

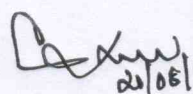


LAKSHADWEEP ADMINISTRATION
SPORTS (Lakshadweep Tourism)
U.T of Lakshadweep
Kavaratti-682 555

**GUIDELINES FOR RECOGNITION / RENEWAL AS AN APPROVED
TRAVEL AGENT OF SPORTS**
[Revised with effect from 14th August, 2014]

The aim and objective of the scheme for recognition of Travel Agent is to ensure quality service to the tourist who are approaching the travel agents for visiting Lakshadweep and to educate the tourists against the potential risk of availing services through the unapproved service providers. The recognition as an approved Travel Agent of SPORTS shall be granted by the SPORTS (Lakshadweep Tourism). The following conditions must be fulfilled by the applicants for grant of recognition/renewal as an authorized travel agent by SPORTS (Lakshadweep Tourism).

1. Application for Recognition / Renewal as an Approved Travel Agent of SPORTS shall be addressed to the Managing Director, SPORTS, U.T of Lakshadweep, Kavaratti in the prescribed form.
2. The Authorized Travel Agency applies to all tour operators/travel agents/excursion agents/tourists transport operators/registered partnership firms/incorporated companies/registered societies.
3. Application form fee for grant of recognition / renewal is Rs.500/-.
4. Application not in prescribed form shall be liable for rejection.
5. The application form can be down loaded from the official website of the SPORTS www.lakshadweeptourism.com. A Demand Draft of Rs.500/- (Rupees Five hundred) in favour of General Manager, SPORTS should be enclosed with such down loaded application form.
6. The applicant should have a Permanent Account Number (PAN), Tax Identification Number (TIN) and should have Service Tax Number, if already in business and shall submit proof thereof along with latest Income Tax Return for the current financial year.
7. The applicant shall possess and maintain fully furnished office with adequate staff to attend the need of customer and to look after them and shall maintain records containing complete particulars regarding names and address of the tourists.
8. The recognition shall be granted for one year and can be renewed before the expire of the recognition on the basis of performance.
9. The renewal/extension, thereafter, shall be granted for one year after scrutiny in all respects, on an application made by the signatories along with the requisite fee / documents.
10. SPORTS may in their discretion to refuse the recognition to any firm or withdraw/withhold, at any time, the recognition already granted with the approval of the Chairman (SPORTS) for reasons to be recorded in writing. The decision of the



20/08/14

Administrator and Chairman, SPORTS, Union Territory of Lakshadweep in the matter of recognition/de-recognition shall be final. However, before such a decision is taken, necessary Show Cause Notice will invariably be issued and the reply will be considered on merits.

11. The applicant granted recognition / renewal shall be entitled to such incentives and concessions as may be granted by SPORTS from time to time and shall abide by the terms and conditions of recognition / renewal as prescribed from time to time by SPORTS.
12. The applicant shall not lend or transfer the license/authorization to any person.
13. The applicant shall undertake to maintain an office under the charge of a full time member who should be in a position to give accurate and up to date information to the tourists.
14. Tourists should be given the details like packages, to whom/where to contact, exact place to reach etc. and also make aware that consumption of liquor in the islands is prohibited.
15. Authorized Agent shall maintain a complaint book which shall be produced at the time of renewal. The renewal shall be refused if there is any serious complaint.
16. Authorized Agent should maintain a record of details pertaining to tourists and service providers like address, contact details etc. and also commit themselves to maintaining confidentiality.
17. Authorized Agent shall prominently display the Letter of Recognition given by SPORTS (Lakshadweep Tourism) in the office by pasting it on a board or in a picture frame so that it is visible to a respective tourist.
18. The applicant shall ensure safety of tourists and in case of any untoward incident concerning safety of tourists, the tour operator will inform the concerned authority and give all possible cooperation to such authorities for investigations into such incidents.
19. IATO/IATA accreditation certificate or approval by Ministry of Tourism, Govt. of India or Department of Tourism from any State/UT is mandatory for recognition.
20. A Demand Draft of Rs.10,000/- as non refundable fee & Security Deposit of Rs.20,000/- as refundable fee drawn in favour of General Manager, SPORTS payable at Kavaratti shall be enclosed with the application for Recognition. Authorized Agent will be required to pay a non-refundable fee of Rs.10,000/- while applying for the renewal of recognition.
21. Any decision of the Administrator and Chairman, SPORTS, Union Territory of Lakshadweep or any committee constituted for the purpose in the matter of recognition/renewal shall be final, conclusive and binding on all tour operators/travel agents/excursion agents/tourists transport operators/registered partnership firms/incorporated companies/registered societies.

Booking Policy

1. Tour will be booked subject to availability of seats and 50% of the total package charges should be deposited at the time of booking. Balance amount shall be remitted 15 days before the date of departure from Kochi.
2. Details of tourists such as Name/Sex/Age and food preference (Veg. or Non Veg.) should be furnished while booking seats in the prescribed form.


