

OPERATIONAL GUIDELINES FOR TOUR OPERATORS
AND TRAVEL AGENTS

1. TOUR OPERATORS

a). **LOCATION**

Tour operators should choose locations which conform to the following characteristics:-

- Easy accessibility
- Clean and attractive
- A clearly visible sign board or office label
- A Presentable, adequately spacious office
- Availability of basic appliances i.e. telephone, fax, e-mail etc.
- Availability of basic utilities like water and electricity.

b). **STAFF**

A model staff structure should include at least the following:-

- Managing Director
- Tours Manager
- Should have a minimum academic qualification of UCE (O-level) or equivalent.
- Must have good communication skills.
- Must have a second language in addition to English.
- Must have a valid driving permit for both small and commercial vehicles.
- Should be presentable, courteous and honest.
- Should be uniformed.

c). **VEHICLES**

- All vehicles intended for tour operations must be registered with the Ministry of Tourism, Trade and Industry.
- Vehicles intended for tour operations must be in very good mechanical condition and must be comprehensively insured with a recognized and reputable firm.
- Tour operation vehicles must be registered in the company's name.
- Each tour operator must have a minimum of two tour vehicles plus utility vehicles.
- Tour vehicles must be for the exclusive use of tourists and should preferably have sliding roofs.

d). CAPITAL

Each tour operating company should have a minimum authorized share capital of twenty million shillings (Shs. 20,000,000/=), must be financially sound and must conform to all accounting and auditing conditions.

f). FEES

The annual licensing fee is Shs. 50,000/= subject to revision.

g). FOREIGN BASED TOUR OPERATORS

All foreign based tour operators must have a licence to operate in Uganda and are subject to the provisions of the Tourist Agents (Licensing) Act, 1968 and the Tourist Agents (Licensing) Regulations, 1972.

g). GENERAL

- All tour operators are required to be members of the Association of Uganda Tour Operators (AUTO)
- All applicants for licenses must fill a standard form in accordance with Schedule 2 of the 1972 Regulations.

2. TRAVEL AGENTS

a). LOCATION

Requirements are the same as for tour operators, but should preferably be on the ground floor.

b). STAFF

A model staff structure should include at least the following:-

- Managing Director / General Manager.
- Reservations /Ticketing Officer
- Accounts Officer
- Office Messenger

c) STAFF QUALIFICATIONS

Managing Director / General Manager

- Must have proven knowledge of airline operations
- The minimum academic qualification should be UACE (A-Level) or equivalent
- Must have a pleasant character, good public relations and good communication skills.

Reservations / Ticketing Officer

- Should have relevant qualifications and experience in ticketing
- Should have a minimum academic qualification of UACE (A-Level) or equivalent.
- Should be computer literate.
- Should have one of foreign language other than English.
- Should have good public relations and communication skills.

Accounts Officer

- Should have a minimum academic qualification of UDDBS or equivalent

Office Messenger

- Should have a minimum academic qualification of UCE (O-level) or equivalent
- Should be presentable and honest and should be uniformed

d) VEHICLES

- Each travel agent must have one vehicle for administrative duties
- The vehicle must be sound, marked clearly with and registered in the company=s names

e) CAPITAL

Each travel agent should have a minimum authorized share capital of ten million shillings (Shs. 10,000,000/=), must be financially sound and must conform to all accounting and auditing conditions.

f) FEES

The annual licence fee is 50,000/= subject to revision.

g).GENERAL

All travel agents are required to be members of TUGATA

All travel agents must conform to IATA regulations.

All applicants for licences must fill a standard form in accordance with Schedule 2 of the 1972 Regulations.