

**TOURISM ACT**  
(Cap. 42:09)

**TOURISM REGULATIONS, 2010**  
(Published on 14th May, 2010)

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**IN EXERCISE** of the powers conferred on the Minister of Environment, Wildlife and Tourism by section 30 of the Tourism Act, the following Regulations are hereby made —

- |                                     |   |
|-------------------------------------|---|
| Citation                            | <b>1.</b> These Regulations may be cited as the Tourism Regulations, 2010.  |
| Interpretation                      | <b>2.</b> In these Regulations, unless the context otherwise requires —<br>“licensee” means a person to whom a licence has been issued under these Regulations.   |
| Form of application for licence     | <b>3.</b> An application made under section 17 (1) of the Act, for a licence, shall be in the forms set out in the First Schedule.  |
| Issue of tourist enterprise licence | <b>4.</b> (1) Where the Committee approves an application made under regulation 3, and is satisfied that an applicant meets the requirements for the issue of a licence, it may issue, to the applicant a licence in Form 2A as set out in the Second Schedule or in the case of a category I tourist enterprise, Form 2A1 set out in the Second Schedule.<br>(2) The Committee shall issue a tourist enterprise licence to a tourist enterprise offering accommodation where it meets the minimum licensing requirements set out in the Fourth Schedule. |

(3) The Committee may refer some applications to the Minister for exemption in terms of section 15 (1).

(4) The Committee may, where a tourist enterprise requires further inspection, issue a provisional licence in Form 2A2 as set out in the Second Schedule.

(5) The Committee may —

- (a) upgrade a provisional licence to a full licence where it is satisfied that the applicant has met the requirements for a full licence; or
- (b) revoke the provisional licence where it is unlikely that the necessary requirements will be met.

5. (1) A licensee shall operate in accordance with the terms and conditions stipulated in the licence issued under regulation 4.

Conditions of licence

(2) A licence shall not be issued in respect of any premises relating to Category A, B and J of a tourist enterprise unless the premises to which an application relates meets the requirements set by the Committee.

(3) Any licensee who contravenes this regulation commits an offence and is liable to a fine not exceeding P1 000.

6. After review of an application referred to the Minister under regulation 4 (3), an exemption certificate may be issued in terms of section 15 (1) of the Act which shall be in Form 2B set out in the Second Schedule.

Exemption certificate

7. (1) An application under section 19 (1) of the Act, for transfer of a licence shall be in Form 3A set out in the Third Schedule.

Application for transfer of licence

(2) Where the Committee approves an application made under section 19 (1) of the Act, the applicant shall pay a transfer fee specified in Part I of the Fifth Schedule.

8. (1) An application made under section 19 (1) of the Act for amendment of a licence shall be made in Form 3B set out in the Third Schedule.

Application for amendment of licence

(2) Where the Committee approves an application for amendment of a licence it shall issue a new licence subject to such conditions as may be attached and the applicant shall pay a fee specified in Part I of the Fifth Schedule.

9. (1) An application under section 19 (4) of the Act to obtain a duplicate licence shall be in Form 3C set out in the Third Schedule.

Application for duplicate licence

(2) Where the Committee approves an application made under section 19 (4) of the Act, the applicant shall pay a duplicate fee specified in Part I of the Fifth Schedule.

10. (1) An application for renewal of a Category I licence shall be in Form 3D set out in the Third Schedule.

Renewal of category I licence

(2) The renewal fee for a Category I licence shall be \$2 000 or the pula equivalent.

11. (1) A licensee shall display, at its business premises and in a conspicuous place, a licence issued in terms of the Act.

Display of licence

(2) Subject to subregulation (1), a licensee shall display a licence for a mobile safari vehicle or a boat on a disc containing all relevant information conspicuously on the windscreen or on any other part of the vehicle or boat suitable for that purpose.

(3) Any tourist enterprise which fails to display its licence in accordance with subregulations (1) or (2) commits an offence and is liable to a fine not exceeding P2 000, or to a term of imprisonment not exceeding one year, or to both.

12. (1) Every licensed tourist enterprise shall pay annual licence fee specified in Part II of the Fifth Schedule.

Annual licence fees

(2) Subject to subregulation (1), a Category I licensed tourist enterprise shall pay the fee as a renewal fee.

(3) The Committee shall impose a fee of P200 per day for each day that a tourist enterprise fails to pay the fees set out in Part II of the Fifth Schedule.

(4) The Committee shall revoke a tourist enterprise licence where, after the expiry of 3 months from the period set out under section 18 (2) (a) of the Act, the tourist enterprise has failed to pay the annual licence fees and the fees imposed under subregulation (3).

Payment of  
training levy  
into Fund

**13.** (1) Category A, B and J tourist enterprises shall pay into the Tourism Industry Training Fund, a training levy of P2 per paying guest per day at such times as may be prescribed by the Committee.

(2) The Committee shall impose a fee of P200 per day for each day that a tourist enterprise fails to pay the training levy in accordance with subregulation (1).

(3) The Committee shall revoke a tourist enterprise licence where, after 6 months from the time set by the Committee under subregulation (1), the tourist enterprise has failed to pay the levy and the fees imposed under subregulation (2).

Registers to  
be kept

**14.** (1) Every licensed tourist enterprise shall keep and maintain a guest register in which the following details relating to guests shall be recorded —

(a) name, country of residence, date of arrival and departure, and numbers of any family members accompanying the guest;

(b) the passport number of any guest who is not from Botswana, or the national identity card number or passport number of any guest who is from Botswana; and

(c) residential address.

(2) A licensee referred to in subregulation (1) shall submit copies of the summary of the register to the Director on such dates as the Director may set, in such form as the Committee may require.

(3) The Committee shall impose a fee of P200 per day for each day that a tourist enterprise fails to submit the copies required under subregulation (2).

