

| <b>GENERAL INFORMATION</b>  |  |
|---|--|
| <b>Name of formality</b>  | License to Operate Air Ticket Sale and Reservation Agents  |
| <b>Type of formality</b>  | License  |
| <b>Date of last modification</b>                                  | 03.01.2018   |
| <b>Responsible Authority</b>                                      | Civil Aviation Department  |
| <b>Who should apply for this formality?</b>                       | Any person or legal entity that intends to operate at the air ticket agent that provides the service of selling the air ticket and airline booking as the agent of the relevant airlines both domestic and international according to their agreement.   |
| <b>Qualifications needed by the business to get the formality</b> | 1. Shall obtain the Enterprise Registration Certificate with a clear business operation of airline booking and sales; 2. Shall have the agent agreement to be the airline agent with the relevant airlines; 3. Shall have the qualified personnels - the minimum requirements are: (i) 1 IT technical staff; (ii) at least 2 air line booking and sale agent that has the IT background and can speak good English; 4. Shall have a good IT system that link directly to the airline and other airline agent both domestic and international; 5. Shall have modern and sufficient equipment to provide the service; and 6. Shall have a permanent office in Lao PDR. |

| <b>LEGAL FRAMEWORK</b>                                       |               |             |   |
|--|---------------|-------------|---|
| <b>Name</b>  | <b>Number</b> | <b>Date</b> | <b>Comment</b>  |
| Order on Management of Air Ticket Sale and Reservation Agent | 2526/MPWT     | 16.02.2011  | Article 2-Article 7: Air Ticket Agents and Airline Reservation  |
| Law on Civil Aviation (Amended)                              | 53/NA         | 26.06.2018  | Part III Civil Aviation Business Chapter 1 Operating Business of Civil Aviation Article 51 and Article 52.6 |

|                                       |
|---------------------------------------|
| <b>REQUIRED DOCUMENTS FORMALITIES</b> |
|---------------------------------------|

| Name               | Type               | Comment               |
|--------------------|--------------------|-----------------------|
| `\${SUPPORT_NAME}` | `\${SUPPORT_TYPE}` | `\${SUPPORT_COMMENT}` |

| LIST OF ATTACHED DOCUMENTS FOR FIRST TIME APPLICATION |                       |                       |
|---|-----------------------|-----------------------|
| Name of document                                      | Type of document      | File of document      |
| `\${ATTACHMENT_NAME}`                                 | `\${ATTACHMENT_TYPE}` | `\${ATTACHMENT_FILE}` |

| LIST OF ATTACHED DOCUMENTS FOR RENEW APPLICATION |                             |                             |
|--|-----------------------------|-----------------------------|
| Name of document                                 | Type of document            | File of document            |
| `\${ATTACHMENT_NAME_RENEW}`                      | `\${ATTACHMENT_TYPE_RENEW}` | `\${ATTACHMENT_FILE_RENEW}` |

| MEAN OF PRESENTATION   |  |  |
|--|--|--|
| <b>Means of presentation</b>                                     | At the Authority Offices   |  |
| <b>Address of authority</b>                                      | Civil Aviation Department, Ministry of Public Work and Transport |  |
| <b>Time it takes to the authorities to process the formality</b> | 10   | In case of denial, the Department shall notify the applicant in writing within 5 working days. The Department has the rights and mandate to issue this Formality for the business operator nationwide. |

| RENEWAL INFORMATION   |  |
|---|--|
| Does the formality have a validity or an expiration date?         | How long will the formality be valid for? (in months)  |
| YES   | 12   |
| <b>What is the process and conditions to get the formality?</b>   |  |
| <b>What is the process and conditions to renew the formality?</b> | The renewal shall be undertaken at least 30 days prior to the expiration of this Formality; provided that the applicant shall submit all the required documentation to the Department for their consideration of the renewal and the Department will consider the renewal within 5 working days. |

| <b>ISSUING FEES</b>            |  |   |   |   |
|--------------------------------|--|---|---|---|
| <b>Has application fees?</b>   | <b>Service fees businesses need to disburse</b>                                      | <b>Certificate fees businesses need to disburse</b> | <b>Application fees businesses need to disburse</b> | <b>Total fees businesses need to disburse</b> |
| YES                            | 0.00   | 750000.00   | 20000.00  | 770000.00                                     |
| <b>Comments</b>                | Reference: Presidential Edit 003, The application fee is collected by the authority. |   |   |   |
| <b>ADDITIONAL ISSUING FEES</b> |  |   |   |   |
| <b>Additional fee names</b>    |  |   |   |   |
| NO                             | 0.00   | 0.00  | 0.00  | 0.00  |
| <b>Additional fee comments</b> |  |   |   |   |

| <b>RENEWAL FEES</b>                     |  |   |   |   |
|---|--|---|---|---|
| <b>Has renewal fees?</b>                | <b>Service fees businesses need to disburse</b>                                      | <b>Certificate fees businesses need to disburse</b> | <b>Renewal fees businesses need to disburse</b> | <b>Total renewal fees businesses need to disburse</b> |
| YES                                     | 0.00   | 20000.00  | 375000.00                                       | 395000.00   |
| <b>Comments</b>                         | Reference: Presidential Edit 003, The application fee is collected by the authority. |   |   |   |
| <b>ADDITIONAL RENEWAL FEES</b>          |  |   |   |   |
| <b>Additional renewal fees names</b>    |  |   |   |   |
| NO                                      | 0.00   | 0.00  | 0.00  | 0.00  |
| <b>Additional renewal fees comments</b> |  |   |   |   |

