



MINIMUM REQUIREMENTS FOR TOUR OPERATORS

a. Registration

- Certificate of incorporation from URSB
- TIN Number
- Annual Performance Report number of tourists handled, sources of tourists, places visited by tourists, average duration of stay

b. Location

- Office must be easily accessible i.e. with clear plot number, clear name of street
- Office must be clean and attractive i.e. visibly tidy and uncongested
- A clearly visible sign post or office label
- Availability of basic ICT appliances e.g. Internet, office Telephone Number stationed in the office, Functional E-Mail Address, Functional Website
- Availability of basic utilities water, energy

c. Staff

- Should have an overall manager [MD, CEO, GM] well versed in tourism trade [an individual who has been actively engaged in the business of packaged travel for at least three years], and with good communication skills
- Should have a Tour Manager with a minimum of UACE [A Level] or its equivalent, additional certificates/trainings in Tourism and should be computer literate
- Should have an accountant with a minimum qualification of Uganda Diploma in Business Studies or its equivalent
- Reservations Officer and/or secretary and/or clerk; minimum level of UCE [O Level] and should be computer literate
- At-least one tour guide by UTB after passing a Tour Guide's exam
- At-least one tour-driver licensed by UTB
- Tourist service providers shall have health deliverance guidelines and shall train their staff in health deliverance activities upon recruitment

d. Vehicles

- Preferably, at-least two comprehensively insured tour vehicles registered in the company's names, or proof of contracting supplier with the above tour vehicles

- A tour operator shall ensure that the company has a health and safety policy, where accidents and emergency procedures are maintained and records are available for inspection; tourists are accommodated in approved accommodation establishments by the central local authority and dully registered to accommodate guests; tourists are served meals from approved establishments meeting hygienic conditions; and tourists are transported in approved tourist vehicles with comprehensive insurance.

e. Integrity

- Not declared bankrupt
- Not convicted of any fraudulent offence especially against tourists/clients [No history of bankruptcy, fraud or similar breaches for the last three years]

f. Advertising

- Costed itineraries describing packages, prices, and other conditions applying to a contract, in respect of a package e.g. means of transport, accommodation type specifying degree of comfort, location of accommodation, meal plan, general information for visa requirements, health requirements, any tax or compulsory charges, deadlines for payments, time and place of intermediate stops and transport connections, spread of payments, etc
- Commitment to compensation in case promised package and conditions are not provided by the tour operator
- any tax or compulsory charge
- all advertising should have functional name, address, telephone and e-mail address of the tour operator

For any further details Contact:

Uganda Tourism Board

5th – 6th floor, C wing, Lugogo House,

Plot 42, Lugogo By-pass

P.O. Box 7211 Kampala, Uganda

Tel: +256 (0) 414 342 196/7

E: qualityassurance@utb.go.ug | W: www.visituganda.com