

# Guidelines of Application for Travel Agency License and Tour Guide Card



Macao Government Tourism Office of  
the Macao Special Administrative Region of  
the People's Republic of China

## **Guidelines of Application for Travel Agency License and Tour Guide Card**

<b>Introduction.....</b>	<b>3</b>
Flowchart of Application Procedure for Travel Agency License .....	4
Flowchart of Application Procedure for Establishment of Branch/Desk.....	5
Flowchart of Application Procedure for Change of / Increase in Number of Technical Director .....	6
<b>A. Travel Agency.....</b>	<b>7</b>
I – Eligibility .....	7
1 Requirements for Holding Company of the Travel Agency .....	7
2 Guarantee and Professional Liability Insurance .....	7
II – Notes for Site Selection.....	7
1 Location .....	7
2 Requirements for Premises .....	8
III – Technical Director.....	8
1 Pre-requisites .....	8
2 Assessment of Qualification of Technical Director.....	8
IV – Documents Needed for Application.....	9
1 First Application .....	9
2 Establishment of Branch/Desk .....	10
3 Change of Address of Head Office of Travel Agency/Branch/Desk.....	11
4 Change of Technical Director / Increase in Number of Technical Director.....	11
V – Inspection .....	12
1 Application for Inspection of Facilities for the Establishment of Travel Agency/Branch .....	12
2 Application for Inspection of Facilities for Change of Address of Head Office of Travel Agency/Branch .....	13
<b>B. Tour Guide and Transferist Card .....</b>	<b>14</b>
I – Tour Guide.....	15
1 Target Group.....	15
2 Definition.....	15

3	Qualifications.....	15
4	Documents Needed for Application .....	15
5	Fees.....	16
II – Transferist.....		17
1	Target Group.....	17
2	Definition.....	17
3	Qualifications.....	17
4	Documents Needed for Application .....	17
5	Fees.....	18
III – Tour Guide Trainee.....		19
1	Target Group.....	19
2	Documents Needed for Application .....	19
3	Fees.....	20
C. Relevant Laws and Regulations.....		21
I. Legislation of Travel Agency Activities and Tour Guide Profession .....		21
II. Professional Liability Insurance for Travel Agency .....		21
III. Premium List of Professional Liability Insurance for Travel Agency .....		21

## Introduction

Since the establishment of travel agencies and engagement in the profession of tour guides and transferists in the Macao Special Administrative Region are regulated by the local laws, in order to assist the applicants to better understand the provisions and requirements, the Macao Government Tourism Office (MGTO) developed the Guidelines of Application for Travel Agency License and Tour Guide Card. In the Guidelines, there are two major parts: “Travel Agency” and “Tour Guide and Transferist Card”. “Travel Agency” is divided into five chapters: I – Eligibility, II – Notes for Site Selection, III – Technical Director, IV – Documents Needed for Application and V – Inspection. “Tour Guide and Transferist Card” is divided into three chapters: I – Tour Guide, II – Transferist and III – Tour Guide Trainee. The relevant legislation contents are attached to the Guidelines for further understanding. For suggestions or questions about the Guidelines, please contact MGTO by telephone, fax, letter, email or heading to the MGTO service counter personally.

MGTO service counter: Alameda Dr. Carlos d’Assumpção, n.<sup>os</sup> 335-341, Edifício “Hot Line”, 18.º andar, Macau

Office hours: Monday to Thursday: 9:00a.m. – 1:00p.m.; 2:30p.m. – 5:45p.m.

Friday: 9:00a.m. – 1:00p.m.; 2:30p.m. – 5:30p.m.

