STATUTORY INSTRUMENT No. 51 of 2016

The Tourism and Hospitality Act, 2015
(Act No. 13 of 2015)

The Tourism and Hospitality (Licensing) Regulations, 2016

ARRANGEMENT OF REGULATIONS

Regulation
1. Title
2. Interpretation
3. Application for licence
4. Application by agent
5. Receipt of application
6. Request for further particulars or information
7. Issue of licence
8. Rejection of application
9. Transfer of licence
10. Variation of licence
11. Surrender of licence
12. Suspension of licence
13. Revocation of licence
14. Renewal of licence
15. Quarterly returns
16. Appeal
17. Register of guests
18. Fees

Copies of this Statutory Instrument can be obtained from the Government Printer,
P.O. Box 30136, 10101 Lusaka. Price K00.00 each.
IN EXERCISE of the powers contained in section eighty of the Tourism and Hospitality Act, 2015, the following Regulations are made:

1. These Regulations may be cited as the Tourism and Hospitality (Licensing) Regulations, 2016.

2. In these Regulations, unless the context otherwise requires, words and expressions have the meanings assigned to them in the Act.

3. An application for a licence shall be made to the Board in Form I set out in the First Schedule.

4. An agent making an application on behalf of another person shall submit, with the application, Form II set out in the First Schedule.

5. The Board shall acknowledge the receipt of an application for a licence in Form III set out in the First Schedule.

6. The Board shall request for further particulars or information from an applicant in Form IV set out in the First Schedule.

7. The Board shall, where an applicant meets the requirements of the Act, issue a licence in Form V set out in the First Schedule.

8. The Board shall, where it rejects an application for a licence, inform the applicant of the rejection in Form VI set out in the First Schedule.

9. (1) An application for approval to transfer a licence shall be made to the Board in Form VII set out in the First Schedule.

   (2) The Board shall, where it approves an application to transfer a licence, reissue the licence in the name of the new enterprise for the remainder of the period of validity of the licence.

10. (1) An application to vary or amend the terms and conditions attached to a licence shall be made to the Board in Form VIII set out in the First Schedule.

    (2) The Board shall, where it rejects an application to vary or amend the terms and conditions attached to a licence, notify the applicant in Form VI set out in the First Schedule.

    (3) Where the Board grants an application to vary or amend the terms and conditions attached to a licence, it shall endorse the amendment or variation on the licence.

11. A licensee shall, where the licensee ceases business operations, surrender the licence to the Board for cancellation.
12. (1) The Board shall, where it intends to suspend a licence, notify the licensee in Form IX set out in the First Schedule.
   (2) A notice of the suspension of a licence shall be in Form X set out in the First Schedule.
   (3) An enterprise whose licence is suspended shall cease to operate for the period during which the licence is suspended.

13. (1) The Board shall, where it intends to revoke a licence, notify the licensee in Form XI set out in the First Schedule.
   (2) A notice of the revocation of a licence shall be in Form XII set out in the First Schedule.

14. (1) An application for the renewal of a licence shall be made to the Board in Form XIII set out in the First Schedule.
   (2) Where the Board rejects an application for the renewal of a licence, it shall give notice of the rejection in Form VI set out in the First Schedule.
   (3) Where the Board grants an application for the renewal of a licence, it shall issue a new licence in Form V set out in the First Schedule.

15. A tourism enterprise shall submit quarterly returns not later than the fourteen days from the end of each quarter in Forms XIV and XV set out in the First Schedule.

16. An appeal against the refusal of the Board to approve an application shall be made to the Minister in Form XVI set out in the First Schedule.

17. (1) An accommodation establishment shall maintain a register of guests in Form XVII set out in the First Schedule.
   (2) A register referred to in sub-regulation (1) may be maintained in electronic format.

