



Services Guide

Travel & Tourism Services Regulations

mt.gov.sa

This translation is provided for guidance. The governing text is the Arabic text.

Deputyship of Regulatory Affairs and Policies

Licensing & Classification Department

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Introduction:

The Ministry of Tourism is responsible for regulating, developing, and promoting the tourism sector in KSA, as well as enhancing its role and overcoming obstacles to growth in accordance with the Kingdom's status and values. The Ministry also aims to develop the tourism industry through integrated tourism programs and activities that will meet all tourists needs during their trip. The Ministry strives to encourage the private sector to play an important role in the development and establishment of investment tourism facilities.

Dear investor, we have developed this guide with the goal of defining the procedures for obtaining licensing services for the activity of travel and tourism services via the Ministry of Tourism's Site platform for tourism activities, as well as the conditions and requirements required for each of them, based on the Tourism Law and the Travel and Tourism Services Regulations.

Travel and Tourism Services - categories

Services	General Travel and Tourism Services	Tour Operations	Travel and Tourism Agencies	Accommodation Unit Booking
Arrange Tour guide services	√	√	×	×
Arrange catering services in the tourism program	√	√	×	×
Organize and execute tourist ground services, such as arrival and departure, luggage transportation and the like	√	√	×	×
Arrange car rentals, either with or without a driver	√	√	×	×
Organize reservations and visits for events, exhibitions, conferences, museums, natural reserves, markets, restaurants, and other venues	√	√	×	×
Organize and market educational or therapeutic services outside KSA with the approval of the competent authorities	√	√	×	×
Prepare, market, and implement tourism programs of all types for tourists inside KSA	√	√	×	×
Arrange accommodation services at the tourism accommodation facility	√	√	√	×
Arrange insurance services for tourists	√	√	√	×
Sell travel tickets in KSA and abroad via different transportation means on behalf of the transportation companies, including sale of related services	√	×	√	×
Market the tourism program (after it is approved by the Ministry)	√	×	√	×
Arrange services related to visa issuing to travel outside KSA	√	×	√	×
Arrange services for issuing international driving licenses and the like	√	×	√	×
Marketing and reservation management of tourism accommodation facility units and private tourism accommodation facility	√	×	×	√
Market tourism destinations	√	×	×	×
Arrange visa issuance services for visitors wishing to come to KSA	√	×	×	×
Prepare, market, and implement tourism programs of all kinds for visitors wishing to come to KSA (after the Ministry's approval)	√	×	×	×
Arrange, in coordination with transportation means, rented (land, sea, and air) transportation services in various sizes and seating capacity	√	×	×	×

Before starting the license application procedures, the primary requirements for issuing the license must be met. The applicants shall provide the following:

Financial Guarantees

Financial Guarantees -being final and unconditional- shall be in the interest of the Ministry and provided from one of the licensed local banks operating in the Kingdom, to such an extent that the guarantees cover the required license period including sixty additional days and are deemed irreversible without a prior written agreement by the Ministry, for the following cases:

1- Travel & Tourism Services License application in the category (General Travel & Tourism services) with a financial guarantee of eight hundred thousand Saudi Riyals (SAR 800,000).

2- Travel & Tourism Services License application in the category (Tour Operations Services) with a financial guarantee of fifty thousand Saudi Riyals (SAR 50,000).

The Ministry shall ensure the financial guarantees in the following cases:

1- Payment of fines imposed on the licensee as per the provisions of the Tourism Law ((45) days after notifying the licensee).

2- Safeguard tourists' financial rights consequent on the services offered to the licensee ((24) hours after notifying the licensee of the financial rights obligations).

3- Compensation for damages consequent on the services offered to the licensee ((24) hours after notifying the licensee of the obligations to pay the compensation for damages).

The licensee shall cover the remaining financial guarantees' amount in case it has not been fully provided (for any of the aforementioned cases), during a period of no more than (30) days. When said requirements are not fulfilled, the Ministry shall take appropriate measures as per the set regulations.

Activity Location

Travel & Tourism Services License applicants shall ensure a location (an office) to operate, except for the following categories: Tour Operations Services and Travel & Tourism Agencies, Accommodation Unit Booking. The license can be issued once the Commercial Register e-platform is made available.