Email: [dl@macaotourism.gov.mo](mailto:dl@macaotourism.gov.mo)

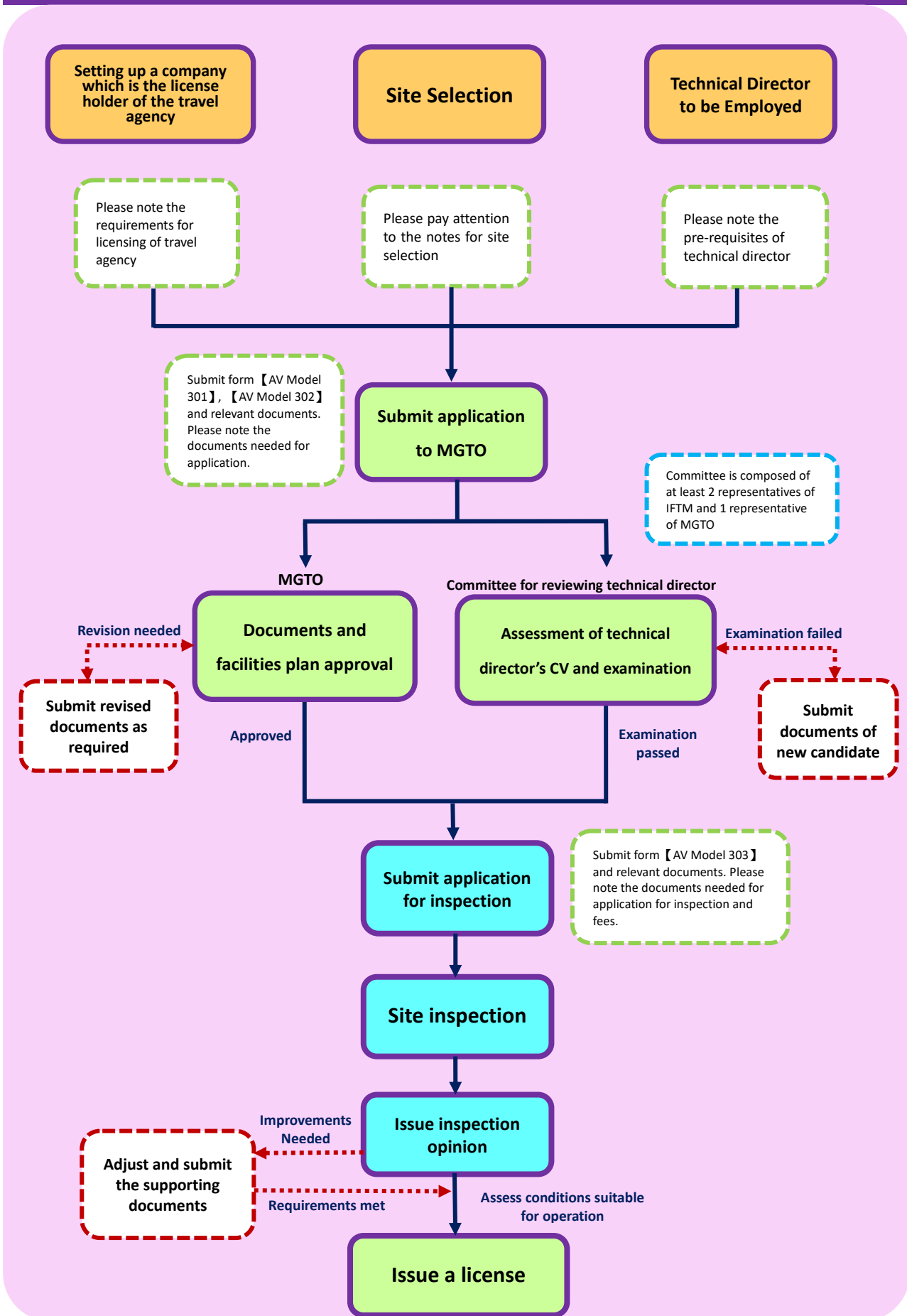
Telephone no.: (853) 2831-5566

Fax no.: (853) 2833-0518

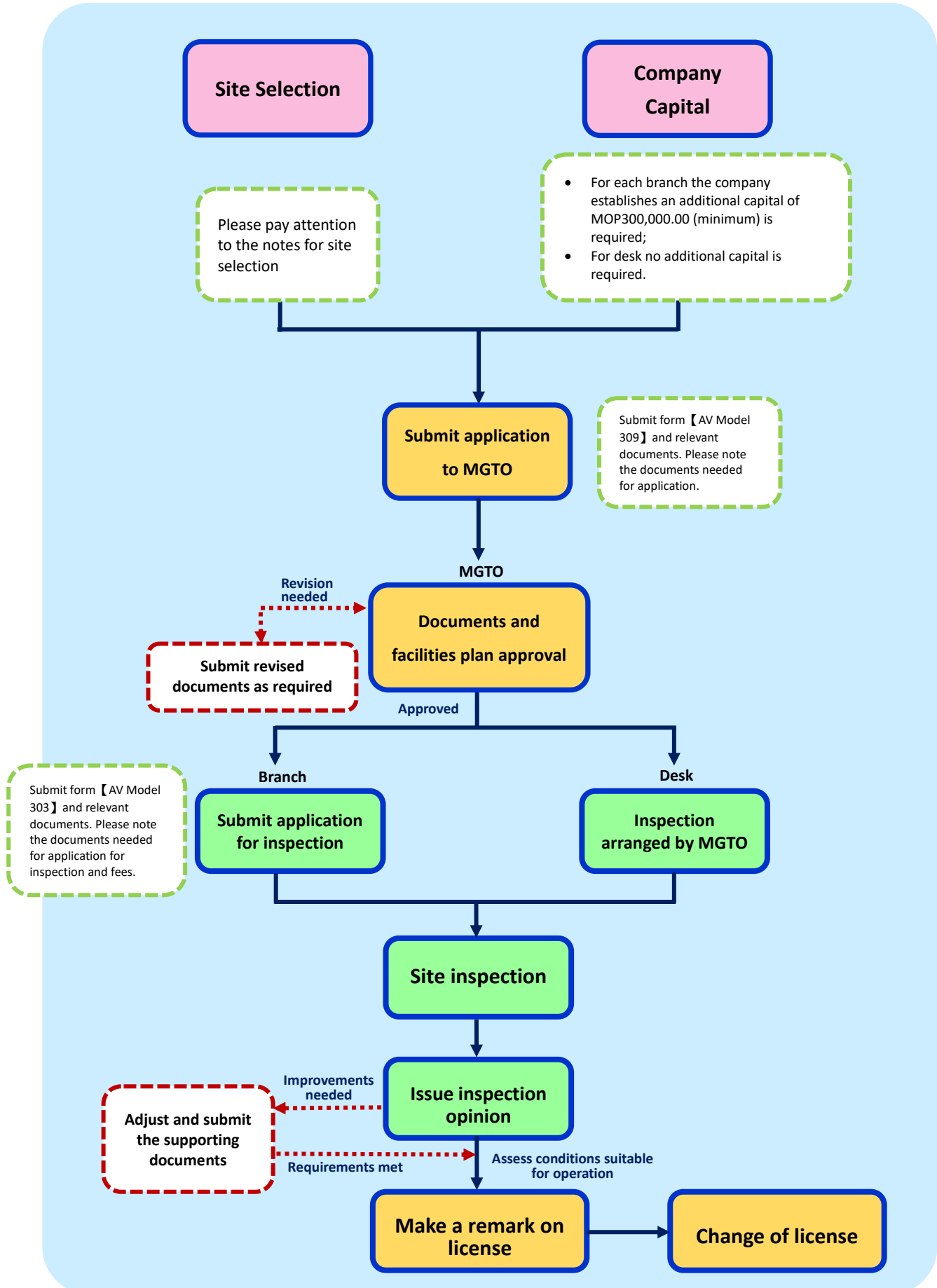
The Guidelines will be updated from time to time. The most updated version of the Guidelines can be downloaded on the website of MGTO ([www.dst.gov.mo](http://www.dst.gov.mo)).

