



Guidelines for Licence Applicants

If you wish to carry on business as a travel agent or if a company is trading as a travel agent in South Australia, you and/or the company must hold a Travel Agent Licence under the *Travel Agents Act 1986*.

A **Travel Agent's Licence** will allow a person to carry on the business of:

- o Selling or arranging to sell rights to travel; or
- o Selling or arranging to sell rights to travel and accommodation; or
- o Carrying out an activity set out in the Travel Agents Regulations 1996.

Licensing and Registration

Level 3
Chesser House
91-97 Grenfell Street
Adelaide SA 5000

GPO Box 1719
Adelaide SA 5001

Tel 131 882
Fax 08 8204 9697

www.cbs.sa.gov.au

How do I apply for a licence?

To apply for a travel agent licence, you can contact the Consumer and Business Services (CBS), Commercial Licensing Section, on phone 131 882, or visit CBS (details above) for our service.

What information do I need to provide to complete an application?

Fees

The correct application form and pre-grant fee - refer to the fees schedule over the next page.

National Police Certificate

A National Police Certificate (NPC) in relation to yourself and/or your partner. In the case of a Body Corporate each director must supply a NPC. It must be an original document and must be no more than three months old preceding the date of lodgement of the registration application. To obtain this certificate, you will need to apply directly to the South Australian Police.

Membership with Travel Compensation Fund (TCF)

Evidence of membership with the Travel Compensation Fund (TCF). To obtain membership you will need to apply directly with the TCF.

Please note: A Travel Agent's business must be properly managed and supervised by an individual with qualifications approved by the Commissioner. Please refer overleaf for the list of approved qualifications.

Only original copies of qualifications and documents, or copies certified by a Justice of the Peace will be accepted.

How do I finalise my application?

Your application will contain all your details. Once you receive the application form, please do the following and return the documents to our office:

- Check your **name**, **address** and **date of birth** are correct and make any corrections (your name must be your full and legal name - i.e. what is on your birth certificate).
- Check you have **signed** and **dated** the application form.
- Attach any other documents requested by the Licensing Officer to complete your application.

How long will it take to approve my application?

It will take up to 6-8 weeks to process your application.

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Fee schedule

Travel Agents Act 1986

Fees and charges effective 1 July 2011
 No GST is applicable - our ABN is 15 088 976 178

Application and Pre-Grant Fees for a Licence

	Application Fee	Pre-grant Fee	Total
Application for a licence for a natural person	\$236.00	\$363.00	\$599.00
Application for a licence for a body corporate	\$236.00	\$865.00	\$1,101.00

Please note: In the event of the application being refused or withdrawn before being finalised, the pre-grant fee will be refunded. Application fees are generally non-refundable.

Periodic fees (annual licence fee)

For a natural person	\$363.00
For a body corporate	\$865.00
plus fee per office (up to maximum of 10 offices)	\$149.00

Other fees

Default penalty fee	\$149.00
Replacement licence fee	\$ 22.90

Qualification requirements

Category	Business	Qualifications
A	Any business involving the sale of tickets or the arrangement of rights of passage for any international travel (by air or sea).	<ul style="list-style-type: none"> • Successful completion of Unit of Competency THTSOP20A Construct normal international airfares OR SITTTSL013A Construct normal international airfares, provided by an organisation registered by a State or Territory recognition authority to deliver training and/or conduct assessments and issue nationally recognised qualifications in accordance with the Australian Quality Training Framework; OR • 1 years experience, in the 5 years preceding the application or employment (i) in selling of tickets or the arrangement of rights of passage for international travel or (ii) as a person in charge of the day-to-day conduct of a place of business of a licensed travel agent in a participating jurisdiction, selling tickets or arranging rights or passage for international travel.
B	Any business involving the sale of tickets or the arrangement of rights of passage for any travel, or travel and accommodation, other than specified in Category A.	No qualifications

If you would like any further information, please contact the Licensing and Registration Branch Commercial Licensing on 131 882.