(4) The Committee may suspend a tourist enterprise licence where, after 3 written requests for submission have been made by the Director, the tourist enterprise fails to comply with such requests.

(5) The Committee shall revoke a tourist enterprise licence where, after 6 months the tourist enterprise has failed to submit copies of the summary of the register.

Guests leaving  
without paying

**15.** Any guest at a tourist enterprise who leaves or attempts to leave an enterprise without paying for his or her bill or when asked to do so refuses to pay such bill, or leaves without making satisfactory provision for payment, commits an offence and is liable to a fine not exceeding P2 000, or to a term of imprisonment not exceeding one year, or to both.

Safety and  
sanitation

**16.** (1) A licensee shall ensure that fire-fighting equipment is provided at all tourist enterprises where accommodation for tourists is provided, and is easily accessible and clearly marked.

(2) A licensee shall keep available in a readily accessible location a properly equipped first aid box and suitable means of transport for emergency cases, and shall make adequate arrangements with a doctor or other medical facility, for the treatment and accommodation of tourists in emergency situations.

Revocation of  
Cap. 42:09  
(Sub. Leg.)

**17.** The Tourism Regulations, Tourism (Licensing) Order and the Tourism (Reservation of Tourist Enterprises for Citizens) Regulations are hereby revoked.

**FIRST SCHEDULE**  
**TOURISM ENTERPRISE LICENCE**  
*(regulation 3)*

Application Form: Categories A, B, C, D, E, F, G, H & J  
*(All information supplied in this Form will be treated as confidential)*

1. Name of Company \_\_\_\_\_

2. Trading name of establishment \_\_\_\_\_

3. Postal Address \_\_\_\_\_

4. Physical Address \_\_\_\_\_

5. Telephone No. \_\_\_\_\_

Fax No. \_\_\_\_\_

E-mail: \_\_\_\_\_

6. Company Secretaries and their contact numbers \_\_\_\_\_  
\_\_\_\_\_

7. Certificate of Incorporation No. \_\_\_\_\_ Dated \_\_\_\_\_

8. Principal business of the company \_\_\_\_\_

9. Details of the shareholders of the company: (attach separate sheet if necessary)

Name	Nationality	% Shares Held
------	-------------	---------------

10. Details of Directors of the Company:

Name	Residential Address	Nationality
------	---------------------	-------------

11. Has any director or shareholder been convicted within or outside Botswana of any criminal offence or been declared insolvent in any previous business operation?

YES/NO

If yes, please give details \_\_\_\_\_

Is the Company registered elsewhere?

YES/NO

If yes, provide details of its operations outside Botswana, names and addresses including marketing details

\_\_\_\_\_

12. Has the Company submitted a manpower training programme to the Department of Labour?

YES/NO

If no, please explain \_\_\_\_\_

13. If the company has a head office or support office which does not require a Tourism Enterprise Licence, please provide current level of employment of this office.

No. Citizen Males \_\_\_\_\_ No. Citizen Females \_\_\_\_\_  
 No. Non-Citizen Males \_\_\_\_\_ No. Non-Citizen Females \_\_\_\_\_

14. Please provide job classifications of employees noted in (13):

	Employed		Vacant		Total
	Citizens	Non-Citizens	Citizens	Non-Citizens	
Non Supervisory					
Supervisory					
Middle Management					
Senior Management					

15. Does the Company have existing Tourism Enterprise Licences?

YES/NO

16. If the answer to (15) is yes — please give details of licences held:

Licence No.	Category	Expiry Date	Trading Name
_____	_____	_____	_____
_____	_____	_____	_____

17. The following is a list of licence category classifications. If you operate, or intend to operate, more than one hotel/lodge/camp or more than one of the listed activities, a separate licence application form of the relevant category must be completed for each. Please indicate with a tick the category you are applying for:

**A Licence:** For operations that offer accommodation facilities on a fixed site such as hotels, motels, guesthouses including corporate guesthouses, bed and breakfast, self catering apartments, backpackers tourist accommodation, campsites outside protected areas and cultural villages, including operations that offer such accommodation facilities on a timeshare basis.

**B Licence:** For operations that offer accommodation facilities on a fixed site such as photographic/hunting camps and lodges, public camping sites or caravan sites that offer game drives and other outdoor activities within wildlife management areas and protected areas, including operations that offer such accommodation facilities on a timeshare basis.

**C Licence:** Operations that offer off-site facilities such as mobile safaris operators that receive and transport travellers and guests within protected areas.

**D Licence:** Operations that make, plan or reserve travel arrangements for clients but do not offer accommodation (whether fixed or not) or other tourist services.

**E Licence:** Operations that receive and transport guests to tourist attractions, including road transfer activities other than within protected areas.

**F Licence:** Operations that offer motor boating activities other than within their leased land which is in protected areas, private reserves and wildlife management areas.

**G Licence:** Other enterprises (excluding air charter companies and car rentals) that conduct tourism related activities e.g. hot air ballooning, cycling, bungee jumping, etc.

**H Licence:** Operations that offer mekoro activities.

**I Licence:** Foreign based companies that offer tourism related activities in Botswana. They may transfer tourists along the main roads and utilise public facilities. Licence holders are not allowed to conduct their own safaris into the game reserves or national parks, but may hand over to a Botswana licensed operator if they wish to utilise these facilities.