18. The fees set out in the Second Schedule are payable in respect of the matters specified in that Schedule.

19. The Tourism and Hospitality (Licensing) Regulations, 2009, are revoked.
**APPLICATION FOR TOURISM AND HOSPITALITY LICENCE**

<table>
<thead>
<tr>
<th>Information Required</th>
<th>Information Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Type of tourism enterprise</strong></td>
<td></td>
</tr>
<tr>
<td>2. <strong>Type of applicant</strong></td>
<td>Individual</td>
</tr>
<tr>
<td><strong>A. Individual</strong></td>
<td></td>
</tr>
<tr>
<td>(a) Name(s) of applicant(s)</td>
<td></td>
</tr>
<tr>
<td>(b) Citizenship</td>
<td></td>
</tr>
<tr>
<td>(c) National Registration Card No.</td>
<td></td>
</tr>
<tr>
<td>(d) Passport No.</td>
<td></td>
</tr>
<tr>
<td>(e) TPIN No.</td>
<td></td>
</tr>
<tr>
<td>(f) Investment Certificate No.</td>
<td></td>
</tr>
<tr>
<td>(g) PACRA Registration No.</td>
<td></td>
</tr>
<tr>
<td>(h) State whether registered under any other law</td>
<td>Registration No.:</td>
</tr>
<tr>
<td>(i) Physical address: (please indicate actual location of enterprise)</td>
<td>Plot/House No.</td>
</tr>
<tr>
<td>(j) Postal Address:</td>
<td></td>
</tr>
<tr>
<td><strong>Notification address</strong></td>
<td></td>
</tr>
<tr>
<td>(a) Tel No.:</td>
<td></td>
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<tr>
<td>(b) Fax No.:</td>
<td></td>
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<tr>
<td>(c) E-mail address:</td>
<td></td>
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<tr>
<td><strong>B. Business</strong></td>
<td></td>
</tr>
<tr>
<td>(a) Name:</td>
<td></td>
</tr>
<tr>
<td>(b) TPIN</td>
<td></td>
</tr>
<tr>
<td>(c) Investment Certificate No.</td>
<td></td>
</tr>
<tr>
<td>(d) PACRA Registration No.</td>
<td></td>
</tr>
<tr>
<td>(e) State whether registered under any other law</td>
<td>Registration No.:</td>
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<tr>
<td>(f) Physical Address:</td>
<td>Plot/House No.</td>
</tr>
<tr>
<td>(g) Postal Address</td>
<td></td>
</tr>
<tr>
<td><strong>Notification address</strong></td>
<td></td>
</tr>
<tr>
<td>(a) Tel No.:</td>
<td></td>
</tr>
<tr>
<td>(b) Fax No.:</td>
<td></td>
</tr>
<tr>
<td>(c) E-mail address:</td>
<td></td>
</tr>
</tbody>
</table>
3. Have you been convicted of an offence involving fraud or dishonesty or of any offence under the Tourism and Hospitality Act, 2015, or any other law within or outside Zambia?
   If yes, specify details: .........................................................................................................................................................
   Nature of offence: .........................................................................................................................................................
   Date of conviction: .........................................................................................................................................................
   Sentence: .................................................................................................................................................................

4. **OTHER REGULATORY APPROVALS (Where applicable)**
   (a) Compliance with Immigration clearance and permit requirements
   - Type of permit/approval granted .........................................................................................................................
   - Validity period: .....................................................................................................................................................
   .............................................................................................................................................................................
   Signature of Director-General of Immigration Date

(b) Compliance with National Parks and Wildlife requirements
   - Type of permit/approval granted .........................................................................................................................
   - Validity period: .....................................................................................................................................................
   .............................................................................................................................................................................
   Signature of Director of National Parks and Wildlife Date

(c) Compliance with National Heritage and Conservation requirements
   - Type of permit/approval granted .........................................................................................................................
   - Validity period: .....................................................................................................................................................
   .............................................................................................................................................................................
   Signature of Director of National Heritage and Conservation Commission Date

(d) Compliance with Urban and Regional Planning, Liquor Licensing, Fire Safety and Public Health requirements
   - Type of permit/approval granted .........................................................................................................................
   - Validity period: .....................................................................................................................................................
   .............................................................................................................................................................................
   Signature of Town Clerk/Council Chairperson Date

(e) Compliance with Road Traffic and Safety requirements
   - Type of permit/approval granted .........................................................................................................................
   - Validity period: .....................................................................................................................................................
   .............................................................................................................................................................................
   Signature of Director of Road Traffic and Safety Agency Date

(f) Compliance with Inland Waters and Safety requirements
   - Type of permit/approval granted .........................................................................................................................
   - Validity period: .....................................................................................................................................................
   .............................................................................................................................................................................
   Signature of Director of Inland Waters and Safety Date

