

Regulations of Travel and Tourism Services



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وزارة السياحة
Ministry of Tourism



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Chapter One Introductory Provisions



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 of Travel and Tourism Services.
- ▶ **Ministry:** Ministry of Tourism.
- ▶ **Minister:** Minister of Tourism.
- ▶ **Travel and Tourism Services:** Arranging, organizing, and providing services in the field of tourism, including tourist trips and programs, selling and marketing travel tickets by licensed companies, providing visa issuance services or other travel-related services, as well as arranging services for tourist activities and for accommodation facilities and the booking of such facilities, and other related services.
- ▶ **License:** A document issued by the Ministry allowing its holder to practice the activity of travel and tourism services.
- ▶ **Licensee:** Any person with a legal capacity who is licensed by the Ministry in accordance with the Law and its Regulations.
- ▶ **Travel and Tourism Services Office:** A place through which the licensee practices the activity of travel and tourism services, be it a building or a website.
- ▶ **Head Office:** A travel and tourism services office through which the licensee's branch office is managed and regulated.
- ▶ **Branch Office:** A travel and tourism services office that administratively and organizationally reports to the head office.
- ▶ **Tourist Accommodation Facility:** Any place, operating permanently or temporarily, which provides the tourist with accommodation services for a fee.
- ▶ **Private Tourist Accommodation Facility:** An independent furnished real estate unit owned by an individual and licensed by the Ministry that provides accommodation service for a tourist in return for a fee.
- ▶ **Tourist Guiding:** The practice of guiding tourists at tourist destinations and other places.



- ▶ **Tourist Destination:** Any geographical area or location in which tourism activities are practiced or targeted, or which contains tourism resources, as prescribed by Article 6 of the Law.
- ▶ **Tourist Program:** A group of tourist services prepared and/or implemented during a trip or several trips by a travel and tourism service provider in return for a fee, within a specified period of time, and approved by the Ministry.
- ▶ **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.
- ▶ **Reservation Voucher:** A contract concluded by the licensee with the service applicant to provide one or more of the licensed services.
- ▶ **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, the national address, or the contact information of the activity practitioner, whatever their types, as obtained by the Ministry.

Article 2

These Regulations set rules for regulating the activity of travel and tourism services, and defines the procedures, controls, conditions, and requirements for obtaining the license necessary for practicing such activity, and specify the licensee's obligations and general provisions.





Chapter Two: License



Article 3

Travel and tourism services activity may not be practiced without obtaining a license, after the expiry or cancellation of the license, or during its suspension period.

Article 4

Travel and tourism services shall be licensed pursuant to the following divisions:

1. **(Accommodation Unit Reservation) Class**, which is limited to providing services of marketing and managing reservations of the units of tourist accommodation facilities and private tourist accommodation facilities.
2. **(Tour Operator) Class**, which is limited to providing the following services:
 - a. Arranging accommodation services at the tourist accommodation facility;
 - b. Arranging tourist guiding services;
 - c. Arranging catering services in the tourist program;
 - d. Arranging and implementing ground services for the tourist, such as receiving and seeing-off, transporting luggage, and the like;
 - e. Arranging car rental services with or without a driver;
 - f. Arranging insurance services for tourists;
 - g. Arranging the services of reservations, visits to events, exhibitions, conferences, museums, natural reserves, markets, restaurants, and the like;
 - h. Arranging and marketing educational or therapeutic services outside the Kingdom, as approved by the competent authorities; and
 - i. Preparing, marketing, and implementing tourist programs of all types for those tourists inside the Kingdom.
3. **(Travel and Tourism Agency) Class**, which is limited to providing the following services:
 - a. Selling travel tickets inside the Kingdom and abroad via different transportation means on behalf of the transportation companies, including sale of the services related thereto;
 - b. Arranging accommodation services at the tourist accommodation facility;



- c. Arranging insurance services for tourists;
 - d. Marketing the tourist program;
 - e. Arranging the services of issuing visas to travel outside the Kingdom; and
 - f. Arranging services for issuing international driving licenses and the like.
- 4. (General Travel and Tourism Services) Class, which is limited to providing the following services:**
- a. All the services referred to in the Classes set out in Paragraphs (1), (2) and (3);
 - b. Marketing tourist destinations;
 - c. Arranging visa issuance services for visitors wishing to come to the Kingdom;
 - d. Preparing, marketing, and implementing tourist programs of all kinds for visitors wishing to come to the Kingdom;
 - e. Arranging, in coordination with transportation means, rented (land, sea, and air) transportation services in various sizes and seating capacity.