First: License issuance

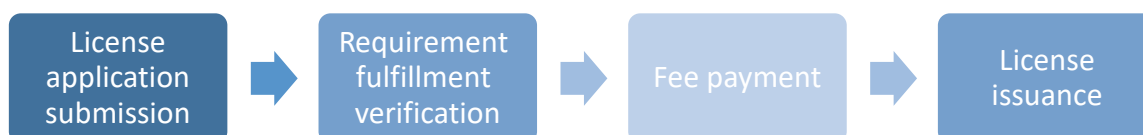
Service description:

To provide and arrange services for tourists in the travel and tourism industry, and to obtain a license for travel and tourism services, one must comply with the following requirements:

Service duration

2 business days

Licensing journey:



1-1 Licensing application submission:

Visit the Tourism Activities Licensing Portal ([TLG](#)) and make sure you meet the following conditions and requirements:

A. Licensing requirements:

- Apply for a license to provide travel and tourism services by completing the required information on the application form.
- Meet the requirements by category (more than one category can be selected) based on the following table:

Requirement	General Travel and Tourism Services	Tour Operations	Travel and Tourism Agencies	Accommodation Unit Booking
Valid commercial register that includes the requested travel and tourism category	√	√	√	√
Valid license from MOMRAH or the competent authority - as applicable (e.g.: RCJY)	√	√	√	√
Indicate the website of the online service provider	X	√	√	√
A document proving the right to use the brand issued by SAIP - if any	√	√	√	√
Financial guarantees	√	√	X	X
Applicants must guarantee the accuracy of the information provided	√	√	√	√

B. Requirements for the premises of the business that provides travel and tourism services (office):

The premises of the business (office) must comply with the following requirements:

1. The premises must have the necessary operational equipment (a nameplate outside the building, a service counter/office, waiting area seating, and air conditioning).
2. The equipment's safety must be guaranteed to be free of flaws, while meeting all hygienic and safety requirements and taking environmental preservation into consideration.

C. Financial guarantees requirements:

An unconditional performance bank guarantee issued in the name of the Ministry by a local licensed bank. The guarantee shall cover the license period plus an additional 60 days. The guarantee shall be irrevocable except with the prior written approval of the Ministry. The guarantee shall be provided in the following cases:

1. Applying for a travel and tourism services license in the category (General Travel and Tourism Services).
The guarantee amount here is eight hundred thousand riyals (SAR 800,000).
2. Applying for a travel and tourism services license in the category (Tour Operations).
The guarantee amount here is fifty thousand riyals (SAR 50,000).

1-2 Requirement fulfillment verification:

1. The Ministry will verify that the requirements are met, and the validity period of the licenses submitted and issued by the relevant authorities cannot be less than thirty (30) days.
2. The Ministry will inform the applicants to turn in the original guarantee to the Ministry after confirming that all requirements have been met.
3. The applicants must submit the original bank guarantee within 10 business days of notification.
4. If the original bank guarantee is not furnished to the Ministry within the specified time frame, the applicants will be notified that the application has been canceled.

1-3 Fee payment:

- The applicants will be informed of the financial fees' total amount (via the [TLG](#) portal) and will have up to thirty days to pay after receiving the notification. If payment is not received before the deadline, the application will be canceled, and the applicants will be notified.
- The amount of the financial fee depends on the business category and the license duration as requested in the license application, and will be specified according to the table below:

Category	Fee (in Saudi Riyals)		
	One year	Two years	Three years
General Travel and Tourism Services	20,000	22,000	24,000
Tour Operations	10,000	11,000	12,000
Travel and Tourism Agencies	10,000	11,000	12,000
Accommodation Unit Booking	5,000	5,500	6,000

1-4 License issuance:

The license will be issued by the Ministry upon receipt of payment, and it will be valid for a period of three (3) renewable years. The license will contain the information as provided in the license application form. The licensee can print out the license through the [TLG](#) portal (there is no service for issuing a replacement license). After the license has been issued, the licensee shall abide by the following:

1. The license is issued solely to the licensee; they may not allow third parties to use the license without first submitting a license transfer request to the Ministry.
2. When marketing or offering services, the licensee may not deal with anyone who is not licensed or authorized by the Ministry or relevant authorities.
3. The licensee must keep the license in a conspicuous place at the premises of the travel and tourism services office. The licensee must include the trade name and the license number and category on all its electronic pages and websites.
4. In all interactions with tourists and service providers, the licensee is required to advertise services and programs, including costs, in both Arabic and English.
5. The licensee must use the trade name and trademark in accordance with the license issued by the Ministry.

