

The United Republic of Tanzania



Ministry of Tourism & natural Resources

TOURISM DIVISION

Guidelines on Registration & Licensing of Tourism Operators





The United Republic of Tanzania
Ministry of Natural Resources and Tourism



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**GUIDELINES ON REGISTRATION
AND LICENSING OF TOURISM OPERATORS**

JUNE 2019

FOREWORD

The government of Tanzania is determined to maintain its tourist resource base in an adequate manner as it forms part of the public resources, improve the existing tourism infrastructure and develop it further so as to accrue higher revenues. In this regard, quality is essential across all elements of tourism.

Accordingly, all tourism operators have to come together, and consciously promote efficiency and high level of professionalism in order for the destination to prosper and indeed our business. Challenges are many in the development of this sector. The government on its part will continue to work towards creating a conducive environment for the tourism operators. To affect this, the Tourism Division has drawn basic tourism regulations to guide the operators to start up tourism business.

The guidelines for tourism licenses contained in this booklet issued by the Tourism Division of the Ministry of Natural Resources and Tourism will very much assist tourism business operators in the country. I anticipate that all those engaged in the tourism business will be made aware of these regulations and that it will receive enduring support from all the tourism operators. With that they shall abide to all other Laws and Regulations set by the Government to operate in this business.

May I take this opportunity to thank everyone who assisted in preparing this booklet to ease the understanding of various licensing procedures. I also wish for the prosperity of the sustainable tourism and yearn that we have the capacity and wisdom to sustain our abundant tourist resource, and manage these resources in sustainable manner.

Director of Tourism
June, 2018

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- 1.1 “Tour operator” means a person or company engaged in the provision of professional ground transport for game viewing and selling of tour package to
- 1.2 “Tourism agent” means a tour operator, travel agent or photographic and hunting safaris operator or any person who for reward conducts an activity, or undertakes to provide services for tourists and other members of the public in relation to the tours and travel within or outside the country;
- 1.3 “Travel agent” means a person or a company engaged in the sale of professional services to travelers including:-
 - 1.3.1 Selling of tickets entitling an individual to travel, or otherwise arranging for a person a right of passage on any conveyance;
 - 1.3.2 Selling, arranging or making available for a person rights of passage, tourist accommodation and other tourist services at one place or more within or outside Tanzania;
 - 1.3.3 Purchasing for resale the right of passage on any conveyance;
 - 1.3.4 holding himself out as or advertises that he is willing to carry on any activity referred to in paragraph (a),(b) or (c).
- 1.4 “Overland tourist truck” means trucks carrying tourists across continental road trips for the purpose of exploring outdoor game viewing.
- 1.5 “Package” means the pre-arranged combination of at least two of the following components:-
 - 1.5.1 Transport;
 - 1.5.2 Accommodation; and
 - 1.5.3 Other ancillary services accounting for a significant portion of the package,
- 1.6 “Tourism accommodation facility” means premises that receives guests

whether on prior arrangement or on walk-in basis and offers services such as sleeping , meals and drinks for a fee.

- 1.7 “Designated tourism activity” means any service, which the Minister has declared as such under section 17 of the Act;
- 1.8 “Classification” means separation of different types of ranges of accommodation into several categories based on the range of criteria.
- 1.9 “Grading” means it is a quality assessment awarding a symbol to denote an above average service to an accommodation facility
- 1.10 “Approved accommodation establishments” means the accommodation establishments that do not meet the minimum requirements of the set standards for classification and grading as prescribed in Sixth Schedule.
- 1.11 “Not yet classified accommodation establishments” means those accommodation establishments that meet the set standards for the classification and grading exercise but is yet to be officially classified and graded as prescribed in Sixth Schedule.
- 1.12 “Unclassifiable accommodation establishments” means those accommodation establishments that have limited basic requirements and cannot be classified under the existing set standards of grading
- 1.13 “tour guide” means a person who leads tourists who visit tourist attractions by giving commentary on the history, features and significance in a tourism attraction;

Registration of Tourism Operators

Every person who wishes to operate Tourism Business shall make an application for a certificate of registration to the Director of Tourism as stipulated in Tourism Act of 2008 section 10.