*This English translation is for reference only. Should there be any discrepancy between the English translation version and the original in Chinese, the latter shall prevail.*

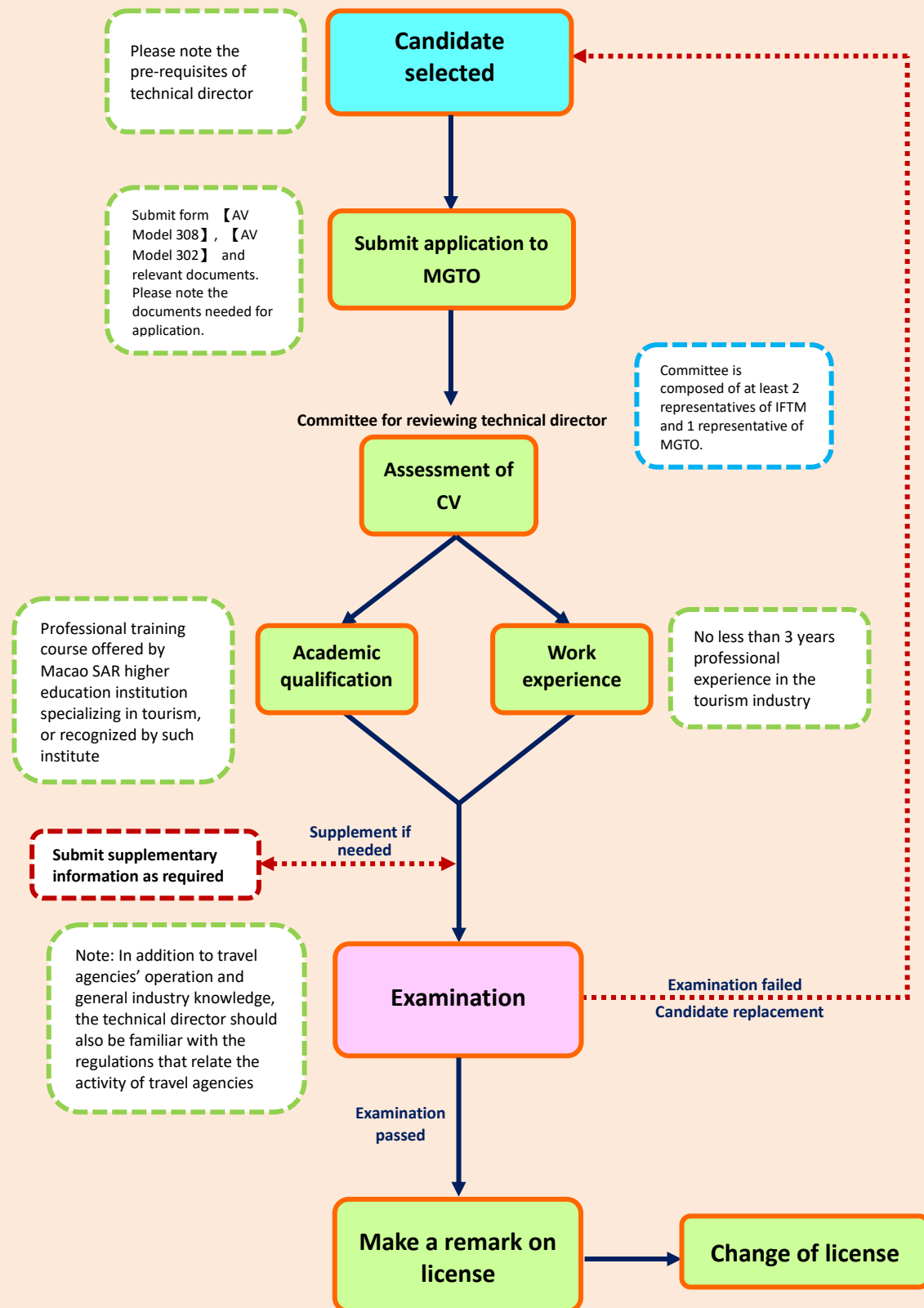
# Flowchart of Application Procedure for Travel Agency License