Visit the Ministry's website at www.mt.gov.sa to view additional operation-related obligations, as well as the list of travel and tourism services in the chapter on the licensee's obligations.

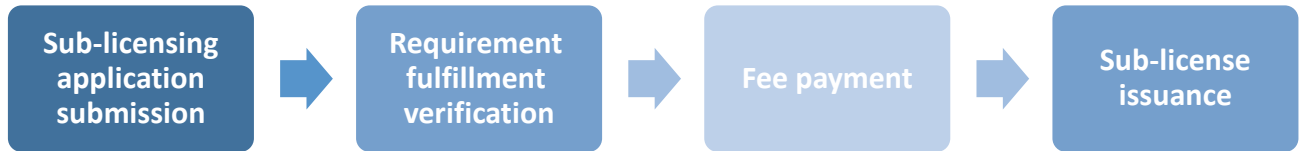
Second: Sub-license issuance

Service description:

When a licensee wishes to practice the activity through another branch and obtain a sub-license that is organizationally and administratively related to the main license and in the same category, the following procedures are required:

Service duration
Instant

Sub-licensing - service journey:



2-1 Licensing application submission:

Visit the [TLG](#) portal and make sure you meet the following conditions and requirements:

1. Applicants must complete the sub-license application form with all required information.
2. The activity's main license must be valid.
3. A valid commercial register that includes the activity of travel and tourism services and the ISIC number.
4. A valid license from MoMRAH or the competent authority - as applicable (e.g.: RCJY).
5. Choose at least one category for the sub-license if the main license covers more than one category.

2-2 Requirement fulfillment validation:

The Ministry will verify that requirements are met, and the validity of the licenses submitted and issued by the relevant authorities cannot be less than thirty (30) days.

2-3 Fee payment:

- The applicants will be informed of the financial fees' total amount (via the [TLG](#) portal) and will have up to (30) days to pay after receiving the notification. If payment is not received before the deadline, the application for a sub-license will be canceled and the applicants will be notified.
- The amount of the financial fee for a sub-license depends on the sub-license duration as requested in the application, and will be specified according to the table below:

Fee (in Saudi Riyals)		
One year	Two years	Three years
1,000	2,000	3,000

2-4 Sub-license issuance:

- The sub-license will be issued by the Ministry upon receipt of payment and will be valid for a period of three (3) renewable years. The sub-license will contain the information as provided in the license application form. The licensee can print out the license through the [TLG](#) portal (there is no service for issuing a replacement license).
- The sub-license will be subject to the main license's obligations and provisions in relation to the financial guarantee as well as linkage with the Shomoos security system.

Third: License renewal

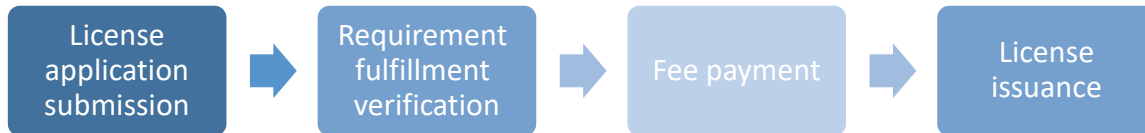
Service description

When a licensee wishes to renew the Travel & Tourism Services license within (60) days prior to the license expiry, they shall comply with the following:

Service duration

2 business days

License renewal journey:



3-1 Licensing renewal application submission:

Visit the [TLG](#) portal and make sure to meet the following conditions and requirements:

1. Applicants must fill out the license renewal form by entering the required data.
2. The licenses submitted and issued by the relevant authorities must be valid.
3. A bank guarantee covering the license renewal period must be provided.
4. The licensee must undertake to meet the conditions and requirements based on which the license was issued.