**J Licence:** Houseboats operations — a mobile self contained accommodation facility that operates in water bodies.

18. If you are applying for a tourist accommodation facility please specify the Classification i.e. guesthouse/self-catering apartments, etc. \_\_\_\_\_

19. (a) Number of guest rooms: \_\_\_\_\_

(b) Number of guest beds: \_\_\_\_\_

(c) Number of beds sold during the past 12 months: \_\_\_\_\_

20. Current level of employment (*full time employees only*):

Citizens male: \_\_\_\_\_ Citizens female: \_\_\_\_\_

21. Please supply job classification for those employees listed in (8) above:

Non Supervisory	
Supervisory	
Middle Management	
Senior Management	
Professional Guides	

22. In which Game Reserves/National Parks are you going to conduct game drives/mobile safaris? *(Please be area specific if applicable)* \_\_\_\_\_

23. What other offsite operations do you intend to undertake? \_\_\_\_\_

24. Detail below a description of the planned operation with regards to the following:

Details of service to be provided: \_\_\_\_\_

Areas/routes that the service will operate: \_\_\_\_\_

If vehicles have already been acquired, please provide: Size of fleet and carrying capacity, registration numbers, capacity and compliance with the Road Traffic Act (Cap. 69:01) and the Road Transport (Permits) Act (Cap. 69:03). *(please attach relevant documents from the Department of Transport.)*

25. Number of boats and seats available (i.e. 2 x 30 seaters, 3 x 8 seaters, etc) \_\_\_\_\_

26. In which Areas do you intend to conduct boat trips? \_\_\_\_\_

27. Where do you intend to dock? \_\_\_\_\_

28. Please indicate the category and number of licences your company is applying for.

I, \_\_\_\_\_, certify that the information given

*(Please print name clearly)*

on this application form is true and correct. I understand that failure to provide true and correct information could result in rejection or withdrawal of licences.

Position in Company \_\_\_\_\_

Contact telephone number \_\_\_\_\_

Signature \_\_\_\_\_

DATED this        day of        20

## **DOCUMENTATION TO BE PROVIDED WITH THIS APPLICATION**

Please provide certified copies or originals of the following:

Copy of Certificate of Incorporation or Certification of Registration

Copy of Form F2 (detailing shareholding in the company from company secretaries)

Copy of objectives of the Company (from Memorandum of Articles of Association)

Copies of relevant (sub) lease or rental agreements

Copies of approval for (sub) lease and/or rental agreements from relevant authorities (i.e. Land Board, Department of Lands)

Proof of payment of lease fees and resource royalties where relevant

Copies of all Professional Guide Licences applicable to this operation

Permission from the relevant authorities for the intended activities.

### **Application Form: Category 'I' Licence – External Tour Operators**

1. Name of company: .....
2. Trading name of company: .....
3. Country of origin: .....
4. How long has this company been operational in its country of origin? .....
5. Physical address: .....
6. Postal address: .....
7. Telephone No. .... Fax: .....  
E-mail address: .....
8. Principal business of the company: .....
9. Please give details of any tourism association of which you are a member in your own country, e.g. TASA, SATSA, ZATSO:  
Association name: ..... Membership No. ....  
Association name: ..... Membership No. ....
10. Please provide addresses of the Association mentioned in (9) above

11. Does the company currently bring tourists into Botswana? YES/NO  
If yes, indicate the frequency of entry into Botswana and approximate duration of stay: .....
12. If yes, how many months of the year does the company operate in Botswana? .....
13. How many clients have you brought into Botswana in the past 12 months? .....
14. Does this operation have a current Botswana Tourism Enterprise Licence? YES/NO

Licence No: ..... Category: ..... Expiry Date: .....

15. Which routes in Botswana do you travel? .....
16. Do you use the services of a Botswana Tour Operator to take clients into Game Reserves and National Parks?

YES/NO

17. If yes, which Botswana company(ies) do you use? .....
18. Which areas do you visit in Botswana outside of National Parks/Game Reserves?  
.....
19. Please provide details of the shareholders of this company: *(use separate sheet if necessary)*

Name of Shareholder:                      Residential Address:                      % Shares held:

20. Please provide details of the directors of this company:

Name of Director:                      Residential Address:                      Telephone No:

21. Have any of the shareholders or directors named above been convicted of a criminal offence or been involved in any way with personal or company insolvency in any country?

YES/NO

22. If yes, please explain: .....
23. Has the company ever had any claim made against it by any client travelling with the Company?                      YES/NO
24. If yes, please provide details: .....
25. Please provide names and contact details of two companies which will support this application for a Tourism Enterprise Licence to operate in Botswana.

Name of Company: .....

Contact Person: .....

Telephone: .....

Fax:/E-mail: .....

Name of Company: .....

Contact Person: .....

Telephone: ..... Fax/E-mail: .....

**PLEASE NOTE:**

- All commercial vehicles operating in Botswana are required to have company names and logos on the front passenger and driver doors.
- Approval of this licence will allow you to use main roads only. You are not allowed to enter or carry out any activities in National parks or Game reserves.
- The driver must carry a valid driver's licence appropriate for the size or weight of the vehicle being driven.
- Your Company must comply with all Immigration, Labour, Custom, Transport and other applicable Botswana laws.

I, ....., being the Managing Director of the applying company,  
(please print name clearly)

certify that the information supplied on this application form is true and correct. I further pledge that all persons conducting business in Botswana on behalf of the company will remain on routes designated by the Department of Tourism and will not enter Game Reserves, National Parks or Wildlife Management Areas within Botswana.

Signed: .....

Telephone: .....

Fax/E-mail address: .....

THUS SIGNED and sworn to before me this ..... day of ....., 20 .....

.....  
*Commissioner of Oaths.*

**DOCUMENTS TO BE ENCLOSED WITH THIS APPLICATION:**

- Copy of Certificate of Incorporation or Certificate of Registration of company in country of origin
- Copy of Company Trading Licence
- Botswana Tourism Enterprise Licence (if applicable)
- Proof of shareholding (from company secretaries)
- Proof of directorships (from company secretaries)
- Proof of insurance stating public and passenger liability cover
- Copy of contract(s) with Botswana host company(ies) stated in (17)
- Letter of recommendation from the two companies stated in (25)
- Details of professional guides employed by your company including copies of professional guides licences
- Company brochures

**SECOND SCHEDULE**  
**Form 2A — TOURIST ENTERPRISE LICENCE**  
*(regulation 4 (1))*  
*(Triplicate)*

REPUBLIC OF BOTSWANA



**TOURISM ACT,**  
**(Cap. 42:09)**

1. In terms of section 18 of the Tourism Act, a licence is hereby granted to: (name and address of the enterprise)

.....  
for the purposes of conducting a tourist enterprise at

.....  
in the category of .....

