



You Need to Know

Investors and operators in the tourism sector

🖱️ Learn about the rights and obligations by clicking on the required section



Tourist Hospitality Facility Activity



Travel and Tourism Services



Tour Guide Services





You Need to Know Tourist Hospitality Facility Activity

Tourism accommodation facility:

| Any place that provides daily accommodation for tourists in return for a fee, and is operating either on a permanent or temporary basis.

Types of tourism accommodation facilities are classified either by stars, grades, or are unclassified.

The classification includes:

- | **Star Rating:** (Hotels, resorts, hotel villas, serviced apartments, campsites).
- | **Grade Rating:** (Serviced apartments, vacation homes [chalets]).
- | **Unclassified:** (Heritage hotels, inns, temporary accommodation facilities).

To obtain a license, the applicant must acquire the following:

- | A valid commercial registration providing for the activity of operating a tourism accommodation facility.
- | A valid municipal license or a license issued by the competent authority, as applicable.
- | A valid permit from the General Directorate of Civil Defense.
- | Proof of link with Shomoos.
- | Proof of the right to use the trademark.
- | Direct link with the National Tourism Monitoring Platform.
- | Compliance with the minimum classification standards for the relevant category (stars, grades, or unclassified).
- | Completion of the application form in the electronic system for the applicant and their representative.

The applicant can obtain a license for up to 3 years.

To obtain a license from the Ministry, the applicant shall pay for the license as per the type of tourism accommodation facility and the required duration through the following link:

[Click here](#)

The licensee must

Adhere to the following requirements before providing services:

- | Comply with all directives, decisions, or instructions issued by the Ministry and respond to the Ministry at all times.
- | Prevent others from using the license.
- | Update their information in the Ministry's electronic system immediately after any changes thereto.
- | Keep the license and the classification certificate posted in a visible location at the office and on the website.
- | Refrain from using an expired license or classification certificate.
- | Refrain from refusing service without legally acceptable reasons.
- | Notify the ministry if the facility has been permanently or temporarily closed until all existing obligations are settled during the closure period.
- | Provide a price list for units and services in both Arabic and English, in compliance with regulations, including all fees and taxes.
- | Offer credit card payment options (at least Visa and MasterCard).
- | Use accurate images of the tourism accommodation facility in advertisements.

- | Implement health and hygiene standards in the facility and all its services, ensuring that staff maintain personal hygiene and good appearance.
- | Maintain the safety and cleanliness of all facility fixtures and equipment and perform regular maintenance.
- | Verify and record the identification (national ID, residency permit, or passport) of guests without taking copies or photographs, and log entry and exit details in the relevant systems.
- | Inform tourists in advance of any maintenance works in the facility and their start and end time.
- | Obtain approvals from relevant authorities before hosting events or business activities within the facility.
- | Oversee the management and operation of units within the facility, including managing listings on booking platforms.
- | Use both Arabic and English in all interactions, as per the tourist's preference.
- | Designate smoking areas or rooms, if smoking is permitted, and prohibit smoking in public areas such as the lobby.

Adhere to the following requirements during the provision of services:

- | Greet and interact with the tourist with courtesy and respect and respond to their inquiries.
- | Provide the tourist with a copy of the booking document that includes the booking date and duration, service prices, free and paid services, booking policy and terms including cancellation and modification. In addition, the process for requesting and responding to cancellations or modifications, any deadlines for accepting or rejecting requests. Finally, the method for paying and refunding security deposits, and contact information for the Ministry's customer service and the call center.
- | Inform the tourist of the facility's procedures and instructions (such as booking terms, food and drinks, cooking, and pet procedures).
- | Notify the tourist of the security deposit booking rules during their stay.
- | Refrain from requiring that the unit reservation period be more than one night for their reservation to be accepted.
- | Inform the tourist if the facility's classification changes to a lower category or grade.
- | Clearly specify check-in and check-out times and communicate them to the tourist.