3-2 Requirement fulfillment verification:

The Ministry will verify that the licenses issued by the relevant authorities have a minimum 30-day validity period. The applicants will be informed to deliver the original guarantee to the Ministry as follows if the main license is renewed:

- 4 The applicants must submit the original bank guarantee within 10 business days of notification.
- 5 If the original bank guarantee is not provided to the Ministry within the specified time frame, applicants will be notified that the application has been canceled.

3-3 Fee payment:

- The applicants will be informed of the financial fees' total amount (via the [TLG](#) portal) and will have up to (30) days to pay after receiving the notification. If payment is not received before the deadline, the license renewal application will be canceled, and the applicants will be notified.
- According to the table below, the cost of the fee varies depending on the license category for travel and tourism services that needs to be renewed:

Category	Fee (in Saudi Riyals)		
	One year	Two years	Three years
General Travel and Tourism Services	2,000	4,000	6,000
Tour Operations	1,000	2,000	3,000
Travel and Tourism Agencies	1,000	2,000	3,000
Accommodation Unit Booking	500	1,000	1,500

3-4 License renewal:

After the renewal fee is paid, the license is valid for another (3) years from the original license's expiration date.

Fourth: Sub-to-main license conversion:

Service description:

When the licensee wishes to convert the sub-license into a main one, they shall abide by the following:

Service duration

Instant

Important: The service is required of the licensee if the Ministry issues a decision that includes the cancellation of the main license in accordance with the provisions of the Law and the Implementing Regulations, which results in the suspension of other services for the licensee.

Sub-to-main license conversion - service journey:



4-1 Sub-to-main license conversion application submission:

Visit the [TLG](#) portal and make sure you meet the following conditions and requirements:

1. Applicants must fill out a sub-to-main license conversion application and provide the required data.
2. The sub-license that needs to be converted must be valid.
3. The sub-license to be converted should be in the same category/categories as the main license.
4. Applicants must agree to the undertakings upon request submission.

4-3 License issuance after conversion:

After paying the fees, the sub-license will be converted into a main license (with the same start and end date as the license prior to the conversion service).

Fifth: License ownership transfer

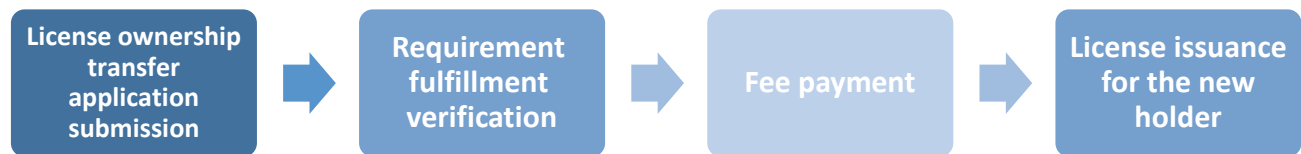
Service description:

When the licensee desires to transfer the ownership of the license to another party, they shall abide by the following:

Service duration

2 business days

License ownership transfer - service journey:



5-1 License ownership transfer application submission:

- Visit the [TLG](#) portal and make sure you meet the following conditions and requirements:
 - 1- The licensee shall fill out the application form for the transfer of license ownership and the required data.
 - 2- The license to be transferred must have at least (60) days of remaining validity.
 - 3- The new license holder must have an account on the [TLG](#) portal.
 - 4- The new license holder must meet the licensing requirements and conditions.
- After completing the form, the licensee shall notify the new license holder through the portal so they can accept the request to transfer license ownership, which could result in the following cases:
 1. If the new license holder accepts the request, the application will move to the next stage.
 2. If the new license holder does not accept the request, the applicants shall be notified accordingly.

5-2 Requirement fulfillment verification

- The Ministry will verify that the new license holder has met the requirements, and the validity of the licenses submitted and issued by the relevant authorities cannot be less than (30) days.
- The Ministry will inform the new license holder to turn in the original guarantee to the Ministry after confirming that all requirements have been met.
- The new license holder must submit the original bank guarantee within 10 business days of notification.
- If the Ministry does not receive the original bank guarantee within the specified time frame, the applicants will be notified that the application has been canceled.