2.1 GENERAL REQUIREMENTS FOR REGISTRATION OF TOURISM OPERATORS

2.1.1 Registration made by individual or by Partnership (Sole Proprietor)

The applicant(s) under Sole Proprietorship/ Partnership nature must be citizen(s) of the United Republic of Tanzania. For the applicant(s) to be qualified for being registered must submit the following proofs/evidence to the Director of Tourism;

- i. Evidence that the business is licenced by Business Registration Licensing Authority (BRELA)
- ii. A business plan related to the proposed business
- iii. Proof of having suitable office for carrying the business of Tour operator and
- iv. Provide sole Proprietor Extract / Partnership Deed

2.1.2 Registration made by a Limited Company

For Companies, the applicant to be eligible for Registration must submit the following for verifications;

- i. A Certificate of incorporation or similar deed
- ii. A Memorandum and Articles of association or similar constituent documents
- iii. A list of Directors, and their qualifications
- iv. Tax identification Number (TIN)
- v. Evidence that the business is licenced by BRELA
- vi. Business plan
- vii. Proof of nationality of shareholders.
- viii. Full address of the Office premise headquarters

2.2 REGISTRATION FOR TOUR OPERATORS

All applicants must fulfill all the relevant conditions under section 2.1.1 and 2.1.2 mentioned herein above. In addition must satisfy the following requirements:

- i. provide proof of having 4WD fleet of Vehicles
- ii. All tour vehicles must not be more than 5 years old from the first Registration,
- iii. All vehicles must be registered under Company's name.
- iv. Provide evidence that each tour vehicle have been properly insured (preferably Comprehensive insurance)
- v. In case of Citizen owned Company(ies) applicant must have at least 1 road worth vehicle which approved to carry business of Tour Operation in the country.
- vi. For Non-citizen owned Company(ies) the following additions shall apply
 - i. Have a fleet of not less than 10 new vehicles of the type approved for tour business by the TTLB
 - ii. All tour vehicles must not be more than 5 years old from the date of the first Registration.
 - iii. Provide evidence that, the business project has been registered by Tanzania Investment Centre (TIC), and must provide copy of Certificate of Registration and Incentive from T IC.

2.3 REGISTRATION FOR HUNTING SAFARIS

All applicants must fulfill all the relevant conditions under section 2.1.1 and 2.1.2 mentioned herein above. In addition must satisfy the following requirements before being issued with a Certificate of Registration;

- i. Proof of ownership of Hunting block(s) and other hunting equipments by the applicants
- ii. Company name in the Hunting Block Permit issued by Wildlife Division should be same in the application for Registration of Tourism Business
- iii. The applicant must adhere to all the regulations issued by the Wildlife Division from time to time.

2.4 REGISTRATION FOR CAR HIRE BUSINESS

Car Hire registration shall be issued to Companies owned by Tanzanians only as stipulated in the Tourism Act No. 11 of 2008, section 58 (2). In addition applicants applying for Car Hire registration shall meet all the general requirements as stipulated under section 2.1.1 and 2.1.2 and also fulfill the following requirements:

- i. Must have a fleet of not less than 3 road worth vehicles which are approved to carry business of car hire in the country; whereby the number of tour vehicles shall be raised to 5 or more within a period of 24 months since the first registration.

- ii. All tour vehicles must not be more than 5 years old from the first Registration,
- iii. All vehicles must be registered under Company's name.
- iv. Provide evidence that each tour vehicle have been properly insured (preferably Comprehensive insurance)

2.5 REGISTRATION FOR TRAVEL AGENT

Travel Agent registration will be issued to companies, which are fully owned by Tanzanians as stipulated in the Tourism Act No. 11 of 2008, section 58 (2).

Company (ies) applying for Travel Agent registration shall have to meet the relevant requirements as stipulated under section 2.1.1 and 2.1.2 mentioned herein above. In addition, they must satisfy the following conditions before being registered;

- i. The applicant must have not less than two employees who are Tanzanians; whereas the said employees must have International Air Transport Association (IATA) Certificate/Diploma.

2.6 REGISTRATION FOR MOUNTAIN CLIMBING/ TREKKING BUSINESS

Mountain climbing/trekking Registration will be issued to companies, which are fully owned by Tanzanians as stipulated in the Tourism Act No.11 of 2008, section 58 (2).

