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

Regulations
for Inspection of Tourism Activities

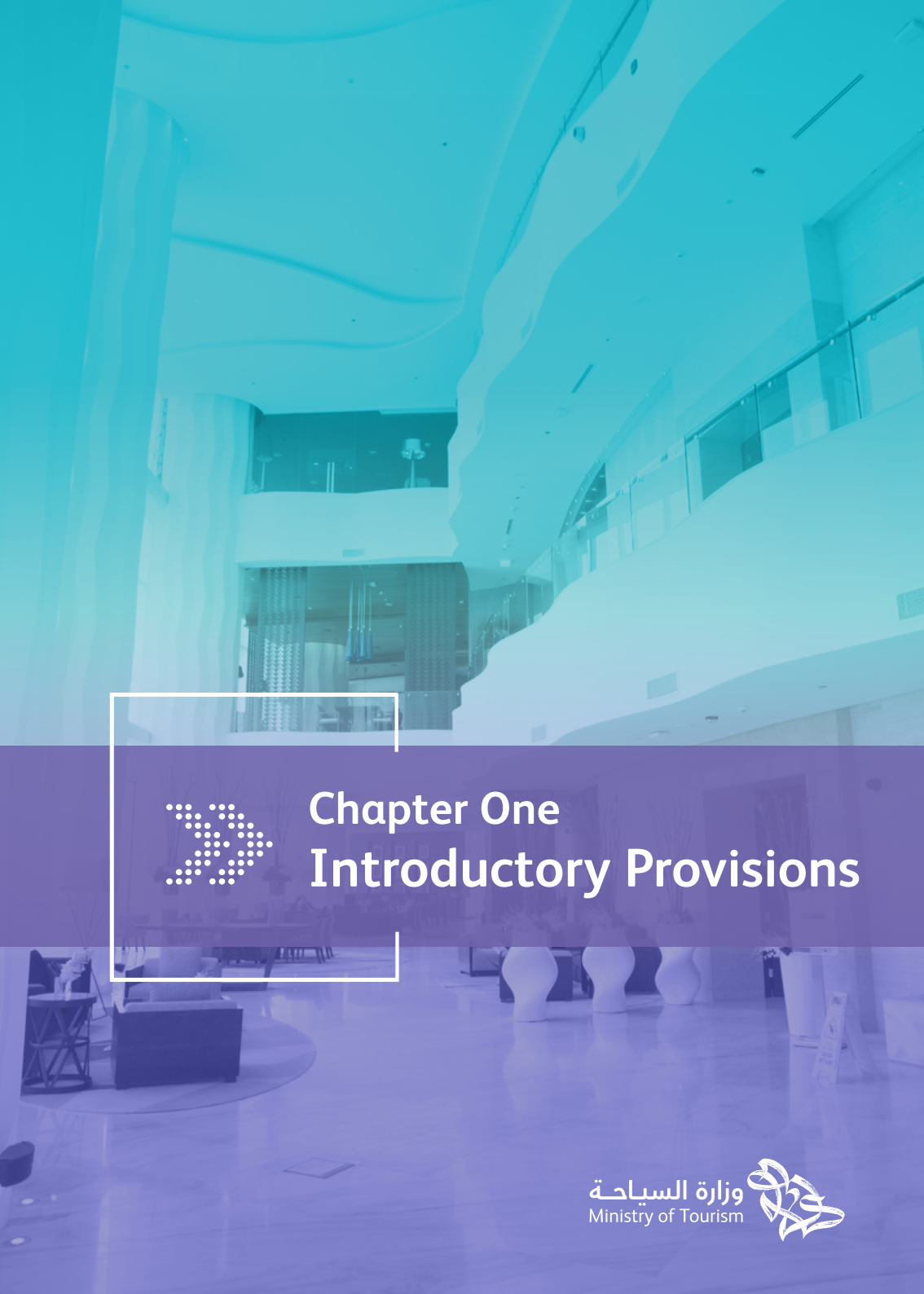


mt.gov.sa

وزارة السياحة
Ministry of Tourism

Contents

Description	Page No.
Chapter One: Introductory Provisions	3
Chapter Two: Tourism Inspector	6
Chapter Three: Tourism Inspector's Obligations	8
Chapter Four: Tourism Inspector's Powers	10
Chapter Five: Inspection Rules	12
Chapter Six: Complaints	16
Chapter Seven: General Provisions	18



