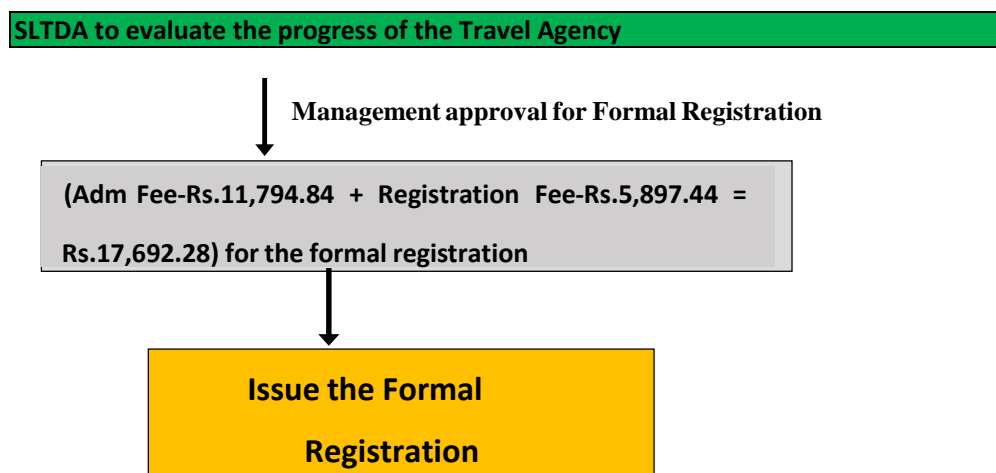


SRI LANKA TOURISM DEVELOPMENT AUTHORITY
REGISTRATION OF TRAVEL AGENCY
(DESTINATION MANAGEMENT COMPANIES-DMC)

PROVISIONAL REGISTRATION PROCESS – TRAVEL AGENCY



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 22nd 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.
- After six months period, performance evaluation records will be submitted to the SLTDA Board of Management.
- SLTDA issue the Formal Registration upon the Board approval.

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:
 - Opt.1** – Should have a capital contribution of not less than Rs.1.2 million on the date of application for registration.
- OR**
- Opt.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.

Travel Agency – Registration

Required Documents:

S/N	Required Documents
1	<ul style="list-style-type: none"> • Business Registration • Form 1/48/15 (To confirm the registered address & directors/shareholders – If a limited liability company) • Form 20 (To confirm any director change - If limited liability company) • Board Resolution for Trade Name (If the Business Registered name and trade name different only – If a limited liability company only) • Form 13 (Change of registered address – If a limited liability company) • Articles of Association certified by the company secretary (In the case of limited liability company)
2	Bank Guarantee (original) View
3	List of staff with ID card numbers and designation in letterhead signed by director/proprietor
5	Staff/ Individual’s professional qualification certificates/work experience proof documents
6	Declaration of non-conviction View
7	List of activities View
8	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) View

Note: Submit the documents as ‘True Copy’ ascertained by Attorney at law or Justice of Peace

Fees - Registration

Category	1 st payment Inspection Rs.	2 nd payment Registration Rs.	Total payment Rs.
Travel Agency	11,794.87	5,897.44	17,692.31

Provisional Registration – 1,297.52

Travel Agency – Renewal

Required Documents:

S/N	Required Documents
1	Changed Business Registration / Form 3 (If any name change of the business)
2	Bank Guarantee (original)
3	List of staff with ID card numbers and designation in letterhead signed by director/proprietor
•	Renewed Lease Agreement (Optional)
•	Form 20 (if Directors change -Limited liability company)
•	Form 13 /Board Resolution for operational address (If the registered address and operational address are different -In the case of limited liability company)

Note: Submit the documents as 'True Copy' ascertained by Attorney at law or Justice of Peace

Renewal Fee:

Category	Renewal Fee Rs.
Travel Agency	17,692.31

Please note that considering the impact to the Tourism Industry by pandemic of COVID-19, the renewal fee has been waived off for the years 2021 & 2022.