

## **MINIMUM REQUIREMENTS FOR TRAVEL AGENTS**

**TRAVEL AGENT:** A person, who, on a commercial basis, has authority in respect of sales of tickets for airline and other carriers, either directly or indirectly.

**1.0 QUALIFICATIONS:** All travel agencies shall be staffed with the personnel having qualifications and experience in travel and tourism industry or in a tourism related field.

**2.0 POINT OF CONTACT:** A travel agency shall always have a point of contact as well as an active email address and telephone number for conducting the travel agency business.

**3.0 PERSONAL PRESENTATION AND GROOMING:** All the staff members of the travel agent shall at all times, whilst on duty, ensure that appropriate and presentable attire is worn and that good personal grooming is observed. It is recommended that all the staff members are provided with appropriate uniforms and nametags.

### **4.0 SERVICE DELIVERY:**

4.1 All staff members shall ensure that they portray a professional and pleasant attitude when attending to their clients.

4.2 Staff members of the travel agency shall have good communication skills in both English and French.

### **5.0 RISK MANAGEMENT PLAN AND INSURANCE COVER:**

All travel agencies shall at all times have—

5.1 Insurance Policy: Every travel agent shall have appropriate insurance policies according to the size and type of operation services provided to cover activities provided within their business.

5.2 Risk Management: Travel agent shall submit their Standard Operating Procedures for Multi-hazard preparedness for emergency response and evacuation for risk reduction to the Risk Management Section of the Department of Tourism for approval.

### **6.0 PLACE OF BUSINESS:**

All travel agencies are required to have a proper office from where the business shall be administered.

6.1 The office shall be housed in an appropriate building and easily accessible to the public.

6.2 There shall be appropriate property identification signage to direct the guests to the main entrance and the same shall be clearly visible and neat.

6.3 Adequate parking facilities shall be available, in line with Seychelles Land Transport Authority requirements.

6.4 A reception area to receive the guest with appropriate sitting facilities shall be available.

6.5 All places of business shall be maintained in good and clean conditions and shall be well-presented to welcome the clients.

6.6 All grounds and gardens under the control of the operator shall be neat and appropriately maintained.

6.7 A public toilet shall be available and same shall be well maintained and clean.

**7.0 RECORD KEEPING:** All the travel agencies shall maintain appropriate and accurate records of their business.

**8.0 CLOSURE OF BUSINESS:** Upon closure of the business, the Tourism Department shall be informed in writing of such closure, within two weeks from the date of closure.