20/08/14

3. The total package tariff (subject to revision) includes transportation charges by ship, embarkation and disembarkation charges, food, accommodation, sight seeking and lagoon cruise wherever applicable.
4. Ship schedules are subject to change and cancellation without any notice due to unforeseen reasons, please allow a day's margin at Kochi while planning the return journey. This is in order to meet any delay which may be caused due to change in ship schedules.
5. Cancellation charges should not be permitted to adjust against any future booking.
6. Tourists shall be advised to reach Kochi one day ahead of departure date for collecting tour tickets and completing other formalities. Boarding in ship takes place two hours before scheduled departure time.

Agent Commission

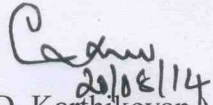
1. Authorized Travel Agent of SPORTS shall be eligible for 10% of package cost as Travel Agent commission.
2. Travel Agent Commission shall be disbursed within 15 days after the end of the tour voyage.

Cancellation Policy

1. 10% cancellation charge will be deducted if the booking is cancelled 30 days before departure of the ship.
2. 25% cancellation charge will be deducted if the booking is cancelled between 29th to 7th days before departure of the ship.
3. No refund if cancelled within 7 days before the departure of the ship.

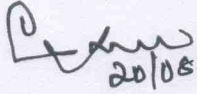
Refund Policy

1. 100% refund if the schedule is cancelled due to unfavourable weather conditions and/or other unexpected technical faults. No damages/claims will be payable except money paid by them. This may be informed to all tourists before making any reservations.


(D. Karthikeyan)
Managing Director (SPORTS)

CHECK LIST TO BE FOLLOWED AT THE TIME OF RECEIPT OF APPLICATIONS FOR RECOGNITION/RENEWAL OF TOUR OPERATORS/TRAVEL AGENTS/EXCURSION AGENTS/TOURISTS TRANSPORT OPERATORS/REGISTERED PARTNERSHIP FIRMS/INCORPORATED COMPANIES/REGISTERED SOCIETIES

1. Duly filled in Form along with application fee.
2. Copy of document showing status of applicant i.e., proprietor, partnership firm, company, society etc.
3. Details of office premises (documentary proof of rent agreement/ownership deed etc.)
4. Copy of registration of the tour operators/travel agents/excursion agents/tourists transport operators/registered partnership firms/incorporated companies/registered societies with local Panchayath/Municipality/State Government etc.
5. Copy of accreditation of IATO/IATA accreditation/approved by Ministry of Tourism, Govt. of India or Department of Tourism from any State/UT.
6. A Demand Draft of Rs.10,000/- as non refundable fee & Security Deposit of Rs.20,000/- as refundable fee drawn in favour of General Manager, SPORTS shall be enclosed with the application for Recognition.
7. A Demand Draft of Rs.10,000/- as deposit (non-refundable) drawn in favour of General Manager, SPORTS shall be enclosed with the application for Renewal.
8. Copy of PAN Card.
9. Copy of Service Tax Registration


20/05/14

**APPLICATION FORM FOR APPOINTMENT/RENEWAL OF AUTHORISED
TRAVEL AGENT OF SPORTS, U.T OF LAKSHADWEEP**

Application form fee details, whether DD/MO/Cheque/Amount (if paid by cash please mention Receipt No.)		
1	Name of the firm	
2	Name(s) of the Director(s)/ Partner(s) etc.	
3	Details of office premises (documentary proof of rent agreement/ownership deed etc.)	
4	Whether the firm is registered with local Panchayath/ Municipality/State Government etc. (with documentary proof)	
5	Whether the firm is tour operators/travel agents/excursion agents/tourists transport operators/registered partnership firms/incorporated companies/ registered societies (please attach copy of document in support).	
6	Whether the firm is accredited by IATO/IATA/Ministry of Tourism or Department of Tourism from any State/UT (with documentary proof)	
7	Copy of PAN Card	
8	Copy of Service Tax Registration	
9	Bank Account Number	
10	Bank IFS Code	
11	Name of the Bank with branch	
12	Copy of the latest bank transaction statement	
13	Copies of Sales Tax/Commercial Tax/VAT Registration of the firm	

[Signature]
20/08/14

ENCLOSURES

1	Application fee	
2	Non refundable fee	
3	Refundable fee	
4	IATO/IATA/Ministry of Tourism accreditation or Department of Tourism from any State/UT	
5	Document proof for registered firm	
6	Document proof for registered with local Panchayath/ Municipality/State Government etc.	
7	Document proof for office (documentary proof of rent agreement/ownership deed etc.)	
8	Copy of PAN	
9	Copy of Service Tax Registration	
10	Bank Account Number	
11	Bank IFS Code	
12	Name of the Bank with branch	
13	Copy of the latest bank transaction statement	
14	Copies of Sales Tax/Commercial Tax/VAT Registration of the firm	

For office use

Recognized		Not Recognized	
		Reason	
General Manager (SPORTS)		Managing Director (SPORTS)	

Ca. 20/08/14