# Flowchart of Application Procedure for Establishment of Branch/Desk



# Flowchart of Application Procedure for Change of / Increase in Number of Technical Director



## A. Travel Agency

### I – Eligibility

#### 1 Requirements for holding company of the travel agency

1.1 Establishment of company in Macao;

1.2 Minimum amount of capital of company to be MOP 1.5 million and is paid in full.

For each branch the company establishes an additional capital of MOP 300,000.00 (minimum) is required;

1.3 The company solely operates travel agency affairs;

1.4 The agency should have at least one technical director.

#### 2 Guarantee and professional liability insurance

The travel agency is obliged to offer a guarantee and to apply for a professional liability insurance since it has to guarantee that it undertakes the responsibility for its business affairs in the interests of customers:

2.1 Bank guarantee: MOP 500,000.00;

2.2 Professional Liability Insurance – Insured amount must not be less than MOP 700,000.

### II – Notes for Site Selection

Before setting up a travel agency/branch/desk, the applicant must ensure the location meets the requirements outlined in the existing legislation so as to avoid unnecessary losses arising from the selection of inappropriate location. The applicant should pay attention to the following conditions:

#### 1 Location

1.1 Travel agencies and branches must exercise their activity in autonomous premises, with independent access, and which are exclusively for such exercise;



1.2 The activity of travel agencies and branches shall be exercised in an immovable intended for commerce, service, offices or independent profession;

1.3 It is permitted to open desks in the Macao International Airport, ferry terminals, stations, train stations, and border posts. The MGTO may permit, in accordance with the circumstances, the opening of desks in other locations, namely in hotels.

## 2 Requirements for premises

2.1 The premises of travel agencies shall have a minimum gross area of 40 square meters. The premises of branches shall have a minimum gross area of 20 square meters;

2.2 The premises of travel agencies and branches shall have an area for serving clients and equipment appropriate to the exercise of their activities.

## III – Technical Director

### 1 Pre-requisites

Technical directors of agencies must comply with the following requirements:

1.1 Residence in Macao;

1.2 Written and spoken knowledge of two languages, one of which should be Chinese or Portuguese;

1.3 Professional training course offered by Macao SAR higher education institution specializing in tourism, or recognized by such institute;

1.4 No less than 3 years professional experience in the tourism industry.

### 2 Assessment of Qualification of Technical Director

2.1 There is a committee composed of at least 2 representatives of the Macao Institute for Tourism Studies (IFTM) and 1 representative of MGTO to assess the candidate's curriculum vitae and examine his/her qualification;

- 2.2 Within 15 working days counting from the day after MGTO receives the application and verifies all necessary documents, the committee shall issue the opinion.

#### IV – Documents Needed for Application

##### 1 First application

- 1.1 Application form for opening travel agency **【AV Model 301】** ;

NB: names of the travel agency should be in the official languages of Chinese and Portuguese. An additional name in a foreign language, such as English, can be included. The meaning of the name in official languages should be basically compatible and should not be confused with others of already existing travel agencies.

- 1.2 The application form must be signed by the applying company's lawful representative(s), with a copy of the representative(s)' identity document(s) (front and reverse side on the same page) attached;

- 1.3 If the applying company authorises others to make the application on its behalf, the original letter of authorisation with notarised signature(s), or a certified copy of such, must be submitted. Copy of the identity document(s) of the authorised person(s) must be enclosed (front and reverse side on same page);

- 1.4 Technical director to be employed must submit the following documents:

- Photocopy of identity document (front and reverse side on the same page);
- Certified copy of academic certificates; originals must be produced for verification in case photocopies are submitted;
- Original or certified copy of certificates of work experience; originals must be produced for verification in case photocopies are submitted;
- Contribution Certificate issued by Social Security Fund; originals must be produced for verification in case photocopies are submitted;
- Completed curriculum vitae and declaration letter of technical director **【AV Model 302】** .

