

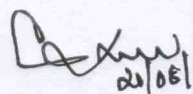


LAKSHADWEEP ADMINISTRATION
SPORTS (Lakshadweep Tourism)
U.T of Lakshadweep
Kavaratti-682 555

**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

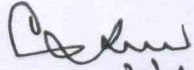

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Administrator and Chairman, SPORTS, Union Territory of Lakshadweep in the matter of recognition/de-recognition shall be final. However, before such a decision is taken, necessary Show Cause Notice will invariably be issued and the reply will be considered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


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