2. Endorsements in case of B licence

3. This licence is issued subject to the following conditions: —

- (a) .....
- (b) .....
- (c) .....
- (d) .....

4. Place of issue:.....

5. Date of issue:.....

6. Due Date of Annual Fees:.....

Organisation	
Account	
Amount	

7. Name of issuing officer .....ID.....

Date: ..... Official Stamp .....

**Form 2A1 – CATEGORY I TOURIST ENTERPRISE LICENCE**  
*(regulation 4 (1))*

*(All information supplied on this form will be treated as confidential)*

1. In terms of section 18 (3) of the Tourism Act, a Category I is hereby granted to: (name and address of the enterprise)

.....  
for the purposes of conducting a tourist enterprise at

.....

2. This licence is issued subject to the following conditions: –

(a) .....

(b) .....

(c) .....

(d) .....

**FOR OFFICIAL USE ONLY**

Place of issue:.....

Date of issue:.....

Expiry Date:.....

Name of issuing officer:.....

Signature of issuing officer:.....

ID No.:.....Official stamp

Organisation	
Account	
Amount	

**Form 2A2 — TOURIST ENTERPRISE PROVISIONAL LICENCE**  
(regulation 4 (4))

REPUBLIC OF BOTSWANA



**TOURISM ACT,**  
(Cap. 42:09)

1. In terms of section 18 (3) of the Tourism Act, a provisional licence is hereby granted to:  
(name and address of the enterprise)

.....  
for the purposes of conducting a tourist enterprise at

.....  
in the category of .....

2. This licence is issued subject to the following conditions: —

- (a) .....
- (b) .....
- (c) .....
- (d) .....

**FOR OFFICIAL USE ONLY**

Place of issue: .....

Date of issue: .....

Expiry Date: .....

Name of issuing officer: .....

Signature of issuing officer: .....

ID No.: ..... Official stamp

Organisation	
Account	
Amount	

**Form 2B – TOURIST ENTERPRISE EXEMPTION CERTIFICATE**

*(regulation 6)*

*(Triplicate)*

REPUBLIC OF BOTSWANA



TOURISM ACT,  
(Cap. 42:09)

1. In terms of section 15 (1) of the Tourism Act, an Exemption Certificate is hereby granted to: (name and address of the enterprise)

.....  
for the purposes of conducting a tourist enterprise at

.....  
in the category of.....

2. This Certificate is issued subject to the following conditions: –

- (a) .....
- (b) .....
- (c) .....
- (d) .....

**FOR OFFICIAL USE ONLY**

Place of issue:.....

Date of issue:.....

Expiry Date:.....

Name of issuing officer: ..... Identity No.....

Signature of issuing officer: ..... Official Stamp:

Organisation	
Account	
Amount	

**THIRD SCHEDULE**  
**Form 3A — APPLICATION FOR TRANSFER OF LICENCE**  
*(regulation 7 (1))*

*(All information supplied in this form will be treated as confidential )*

1. Name of company \_\_\_\_\_
2. Trading name of establishment \_\_\_\_\_
3. Is the company currently operating? \_\_\_\_\_  
Yes/No
4. Physical location of establishment \_\_\_\_\_
5. Postal address \_\_\_\_\_
6. Email address \_\_\_\_\_
7. Telephone No. \_\_\_\_\_
8. Fax No. \_\_\_\_\_
9. Licence category \_\_\_\_\_
10. Licence number \_\_\_\_\_
11. Previous shareholders

I.


- II. Nationality \_\_\_\_\_
- III. No. of shares \_\_\_\_\_
- IV. Identity number \_\_\_\_\_
- V. \*Passport number for non-citizens \_\_\_\_\_
- VI. Residential address \_\_\_\_\_

12. Previous directors \_\_\_\_\_
  - I. Nationality \_\_\_\_\_
  - II. No. of shares \_\_\_\_\_
  - III. Identity No. \_\_\_\_\_
  - IV. Residential address \_\_\_\_\_

13. New shareholders

I.


- II. Nationality \_\_\_\_\_
- III. No. of shares \_\_\_\_\_
- IV. Identity No. \_\_\_\_\_
- V. Residential address \_\_\_\_\_

14. Previous directors

I.

_____	_____
_____	_____
_____	_____

II. Nationality \_\_\_\_\_

III. No. of shares \_\_\_\_\_

IV. ID number \_\_\_\_\_

V. Residential address \_\_\_\_\_

15. Signature & stamp of company secretaries

**DOCUMENTS TO BE ENCLOSED WITH THIS APPLICATION:**

Please provide certified copies, or original letters, of the following where applicable:

Shareholders certificates

Notice of issue of shares

Notice of change of directors or secretary & particulars of directors or secretary

**FORM 3B — APPLICATION FOR AMENDMENT OF LICENCE**  
(regulation 8 (1))

*(All information supplied on this form will be treated as confidential)*

Please note that these questions are applicable only to the individual licence being applied for.

1. Name of Company: .....
2. Trading name of operation: .....
3. What category of the Tourism Enterprise Licence is the company currently operating?  
.....

Licence No..... Category: ..... Expiry Date: .....

4. Is the category provided above the one to be amended.....
5. Physical location of operation: .....
6. Are the premises detailed at the physical address above owned/leased/sub-leased/rented/  
other? (please circle). Please explain and give expiry date of lease/rental agreement, etc.  
.....
7. Is the new business going to be operated at the above location

YES/NO

If no give details

8. What percentage of your business is generated by other establishments.....
9. Are your services for clients generated by your own marketing efforts.....