- | Return all of the tourist's belongings and luggage left at the reception or in the unit and keep lost items for at least 30 days before discharging responsibility, while informing the tourist about any lost items.
- | Report any security or safety incidents during the provision of services to the relevant authorities and the Ministry.
- | Implement procedures to ensure the safety of vehicles in the facility's parking areas.
- | Respect the tourist's privacy within the unit and not force them to leave except through the relevant authorities.
- | Provide an alternative unit of the same type and classification or higher, located nearby, or refund the amount paid if the tourist waits for more than two hours before being accommodated in the reserved unit.
- | Provide an alternative unit of the same type or higher and close by, or refund the amounts paid for the night when services are interrupted, and the remaining duration of the reservation if essential services in the tourism accommodation facility are disrupted or if a penalty or court order is enforced, or if the facility is evacuated for health and safety reasons.
- | Provide an alternative unit of the same type or higher and close by, or refund the amounts paid if a confirmed reservation holder is not allowed to check in.

Adhere to the following requirements after providing services:

- | Maintain the confidentiality of the tourist's information and share it only with their consent.
- | Refrain from charging any amounts to the credit card after the tourist's departure and the invoice has been closed.



You Need to Know Travel and Tourism Services

Travel and Tourism Service Provider:

| This refers to someone who arranges, organizes, and provides services in the tourism sector (such as flight and accommodation bookings, tourist programs, visa services) and other travel-related services.

Travel and tourism service activity licensing is categorized as follows:

Accommodation Unit Reservation

Limited to marketing bookings for tourism accommodation units and private accommodation facilities and managing them.

Organizing Tours

Includes several services such as accommodation, guidance, and meals, arranging insurance for tourists, ground services like reception and departure, car rentals, and preparing and marketing tourist programs for those in the Kingdom.

Travel and Tourism Agency

Provides several services including selling travel tickets within or outside the Kingdom, related services, marketing the tourism program, and issuing international driving licenses.

General Travel and Tourism Services

Provides all services from the categories above, along with marketing tourist destinations and arranging visa services for those coming to the Kingdom.

To obtain the license, the applicant must obtain the following:

- | A valid commercial registration providing for the activity of the travel and tourism services category.
- | A valid municipal license or authenticate the website for the following categories: (Accommodation Unit Booking, Tourism Trip Organization, and Travel and Tourism Agency).
- | A financial guarantee for the following categories: Tourism Trip Organization and General Travel and Tourism Services.
- | Proof of the right to use the trademark.
- | Complete the applicant's details in the electronic form.

The applicant can obtain a license valid for up to (3) years.

To obtain a license from the Ministry, The applicant shall pay the fees corresponding to the type of travel and tourism service license and the requested duration through the following link:

[Click here](#)

The licensee may conduct activities in multiple branches, provided that they apply for a branch license, without the need to provide a new financial guarantee.

The licensee must

Adhere to the following requirements before providing services:

- | Comply with the circulars, decisions, or instructions issued by the ministry, and respond to the Ministry at all times.
- | Prevent others from using the license.
- | Update their information in the Ministry's electronic system immediately after any relevant changes.
- | Provide services according to the license category and refrain from using an expired license.
- | Refrain from refusing service without legally acceptable reasons.
- | Keep the license and the classification certificate posted in a visible location at the office and on the website.
- | Notify the ministry if the location of the activity has been changed or if the activity has been permanently or temporarily closed until all existing obligations are settled during the closure period.
- | Refrain from dealing with unlicensed individuals or entities not authorized by the ministry or other relevant authorities when marketing, arranging, or providing services.
- | Adhere to the regulations and instructions of relevant authorities concerning security, health, and other matters, and take all necessary precautions.
- | Approve, modify, or cancel the tourist program according to the Ministry's procedures.
- | Provide credit card payment services (at least Visa and MasterCard).
- | Display a price list for services in both Arabic and English, following the guidelines, including all fees and taxes.
- | Apply health standards at the activity's location and ensure that staff maintain personal hygiene and good appearance.
- | Obtain approvals from relevant authorities when arranging activities and events within their jurisdiction or when visiting sites that require approval from supervising authorities.

