change4211371708.pdf) and send the filled form to [otblshelp@srilanka.travel](mailto:otblshelp@srilanka.travel)

**18. What type of Bank Guarantee do I need to submit?**

General bank guarantee as per the format. Do not submit any other type of bank guarantees (performance bond, credit guarantee, bid bonds etc.)

**19. If bank ask for a request letter for the bank guarantee?**

We do not issue the request letters. Instead of that, you may send us the email request mentioning the bank email to send the email request to the bank. But some banks do not ask for a request to issue the bank guarantee.

## **Operational Related :**

### **1. I have a transportation / tuk tuk rental company. Can I register with Travel Agency category?**

Transportation companies/cab services / tuk tuk rentals are not complied with the travel agency category. You need to specified in your business registrations/articles/web sites how you cater to Tourists with travel agency operations.

### **2. If I don't have any experience in travel agency, how will we operate as a business? What would you suggest?**

This is mandatory. You need to hire a qualified staff and operate.

### **3. What are the requirements will you observe during inspection?**

Website, name board, travel agency genuine business operations and knowledge to run the travel agency.

### **4. Why inspection is necessary?**

We receive 90% of complaints against travel agencies. So we have to check and confirm travel agency operations at the particular address and to ensure the standards and quality of the service (proper knowledge)

### **5. My business registration name and the Travel Agency name are different . Can I obtain the SLTDA registration for the operating name?**

SLTDA issue the registration to the name which is indicated in business registration. You are not allowed to operate the business by a separate name which is not in your business registration. That would be a disadvantage for you also if you participate for promotional events as well.

### **6. Can I operate any other business operations by my Travel Agency name?**

You can do only the travel agency business operations by your travel agency name. Any other business activities which are not related to the travel agency operations, are not allowed to do by the existing business registration name. Otherwise , this will be an issue when you clear Tourism Development Levy 1% upon your business income.

### **7. What shall be in web site ?**

All the usual requirements which shall be mentioned in a travel agency web site, to be included. Tour packages., terms and conditions, contact details (address in Sri Lanka etc.) and all the other relevant details .

### **8. Can I operate the travel agency from overseas?**

No. You are required to operate the travel agency operation based in Sri Lanka.

### **9. What are the qualifications for a travel agent?**

- Computer literacy
- Handling tourists
- Knowledge about tourist attraction destinations
- Correct guiding methods
- Translators or knowledge about foreign languages
- Planning & organizing tours
- Realistic tour packages
- Marketing

### **10. Currently I work as a Tourist Driver/Guide. Can I operate a Travel Agency?**

As per the issued code of conduct document, tourist driver/guide is unable to operate any commissionbased business (conflict of interest). However, if you wish to start travel agency, you need to submit a separate qualification/ service experience related to the travel agency operation/marketing/business management. We recommend you to recruit a qualified staff related to travel agency operation to keep fulltime at your business. Tour guiding and the Travel Agency operations are two separate operations.

### **11. Can we operate as a virtual travel agency?**

If you operate all the facilities (hotel accommodation, transport etc..) via an online app or booking engine, you need to register with Tourism App category. However, there is no any categorization for virtual travel agency . You need to have a address and office setup at your home.

**\*\*You are required to clear relevant Tourism Development Levy (TDL) annually after registration by coordinating with finance division (Link - <https://www.sltda.gov.lk/en/tourism-development-levy>)**



**Standards & Quality Assurance – Sri Lanka Tourism Development Authority**