Article 5

The following requirements shall be satisfied when applying to obtain a license from the Ministry:

1. A valid commercial register, including the required travel and tourism services activity;
2. A valid license from the Ministry of Municipal and Rural Affairs and Housing or the competent authority, as the case may be; an authentication of website shall be sufficient for those providing the service only via electronic means for the classes set out in Paragraphs (1), (2) and (3) of Article 4;
3. Official data of the applicant and the travel and tourism services office and its representative in dealing with the Ministry, if any;
4. Proof of the right to use the trademark, if any;
5. A bank guarantee in accordance with Article 13 of these Regulations.
6. The applicant shall fill out the license application form prepared by the Ministry.



Article 6

The Ministry shall issue the license after the licensee satisfies the requirements set forth in Article 5 of these Regulations and pays the license fees in accordance with the Fees Schedule attached to these Regulations.

Article 7

1. The license shall contain the licensee's data, class, the issuing and expiry dates of the license, and any other information specified by the Ministry.
2. The validity period of the license shall not exceed three years, and shall be renewable.

Article 8

A separate license shall be obtained for each branch office, and shall be of the same class as that of the head office. The license application for a branch office shall be exempted from the requirement set forth in Article 5(5) of these Regulations.

Article 9

1. If the licensee intends to renew the license, he shall submit a request to the Ministry within 60 days prior to its expiry and shall satisfy the following requirements:
 - a. An undertaking to fulfil the requirements specified in Article 5 of these Regulations, as per the license class;
 - b. Payment of the license renewal fee in accordance with the Fees Schedule attached to these Regulations.
2. After satisfying the requirements stipulated in Paragraph (1) of this Article, the Ministry shall issue the renewed license, and such renewal shall take effect from the expiry date of the previous license for a period not exceeding three years.

Article 10

The licensee shall obtain the Ministry's approval and pay the fees in accordance with the Fees Schedule attached to these Regulations prior to carrying out any of the following:

1. Temporary closure of the travel and tourism services office, provided that the office notifies all persons affected by such closure, and terminates all existing obligations during the closure period;



2. Permanent closure of the travel and tourism services office and request for license cancellation, provided that the office notifies all persons affected by such closure, and terminates all existing obligations during the closure period;
3. Changing the location of the travel and tourism services office;
4. Cancellation or amendment of the commercial register, trade name, or trademark, including changing same on the website or the external sign of the travel and tourism services office.
5. Allowing others to use the license, provided that the person to whom the license is transferred meets the requirements specified in the Regulations and that the remaining license term is not less than 60 days.

Article 11

The licensee shall, upon cancellation of the head office license while retaining a license for a branch office affiliated with said office, carry out the following:

1. Name an alternative head office – within a period not exceeding 15 days from the date of cancellation – that meets all the requirements set forth in these Regulations in the event that the cancellation is based on the provisions of the Law and its Regulations; and
2. Name an alternative head office that meets all the requirements set forth in these Regulations in the event that the cancellation was at his request, prior to license cancellation.





Chapter Three: Exemptions



Article 12

The Minister, or his designee, may issue exemptions from the requirements set forth in Article 5(2) and (5) of these Regulations, pursuant to the following considerations:

1. Needs of the tourism sector in the area or tourist destination targeted in the license;
2. Size and expected contribution of the project vis-à-vis the quality of the tourist services provided, or the provision of job opportunities for Saudis; and
3. Any other considerations approved by a decision of the Minister.