- 1.5 Original of company registration certificate issued by the Commercial and Movable Property Registry within the past 3 months;

- 1.6 Original certificate of registration issued by the Land Registry for immovable property of travel agency concerned;
  - 1.7 Floor plan of the travel agency in a scale of 1:100, signed by professional technician registered with the Land and Urban Construction Bureau;
  - 1.8 Document(s) proving co-operation with local and foreign travel agencies;
  - 1.9 Copy of M/1 business tax form of the Finance Services Bureau (DSF) (may be submitted upon application for inspection of facilities);
  - 1.10 Original or certified copy of professional liability insurance policy (may be submitted upon application for inspection of facilities);
  - 1.11 Original bank guarantee amounted MOP500,000.00 (may be submitted upon application for inspection of facilities).
- 2 Establishment of branch/desk
- 2.1 Application form for establishment of a branch or a desk **【AV Model 309】** ;
  - 2.2 The application form must be signed by the applying company's lawful representative(s), with a copy of the representative(s)' identity document(s) (front and reverse side on the same page) attached;
  - 2.3 If the applying company authorises others to make the application on its behalf, the original letter of authorisation with notarised signature(s), or a certified copy of such, must be submitted. Copy of the identity document(s) of the authorised person(s) must be enclosed (front and reverse side on same page);
  - 2.4 Original certificate of company registration issued by the Commercial and Movable Property Registry within the past 3 months (*only applicable to establishment of branch*);
  - 2.5 Original certificate of registration issued by the Land Registry for immovable property of branch concerned;

- 2.6 Floor plan of the branch in a scale of 1:100 (must be signed by professional technician registered with the Land and Urban Construction Bureau);
  - 2.7 Location plan of the desk.
- 3 Change of address of head office of travel agency/branch/desk
  - 3.1 Application form for change of address **【AV Model 305】** ;
  - 3.2 The application form must be signed by the applying company's lawful representative(s), with a copy of the representative(s)' identity document(s) (front and reverse side on the same page) attached;
  - 3.3 If the applying company authorises others to make the application on its behalf, the original letter of authorisation with notarised signature(s), or a certified copy of such, must be submitted. Copy of the identity document(s) of the authorised person(s) must be enclosed (front and reverse side on same page);
  - 3.4 Original certificate of registration issued by the Land Registry for immovable property of the travel agency/branch concerned;
  - 3.5 Floor plan of the travel agency/branch in a scale of 1:100 (must be signed by professional technician registered with the Land and Urban Construction Bureau);
  - 3.6 Location plan of the desk.
- 4 Change of technical director / increase in number of technical director
  - 4.1 Application form for change or increase in number of technical directors **【AV Model 308】** ;
  - 4.2 The application form must be signed by the applying company's lawful representative(s), with a copy of the representative(s)' identity document(s) (front and reverse side on the same page) attached;
  - 4.3 If the applying company authorises others to make the application on its behalf,

the original letter of authorisation with notarised signature(s), or a certified copy of such, must be submitted. Copy of the identity document(s) of the authorised person(s) must be enclosed (front and reverse side on same page);

4.4 Technical director to be employed must submit the following documents:

- Photocopy of identity document (front and reverse side on the same page);
- Certified copy of academic certificates; originals must be produced for verification in case photocopies are submitted;
- Original or certified copy of certificates of work experience; originals must be produced for verification in case photocopies are submitted;
- Contribution Certificate issued by Social Security Fund; originals must be produced for verification in case photocopies are submitted;
- Completed curriculum vitae and declaration letter of technical director **【AV Model 302】** .

## V – Inspection

### 1 Application for inspection of facilities for the establishment of travel agency/branch

The applicant should apply for inspection of facilities within six months upon notice from MGTO regarding approval of application.