Company(ies) applying for Mountain climbing/trekking Registration shall have to meet the relevant requirements as stipulated under section 2.1.1 and 2.1.2 mentioned herein above.

2.7 REGISTRATION FOR ACCOMMODATION FACILITIES

All applicants must fulfill all the relevant requirements under section 2.1.1 and 2.1.2 mentioned here in above. In addition must satisfy the following conditions before being issued with a Certificate of Registration;

- i. Staff Health Certificate from relevant authority
- ii. Evidence of compliance with building requirements from the relevant Authority
- iii. Title deed, or lease agreement contract
- iv. A statement detailing tariff charges which the applicant proposed for services provided during certificate period.
- v. Particulars of local bank account (s) in Tanzania, Name(s) and address (es) of branches which the applicant holds an account.

2.8 REGISTRATION FOR TOUR GUIDE

Any person who intends to operate as Tour Guides shall apply for Registration to the Director of Tourism. The applicant(s) must adhere to the following procedures and conditions as stipulated in the Tourism Act 2008, section 42;

- i. No person shall be registered as tour guides unless he is a Tanzanian citizen who has attained the age of twenty one years.
- ii. Has secondary school education or above
- iii. Has experience of at least one year in relevant field applied for
- iv. Has adequate knowledge of the area in relevant field applied for
- v. Holds a valid first aid certificate and
- vi. Passed relevant examination as prescribed and applied to be registered as Tour Guide.

2.9 REGISTRATION OF OTHER RELATED BUSINESSES (BOTH FOR CITIZEN AND NON-CITIZEN COMPANIES)

For applicants of other tourism related businesses such as:

- a) Hot Air Balloon Adventure/Safaris
- b) Air Charters (Non-scheduled flights)
- c) Horse riding
- d) Sky diving
- e) Boat/ Canoeing Adventures Safaris
- f) Sea Ferries

NB: Includes other related adventure tourism businesses not mentioned herein above

Shall have to meet the requirements stipulated under section 2.1.2 (i)-(vi), mentioned herein above. In addition must satisfy the following conditions before being registered;

- i. Provide proof from such other relevant Authority (ies) or sector Ministry of having been registered, and authorized to operate such adventure tourism business, or certified to offer such adventure services to members of public.
- ii. Insurance cover for each motor equipment which will be used for adventure safaris, and/or Insurance cover for End-users/ clients
- iii. Approval for Registration shall be upon verification that, such Company has a proof/ permit for operating around particular geographical area.

Licensing of Tourism Operators

Tourism Operators will be granted License to operate any Tourism Business after being qualified for Registration, as stipulated in the Tourism Act No. 29 of 2008, section 31. Application for license(s) shall be done by all registered Tourism Operators at the end of each calendar year after the licence expired on the 31st December.. Tourism Businesses will be granted License to operate tourism business in the country after adhering to all procedures and conditions specified below:

3.1 CONDITIONS FOR ISSUING TOUR OPERATOR LICENCE

3.1.1 Application for Tour Operator License (both Citizens and Non-citizens)

All applicant(s) after being registered shall apply for License to operate tourism business. The applicant must submit the following;

- i. Certificate of Registration issued by the Director of Tourism
- ii. Vehicle Registration cards under the business company name
- iii. Current insurance preferably/ recommended comprehensive covers
- iv. Vehicles inspection reports
- v. Previous Tourism Licence
- vi. Copy of work permit in case of non-citizen employees

3.2 REQUIREMENTS FOR ISSUING TOURIST HUNTING LICENCE

The applicant(s) must submit the following;

- i. Certificate of Registration issued by the Director of Tourism
- ii. In case of renewal, submission of previous Tourist Hunting license and valid Hunting Block Permit issued by Directorate of Wildlife
- iii. Copy of work permit in case of non-citizen employee

3.3 REQUIREMENTS FOR ISSUING CAR HIRE LICENCE

All applicants applying for Car Hire license shall have to meet all the requirements as stipulated for the licence of a Tour Operator above.

3.4 REQUIREMENTS FOR ISSUING TRAVEL AGENT LICENCE

All applicant(s) applying for license to operate Travel Agents business license shall submit the following;

- i. Certificate of Registration issued by the Director of Tourism
- ii. In case of renewal, submission of previous Travel Agents license

- iii. Proof of having not less than two employees who are Tanzanians; whereas the said employees must have International Air Transport Association (IATA) Certificate/Diploma.