Chapter Four: Financial Guarantees



Article 13

The amount of the financial guarantee shall be determined pursuant to a decision of the Minister or his designee, provided that said guarantee does not exceed 2 million riyals, as well as the required class for which the guarantee shall be paid for obtaining the license.

Article 14

1. The following amounts shall be deducted from the financial guarantee referred to in Article 13 of these Regulations:
 - a. Fines imposed on the licensee in accordance with the provisions of the Law.
 - b. The tourist's financial rights resulting from the services provided thereto by the licensee.
 - c. Compensations for any damage resulting from the services provided by the licensee.
2. The fine imposed on the licensee referred to in Sub-paragraph (a) of this Article shall be deducted 45 days following the date of his notification thereof.
3. The financial rights and compensations referred to in Sub-paragraphs (b) and (c) of this Article shall be deducted 24 hours following the date of notifying the licensee to pay same.

Article 15

In the event of a shortfall in the financial guarantee referred to in Article 13 of these Regulations, the licensee shall cover such shortfall within a period not exceeding 30 days.

Article 16

Subject to the provisions of Article 14 of these Regulations, the financial guarantee shall be revoked at the request of the licensee upon the Ministry's approval, in the event of cancelling his license.





Chapter Five: Ongoing Obligations



Article 17

The licensee shall:

1. Abide by the terms of license throughout its validity period;
2. Provide the services as per the license issued thereto;
3. Prevent other persons from using the license;
4. Comply with the decisions, instructions, and circulars issued by the Ministry;
5. Allow inspectors to carry out their duties as stipulated by the Law and its Regulations, as well as cooperate with them and facilitate their work;
6. Avoid using the Ministry's name or logo in any promotional or marketing activity without obtaining its approval; and
7. Respond to the Ministry on a regular basis through the representative of the travel and tourism services office.

Article 18

To ensure the quality of the service provided, the licensee shall abide by the following:

1. Indicate the basic data specified in the license, as follows:
 - a. Keep the license posted in a conspicuous place at the premises of the travel and tourism services office;
 - b. Include the trade name and the license number and class on all its electronic pages and websites;
 - c. Indicate the trade name on e-reservation platforms upon dealing therewith;
 - d. Indicate the trade name and the license number and class on all official documents, papers and publications, in addition to the trademark, if any.
2. Decline to use an expired license;
3. Use images that correspond with the actual reality of the services provided upon publishing or advertising same;
4. Apply the general health rules and conditions to the travel and tourism services office and all its services, and to all employees therein;
5. Ensure that employees, whether at the travel and tourism services office or upon their presentation of the tourist program, maintain personal hygiene and good appearance;
6. Maintain general cleanliness in all fixtures at the travel and tourism services office or those used in the tourist program offered thereby;



7. Receive and welcome tourists, and answer their inquiries with courtesy and respect.
8. Use the Arabic or English languages and the Hijri and Gregorian calendars in all official dealings and publications, and answer phone calls and respond to e-mails as per the tourist's wish;
9. Respond to inquiries and complaints in relation to the services delivered on a 24/7 basis;
10. Record all incoming and outgoing calls and correspondence of customer service and keep same for a period of one year, in order to provide the Ministry or competent authorities therewith upon request.
11. Avoid dealing with persons not licensed or authorized by the Ministry or by the competent authorities upon marketing, arranging or providing services;
12. Notify tourists whose reservation vouchers will be valid during the temporary closure period of the procedures to be taken with them, without prejudice to their rights contained in the contracts concluded with them;
13. Approve, amend, or cancel the tourist program pursuant to the mechanisms approved by the Ministry;
14. Avoid declining to provide services without legally acceptable reasons.

