

Draft
TOURIST GUIDES
Summary

This paper on tourist guides provides the guidelines and conditions of licensed tourist guides. The paper covers the following areas:

1. Ownership
2. Qualifications
3. Scope of licence
4. Insurance
5. Point of contact
6. Identification
7. Code of Ethics

TOURIST GUIDE POLICY

1. INTRODUCTION

This paper presents the policies and guidelines on the services offered by **tourist guides**.

2. DESCRIPTION

Tourist guides are licensed under the *Licence (Tourist Guide) Regulations, 1996*. According to the regulations:

Tourist guide means *a person who renders service to a tourist or any other person by guiding the tourist or the other person on a tour for remuneration.*

Tourist means *a person visiting any place in Seychelles for any of the following purposes –*

- (a) pleasure, recreation or holidays;*
- (b) culture;*
- (c) religion;*
- (d) visiting friends or relations;*
- (e) sports;*
- (f) business;*
- (g) meetings, conferences, seminars or conventions;*
- (h) studies or research;*
- (i) any other purposes not related to an occupation that is remunerated from the place visited.*

3. There are currently 57 licensed tourist guides.

POLICY STATEMENTS ON TOURIST GUIDES

Policy 1

Ownership

A tourist guide licence is reserved for Seychellois only.

Being a small operation in which a person with minimal capital but with the knowledge and qualification can easily invest, such a venture shall be reserved for Seychellois only. Seychellois only means the licence holder must be a citizen of Seychelles.

Policy 2

Firm

A licence for tourist guide may be issued to firms specialising tour guiding.

A licence may be issued to a firm specialising in tour guiding. However, the guides employed must be Seychellois citizens and possess the necessary qualification as per policy 3.

Policy 3

Qualification

(a) A person must obtain the necessary qualification to practice tour guiding.

All tourist guides must obtain the necessary qualification. The Seychelles Licensing Authority or Department of Tourism shall determine the qualification necessary. The SLA or Department of Tourism may, from time to time, require the tourist guides to attend and successfully complete courses recognized by the Department of Tourism or other bodies necessary for the continued professional development of tourist guides. Those who fail to attend shall not be allowed to practice.

Qualification also includes successful completion of first aid courses approved or endorsed by the ministry of health. The first aid certificate should be submitted with the application of licence to the SLA.

(b) A tourist guide may engage the services of a person with specific language skills to act as translators who may accompany the guide when required.

A tourist guide may need the services of a person with specific language skills to act as translators on special occasions. In such cases, the person acting as translators must always be accompanied a qualified tourist guide.

Policy 4

Scope of Licence

A tourist guide may meet clients at licensed accommodation to discuss and arrange tours.

A licensed tourist guide is allowed to the guide to meet or pick up clients at a licensed accommodation establishment to go on arrange tours.

The licence does not provide for meeting clients at the airport and transferring them to and from the airport.

Policy 5

Risk Management Plan and Insurance Cover

All tourist guides should have a Risk management plan for risk reduction, disaster preparedness and emergency response. They should also have appropriate insurance policies to cover activities provided within their business.

All licensed tourist guides must obtain a proper insurance policy to cover clients in case of injury and damage to property and standard operating procedure for disaster and emergency response while on a tour.

Policy 6

Transport

A licensed tourist guides is allowed to have a vehicle to conduct tours only, but not to transfer or pick up clients to and from the airport

In accordance to the current transport policy, a licensed tourist guide is allowed to have a vehicle to conduct tours only and the maximum vehicle age shall not exceed five (5) years.

Policy 7

Point of Contact

A tourist guide shall always have a point of contact.

A tourist guide should always have a point of contact for conducting his business.

Policy 8

Identification Badge

A tourist guide shall always wear an identification badge that is visible while on duty.

A licensed tourist guide shall always wear a visible identification badge while on duty. The badge shall be the type approved by the SLA.

For guides employed by tour operators, they shall wear an identification badge issued by their employers.

Policy 9

Code of Ethics

A tourist guide shall comply with the conditions of licence.

All licence holders must comply with the conditions of the licence including the code of ethics published in the licensing regulations.

*Tourism Department July
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