#### 1.1 Application for inspection of facilities for the establishment of travel agency

The applicant should submit the following documents to MGTO upon application for inspection of facilities:

- 1.1.1 Application form for inspection of facilities **【AV Model 303】** ;
- 1.1.2 Photocopy of identity document of the person who signs the application form (front and reverse side on the same page);
- 1.1.3 The following documents provided that they have not been submitted upon the application for the license:

- Original bank guarantee amounted MOP500,000.00;
- Original or certified copy of professional liability insurance policy;
- Copy of M/1 business tax form of the Finance Services Bureau (DSF).

1.1.4 Fees and charges for the issuance of license:

- Fee for inspection of facilities - MOP 500.00;
- Fee for license issuance - MOP 25,000.00;
- Stamp duty - MOP2,500.00;
- Fee for publishing license extract in the Official Bulletin of the Macao SAR - MOP 1,000.00 (Overpayment refundable; supplemental payment for deficiency).

1.2 Application for inspection of facilities for the establishment of branch

The applicant should submit the following documents to MGTO upon application for inspection of facilities:

- 1.2.1 Application form for inspection of facilities **【AV Model 303】** ;
- 1.2.2 Photocopy of identity document of the person who signs the application form (front and reverse side on the same page);
- 1.2.3 Fee for inspection of facilities - MOP 500.00.

2 Application for inspection of facilities for change of address of head office of travel agency/branch

The applicant should submit the following documents to MGTO upon application for inspection of facilities:

- 2.1 Application form for inspection of premises **【AV Model 303】** ;
- 2.2 Photocopy of identity document of the person who signs the application form (front and reverse side on the same page);
- 2.3 Fee for inspection of facilities - MOP 500.00.

Note:

- ✧ The license must be renewed every year. The renewal should be made at least 30 days prior to the expiry date of the license. Late renewal is subjected to additional charges.

## B. Tour Guide Card and Transferist Card

### I –Tour Guide

#### 1 Target Group

Those intending to be tour guides and conforming the following qualifications.

#### 2 Definition

Tour guide is a professional who welcomes, informs and escorts tourists in Macao, against remuneration.

#### 3 Qualifications

3.1 Residence in Macao; and

3.2 Approval in a qualifying course offered by IFTM; or

3.3 Approval in a diploma or bachelor degree course in the field of tourism offered by IFTM or by other Macao higher education institution or obtained in a higher education institution outside Macao if accepted by IFTM (those who meet this requirement and possess approved qualification must take refreshment seminar on tourism, culture and economy supervised by the IFTM and pass relevant examinations);

3.4 Registered with MGTO and issuance of a tour guide card;

3.5 Contractual link with a travel agency.

#### 4 Documents Needed for Application

4.1 Application form **【GT Model 401】** ;

4.2 Copy of identity document (front and reverse side on same page. Original identity document must be produced for examination);

4.3 Copy of academic documents that meet requirements of tour guide (original



documents must be produced for examination);

4.4 Copy of document detailing address of residence of applicant (e.g. copy of water bill or electricity bill);

4.5 1½ inches recent colour photograph or digital photograph; or to be photographed on-site without charge.

## 5 Fees

First issuance of tour guide card - MOP 100.00 (plus 10% stamp duty).

### Note:

- ✧ Wearing tour guide card is compulsory, and it shall be worn in a manner that enables the easy identification of its holder and of the travel agency with which he/she has a contractual link.
- ✧ The identification of the travel agency shall be mentioned in a label affixed to the tour guide card.
- ✧ The renewal of the tour guide card is made every 3 years. The applicant must present certificate of refreshment seminar on tourism, culture and economy organised by the Macao Institute for Tourism Studies.
- ✧ Renewal can be made only within 60 days before the expiry date of the tour guide card. Under special circumstances, if renewal is needed prior to the above-mentioned period, applicant should request by letter, providing reasons and supporting documents.

## II – Transferist

### 1 Target Group

Travel agency employees who hold certificate of relevant courses issued by the Macao Institute for Tourism Studies.

### 2 Definition

A transferist is a professional hired by an agency who welcomes and escorts tourists between border posts and between these and the hotels, against remuneration.

