



**STANDARD OPERATING PROCEDURES AND
GUIDELINES FOR TOURISM TRANSPORT SERVICES**

QUALITY ASSURANCE DEPARTMENT-UTB

PART I –PRELIMINARY

The Uganda Tourism Board (UTB) is a Government agency under Section 3 of the Uganda Tourism Act No. 25 of 2008 mandated to promote and market Uganda as the preferred tourism destination domestically and internationally and to regulate the tourism sector in Uganda. This entails participating in the developing of regulations, standards and guidelines that are necessary to ensure an all-round quality service delivery in the tourism sector. The board is also tasked with the registration, inspection of all tourist services and facilities and issuing of tourist operating licences in order to ensure conformity with international standards. In this UTB works with other government agencies and the private business operators in the tourism sector.

Standards and guide lines developed ensure that the service provided by all the tourism establishments in the country is of quality and meets the minimum expectations of the tourist. It also forms the basis for quality control in the sector.

1. Scope

This standard prescribes minimum requirements for all Tour Operation Enterprises, Tour Guiding Services and Travel Agencies in Uganda. The standard provides for statutory obligations, requirements for premises, operations and general services.

2. Definition of Terms

In Bound Tour – means a tour for non-residents of Uganda who come into the country for tourism purposes.

Out Bound Tour - means a tour of residents from Uganda to another country for tourism purposes.

Tourism – means the activity of persons travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the place visited.

Tourist – means a person who travels to and stays in a place outside their usual environment for not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the place visited.

Tour operator- means any entity which may either be single proprietorship, partnership or corporation engaged in business of extending to individuals or groups, such services pertaining to arrangements of booking for transport

and/or accommodation, handling and/or conduct inbound tours whether or not for a fee, commission or any other compensation.

Travel Agency- means an enterprise engaged in the business of providing services such as reservations/Bookings, documentation for travel papers, sales/issuance of tickets and selling of outbound tours for a fee, commission or any form of remuneration.

Travel and Tour Agency- means an enterprise engaged in both tour operations and travel agency services.

Tour Guide – means an individual, who leads a tour party, provides general information, interprets, indicates and informs on the items of interest along the way to or at tourist attraction.

Tourism enterprises- means a tourism related business venture that is involved in activities such as accommodation, entertainment, transport and other tour operator services.

Service providers- means an organizations or businesses that offer services in tourism and travel related activities such as accommodation and transport.

3.0 Tourism Transport Services:

3.1 Tourism transport services on land shall be conducted on “Tourist Service Vehicles” authorized by the ministry of works and transport;

Tourist Service Vehicles shall be properly equipped and fitted with and have:

1. At least one portable fire extinguisher for the protection of its passengers;
2. The necessary anchoring equipment's, ramps and hoists for persons with disability where applicable;
3. Adequate air-conditioning units for town transfers and ventilation for safari vehicles;
4. Company's name and logo prominently displayed at the sides of the tourist service vehicle respectively;
5. For tourist buses or coasters, a public address system shall be installed;
6. A first-aid kit and an adequate supply of emergency medicines;
7. Clean and comfortable seats;
8. Be fitted with fully functional seatbelts for all passengers
9. Enough leg room and sufficient storage space for guest luggage;
10. Fully functional rear, front/head Lamps;
11. At least one spare tire fitted to the rim and compatible to the car, a tool kit comprising of a jack, jack handle, wheel spanner, and safety triangle;
12. Clearly marked emergency exit windows and doors;
13. A signage indicating no smoking and provide a litter disposal facility;

4.0 Operators of Tourist Service Vehicle shall: -

1. Have an operating license issued by the Ministry of works and Transport
2. Have in place a code of conduct governing its employees, agents and sub-contractors.
3. Have in place a documented fleet management system where applicable and a customer complaints handling system;
4. Subscribe to an accident and emergency mutual aid system;
5. Conform to the construction and design specifications for tourist service vehicles that shall be approved by the Ministry of Tourism, Wildlife and Antiquities;
6. Where applicable, sign a service agreement with sub-contractors and carry out audits of vehicles, equipment's, licenses and insurance policies on yearly basis;
7. Conduct a pre-duty inspection of the vehicles to ensure their functionality;
8. Not allow non-licensed companies or individuals to utilize their motor vehicles that are likely to circumvent the legal obligations;
9. Specify the type of uniform to be worn by their drivers;
10. Ensure that vehicles of 10 or more seat capacity or more are equipped with public address system;
11. In case of any accident resulting in a fatality, submit an investigation report to the board within 14 days containing details of the driver, passengers, time of accident, probable cause and corrective measures undertaken;

12. Institute and keep a record of maintenance program to ensure all vehicles are kept in sound physical and operational standards at all times;
13. In accordance with the persons with Disability Act of 2006 make;
 - Reasonable provision for service delivery that meets the special needs of persons with disabilities;
 - Provision for persons with disabilities to access all services offered by the agency;
14. Develop and Maintain a passenger manifest;
15. Keep the vehicles clean at all times.