(g) Compliance with Environmental Management requirements
   - Type of permit/approval granted .........................................................................................................................
   - Validity period: .....................................................................................................................................................
   .............................................................................................................................................................................
   Signature of Director of Zambia Environmental Management Agency Date

5. Attachments (Provide where Applicable)
### 5. Attachments (Provide where Applicable)

**No. 1**

(a) Brief description of facilities:
- (i) accommodation establishments: description of property, bedroom plans and grounds, stating extent and amenities (indicate number and type of rooms/campsites/beds/single, double, twin, suites, including bed capacity);
- (ii) tour operators: indicate whether engaging in outbound or inbound packages or both, type of tour activities and number and type of vehicles, boats, canoes, rafts, helicopter, micro lights, bicycles, etc (including seating capacity);
- (iii) vehicle/vessel leasing: indicate number and type of vehicles/vessels (including seating capacity);
- (iv) air charters: indicate number and type of airplanes (including seating capacity);
- (v) restaurants: indicate types and number of menus provided (including seating capacity);
- (vi) travel agencies: indicate whether engaging in outbound or inbound travel, including international air ticketing;
- (vii) hunting safari, number of hunting blocks, camps and packages;
- (viii) conference facilities: indicate number of meeting rooms and capacity of each room.

**No. 2**

- Title deed (lease agreement)

**No. 3**

- Public Liability Insurance

**No. 4**

- Nature and scope of proposed tourism enterprise *(Should not exceed 12 pages)*
  - Attach business plan for five years

**No. 5**

- If the business enterprise is a vehicle/aircraft/vessel leasing enterprise/tour operator/car hire or relates to water activities -
  - Valid insurance policies
  - Valid fitness certificates for equipment
  - Proof of compliance with safety guidelines

**No. 6**

- If the business enterprise is a tour guide service
  - Copies of qualifications obtained by tourist guides through a recognized institution
  - Copies of coronary pulmonary resuscitation certificates held by guides

**No. 7**

- Hotel Managers Registration (Accommodation establishment)

**No. 8**

- Proof of compliance with Hotel and Tourism Standards

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**FOR OFFICIAL USE ONLY**

Received by: ___________________________________________ RECEIPT No.: __________________________

Amount Received: __________________________

Serial No. of application: __________________________

OFFICIAL STAMP
The Tourism and Hospitality Act, 2015
(Act No. 13 of 2015)

The Tourism and Hospitality (Licensing) Regulations, 2016

FORM OF AUTHORISATION OF AGENT

I/We (1)…………………………………………………………………..……..

have appointed (2) ……………………………………………………………
of ………………………………………………………………………… to act as
my/our agent for (3) ………………………………………………………....

and request that all notices, requisition and communications relating thereto may
be sent to such agent at the above address.

I/We hereby revoke all previous authorisations, if any, in respect of the same
matter or proceedings.

I/We declare that I am/the company is registered in (4)……………………………

……………………………………………………………………………………

Dated this ………………….………. day of ………….……...... 20 ………

(5) …………………………………………………………….…….

Signature of principal

Address (6) ………………………………….………………………………..

Dated this ……………. day of ……………………, 20 ………

(5) ………………………………………………………………………..

Signature of agent
Form III
(Regulation 5)
(To be completed in duplicate)

The Tourism and Hospitality Act, 2015
(Act No. 13 of 2015)
The Tourism and Hospitality (Licensing) Regulations, 2016

RECEIPT OF APPLICATION

To (1) ………………………………………………………………………………………………………
……………………………………………………………………………………………………
IN THE MATTER OF (2) …………………………………………………………………………………
you are hereby informed that your application for a tourism and hospitality licence for the years (3) ……………………………………… to ……………………… was successfully submitted and is being processed.

………………………………………………………………………………
Director
The Tourism and Hospitality Act, 2015  
(Act No. 13 of 2015)

The Tourism and Hospitality (Licensing) Regulations, 2016

REQUEST FOR FURTHER INFORMATION

(1) Here insert the full names and address of applicant

To (1)……………………………………………………………………………………………………

………………………………………………………………………………………………………....

………………………………………………………………………………………………………....

(2) Here insert the reference No. of the application

IN THE MATTER OF (2) ………………………you are hereby requested to furnish the following information or documents in respect of your application:…………………………………………………………………………………………………………………………

(a)……………………………………………………………………………………………………

(b)……………………………………………………………………………………………………

(c)……………………………………………………………………………………………………

(d)……………………………………………………………………………………………………

(3) Here state the period

within (3) ……………………… If you fail to furnish the requested information within the stipulated period, your application will be treated as invalid and shall be rejected.