Chapter One
Introductory Provisions

وزارة السياحة
Ministry of Tourism

Article 1

In these Regulations, the following terms and phrases shall have the meanings assigned thereto, unless the context requires otherwise:

- **Law:** Tourism Law
- **Regulations:** Regulations for Inspection of Tourism Activities.
- **Ministry:** Ministry of Tourism.
- **Minister:** Minister of Tourism.
- **Inspection:** The process of verifying that the conditions and controls of tourism activities are met and adhered to on a continuous basis, for the purpose of seizing and investigating violations, and other purposes as stipulated in the Law and its Regulations, through a field or remote office visit.
- **Tourism Inspector:** Any person with a natural capacity appointed, whether individually or with others, pursuant to a decision by the Minister to assume inspection duties as per the Law and its Regulations.
- **Visit Report:** A paper or electronic document prepared comprising inspection results.
- **Violation:** Any incident violating the provisions of the Law or its Regulations.
- **Competent Committee:** The committee(s) in charge of considering violations of the provisions of the Law and its Regulations, as stipulated in Article 15(1) of the Law.
- **Tourism Activities:** Activities that fall under the Ministry's competence, including tourist guiding, travel and tourism services, management or operation of accommodation facilities, providing tourism consultations, trial activities, and the like, which are determined by the regulations of the Law, as determined by the Regulations of the Law, as well as activities, determined, pursuant to a Council of Ministers Resolution, to be subject to licensing by the Ministry.
- **Tourist Facility:** A real property, building, or place licensed by the Ministry through which a tourist activity, or the like, is practiced.

- **License or Permit:** A document issued by the Ministry to practice an activity or provide a service in the field of tourism in accordance with the Law.
- **Classification:** A mechanism to assess tourist activities and the level of service provided therein, and identify its type and category or class.
- **Tourism Activity Practitioner:** Any person with a natural or legal capacity who practices any tourism activity licensed by the Ministry in accordance with the Law and its Regulations.
- **Tourist:** A person with a natural capacity who lawfully stays for a period not less than one night outside his regular place of residence for tourism purposes, or who benefits from one or more of the services of tourist, complementary and specialized activities.
- **Technological Means:** All electronic means approved by the Ministry for the purpose of implementing the provisions of the Law and its Regulations.
- **Procedural Guides:** A document that includes instructions, guidelines, criteria, or others to specify the detailed procedures complementary to these Regulations, in accordance with the provisions of the Law and its Regulations.
- **Official Address:** The address registered in the license or permit, the national address, or the contact information of the activity practitioner, whatever their types, as obtained by the Ministry.

Article 2

These Regulations aim to define a mechanism for inspection as well as to determine the competencies and duties of the tourism inspector.



Chapter Two
Tourism Inspector

وزارة السياحة
Ministry of Tourism

Article 3

1. A decision shall be issued by the Minister – upon a nomination from the Ministry – to appoint the tourism inspector who meets the criteria approved by the Ministry.
2. A tourism inspector shall, prior to assuming his duties, take the oath in the following wording:

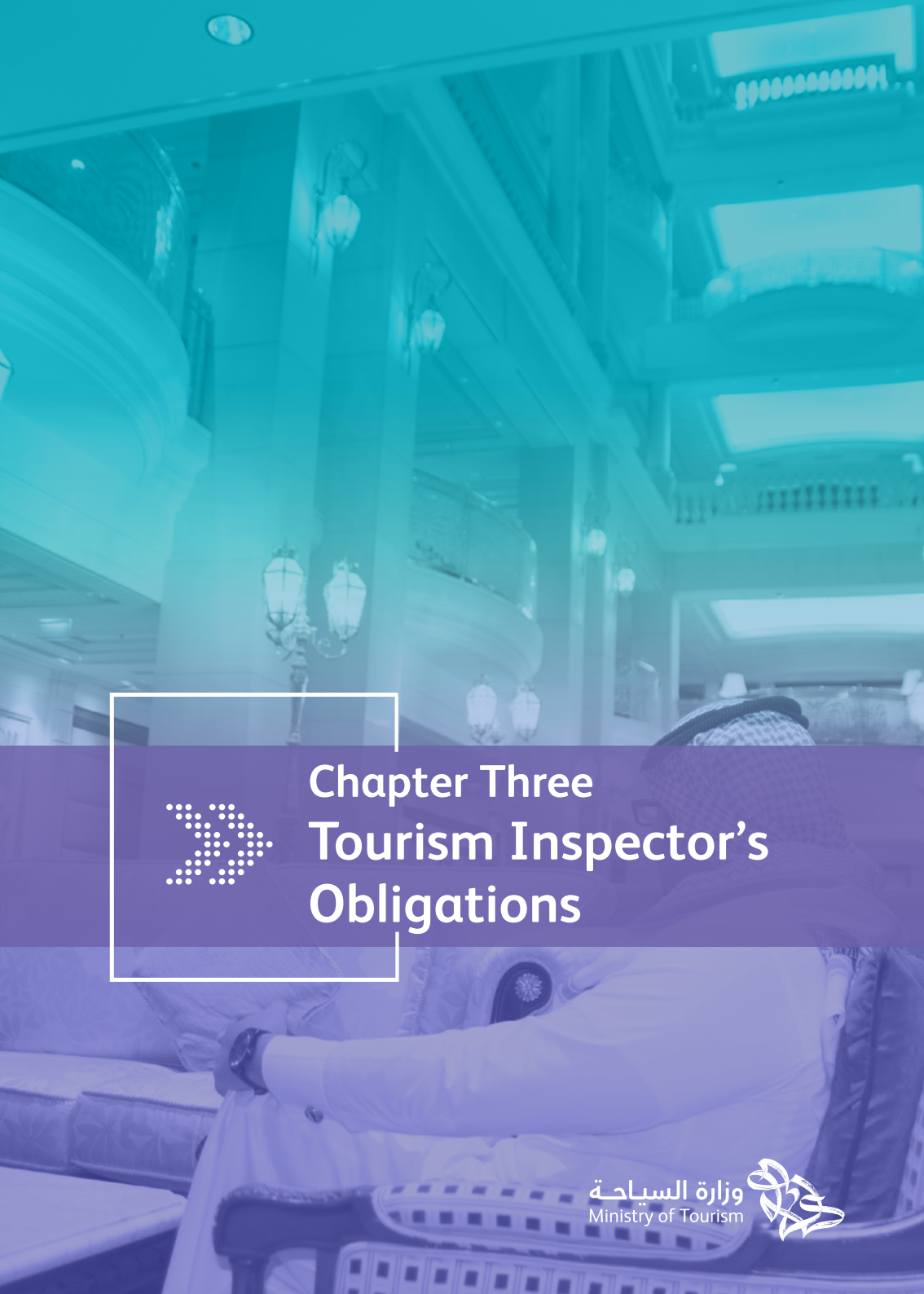
   "I swear by Allah Almighty to perform my duties with honesty, integrity, and dedication; and I shall not disclose any confidential information I become privy to by virtue of my position even after breaking from or leaving work."
3. The Ministry shall draft a report of taking the oath referred to in Paragraph (2) of this Article, and shall keep same in the tourism inspector's file.

Article 4

1. The tourism inspector may not be replaced, except in the event that the replacement is made because the tourism inspector cannot perform his duties due to force majeure or contingency circumstances, or to achieve impartiality, avoid conflict of interest, and ensure the integrity of inspection procedures.
2. The tourism inspector may be assigned additional duties, provided that they do not conflict with the nature of his work and his main duties.

Article 5

The Ministry shall issue to the tourism inspector an official identification card that includes his main information; and shall also issue an electronic account for remote inspection by using the technological means approved by the Ministry.