If yes state percentage.....

10. Current level of employment (for full time employees only):

Male

Citizens

Non-Citizens

Female

Citizen

Non-Citizens

11. Please supply job classifications for those employees listed in (10) above:

Male

Citizens/Non-Citizens

Female

Citizen/Non-Citizens

Non supervisory

Supervisory

Middle management

Senior management

Professional guides

12. How many staff members have been sent for training in the past 12 months

No. of Staff..... Institution..... Course offered..... Duration .....

13. Are the Directors and Shareholders of this operation different from those detailed on the company profile?

YES/NO

14. If yes, please give details:

Director's Name: .....Residential Address:.....Citizen/Non-Citizen:.....

I, ....., certify that the information supplied on  
(Please print name clearly)

this application form is true and correct. I understand that failure to provide true and correct information could result in rejection or withdrawal of licences.

Position in company: .....

Telephone: .....

Fax: .....

E-mail address: .....

Signature: .....

DATED this ..... day of ....., 20 .....

**DOCUMENTS TO BE ENCLOSED WITH THIS APPLICATION:**

Copy of Certificate of Incorporation or Certificate of Registration of Company if different from company profile

Copy of lease, sub-lease (with approval of relevant authorities, i.e Department of Lands, Land Boards), rental agreement for premises detailed at (5)

Form F2 detailing shareholding in the company from company secretaries if different from company profile

Copy of training programme submitted to Department of Labour

Copies of all Professional Guide Licences applicable to this operation

Company Brochures

**Form C — APPLICATION FORM FOR DUPLICATE LICENCE**  
*(regulation 9 (1))*

The Director  
Department of Tourism  
P/Bag 0047  
Gaborone

*(All information supplied on this form will be treated as confidential)*

1. In terms of section 19 (4) of the Tourism Act, a Duplicate Licence is hereby granted to:
2. Name of Company: .....
3. Postal Address: .....
4. Physical address of main office: .....
5. Physical address/location of business applied for a duplicate licence: .....
6. Telephone No: .....
7. Fax No: .....
8. E-mail: .....
9. Company Secretaries and their contact numbers: .....
10. Certificate of Incorporation No: .....

Dated: .....

11. Principal business of the company: .....
12. Details of the shareholders of the company: (attach separate sheet if necessary)

Name: ..... Nationality: ..... % Shares held: .....

13. Details of the Directors of the company:

Name: ..... Residential Address: ..... Nationality: .....

14. Give details of licence:

Licence No.	Category:	Expiry Date:
.....	.....	.....

15. Please indicate reasons for this application

.....  
.....  
.....  
.....

I ....., certify that the information given *(Please print name clearly)*

on this application form is true and correct. I understand that failure to provide true and correct information may result in rejection or withdrawal of licences.

Position in company: .....  
Contact telephone number: .....  
Signature: .....

DATED this ..... day of ....., 20 .....

**DOCUMENTATION TO BE ATTACHED TO THIS APPLICATION:**

- Copy of Certificate of Incorporation or Certification of Registration
- Copy of Form F2 detailing shareholding in the company from company secretaries if different from company profile
- Copy of original licence
- Copy of a Police Report and/or affidavits.

**Form 3D – APPLICATION FORM FOR RENEWAL OF CATEGORY I LICENCE**  
(regulation 10 (1))

(All information supplied on this form will be treated as confidential)

1. Name of Company: \_\_\_\_\_  
(State both company and registered trading names where applicable)
2. Postal address: \_\_\_\_\_
3. Physical address: \_\_\_\_\_
4. Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_
5. Is the company currently in operation?

YES/NO

If no, please explain: \_\_\_\_\_

6. Provide details on the following:  
Worker's Compensation Policy No. \_\_\_\_\_ Insurer: \_\_\_\_\_  
Passenger liability Insurance Policy No. \_\_\_\_\_ Insurer: \_\_\_\_\_  
Public liability Insurance Policy No. \_\_\_\_\_ Insurer: \_\_\_\_\_
7. Details of licence being renewed:  
Licence No. \_\_\_\_\_ Category: \_\_\_\_\_ Date of Issue: \_\_\_\_\_  
Place of Issue: \_\_\_\_\_ Expiry Date: \_\_\_\_\_  
Name in which the current licence is held: \_\_\_\_\_
8. Has the shareholding of this operation changed over the past 12 months?

YES/NO

9. If yes, please provide new details:

Name of Shareholder	Resident/Non-Resident	Citizen/Non-citizen	% Shares held
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

10. Have the Directors of this operation changed over the past 12 months?

YES/NO

11. If yes, please provide new details:

Director's Name	Residential Address	Citizen/Non-Citizen
_____	_____	_____
_____	_____	_____
_____	_____	_____



**DOCUMENTS TO BE ENCLOSED WITH THIS APPLICATION:**

**ALL APPLICANTS**

Copy of previous Tourism Enterprise Licence  
Proof of current company shareholding (from company secretaries)  
Proof of current directorship of company (to be filled in by company secretaries)  
Proof of current passenger or public liability insurance  
Company brochures  
Copy of host contracts applicable for the next 12 months of operation

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**FOR OFFICIAL USE ONLY:**

Date on which application was received: \_\_\_\_\_

Date on which application was approved/rejected: \_\_\_\_\_

If rejected, state reasons for rejection: \_\_\_\_\_

If approved, number of licence issued: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Licensing Officer: \_\_\_\_\_ Identity No.: \_\_\_\_\_

Signature of Licensing Officer: \_\_\_\_\_ Date: \_\_\_\_\_

**FOURTH SCHEDULE**  
*(regulation 4 (2))*

In terms of section 17 (3) of the Tourism Act, the following shall be the minimum licensing requirements for accommodation enterprises —