Article 19

In order to ensure the integrity of the information and data submitted to the Ministry, the licensee shall:

1. Provide the Ministry, upon its request, with any information or data via any means it deems appropriate and within the specified time;
2. Update his data and that of the travel and tourism services office registered with Ministry's electronic system immediately after any change thereof;
3. Maintain a copy of the tourists' data, contracts, and any other data required to be kept by the Ministry, for a period of no less than one year, without prejudice to their confidentiality and privacy in accordance with the relevant statutory provisions, upon delivering services that require access to personal data, address, and contact means.



Article 20

To ensure transparency vis-à-vis the prices of services delivered, the licensee shall set and abide by a price list of these services in both the Arabic and English languages, and shall announce same in accordance with the controls set by the Ministry, provided that said list includes the legal fees and taxes.

Article 21

To ensure the safety and security of tourists, the licensee shall:

1. Maintain the confidentiality and privacy of the tourist's information, and avoid sharing or using same for any purpose whatsoever without obtaining his consent;
2. Refrain from taking a copy of the tourist's identification card, except when providing a service so requiring as per the requirements of the agency providing the service, such as facilitating the procedures for obtaining entry visas to the Kingdom or to foreign countries;
3. Maintain the official documents or papers received from the tourist for the purpose of providing the service, and return same in their original form within the agreed period of time;
4. Inform the tourist of his lost and found items, and retain them until claimed by the tourist and set a period of at least 30 days to keep the lost and found items before disclaiming responsibility for them, starting from the date of notifying the tourist; if not possible, the competent authorities shall be notified accordingly;
5. Abide by the laws and by the instructions of the competent authorities regarding security, health, and environmental aspects, as well as safety means, aid, and evacuation, and take all necessary measures and precautions in this regard.
6. Prevent employees from smoking at the travel and tourism services office or during the tourist program;
7. Provide security precautions, in accordance with the controls and requirements of the competent authorities;
8. Report immediately and directly to the competent authorities any incident that is related to the safety and security of tourists, whether at the travel and tourism services office or upon the delivery of services;
9. Obtain the necessary approvals, permits, and licenses in the following cases:
 - a. Upon arranging any activities or events that fall within the



- jurisdiction of other government agencies during the tourist program;
- b. Upon visiting sites that require visit permits by their supervising agencies;
 10. Designate one tourist guide at least for every 25 tourists when providing the tourist guiding service and ensure that the tourist guide's license matches the service delivered;
 11. Avoid marketing or managing the bookings of any units of the tourist accommodation facility or private tourist accommodation facility unless they are licensed and authorized by the Ministry;
 12. Decline to allow using the ticketing system by any unauthorized persons or agencies.
 13. Avoid selling and implementing travel ticket reservations with (IATA) numbers for destinations located outside the Kingdom.

Article 22

To ensure the rights related to process of reservation and payment for service, the licensee shall:

1. Inform the customer of the services provided and the prices and policies related thereto, payment mechanism, and the policy for cancelling or amending reservation;
2. Issue and provide the reservation voucher to the customer, provided that it includes the following information:
 - a. Date, duration, and fees for the reservation, including free and non-free services provided as part of the reservation;
 - b. The policy and terms of reservation as well as its cancellation or amendment, including the steps for cancellation or amendment request, response thereto, and the specified periods for accepting or rejecting the request.
 - c. Method for paying and refunding the insurance amounts, if any, required from the tourist.
 - d. Contact data and information with the customer service department and the Ministry's tourist phone.
3. Deliver the service as provided for in the reservation voucher issued thereby;
4. Ensure the correctness of the tourist's personal data entered upon booking the airline tickets or the tourist accommodation facility, or other services so requiring;



5. Provide the tourist with a receipt for any payments made for the services provided in both Arabic and English, provided that the receipt includes the details and fees of such services;
6. Provide credit card point of sale, specifically for Visa and MasterCard at least and other types of credit cards;
7. Avoid deducting or claiming any fees from the tourist's credit card account, unless such fees are accounted for in the amounts agreed upon with the tourist as per the reservation voucher.

Article 23

Should the licensee fail to provide the service agreed upon in the reservation voucher, he shall give the tourist the following options:

1. Offer an alternative service that is equal to the agreed service, provided that the tourist does not bear any extra cost as a result of this change.
2. Immediate refund of the paid amounts without deducting any fees.