Chapter Three
Tourism Inspector's Obligations

وزارة السياحة
Ministry of Tourism

Article 6

The tourism inspector shall perform his duties in accordance with the provisions of the Law and its Regulations, and shall abide by the following:

1. Perform his duties with honesty, integrity, dedication and fairness;
2. Avoid disclosing any confidential information he becomes privy to by virtue of his position even after breaking from or leaving work, except if officially required to do so by the Ministry or the competent authorities;
3. Adhere to the uniform approved for inspection, introduce himself, and present his identification card to the tourism activity practitioner or his employees, in line with the purpose of the inspection;
4. Apply the procedures and use the means approved by the Ministry – in accordance with the Law and its Regulations – upon performing his duties, unless this is not possible for reasons beyond his control, provided that he explains these reasons to the Ministry;
5. Abide by the limits of his assigned duties in accordance with the provisions of the Law and its Regulations and the inspection plans approved by the Ministry;
6. Disclose to the Ministry, prior to assuming inspection duties, any direct or indirect relation (up to the fourth degree), conflict, or interest with the tourism activity practitioner or his employees, using the disclosure form approved by the Ministry;
7. State in the visit report whether or not the tourism activity practitioner or any of his employees has accompanied the tourism inspector during the inspection, as well as provide the data of the practitioner, if any;
8. Explain the contents he included in the visit report, if any, to the tourism activity practitioner or his representative, in the event of his presence, upon completion of the inspection;
9. Show courtesy and professionalism in dealing with others;
10. Decline to accept any gifts and the like, and reject any offer or service from the tourism activity practitioner or any of his employees;
11. Return the official identification card issued to him by the Ministry and all custodies related to inspection upon leaving work or losing the status of a tourism inspector for any reason; and
12. Decline to inform the tourism activity practitioner of the visit in advance for the purpose of checking the availability of the license, permit, or classification, and comply with all necessary conditions, requirements, controls and standards in accordance with the Law and its Regulations.



Chapter Four
Tourism Inspector's Powers

وزارة السياحة
Ministry of Tourism

Article 7

Upon exercising his duties, the tourism inspector shall assume the following powers:

1. Enter the tourist facility for inspection purposes;
2. Examine data and information, records and contracts, license or permit, classification certificate, and policies adopted by the tourist facility, in any paper or electronic form, as well as review the original identification cards of the tourist facility employees, and obtain any copies or extracts thereof in relation to the tourist facility, in a manner that does not conflict with the relevant statutory provisions;
3. Use technological means, including smart devices, tablets, cameras, and the like, in the inspection process;
4. Conduct an investigation with the tourism activity practitioner, the manager, or any employee of the tourist facility under inspection, if any, and record their statements in the visit report;
5. Inquire from tourists about the level of services provided to them, listen to any complaint, and record relevant answers in the visit report; and
6. Request the presence of the tourism activity practitioner or his representative in the tourist facility during inspection. The absence of the practitioner or his representative shall not prevent the inspector from completing the inspection and preparing the visit report.



Chapter Five
Inspection Rules

وزارة السياحة
Ministry of Tourism

Article 8

1. The Ministry shall approve an annual inspection plan in which to observe its objectives as per the inspection purposes.
2. The Ministry shall prepare forms for the visit report as per the inspection purposes specified in Article 9 of these Regulations.

Article 9

The inspection shall be performed for any of the following purposes:

1. Verify the availability of the license or permit and the classification related to the tourism activity, ensure the continued compliance with all necessary conditions, requirements, controls and standards in accordance with the Law and its Regulations, and detect and investigate violations, if any;
2. Examine complaints related to a violation of the Law and its Regulations, and seize and investigate said violation, if any;
3. Ensure the implementation of the competent committee's decision vis-à-vis the removal of the violation or its impact, suspension of works that so require, etc., and seize and investigate the violation, if any.

Without prejudice to Article 4(2) of these Regulations, the Tourism Inspector shall – in addition to his duties – verify that the necessary conditions, controls and criteria for granting the license or permit and classification for the practice of tourism activities are met in accordance with the Law and its Regulations.

Article 10

When assigning an inspection task to the tourism inspector, the Ministry shall specify the following:

1. Name of the inspector;
2. Information and data of the task scope;
3. Date and time for performing the task;
4. Purpose of the inspection, as per the provisions of Article 9 of these Regulations;
5. Any other information or data the Ministry deems necessary to be specified in the task.

Article 11

The inspection task shall be carried out by one tourism inspector unless the Ministry decides otherwise.