Dated this …………… day of ………………………………………, 20………………

…………………………………………………………

Director
The Tourism and Hospitality Act, 2015
(Act No. 13 of 2015)

The Tourism and Hospitality (Licensing) Regulations, 2016

LICENCE No. …………………

TOURISM AND HOSPITALITY LICENCE
(Section 27 of the Tourism and Hospitality Act, 2015)

Holder’s name ………………………………………………………………………………………………………
Type of tourism enterprise:…………………………………………………………………………………………
Address……………………………………………………………………………………………………………………

The licence is valid from …….. day of ……. to the……….day of …………, 20……
The conditions of grant of the licence are attached hereto.

Issued at …………………this ………………… day of ………………….

ENDORSEMENT OF LICENCE

This licence has this ………………… day of …………………, 20……. been entered in the Register.

……………………………………………………

Director
**Transfers/Ammendments /Renewals**

<table>
<thead>
<tr>
<th>Date of Transfer/ Amendment/Renewal</th>
<th>Details of Transfer/ Amendment/Renewal</th>
<th>Date of Issue and Licence No.</th>
<th>Signature of Director</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
NOTICE OF REJECTION OF APPLICATION

(1) Here insert the full names and address of applicant

To (1) .....................................................................................................................

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

IN THE MATTER OF (2) ........................................................ you are hereby notified that your application for (3)................ has been rejected on the following grounds:

(a) ......................................................................................................................

(b) ......................................................................................................................

(c) ......................................................................................................................

(d) ......................................................................................................................

Dated this ........ day of ........................., 20.........................

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

Director
The Tourism and Hospitality Act, 2015  
(Act No. 13 of 2015)  

The Tourism and Hospitality (Licensing) Regulations, 2016

### APPLICATION FOR CONSENT TO TRANSFER TOURISM AND HOSPITALITY LICENCE

<table>
<thead>
<tr>
<th>Information Required</th>
<th>Information Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shaded fields for official use only</td>
<td>Licence Code</td>
</tr>
<tr>
<td>1. Type of tourism enterprise</td>
<td></td>
</tr>
<tr>
<td>2. Type of applicant</td>
<td>Individual</td>
</tr>
</tbody>
</table>

#### A. Individual

- (a) Name(s) of applicant(s)
- (b) Nationality
- (c) National Registration Card No.
- (d) Passport No.
- (e) TPIN No.
- (f) Investment Certificate No.:
- (g) PACRA Registration No.
- (h) State whether registered under any other law

<table>
<thead>
<tr>
<th>Physical address:</th>
<th>Plot/House No.</th>
<th>Street</th>
<th>Area</th>
<th>District</th>
<th>Province</th>
</tr>
</thead>
</table>

**Notification address**

- (a) Tel No.:
- (b) Fax No.:
- (c) E-mail address:

#### B. Business

- (a) Name:
- (b) TPIN
- (c) Investment Certificate No.:
- (d) PACRA Registration No.:
- (e) State whether registered under any other law

<table>
<thead>
<tr>
<th>Physical Address:</th>
<th>Plot/House No.</th>
<th>Street</th>
<th>Area</th>
<th>District</th>
<th>Province</th>
</tr>
</thead>
</table>

- (g) Postal Address
### Attachment (Provide where Applicable)

Resolution of the company, co-operative, partnership or NGO board meeting

<table>
<thead>
<tr>
<th>Applicant’s name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

***Applicant’s signature***

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**FOR OFFICIAL USE ONLY**

Received by: ___________________________  RECEIPT No.: ___________________________

Amount Received: ___________________________

Serial No. of application: ___________________________

8th July, 2016  
Statutory Instruments  579
# The Tourism and Hospitality Act, 2015

(Act No. 13 of 2015)

# The Tourism and Hospitality (Licensing) Regulations, 2016

## APPLICATION TO VARY OR AMEND TOURISM AND HOSPITALITY LICENCE

<table>
<thead>
<tr>
<th>Information Required</th>
<th>Information Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Type of tourism enterprise</td>
<td>✓</td>
</tr>
<tr>
<td>2. Type of applicant</td>
<td>Individual</td>
</tr>
</tbody>
</table>