If the service cannot be provided due to an emergency or force majeure, the licensee shall abide by any decision issued by the competent authorities in this regard.

Article 24

The licensee in the two classes (Accommodation Unit Reservation) and (general travel and tourism services) shall immediately refund the amounts paid to him in return for booking a private tourist accommodation facility for the night on which the service was interrupted and the remaining period of the reservation, or provide an alternative unit acceptable to the tourist, in the following cases:

1. When basic services, such as electricity, water, etc., are interrupted for a period exceeding two hours;
2. Enforce a penalty decision issued by the Ministry entailing closure of the facility, or a judicial ruling requiring evacuation thereof;
3. Evacuation of the private tourism accommodation facility for reasons that pose an imminent danger to public health or safety;
4. When the tourist is unable to conduct check-in for the reserved unit while retaining a confirmed reservation;



Article 25

To ensure the efficiency of its employees at the travel and tourism services office, the licensee shall carry out the following:

1. Ensure that the manager, unless he is registered as a manager in the licensed commercial register, possesses the necessary powers to manage and operate the office, and that he satisfies the following conditions and qualifications:
 - a. An academic qualification of not less than a bachelor's degree, with at least one year of practical experience in the field of travel and tourism services, or a diploma with at least two years of practical experience in the field of travel and tourism services;
 - b. Spoken and written fluency in both the Arabic and English languages.
2. Ensure that the staff, including heads of departments, units, and administrations, and employees directly in contact with tourists, are qualified and that they hold certificates of specialized training programs in their field of work;
3. Register the data of all employees (personal data, qualifications, experience, etc.) with the Ministry within a period not exceeding three months, and update as per any changes that may occur;
4. Abide by the instructions issued by the Ministry, based on coordination between the Ministry and the competent authorities, with regard to work controls, and implement administrative and specialized training plans for employees.





Chapter Six: General Provisions



Article 26

1. A person practicing travel and tourism services activity shall be subject to inspection in accordance with the Law, Regulations and procedural guides set by the Ministry for this purpose.
2. Penalties shall be implemented against any violation of the provisions of the Law and its Regulations pursuant to the Schedule of Violations and Penalties referred to in Article 16(5) of the Law.

Article 27

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 28

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 30

Any correspondence sent by the Ministry to the practitioners of the travel and tourism services activity at their official addresses shall be deemed an official notification.

Article 31

These Regulations shall be issued pursuant to a decision of the Minister. They shall be published in the Official Gazette and shall enter into force as of the effective date of the Law



Fees Schedule for the Activity of Travel and Tourism Services

Service	Class	License Duration		
		One Year	Two Years	Three Years
		Fees (SAR)		
License Issuance	General Travel and Tourism Services	20,000	22,000	24,000
	Organizing Tours	10,000	11,000	12,000
	Travel and Tourism Agency	10,000	11,000	12,000
	Accommodation Facility Unit Reservation	5,000	5,500	6,000

Service	Class	License Duration		
		One Year	Two Years	Three Years
		Fees (SAR)		
License Renewal	General Travel and Tourism Services	2,000	4,000	6,000
	Organizing Tours	1,000	2,000	3,000
	Travel and Tourism Agency	1,000	2,000	3,000
	Accommodation Facility Unit Reservation	500	1,000	1,500

Service	License Duration		
	One Year	Two Years	Three Years
	Fees (SAR)		
License Issuance for Branch Office	1,000	2,000	3,000



Fees Schedule for the Activity of Travel and Tourism Services

Service	Class	Fees (SAR)
Transfer License Ownership	General Travel and Tourism Services	1,000
	Organizing Tours	700
	Travel and Tourism Agency	700
	Accommodation Unit Reservation	500
Service	Fees (SAR)	
Change Office Location	400	
Change Commercial Register or (Trademark (Offices	No fees	
Temporary Closure	No fees	
License Cancellation	No fees	



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