

## GENERAL INFORMATION

<b>Name of formality</b>	Tourism Service Operating License
<b>Type of formality</b>	License
<b>Date of last modification</b>	03.11.2020
<b>Responsible Authority</b>	Information, Culture and Tourism Department
<b>Who should apply for this formality?</b>	Individuals, or legal entities that intend to establish and operate a tourism business, which will provide tour guide services to tourists by creating tour itineraries, tourist transfers and services.
<b>Qualifications needed by the business to get the formality</b>	<p>1. Have a registered capital of LAK1,600,000,000 or equivalent to US\$ 200,000 in minimum</p> <p>2. Own or lease an office</p> <p>3. Have the basics of telecommunication devices: two or more telephones, one or more fax or telex machine.</p> <p>4. Have at least two service vehicles, one that can accommodate from 12-17 seats per vehicle, and another for more than 17 seats.</p> <p>5. All types of transport vehicles (including boats) used for tourist services must ensure technical standards, with civil insurance for the life and property of tourists, including transport vehicles.</p> <p>6. Must have an investment plan to create something unique in Laos and must be implemented in 2 years at the latest.</p> <p>7. Create 5 tour programs in accordance with the scope of their responsibilities and activities and at tourist attractions officially authorized by the government.</p> <p>8. Must have staff with political, socio-economic and related professional knowledge, 2/3 of whom must be able to speak and write at least one foreign language.</p> <p>9. Have a leader or company manager who has knowledge, experience and expertise in running a tourism business, can speak and write at least 2 foreign languages, one of which must be English.</p> <p>10. Have a tour guide who must have at least a high school diploma, able to speak and write a foreign language in at least one language (French or English), went through a domestic or foreign tourism training (organized by the relevant organization and have a valid certificate)</p>

## LEGAL FRAMEWORK

Name	Number	Date	Comment
Law on Tourism (Amended)	32/NA	24.07.2013	Chapter 9, Article 40 to Article 51
Decision on Tour Operator	607	30.09.2022	

### REQUIRED DOCUMENTS FORMALITIES

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>	Information, Culture and Tourism Department, Vientiane Capital	
<b>Time it takes to the authorities to process the formality</b>	15	After the documents are corrected and completed, the tourism sector will inspect the place and hold a meeting for consultation within the department before issuing the license.

### RENEWAL INFORMATION

Does the formality have a validity or an expiration date?	How long will the formality be valid for? (in months)
YES	24

<b>What is the process and conditions to get the formality?</b>	
<b>What is the process and conditions to renew the formality?</b>	Must apply for a renewal with a complete application package, the period of application process is no later than 15 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	2000000.00	1270000.00	230000.00	3500000.00
<b>Comments</b>	Based on Ordinance 003/PO			
<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	2000000.00	1270000.00	230000.00	3500000.00
<b>Comments</b>	Based on Ordinance 003/PO			
<b>ADDITIONAL RENEWAL FEES</b>				
<b>Additional renewal fees names</b>				
NO	0.00	0.00	0.00	0.00

<b>Additional renewal fees c omments</b>	
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