**MINIMUM REQUIREMENTS FOR ALL TOURIST ENTERPRISES**

**Bedrooms**

1. All bedrooms shall be en-suite and thorough ventilation shall be provided.
2. For tourist accommodation facilities constructed after the coming into force of these Regulations —
  - (a) the minimum size of bedrooms shall be 11 square metres for single bedrooms and 16 square metres for double bedrooms;
  - (b) the area occupied by built-in cupboards and vestibules shall be included; and
  - (c) the area occupied by balconies and bathrooms shall not be part of the size of a bedroom as defined in these Regulations.
3. The window area shall be a minimum of 10 per cent of the floor area. An area equal to 50 per cent of the minimum window area must be capable of opening.
4. There shall be provided —
  - (a) in each bedroom, electric lighting and an electricity outlet; and
  - (b) at or near a bed for adults, electric lighting operated by a switch close to the bed, and where a double bed is provided, a light for either side shall be supplied each with its own switch.
5. Measures shall be taken against the entry of mosquitoes and similar creatures by providing —
  - (a) fly screening or air conditioning; or
  - (b) mosquito nets for guests, and this fact shall be brought to their notice.
6. For tourist accommodation facilities constructed after the coming into force of these Regulations, a wash-hand basin, with hot and cold water available at all times shall be provided in each bedroom, and there should be an area not less than 600 mm width and 450 mm in height immediately above the basin which shall be protected with an impervious splash back.
7. The following articles shall be provided at or near every wash-hand basin —
  - (a) a towel rail;
  - (b) a shelf;
  - (c) a mirror;
  - (d) a drinking glass for each occupant;
  - (e) soap; and
  - (f) towel or other hand drying facility.
8. All bedroom doors shall have locks maintained in safe working condition and keys shall be made available to guests occupying the rooms.
9. An adequately lit dressing table together with at least one drawer, a mirror and a stool or a chair shall be provided in each bedroom.
10. A wardrobe or a built in cupboard shall be provided in each bedroom with —
  - (a) coat hangers; and
  - (b) two or more shelves or drawers.

11. A waste-paper basket shall be provided in each bedroom.
12. There shall be —
  - (a) rugs or bedside mats unless wall to wall carpeted;
  - (b) one floor mat, not less than 90 cm by 120 cm serving all beds; or
  - (c) one bedside mat, not less than 60 cm by 100 cm for each adult bed.
13. Beds, but not beds for children, shall be of a minimum width of 90 cm and shall be provided with inner-spring or foam-rubber mattresses of a minimum thickness of 10 cm or a similar type as may be approved.
14. A suitable chair shall be provided for each bedroom in addition to the chair for the dressing table.
15. A luggage rack shall be provided in each bedroom.
16. A bedside cabinet or table shall be accessible to all adult beds.
17. All rooms shall be numbered or named.

### **Bathrooms**

18. All bathrooms shall be served by an efficient hot-and-cold-water system maintained in good working order.
19. All baths shall be built with impervious material.
20. (1) All walls of bathrooms shall be covered with impervious material up to the height of 180 cm.  
(2) The wall above the tiling shall be of a satisfactory finish.
21. Floors shall be of impervious material and all corners and junctions with walls shall be covered.
22. Every bathroom shall be provided with —
  - (a) a mirror, shelf and towel rail;
  - (b) a bath mat;
  - (c) hooks for hanging clothes;
  - (d) a door which can be locked or bolted; and
  - (e) a wash-hand basin.
23. (1) All toilet pans shall be provided with lids and seats.  
(2) There shall be a toilet paper dispenser in each toilet and a suitable form of sanitary disposal in each toilet.
24. There shall be fly screens on all windows capable of opening.

### **Electric Lighting**

25. (1) Electric lighting shall be provided over the whole premises.  
(2) Where self-generated electric current is used, alternative means of lighting shall be available in all bedrooms, bathrooms, cloakrooms and public rooms, for use when current is not available; notices prominently displayed, drawing attention to this fact, shall be provided.

### **Dining Rooms and Lounges**

26. Dining rooms and lounges shall be adequately ventilated.
27. Adequate furniture of acceptable quality shall be provided.
28. Adequate and proper table appointments including cutlery, condiments sets and crockery shall be provided.
29. A clean and legible menu showing the meal tariff shall be made available to guests when orders are taken.

30. Fly screens shall be provided for all windows capable of opening where no air-conditioning is available.
31. No chipped, cracked or broken crockery shall be used.

### **Fire**

32. Fire-fighting appliances which comply with local Bye-Laws shall be available.
33. Fire escape facilities indicated by prominent notices shall be provided and maintained in safe order.

### **Insurance**

34. The enterprise shall provide and keep in force an approved public liability insurance policy.

### **Kitchens, Storerooms and Pantries**

35. Floors of kitchens, storerooms and pantries shall be of impervious material, suitably graded and drained; all corners, edges and junctions with walls shall be coved.
36. Walls shall be tiled or be covered with other impervious finish to a height of not less than 180 cm.
37. All kitchen and pantry furniture tops and shelving shall be of stainless steel or other impervious material.
38. (1) Separate hand washing facilities with hot and cold water and splash-back shall be provided in the kitchen for the use of staff.  
(2) A separate sink with splash-back shall be provided exclusively for the preparation of food.
39. Kitchens shall be kept free of insects and rodents.
40. Ventilation shall be provided and hot air fumes shall be disposed of by appropriate means.
41. No chipped or damaged utensils shall be kept in areas where food is stored, prepared and served.
42. Fly screens shall be provided for all windows capable of opening.
43. Staff should have valid food handlers certificates
44. Hygiene of staff should be good
45. Kitchen staff attire should be provided and must be appropriate (light coloured attire and hair covers)
46. Food handlers should observe standard food preparation regulations (no smoking, no eating, etc.)
47. Pantry walls should be tiled to a height not less than 180cm
48. Furniture tops and shelving should be made of stainless steel or other impervious material
49. Grease traps should be flushed daily
50. There should be a regularly serviced fire extinguisher
51. Hot and cold foods should be held at their correct temperatures (140°F hot and 45°F cold)
52. Cutting boards should be free from splints, cleaned and sanitized after use.
53. Food stuffs should be thawed under refrigerated condition and not sinks

### **Sculleries**

54. Floors shall be of impervious material, suitably graded and drained and all corners, edges and junctions with the walls shall be coved.
55. Walls shall be tiled or be covered with other impervious materials to a height of not less than 180cm.
56. All kitchen and pantry furniture tops and shelving shall be of stainless steel, or other impervious material.

