

Travel Agents Regulations

Table of Contents

Part I PRELIMINARY AND LICENCE FEES

1 Citation

2 Date of expiry of licence

3 Licence fee

4 Duplicate licence fee

Part II DUTIES OF LICENSEE

5 Licence not to be assigned

6 Change of place of business

7 Licensee not to share commission, etc., with certain persons

8 Prohibition against arrangements with unlicensed travel agents

9 Licensee's advertisements

10 False or misleading advertisements

11 Changes to tours, etc.

12 Cancellation of bookings

13 Minimum financial requirements

14 Office premises

15 Display of signs

16 Constitution of licensee's firm or company

17 Appointment and duties of key executive officer

18 Persons not to be employed by licensee

19 Fidelity insurance policy

20 Employment of tourist guides

21 Licensed guide for local tours

22 Approval of sightseeing or shopping tours

23 Licensee to grant assistance and facilities to Board's officers

24 Information required by Board

25 Cessation or transfer of business

Part III MISCELLANEOUS

26 Surrender of licence

27 Settlement of disputes

28 Prescribed activity

29 Penalty

30 Composition of offences

THE SCHEDULE Particulars of Advertisement, Document, Etc

Legislative History

TRAVEL AGENTS ACT

(CHAPTER 334, SECTION 28)

TRAVEL AGENTS REGULATIONS

Rg 1

G.N. No. S 212/1976

REVISED EDITION 1999

(1st January 1999)

[1st December 1976]

PART I

PRELIMINARY AND LICENCE FEES

Citation

1. These Regulations may be cited as the Travel Agents Regulations.

Date of expiry of licence

2. A licence issued under section 7 of the Act shall expire on 31st December of the year following that in which it was issued.

Licence fee

3. The fee payable for every licence shall be \$300.

Duplicate licence fee

4. The fee payable for the issue of a duplicate licence shall be \$100.

PART II

DUTIES OF LICENSEE

Licence not to be assigned

5. A licensee shall not transfer or assign the benefit of his licence to any other person.

Change of place of business

6. A licensee shall notify the Board within 14 days of --
 - (a) any change of address of its place of business; and

- (b) the establishment of any other place of business.

Licensee not to share commission, etc., with certain persons

7.—(1) A licensee shall not enter into any arrangement or act in conjunction with any person, not being an employee in his business as a travel agent, who is not licensed under the Act whereby the person is entitled to a share of the commission, fee, gain or reward payable to the licensee in respect of any transaction by or with him as a licensee or generally.

(2) Nothing in paragraph (1) shall be construed as prohibiting a licensee from sharing any commission, fee, gain or reward with an overseas travel agent or from giving any discount to a client.

Prohibition against arrangements with unlicensed travel agents

8.—(1) A licensee shall not engage or enter into an arrangement with any person, other than an employee in his business as a travel agent, who is not licensed under the Act to carry on the business of a travel agent to assist the licensee in carrying out the licensee's business as a travel agent.

(2) A licensee shall not abet any person who is not a licensed travel agent to carry on the business of a travel agent.

Licensee's advertisements

9. Any licensee who publishes (whether in a newspaper or otherwise) any advertisement relating to or in connection with the business of a travel agent shall include the following particulars:

- (a) the number of the licence issued to him; and
- (b) the place of business under which the licensee carries on business.

False or misleading advertisements

10.—(1) A licensee shall not publish, distribute or cause to be published or distributed any document, pamphlet, picture, advertisement or literature relating to any sightseeing or shopping tours or services offered by the licensee which is either false or misleading.

(2) A document, pamphlet, picture, advertisement or literature on any sightseeing or shopping tours issued by or on behalf of a licensee shall contain the particulars which are set out in the Schedule.

Changes to tours, etc.

11. Where there are any material alterations to be made to any tour or vacation that has been advertised and for which bookings have already been accepted, the licensee shall —

- (a) inform his client of the alterations as soon as possible; and
- (b) give the client an option of either accepting the modified tour or vacation or to cancel his booking in which event the licensee shall forthwith refund any money paid by the client.

Cancellation of bookings

12. A licensee shall state clearly in all documents, pamphlets or literature relating to any sightseeing or shopping tour and at the time a client makes his booking —

- (a) the amount of the cancellation fee which the client shall be liable to incur should he cancel his booking; and
- (b) the terms and conditions under which the client shall be liable to pay the cancellation fee.

Minimum financial requirements

13.—(1) A licensee shall ensure that at any time —

- (a) where the licensee is a sole proprietor or partnership, the firm's capital is not less than \$100,000 and its net worth is not less than that amount; or
- (b) where the licensee is a company, its issued and paid-up capital is not less than \$100,000 and its net worth is not less than that amount.

(2) Where a licensee is unable to comply with paragraph (1), the Board may by notice in writing require the licensee to furnish, within 28 days of the notice, a banker's guarantee of such minimum value as may be determined by the Board.

(3) A banker's guarantee furnished under paragraph (2) must be made in favour of the Board and must be valid during the currency of the licence.

(4) A company shall not reduce its paid-up capital during the currency of its licence without the approval of the Board.

(5) Any licensee who fails to comply with the requirements of a notice under paragraph (2) shall be guilty of an offence.

(6) In this regulation —