3.5 REQUIREMENTS FOR ISSUING MOUNTAIN CLIMBING LICENCE

All applicant(s) applying for license to operate Mountain climbing business shall submit the following;

- i. Certificate of Registration issued by the Director of Tourism
- ii. In case of renewal, submission of previous Mountain climbing license.

3.6 REQUIREMENTS FOR ISSUING TOUR GUIDE LICENCE

No person shall be licensed as a Tour Guide, unless he/she adheres to the procedures and conditions as stipulated in the Tourism Act No. 11 of 2008, section 42.

In addition, the applicant must submit the following

- i. Certificate of Registration issued by the Director of Tourism
- ii. in case of renewal , submission of previous Tourism Licence (TTLB).

3.7 OTHER IMPORTANT INFORMATION:-

- i. Licence issued will be valid for a period of one year
- ii. The Licence shall expired on 31st day of December of each year
- iii. Any person who fails to renew his licence shall cease to practice as a Tour Guide
- iv. The applicant shall satisfy the Director of Tourism that, he/she is of good character and fit to be a Tour guide

3.8 IDENTITY CARD

- i. The Director shall issue an identity card to any Tour Guide licenced under these regulations
- ii. The Identity shall contain the photography of a Tour Guide and such other information as the Director may deem necessary.
- iii. The Identity card shall remain the property of Director and shall on demand in the case of suspension or revocation be returned to the Director
- iv. A Tour Guide shall, at all time and while guide or conducting an organized excursion wear the Identity card as required.

3.9 MATTERS RELATING TO PORTERS

- (1) Where a tour guide or Tour Operator intends to hire or engage the service

of a Porter must engage a porter who is a member of a registered Porters Association.

- (2) A porter shall be paid such wage or fee depending on the;
 - i. Nature of work or working environment
 - ii. Weight of luggage to be carried; or
 - iii. Any other circumstances:
 - iv. Provided that the wage or fee shall not be less than amount set out in the Fourth schedule of the Tourism Regulations.
- (3) A porter shall not, at any one time, carry a language weigh more than 20 kilogram

3.10 RESPONSIBILITY OF TOUR GUIDE

- i. The tour guide shall be required to conduct or guide an organized excursion in a professional manner.
- ii. An organized excursion shall be conducted in accordance with the itinerary set by the operators or through other means deemed acceptable
- iii. A tour guide may, in exceptional circumstances and for a valid reason, vary the itinerary.
- iv. A tour guide shall, accompany the organized excursion at all time, except in a free time, if any.

3.11 CONDITIONS FOR ISSUING LICENSE OF OTHER RELATED BUSINESSES *(both for Citizen and Non-citizen Companies)*

For applicants of other tourism related businesses such as:

- g) Hot Air Balloon Adventure/Safaris
- h) Air Charters (Non-scheduled flights)
- i) Horse riding
- j) Sky diving
- k) Boat/ Canoeing Adventures Safaris
- l) Sea Farries

NB: Includes other related adventure tourism businesses not mention

All applicant(s) of the mentioned related Tourism Business after being registered shall apply for License to operate tourism business to Director of Tourism. The applicant (s) shall submit the following;

- i. Certificate of Registration issued by the Director of Tourism
- ii. In case of renewal, submission of previous Tourism Operator license
- iii. Provide proof from such other relevant Authority (ies) or sector Ministry of having been registered, and authorized to operate such adventure

tourism business, or certified to offer such adventure services to members of public.

3.12 ACCOMMODATION FACILITIES

3.12.1 Application for a License to operate Accommodation facility (both Citizens and Non-citizens)

Requirements for issuance of the License to operate Accommodation facility include as follows;

- i. Submission of Certificate of Registration issued by the Director of Tourism
- ii. In case of renewal, submission of previous Tourism License (TTLB)
- iii. Attach copy(ies) of work permits in case of non-citizen employees.