57. Sculleries shall be kept free from insects and rodents.
58. (1) At least one double-bowl sink with splash-back or dish-washing machine with piped hot and cold water shall be provided in the scullery.  
(2) Separate facilities for washing pots shall be provided.

### **Refrigeration**

59. Adequate refrigeration or cold room capacity shall be provided for foodstuffs in or near the areas where food is prepared and for drinks in or near the bar.
60. Refrigerators should be in good condition
61. Correct temperatures should be maintained
62. There should be adequate air circulation

### **Refuse**

63. (1) There should be provision for disposal of waste.  
(2) Final disposal should be done at the landfill.  
(3) Refuse shall be disposed of in a sanitary manner.  
(4) All refuse bins shall be provided with tight-fitting lids.  
(5) Where refuse is stored outside the building, a suitable plinth shall be provided to ensure that refuse bins are above ground level.  
(6) The refuse area shall be kept clean and tidy and free of insects and rodents.

### **Uniforms**

64. All staff shall wear clean and neat uniforms.
65. Facilities for the pressing and drying of clothes by guests shall be available unless valet services are provided.

### **Water**

66. (1) A supply of treated water shall be available at all times.  
(2) Water for drinking shall be chilled.

### **Reception of Guests**

67. Every enterprise shall have a reception area.
68. A competent person shall be available to receive guests.
69. Means shall be available at or near the main entrance for summoning the receptionist.
70. A porter or other member of the staff shall be available to assist guests with the carrying of luggage.

### **Tariff and Services**

71. A legible up-to-date information notice or brochure on tariff and services including meal times shall be provided for guests —
  - (a) at the reception desk or elsewhere within the reception area; and
  - (b) in all bedrooms.

## **Bar**

72. A double bowl sink of stainless steel with splash-back or other impervious material with hot and cold running water or glass-washing machines shall be provided at or near the bar together with provision for storing glasses.

## **Public Cloakrooms**

73. Separate Public Cloakrooms shall be provided for each sex.
74. The cloakroom for men shall provide —
- (a) a urinal of stainless steel or other impervious material;
  - (b) a toilet pan with a lid, seat and toilet paper dispenser in a cubicle provided with a door which can be locked or bolted;
  - (c) a wash-hand basin with running hot water and splash-back;
  - (d) a mirror of at least 60 cm by 80 cm and a shelf;
  - (e) soap and towel (on a rail) or other hand-drying facilities;
  - (f) hooks for hanging garments; and
  - (g) adequate lighting.
75. The cloakroom for women shall provide —
- (a) a toilet pan with a lid, seat and toilet paper dispenser in a cubicle provided with a door which can be locked or bolted;
  - (b) a wash-hand basin with running hot and cold water and splash-back;
  - (c) soap and a towel (on a rail) or other hand-drying facilities;
  - (d) a mirror of at least 60 cm by 80 cm and a shelf or dressing table;
  - (e) a chair or a stool;
  - (f) hooks for hanging garments;
  - (g) a suitable form of sanitary disposal; and
  - (h) adequate lighting.
76. The location of every public cloakroom shall be clearly indicated.

## **Sanitation**

77. Sewerage shall be water-borne in all sanitary facilities provided for guests or for the public.
78. Waste water shall be disposed of —
- (a) into a public sewer;
  - (b) into a soak-away which is not in close proximity to any water supply; or
  - (c) in any other approved method.

## **Staff Quarters and Amenities**

79. Ablution and toilet facilities shall be provided with hot and cold water.
80. Sewerage shall be water-borne or be disposed of by some other approved method.
81. All waste water shall be properly disposed of —
- (a) into a public sewer;
  - (b) into a soak-away not in close proximity to any water supply; or
  - (c) in any other approved manner.

82. Any sleeping quarters controlled by the hotel shall be kept in a clean and hygienic condition and shall be provided with —
- (a) windows and flyscreens;
  - (b) floors of impervious material with all corners and junctions coved;
  - (c) smooth plastered walls;
  - (d) approved ventilation and adequate space for each occupant;
  - (e) a bed for each occupant; and
  - (f) facilities for the storage and hanging of clothes.
83. Non-resident staff shall be provided with —
- (a) ablution and toilet facilities;
  - (b) facilities for the storage and hanging of clothes and personal effects; and
  - (c) canteen facilities, which shall be weather-proof, well ventilated and furnished with chairs or benches.

### **Laundry**

84. (1) The area should be clean  
(2) Floors, walls and ceiling should be clean  
(3) The clean linen arrangement should be appropriate  
(4) First aid kit/supplies should be available

### **Outside Appearance**

85. (1) There should be clearly marked identification sign.  
(2) Parking area should be adequate (as per the planning requirements) and in good condition.  
(3) The premises should be free from litter.  
(4) The exterior of building should be in good condition.  
(5) There should be a clearly designated fire assembly point.  
(6) There should be adequate lighting within premises.

### **Conference facility**

86. (1) Furniture should be appropriate and in a good state of repair.  
(2) Lighting and ventilation should be adequate.  
(3) There should be a heating and cooling system.  
(4) Fire escape exits should be clearly indicated.