5-3 Fee payment:

- The new license holder will be informed of the financial fees' total amount (via the [TLG](#) portal) and will have up to (30) days to pay after receiving the notification. If payment is not received before the deadline, the license ownership transfer application will be canceled, and the applicants will be notified.
- The license ownership transfer fees are as per the table below:

Category	Fee (in Saudi Riyals)
General Travel and Tourism Services	1,000
Tour Operations	700
Travel and Tourism Agencies	700
Accommodation Unit Booking	500

5-4 License issuance:

- After fee payment, the license is issued to the new license holder with the same pre-service license expiry date. The license can be printed out through the [TLG](#) portal. The license holder must abide by the following:
 1. Provide the service according to its designated category.
 2. Execute the reservations agreed upon by the previous licensee prior to license ownership transfer.
- The Ministry shall notify the previous license holder of the release of the financial guarantee and send it to them by official emails.

Sixth: License data amendment

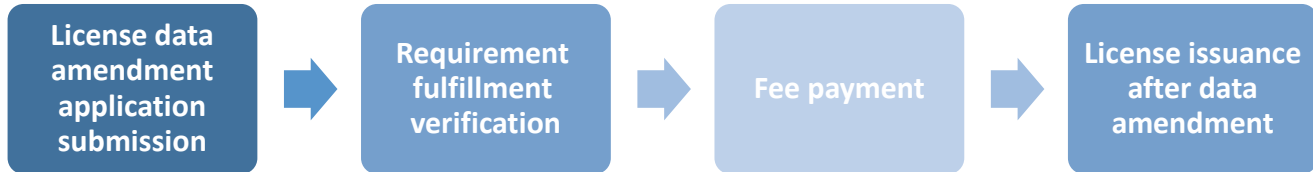
Service description:

The following procedures shall be complied with if the licensee wants to change the license data (commercial register, trademark, change of address, transfer from an electronic platform to a physical office, etc.):

Service duration

One business day

License data amendment - service journey:



6-1 License data amendment application submission:

Visit the [TLG](#) portal and make sure you meet the following conditions and requirements:

- 1- Fill out the application form for amending the license data according to the requirement to be amended, whether it is the commercial register information, the trade name, the trademark, or the change of location in the travel and tourism services license and the required data.
- 2- The commercial register must be valid if a request to amend its data is submitted (shall include the activity name and ISIC code).
- 3- If a request for addition or modification is submitted, SAIP must approve the brand.
- 4- A valid license must be available from the Ministry of Municipal, Rural Affairs and Housing or the relevant authorities, as applicable, when changing the site or moving from an online platform to a physical office (e.g.: RCJY).
- 5- Applicants must agree to the undertakings upon request submission.

6-2 Requirement fulfillment verification:

The Ministry will verify if the requirements have been met, focusing on the following:

- 1- The license holder's identity and the trade name will be verified in the event that the commercial register to which the license is connected is changed.
- 2- The verification of the commercial register number is required in the event that the trade name associated with the license changes.
- 3- When adding or modifying a trademark, it must be verified that a certificate approved by SAIP is attached.
- 4- Verification of the owner's compliance and the commercial register number is required in the event of a change in location or a transition from an electronic platform to a physical office.

6-3 Fee payment:

- The applicants will be informed of the financial fees' total amount (via the [TLG](#) portal) and will have up to (30) days to pay after receiving the notification. If payment is not received before the deadline, the license data amendment application will be canceled, and the applicants will be notified.
- The license data amendment fees are as per the table below:

Category	Fee (in Saudi Riyals)
Location change	400
Commercial register change	No fee
Trademark change	No fee

6-4 License issuance after data amendment:

After fee payment, the new license will be issued with the same pre-service license expiry date. The license can be printed out through the [TLG](#) portal, while adhering to the following:

- 1- Change the external nameplate to correspond with the name and trademark.
- 2- Change the facility's publications and documents to correspond with the trade name and trademark.