### A. Individual

- (a) Name(s) of applicant(s):
- (b) Nationality:
- (c) National Registration Card No.:
- (d) Passport No.:
- (e) TPIN No.:
- (f) Investment Certificate No.:
- (g) PACRA Registration No.:
- (h) State whether registered under any other law:
- (i) Physical address:
  - Plot/House No.:
  - Street:
  - Area:
  - District:
  - Province:
- (j) Postal Address:

### Notification address

- (a) Tel No.:
- (b) Fax No.:
- (c) E-mail address:

### B. Business

- (a) Name:
- (b) TPIN:
- (c) Investment Certificate No.:
- (d) PACRA Registration No.:
- (e) State whether registered under any other law:
- (f) Physical Address:
  - Plot/House No.:
  - Street:
  - Area:
  - District:
  - Province:
- (g) Postal Address:

### Notification address

- (a) Tel No.:
- (b) Fax No.:
### 2. Proposed variations/amendment

(a) 

(b) 

(c) 

(d) 

(e) 

(f) 

(g) 

### 4. Attachments

Resolution of the company, co-operative, partnership or NGO Board Meeting

<table>
<thead>
<tr>
<th>Applicant’s name</th>
<th>Date</th>
</tr>
</thead>
</table>

| Applicant’s signature |

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**FOR OFFICIAL USE ONLY**

Received by: ___________________________ RECEIPT No.: ___________________________

Amount Received: ___________________________

Serial No. of application: ___________________________

[OFFICIAL STAMP]

8th July, 2016
NOTICE OF INTENTION TO SUSPEND TOURISM AND HOSPITALITY LICENCE

To (1) ……………………………………………………………………………………
…………………………………………………………………………………
…………………………………………………………………………………
…………………………………………………………………………………
(1) Here insert the full names and address of Licensee

IN THE MATTER OF (2) ………………………………………you are hereby notified that the Board intends to suspend your licence on the following grounds:

(a) ………………………………………………………………………
(b) ………………………………………………………………………
(c) ………………………………………………………………………
(d) ………………………………………………………………………

Accordingly, you are requested to appear before the Director on the………. day of ……… 20………. at (3)……….to address the matters set out in paragraphs ……………………………………………………………………………………. (above) within (4) …………………. days of receiving this notice.

Your failure to appear before the Director shall result in the suspension of your licence.

Dated this …….. day of …………………., 20……………….

…………………………………………………………

Director
NOTICE OF SUSPENSION OF TOURISM AND HOSPITALITY LICENCE

(1) Here insert the full names and address of Licensee

(2) Here insert the Licence No.

(3) Here state period of suspension

To (1) ………………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………

IN THE MATTER OF (2)………………………………………………………………………
you are hereby notified that your Licence has been suspended for (3) on the following grounds:

(a) ……………………………………………………………………………………………

(b) ……………………………………………………………………………………………

(c) ……………………………………………………………………………………………

(d) ……………………………………………………………………………………………

This Notice shall take effect on the …….. day of …………., 20………...
and is subject to the following terms and conditions:

(a) ……………………………………………………………………………………………

(b) ……………………………………………………………………………………………

(c) ……………………………………………………………………………………………

(d) ……………………………………………………………………………………………

Dated this ……… day of ……………………., 20……….

……………………………………………………………………………………………………

Director
Notice of Intention to Revoke Tourism and Hospitality Licence

Form XI
(Regulation 13 (1))
(To be completed in duplicate)

The Tourism and Hospitality Act, 2015
(Act No. 13 of 2015)

The Tourism and Hospitality (Licensing) Regulations, 2016

Notice of Intention to Revoke Tourism and Hospitality Licence

To (1) …………………………………………………………………………………………………
……………………………………………………………………………………………………
IN THE MATTER OF (2) ………………………………………………………………………
you are hereby notified that the Board intends to revoke your licence on the following grounds:
(a) …………………………………………………………………………………………………
(b) …………………………………………………………………………………………………
(c) …………………………………………………………………………………………………
(d) …………………………………………………………………………………………………

Accordingly, you are requested to appear before the Director on the ……… day of ………, 20……. at (3) ……………………………………………………………
to address the matters set out in paragraphs ……………………………………………
(above) within (4) ……………………………………. days of receiving this notice.