### **OTHER REQUIREMENTS FOR ACCOMMODATION FACILITIES:**

1. An ashtray should be provided where smoking is permitted
2. There must be heating and cooling systems in the bedrooms and lounges
3. Stationery for use by guests must be available
4. Facial tissues in each bedroom/bathroom
5. All bedrooms shall have ensuite bathrooms except in domestic guesthouses
6. A clean bath and hand towel in the bathrooms should be provided
7. Unused soap for each new guest should be provided
8. Bathrooms should be properly ventilated in the absence of a window.
9. 'Do not disturb' notices should be provided.
10. A mirror in the bathroom, close to the wash-hand basin should be provided

11. Bathmats or a washable towelling mat in each bath/shower room
12. Safekeeping facilities should be available
13. Shoe cleaning facility should be available.
14. Emergency guest supplies should be available.
15. Emergency instructions should be available.
16. There shall be a room with facilities for the disabled with ramps and rails
17. Parking space for the disabled should be clearly marked and near the entrance of the building
18. Bath tubs and toilets with rails should be provided in the rooms for the disabled
19. Potable water should be provided for guests
20. -All beds shall have headboards
21. -Adequate bedding including 2 pillows per guest. Extras shall be available
22. -Bedsread/duvet shall be available.
23. -Radio service shall be provided on request.
24. -Colour television shall be provided in each bedroom or public lounge depending on modus operandi or if there is demand for such service.
25. -Hair dryers shall be provided on request
26. -A telephone shall be available on the premises for guests' usage depending on the modus of operation.
27. -Base covers shall be provided for all bed bases with due regard to the nature of the bed base.
28. -Where self-catering is provided a list of inventory shall be provided in the kitchen.
29. -A breakfast/dining room shall be available.
30. -Public halls/conference facilities shall be sound proofed.
31. -All domesticated animals shall not be kept within the licensed premises.

### **Additional requirements for game lodges and camps**

#### **Staff houses**

1. Ablution and toilet facilities shall be provided with hot and cold water (Delete)
2. All staff houses should have windows and flyscreens (Delete)
3. Staff houses should be constructed with approved building material i.e. bricks and cement or where the camp/lodges is located in Game Reserves, National Parks and Wildlife Management Areas structures should be semi-permanent
4. Room space should be adequate
5. A bed should be provided for each occupant
6. There should be facilities for storing and hanging clothes
7. Waste water should be disposed off in a sewer or soak away not close to any water supply.
8. All waste should be disposed in a sanitary/non pollutant manner, eg. Pits for biodegradable waste, garbage cages, etc.
9. First Aid kit should be available

#### **Professional Guides**

- A code of conduct shall be availed to all guests
- Guests should be escorted by Professional Guides
- All Guides should have valid Professional Guides Licences

#### **Safety Procedures**

- Safety talks should be done with guests on arrival
- Indemnity forms should be filled by guests on arrival

## **Vehicle service area**

- Used oil should be disposed off in an environmentally friendly/ approved manner
- There should be no oil/fuel spillages

## **Houseboats and motorboats**

Where there are similarities in terms of facilities, the minimum licensing requirements for houseboats shall be similar to those of accommodation facilities.

The following shall be additional requirements for houseboats and motorboats:

- A code of conduct shall be availed to all guests
- Arriving guests shall be given a safety briefing on arrival
- No fuel shall be kept on the houseboat
- Fuelling and servicing shall not be done in the river
- The septic tank shall be inspected daily to ensure that there are no leakages into the river
- The outlet of the septic tanks shall be above the water level
- Grey water and black water shall be separated and final disposal shall be made by the Council or in a manner that has been done by the Council
- All houseboats and motorboats shall have a Department of Water Affairs boating permit
- All boats shall sail at the permitted speed
- Operators shall ensure that their operations should not contaminate the river

## **Requirements for vehicles**

- All vehicles should be in good working condition i.e. seats and the rest of the vehicle should be in a good state of repair including the mechanical condition
- All vehicles should have a valid road worthiness certificate
- All vehicles should have valid "P"-permits
- List of vehicles used in the operation should be submitted to the Director of Tourism on an annual basis
- All vehicles should have a winch/towing rope
- All vehicles should have a spare wheel
- All vehicles should have a pressure pump
- All vehicles should be equipped with a basic tool set.
- The licensee shall provide and keep in force an approved passenger liability insurance policy
- All vehicles shall be fitted with communication devices
- First aid kits shall be provided

## **Requirements for offices**

All enterprises that do not provide accommodation should have offices in premises that have been zoned as such. Offices should be fully furnished. A working station for each employee should have a desk, and a chair for the client and employee, telephone, and a computer (this requirement shall be dependent on the type of operation). Such enterprises should also keep and maintain a client register.

**FIFTH SCHEDULE**  
**PART I – FEES**  
*(regulation 7 (2), 8 (2) and 9 (2))*

<i>Licence</i>	<i>Fee</i>		
	Transfer	Amendment	Duplicate
Category			
A	P1 000	P1 000	P500
Guest Houses	P200	P200	P100
B	P1 500	P1 500	P750
C	P1 000	P1 000	P500
D	P1 000	P1 000	P500
E	P500	P500	P250
F	P500	P500	P250
G	P1 000	P1 000	P500
H	Exempted from payment of fees		
I	\$2 000	\$2 000	\$750
J	P1 500	P1 500	P750

**PART II – ANNUAL LICENCE FEES**  
*(regulation 12 (1))*

<i>Licence</i>	<i>Fee</i>
Category	
A	P1 000.00
Domestic Guesthouses	P300.00
Commercial Guesthouses	P500.00
B	P1 500.00
C	P1 000.00
D	P1 000.00
E	P500.00
F	P500.00
G	P1 000.00
H	Exempted from paying fees
I	\$2 000.00 (or Pula equivalent)
J	P1 500.00
Provisional	P500.00 (For a period not exceeding 3 months)

MADE this 4th day of May, 2010.

**ONKOKAME KITSO MOKAILA,**  
*Minister for Environment,*  
*Wildlife and Tourism.*