Article 12

The tourism inspector shall prepare the visit report using the form approved by the Ministry, accompanied by the relevant documents or evidence, if any. He may, when necessary, prepare the visit report by any other means, provided that it includes the basic elements and data contained in the form, with an indication of the reasons for his action.

Article 13

If the tourism inspector detects a violation of the Law and its Regulations, including any violation resulting in damage, or requiring to be removed and rehabilitated or rectified, as a result of the services provided by the tourism activity practitioner, he shall record same in the visit report accompanied by supporting evidence, documents, and data related to the violation and claims, if any.

Article 14

The tourism inspector shall, prior to submitting the visit report to the Ministry for approval, verify the correctness of the data contained therein and the documents attached therewith, if any. He shall also maintain accuracy in performing the tasks assigned to him, and shall seize violations depending on his own observations.

Article 15

Upon approval of the visit report including seizure of the violation, the tourism inspector shall – within the limits of his powers – shall issue an immediate penalty decision, in accordance with the Schedule of Penalties and Violations, for the seized violation, using the form approved by the Ministry.

Article 16

The tourism inspector shall submit the visit report or the immediate penalty decision to the Ministry, to take the following action:

1. Inform the tourism activity practitioner of the visit report after approval thereof, or of the immediate penalty decision, at his official address; and
2. Refer the visit report and its attachments to the competent committee in the event that it includes a violation that falls within its jurisdiction, accompanied by the immediate penalty decision, if any, after being notified.

Article 17

If the tourism inspector finds out that the tourist facility poses an imminent danger to public health or safety, the following actions shall be taken:

1. Record such danger in the visit report;
2. Submit the visit report to the Ministry immediately, in order to take the necessary measures and precautions, including closure of the tourist facility, as the Ministry and the competent authorities deem appropriate;
3. Inform the tourism activity practitioner or his representative to take speedy actions as directed by the Ministry;
4. Prepare another report on the actions taken in the tourist facility; and
5. Supervise the evacuation process, in conjunction with the concerned authorities.

Article 18

1. The Ministry may assign a hidden evaluator to conduct secret and unannounced evaluations of the tourist facility to measure the quality level of the services provided, and the extent of its compliance with the Law and its Regulations, through testing one or more services. Said procedure shall have no direct impact on the tourist facility. A hidden evaluation report shall be issued in this regard and shall be submitted to the Ministry.
2. If the Ministry detects a low level of quality of the services provided, or non-compliance with the Law and its Regulations in the hidden evaluation report, it shall assign the tourism inspector to inspect the tourist facility subject of the report.