Adhere to the following requirements during the provision of services:

- | Greet and interact with the tourist with courtesy and respect and respond to inquiries and complaints related to the services provided at all times.
- | Use both Arabic and English in all interactions, according to the tourist's preference.
- | Not allow others to use reservation systems and travel ticket sales with (IATA) numbers for entities outside the Kingdom.
- | Prohibit staff from smoking inside the office or during the provision of the tourist program.
- | Report any security or safety incidents during the provision of services to the relevant authorities and the Ministry.
- | Assign a tour guide for every (25) tourists to provide guidance services.
- | Maintain the confidentiality of the tourist's information and share it only with their consent.
- | Refrain from taking photos of the tourist's identification except when providing a service that requires it (such as visa services). Ensure proper handling of the tourist's documents and return them in the same condition as received within the agreed period.
- | Verify the accuracy of personal data when providing services related to flight tickets or booking tourism accommodation facilities.
- | Provide the tourist with a copy of the booking document that includes (booking date and duration, service prices, free and paid services, booking policy and terms, cancellation and modification terms, how to request cancellation or modification and how it will be addressed, any time limits for accepting or rejecting requests, insurance payment and refund procedures, and contact details for the Ministry's customer service and call center) and provide the service according to the booking document.
- | Offer the tourist the choice of accepting an equivalent alternative service or a full refund if the service is not provided as per the booking document.
- | Immediately refund the amount paid for the night for which the service was interrupted and for the remaining duration of the booking, or provide an acceptable alternative unit if essential services are interrupted at the private accommodation facility, or if a penalty or court ruling is executed, or if the facility is vacated for health and safety reasons, or if someone with a confirmed booking is not allowed to check in.



You Need to Know Tour Guide Services

Tour Guiding:

- | The practice of providing information at tourist destinations and other related activities.

Tour Guiding Licenses are divided into:

- | **Specialized Tour Guiding Category:** A guide who specializes in a specific field approved by the Ministry.
- | **Route Tour Guiding Category:** A guide who operates in one or several regions approved by the Ministry.
- | **Site Tour Guiding Category:** A guide who provides services at a specific site (e.g., a museum) approved by the Ministry.

Requirements for obtaining a license:

- | Be a Saudi national.
- | Be at least 18 years old.
- | Have no health problem that prevents him/her from providing the service.
- | Pass the training courses, tests, and interviews required and approved by the ministry for the relevant category.
- | Not be previously convicted of a crime involving dishonor or integrity, unless they've been rehabilitated.
- | Complete the application form on the electronic system.

The applicant can obtain a license for up to 3 years with the following fees: SAR (500) for one year, SAR (750) for two years, and SAR (1000) for three years.

The tour guide must

Before providing services:

- | Prevent others from using the license.
- | Attend training and qualification programs offered by the Ministry.
- | Provide services through a travel and tourism service provider licensed by the Ministry.
- | Adhere to the policies and regulations set by the site management if licensed for a specific site.
- | Update their details on the tourism licensing platform if any changes occur.
- | Wear the license visibly on their chest during service.
- | Refrain from using an expired license.

During the provision of services:

- | Use the language(s) specified in their license.
- | Ensure accuracy of information and avoid misleading details that could harm the reputation of the Kingdom.
- | Provide services as agreed with the tourist.
- | Show high morals and good values, wear an appropriate uniform to the nature of the trip and public decency.
- | Refrain from asking for commissions, gifts, or services from tourists.
- | Maintain the confidentiality of tourist information and share it only with their consent.
- | Avoid providing services in military and border areas.
- | Refrain from driving a vehicle and providing services simultaneously.
- | Report any security and safety incidents to the relevant authorities and the Ministry.
- | Inform tourists of any instructions that need to be followed (e.g., respecting public decency and smoking regulations, etc.).