Classification of Tourism Business

CLASS A

4.1 TOURISM BUSINESS UNDER CLASS A INCLUDE

1. Tour Operators, Safari Out fitters and Photographic Safaris
2. Hunting Safaris
3. Air Charter Services (Non schedule flight)
4. Hot Air Balloon Safaris
5. Horse Riding
6. Tourism Sea ferries and Boat Safaris
7. Tourism Water Sports (Big game fishing, Scuba Diving etc)
8. Tourism Recreation (Zoo, Snake Parks etc)
9. Mountain Climbing or Trekking
10. Car Rental or Hire
11. Travel Agents
12. Handling Agents
13. Amusement Centre

CLASS B

4.2 TOURISM BUSINESS UNDER CLASS B INCLUDE

1. Professional hunting
2. Professional Safari Photographers (Filming)
3. Tour guiding

CLASS C

4.3 TOURISM ACCOMMODATION FACILITIES UNDER CLASS C

1. Exclusive luxury accommodation facilities
2. Lodges
3. Tented and Mobile Camps
4. Town hotels
5. Vacation hotels
6. Villas, Cottages and Serviced Apartments
7. Motel
8. Unclassified accommodation facilities
9. Approved accommodation facilities
10. Camping and Caravan Sites
11. Tourism Hostels
12. Tourism Home stay

CLASS D

4.4 TOURISM BUSINESS UNDER CLASS D INCLUDE

1. Cultural Heritage Centers
2. Curio Shops
3. Cultural and Tourism Enterprises

License Fees

TOURISM BUSINESSES AND LICENSE FEES ACCORDING TO SHARE STRUCTURE, STAR OR GRADE

CLASS "A"

	BUSINESS ACTIVITIES	CITI-ZEN	NON CITIZEN	MAJORITY SHARE CITIZEN				MAJORITY SHARE NON CITIZEN		
				1 to 3 vehicles	4 to 10 vehicles	11 to 50 vehicles	51 & more vehicles	10 to 30 vehicles	31 to 50 vehicles	51 & more vehicles
1	Tour Operators/Safari Outfitters			Equivalent of USD 500 in Tshs.	Equivalent of USD 2,000 in Tshs.	Equivalent of USD 3,000 in Tshs.	Equivalent of USD 5,000 in Tshs.	Equivalent of USD 5,000 in Tshs.	Equivalent of USD 7,500 in Tshs.	Equivalent of USD 10,000 in Tshs.
2	Photographic Safaris	USD 2,000	USD 5,000	USD 2,000				USD 5,000		
3	Hunting Safaris	USD 2,000	USD 5,000	USD 2,000				USD 5,000		
4	Air Charter services (Non-schedule flight)	USD 2,000	USD 5,000	USD 2,000				USD 5,000		
5	Hot Air Balloon Safaris	USD 2,000	USD 5,000	USD 2,000				USD 5,000		
6	Horse Riding	USD 2,000	USD 5,000	USD 2,000				USD 5,000		
7	Tourism Boat Safaris	USD 2,000	USD 5,000	USD 2,000				USD 5,000		
8	Tourism Adventure Sports (Big Game Fishing, Scuba diving)	USD 2,000	USD 5,000	USD 2,000				USD 5,000		
9	Tourism Recreation (Theme Park, Wildlife Ranch, Wildlife farm)	USD 2,000	USD 5,000	USD 2,000				USD 5,000		
	Zoo, Snake Parks	USD 2,000	USD 5,000	USD 2,000				USD 5,000		
10	Mountain Climbing or Trekking	USD 2,000	N/A	N/A				N/A		
11	Car Rental or Hire	USD 2,000	N/A	N/A				N/A		
12	Travel Agents	USD 2,000	N/A	N/A				N/A		
13	Handling Agent	USD 2,000	N/A	N/A				N/A		

NB: All payments should be in USD or its equivalent amount in TSH.