Seventh: Data update

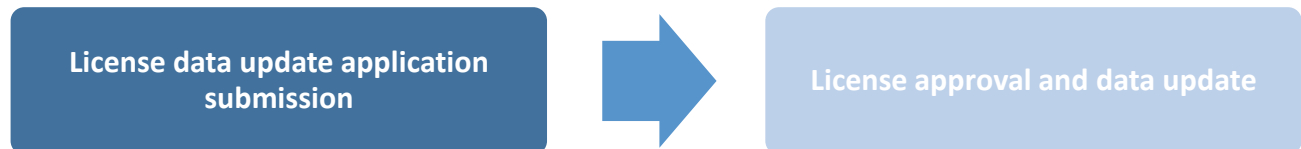
Service duration

Instant

Service description:

When the licensee wishes to update the contact information and replace the establishment representative at the Ministry to ensure communication with the latter and receipt of official notifications, the following steps must be taken:

Data update - service journey:



7-1 License data update application submission:

Visit the [TLG](#) portal and make sure you meet the following conditions and requirements:

- 1- Applicants must fill out the licensee data update form including: tourism accommodation facility contact info, phone number, email, or change the facility representative name and their contact info.
- 2- Applicants must undertake that all information to be added or amended is correct and must take responsibility for such amendments.

7-2 License approval and data update:

The Ministry will update the data after approving the application and reflect it on the licensee's official account, where it will be used for communication.

Eighth: License category addition or removal

Service description:

The following procedures shall be complied with if the licensee wants to add or remove a category from the license:

Service duration

Instant

License category addition or removal - service journey:



8-1 License category addition/cancellation application submission:

Visit the [TLG](#) portal and make sure you meet the following conditions and requirements:

- 1- Applicants must fill out the license category change form by entering the required data.
- 2- The requirements must be met for the category to be added.
- 3- Applicants must agree to the undertakings upon request submission.

8-2 Ensure requirements are provided:

- 1- The Ministry will take the following steps to ensure that the category requirements are available:
 - If the addition is being made to the primary license, the requirements for the category being added must be verified.
 - If the addition is in the sub-license, the category to be added must be identical to the category/categories in the main license.
- 2- Verify that the licenses issued by the relevant authorities are valid.
- 3- Upon cancellation of a license category, the Ministry will confirm that no pending claims exist. If the Ministry discovers pending claims, the application will be rejected, and the licensee will be notified, in order to settle such claims and submit a cancellation request.

8-3 License issuance after a category is added/canceled:

- After adding or removing the category for the remainder of the license period specified in the application, the license shall be issued and added to the licensee's official account. It can be printed via the [TLG](#) portal.
- The licensee is required to discontinue service under the canceled category.

Ninth: License cancellation

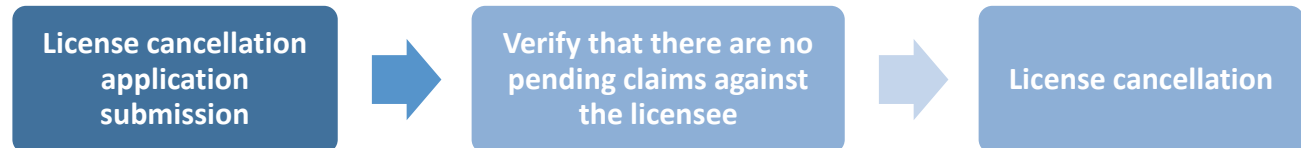
Service description:

When the licensee wishes to stop practicing travel and tourism services and cancel the license, the following must be observed:

Service duration

Instant

License cancellation - service journey:



9-1 License cancellation application submission:

Visit the [TLG](#) portal and make sure you meet the following conditions and requirements:

- 1- Fill in the travel and tourism services license cancellation request form along with the required data.
- 2- Applicants must guarantee the accuracy of the information provided.
- 3- Applicants must not have a valid sub-license when applying for main license cancellation.

9-2 Verify that there are no pending claims against the licensee:

- The Ministry will make sure the applicants have no outstanding debts and have settled any and all legal disputes, including the payment of fines and damages, if applicable.
- In the event that the main license is canceled and the Ministry finds that there is a valid sub-license, the licensee will be notified to choose one of the following options:
 1. Cancel all sub-licenses.
 2. Convert a sub-license into a main license.

9-3 License cancellation:

- After the Ministry agrees to cancel the license, the applicants will be notified of the license cancellation, provided that they adhere to the following:
 - 1 The activity of travel and tourism services shall not be practiced after its cancellation and the canceled license shall not be used.

- 2 There shall be no advertisements for the canceled office on the website, official communication accounts, or electronic platforms where services are provided.
- The Ministry shall notify the previous license holder of the release of the financial guarantee and send it to them by official emails.