



MINIMUM REQUIREMENTS FOR REGISTRATION AS A TRAVEL AGENCY

A. Registration

- Certificate of incorporation/registration from URSB
- Articles/memorandum of association.
- Duly filled relevant forms in case of change of name/directors/ownership
- TIN Number

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

A model staff structure should include at least the following:-

- Managing Director / General Manager.
- Reservations /Ticketing Officer
- Accounts Officer
- Office Messenger

D. Staff Qualifications

i. Managing Director / General Manager

- Must have proven knowledge of ticketing operations
- The minimum academic qualification should be UACE (A-Level) or equivalent
- Must have a pleasant character, good public relations and good communication skills.

ii. Reservations

- Should have relevant qualifications and experience in ticketing(e.g. AITA)
- Should have a minimum academic qualification of UACE (A-Level) or equivalent.
- Should be computer literate.
- Should have one of foreign language other than English.
- Should have good public relations and communication skills.

iii. Accounts Officer

- Should have a minimum academic qualification of UDBS or equivalent

iv. Office Messenger

- Should have a minimum academic qualification of UCE (O-level) or equivalent
- Should be presentable and honest and should be uniformed

v. 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]

vi. Advertising

- Costed itineraries describing packages, prices, and other conditions applying to a contract, in respect of a package e.g. air tickets , 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

Following documents should be forwarded with the application.

1. Certificate of incorporation from URSB
2. Copy of Articles/memorandum of association.
3. TIN Number
4. List of staff with Name, designation, experience and copies of ID cards or passports
5. Deed or lease agreement of the premises.

6. Form No. 1 issued by registrar of Companies and Form No. 13 (if the name of the company is changed after the registration)
7. Brochures and a Schedule itineraries or Confidential Tariff
8. Photographs of the following area in the office should be annexed with the application
 - Travel Agency Signage
 - Reception area
 - Office area (operation) with staff
 - Pantry
 - Toilets
 - Website

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