### 3 Qualifications

3.1 The exercise of the profession of transferist depends upon the conclusion of general secondary school and the attendance of a course especially organized for this purpose by IFTM, after having consulted MGTO, and the passing of the respective final exam.

3.2 A transferist qualified in accordance with the previous paragraph is only authorized to exercise the profession after registration with MGTO and the issuance of a transferist card.

### 4 Documents Needed for Application

4.1 Application form for transferist/tour guide trainee card **【T/CG Model 501】** ; application should be submitted by travel agency employing applicant as transferist and company chop must be appended to the application;

4.2 Copy of identity document of the lawful representative(s) of the company that is the license holder of the travel agency or the technical director of the travel agency (front and reverse side on the same page);

4.3 Copy of identity document of transferist (front and reverse side on same page).

Original identity document must be produced for examination);

4.4 Copy of certificates of relevant courses issued by the Macao Institute for Tourism Studies (original certificate must be produced for examination);

4.5 Copy of document detailing address of residence of transferist (e.g. copy of water bill or electricity bill);

4.6 Copy of M/7 or M/8 business tax form from the Finance Services Bureau (DSF) of the travel agency;

4.7 1½ inches recent colour photograph or digital photograph; or to be photographed on-site without charge.

## 5 Fees

First issuance of transferist card - MOP 100.00 (plus 10% stamp duty).

Note:

- ✧ Wearing transferist card is compulsory, and it shall be worn in a manner that enables the easy identification of its holder and of the travel agency with which he/she has a contractual link.
- ✧ Application or renewal of transferist card must be submitted by travel agency which employing the applicant as transferist.
- ✧ The renewal of the transferist card is made every 3 years. The applicant must present certificate of refreshment seminar on tourism, culture and economy organised by the Macao Institute for Tourism Studies.
- ✧ Renewal can be made only within 60 days before the expiry date of the transferist card. Under special circumstances, if renewal is needed prior to the above-mentioned period, applicant should request by letter, providing reasons and supporting documents.

### III – Tour Guide Trainee

#### 1 Target Group

Those attending or obtaining approval in the tour guide training course offered by the Macao Institute for Tourism Studies, and are accepted by travel agencies which allow them to work in a probationary capacity under the direction of a tour guide who has been granted a tour guide card.

#### 2 Documents Needed for Application

- 2.1 Application form for transferist/tour guide trainee card **【T/CG Model 501】** ; application should be submitted by relevant travel agency and company chop must be appended to the application;
- 2.2 Copy of identity document of the lawful representative(s) of the company that is the license holder of the travel agency or the technical director of the travel agency (front and reverse side on the same page);
- 2.3 Copy of identity document of tour guide trainee (front and reverse side on same page. Original identity document must be produced for examination);
- 2.4 Copy of certificates evidencing the attendance of tour guide training course offered by the Macao Institute for Tourism Studies (original certificates must be produced for examination);
- 2.5 Copy of document detailing address of residence of tour guide trainee (e.g. copy of water bill or electricity bill);
- 2.6 Copy of M/7 or M/8 business tax form of travel agency from the Finance Services Bureau (DSF);
- 2.7 1½ inches recent colour photograph or digital photograph; or to be photographed on-site without charge.

### 3 Fees

First issuance of tour guide trainee card - MOP 100.00 (plus 10% stamp duty).

## C. Relevant Laws and Regulations

### I. Legislation of travel agency activities and tour guide profession

Decree Law no. 48/98/M of November 3, as amended by Administrative Regulation no. 42/2004 [Series I supplement, Vol. 52<sup>nd</sup>, Macao SAR Official Bulletin, 30<sup>th</sup> December, 2004]

### II. Professional liability insurance for travel agency

Order no. 263/99/M [Series I, Vol. 24<sup>th</sup>, Macao Government Official Bulletin, 14<sup>th</sup> June, 1999]

### III. Premium list of professional liability insurance for travel agency

Order no. 265/99/M [Series I, Vol. 24<sup>th</sup>, Macao Government Official Bulletin, 14<sup>th</sup> June, 1999]