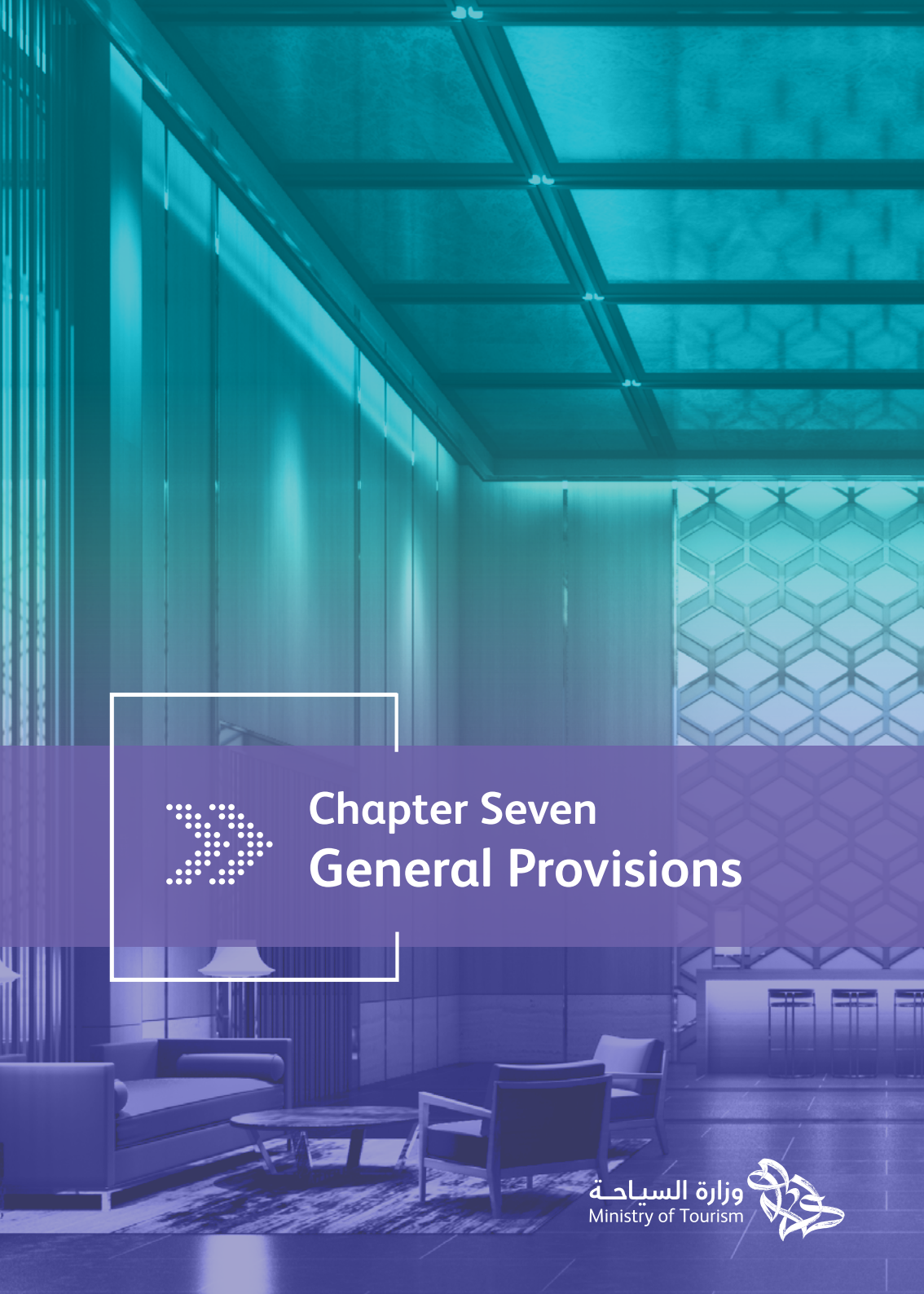


Chapter Six
Complaints

وزارة السياحة
Ministry of Tourism

Article 19

1. The Ministry shall receive any complaint against the tourism activity practitioner, or any of his employees, through the following means:
   a. Social media and electronic means specified by the Ministry for receiving complaints;
   b. A paper form delivered to the Ministry; and
   c. Any other means approved by the Ministry.
2. Upon receiving a complaint, the Ministry shall notify the tourism activity practitioner of the complaint and any attachments thereto at his official address, to respond to and remedy such complaint within the period specified by the Ministry in the notification.
3. If the period specified in Paragraph (2) of this Article expired without any response from the tourism activity practitioner, or if the Ministry is not satisfied with the response and remedy referred to in Paragraph (2) of this Article, the Ministry shall assign a tourism inspector to inspect the complaint or the claimed rights.



Chapter Seven
General Provisions

وزارة السياحة
Ministry of Tourism

Article 20

Without prejudice to relevant laws, the Ministry may seek the assistance of specialized technical companies or agencies to carry out certain tasks entrusted thereto under the Law and its Regulations, provided that they have sufficient trained technical personnel and experience as per the tasks assigned thereto as specified by the Ministry, in accordance with the provisions of the Law and its Regulations.

Article 21

The procedural guides required to implement the provisions of these Regulations shall be issued pursuant to a decision of the Minister or his designee, upon the recommendation of the Ministry, and shall be updated in the same manner. These guides shall be published on the Ministry's official website, and shall enter into force as of the date of publication thereof.

Article 22

Any correspondence sent by the Ministry, pursuant to these Regulations, to the tourist activity practitioners at their official addresses shall be deemed an official notification.

Article 23

These Regulations shall be issued pursuant to a decision by the Minister, shall be published in the Official Gazette, and shall enter into force as of the date of publication thereof.


وزارة السياحة
Ministry of Tourism