CLASS "B"

Business Activities	Citizens	Non Citizens
Professional Hunter	USD 200	USD 1,000
Professional Safari or Commercial photographers/ Filming/Cinematographers	USD 200	USD 1,000
Tour Guiding	USD 50	N/A

CLASS “C”

Accommodation Establishments outside protected Areas

Accommodation Facility	Five star	Four star	Three star	Two star	One star	Approved A	Approved B
Lodges, Tented Camp	USD 2,500	USD 2,000	USD 1,500	USD 1,200	USD 1,000	USD 800	N/A
Town Hotel, Vacation, Motels, Villas, Cottages, and Serviced Apartments	USD 2,500	USD 2,000	USD 1,500	USD 1,200	USD 1,000	USD 800	USD 500

Accommodation Establishments inside protected Areas

Accommodation Facility	Five star	Four star	Three star	Two star	One star	Approved A
Lodges, Tented Camps (Non Citizens)	USD 5,000	USD 4,000	USD 3,000	USD 2,000	USD 1,500	USD 1,000
Lodges, Tented Camps (Citizens)	USD 2,000	USD 2,000	USD 1,500	USD 1,000	USD 1,000	USD 1,000

Accommodation Facility	
Exclusive luxury accommodation facilities	USD 5,000

Accommodation Establishments, which are not yet classified

Accommodation Facility	Inside attractions		Outside attractions	
	Citizens	Non Citizens	Citizens	Non Citizens
Lodges, Tented Camps	USD 2,000	USD 5,000	USD 1,000	USD 2,000
Mobile Tented Camp	USD 1,000	USD 2,000	USD 1,000	USD 2,000
Town Hotel, Vacation Hotel, Motels, Villas, Cottages and serviced Apartments	N/A	N/A	USD 1,000	USD 1,000
Home Stays	N/A	N/A	USD 400	USD 600
Campsites	USD 200	N/A	USD 200	N/A

Accommodation Establishments which are Unclassifiable (Accommodation with limited basic requirements)

Type of the facility	Fees
Town Hotel, Vacation Hotel, Motels, Villas, Cottages and serviced Apartments	USD 400
Hostels	

CLASS "D"

Business Activities	Citizens	Non Citizens
Cultural Heritage/ Art gallery Centers	USD 2,000	USD 5,000
Curio Shops	USD 100	USD 500
Cultural Tourism Enterprises	USD 100	N/A
Camping equipment Hire and Mountain climbing gears Hire	USD 2,000	USD 5,000

Fees for Temporary Permit of additional vehicles, Overland Tourist Trucks and Tourist Air Charters

CLASS "E"

S/N	Charges	Fees in USD per vehicle
1	Temporary permit of additional vehicles	50
2	Permit for overland tourist trucks	200
3	Special foreign tourist air charters	200

Fees for Grading or Re-grading Tourism Facilities

Type of Tourism Facility	Fees			
	1 to 25 rooms	26 to 50 rooms	51 to 100 rooms	101+ rooms
Town Hotel, Vacation Hotel, Motel	Equivalent of USD 400 in Tshs.	Equivalent of USD 1,000 in Tshs.	Equivalent of USD 2,000 in Tshs.	Equivalent of USD 2,500 in Tshs.
Lodges, Tented Camp	Equivalent of USD 400 in Tshs.	Equivalent of USD 1,000 in Tshs.	Equivalent of USD 2,000 in Tshs.	Equivalent of USD 2,500 in Tshs.
Permanent Tented Camp	Equivalent of USD 400 in Tshs.	Equivalent of USD 1,000 in Tshs.	N/A	N/A
Villas, Cottages, Serviced Apartment	Equivalent of USD 400 in Tshs.	Equivalent of USD 1,000 in Tshs.	Equivalent of USD 2,000 in Tshs.	N/A
Mobile Camps/ Seasonal Camps	To pay registration fees equivalent of USD 200 in Tshs.			

Fees for Lost or Destroyed Certificate or License

S/N	CHARGES	FEES
1	Lost or destroyed Certificate of Registration	Equivalent of USD 20 in Tshs.
2	Lost or destroyed License	Equivalent of USD 20 in Tshs.

For Variation of a License

Where the variation involves classification of the licence from Class “B: to Class “A”, the difference between the dues paid and the fees payable for Class “A” having regard to the nationality of the applicant or the country of incorporation as the case may be.

7.0 Core Values

In discharging our duties, all employees are obliged to adhere to the following core values: -

- Loyalty to the Government
- Diligence to duty
- Impartiality in service delivery
- Integrity
- Courtesy to all
- Respect for law and
- Proper use of information

8.0 Clients Responsibilities

In order for the Division to properly and effectively discharge her duties, clients' cooperation is paramount. Our client's are therefore expected to:

- Respond to request for information thoroughly and timely
- Abide by all legal and administrative requirements.



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