Your failure to appear before the Director shall result in the revocation of your licence.

Dated this ……… day of ……………………………., 20………………

……………………………………………………………………………………………………

Director
NOTICE OF REVOCATION OF TOURISM AND HOSPITALITY LICENCE

To (1) .................................................................................................................................
...........................................................................................................................................

IN THE MATTER OF (2) ........................................................................................................
you are hereby notified that your Licence has been revoked on the following grounds:

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

This Notice shall take effect on the …… day of ……. 20………………, and is subject to the following terms and conditions:

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

Dated this …….. day of ………. 20………………

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

Director
APPLICATION TO RENEW TOURISM AND HOSPITALITY LICENCE

<table>
<thead>
<tr>
<th>Information Required</th>
<th>Information Provided</th>
<th>√</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Type of business enterprise</td>
<td>Individual</td>
<td>Company</td>
</tr>
<tr>
<td>2. Type of applicant</td>
<td>Individual</td>
<td>Company</td>
</tr>
</tbody>
</table>

### A. Individual
- (a) Name(s) of applicant(s)
- (b) Nationality
- (c) National Registration Card No.
- (d) Passport No.
- (e) TPIN No.
- (f) Investment Certificate No.:
- (g) PACRA Registration No.:
- (h) State whether registered under any other law
- (i) Physical address:
  - Plot/House No.
  - Street
  - Area
  - District
  - Province
- (j) Postal Address:

### Notification address
- (a) Tel No.:
- (b) Fax No.:
- (c) E-mail address:

### B. Business
- (a) Name:
- (b) TPIN
- (c) Investment Certificate No.:
- (d) PACRA Registration No.:
- (e) State whether registered under any other law
- (f) Physical Address:
  - Plot/House No.
  - Street
  - Area
  - District
  - Province
- (g) Postal Address

### Notification address
- (a) Tel No.:
- (b) Fax No.:
- (c) E-mail address:

2. Expiry date of licence in respect of which this application is made
3. Have you been convicted of an offence involving fraud or dishonesty or of any offence under the Tourism and Hospitality Act, 2015, or any other law within or outside Zambia?

If yes, specify details: …………………………………………………………………………………………………………………………………………..
Nature of offence: ………………………………………………………………………………………………………………………………………..
Date of conviction: ………………………………………………………………………………………………………………………………………..
Sentence: …………………………………………………………………………………………………………………………………………………

4. OTHER REGULATORY APPROVALS

(a) Compliance with immigration clearance and permit requirements
- Type of permit/approval granted …………………………………………………………………………………
- Validity period: ………………………………………………………………………………………………………

Signature of Director-General of Immigration Date

(b) Compliance with National Parks and Wildlife requirements
- Type of permit/approval granted …………………………………………………………………………………
- Validity period: ………………………………………………………………………………………………………

Signature of Director of National Parks and Wildlife Date

(c) Compliance with National Heritage and Conservation requirements
- Type of permit/approval granted …………………………………………………………………………………
- Validity period: ………………………………………………………………………………………………………

Signature of Director of National Heritage and Conservation Commission Date

(d) Compliance with Urban and Regional Planning, Liquor Licensing, Fire Safety and Public Health requirements
- Type of permit/approval granted …………………………………………………………………………………
- Validity period: ………………………………………………………………………………………………………

Signature of Town Clerk/Council Chairperson Date

(e) Compliance with Road Traffic and Safety requirements
- Type of permit/approval granted …………………………………………………………………………………
- Validity period: ………………………………………………………………………………………………………

Signature of Director of Road Traffic and Safety Agency Date

(f) Compliance with Inland Waters and Safety requirements
- Type of permit/approval granted …………………………………………………………………………………
- Validity period: ………………………………………………………………………………………………………

Signature of Director of Inland Waters and Safety Date

(g) Compliance with Environmental Management requirements
- Type of permit/approval granted …………………………………………………………………………………
- Validity period: ………………………………………………………………………………………………………

Signature of Director of Zambia Environmental Management Agency Date
4. Attachments (Provide where Applicable)

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. 1</td>
<td>Title deed (lease agreement)</td>
<td></td>
</tr>
<tr>
<td>No. 2</td>
<td>Public Liability Insurance</td>
<td></td>
</tr>
<tr>
<td>No. 3</td>
<td>Nature and scope of proposed tourism enterprise (Should not exceed 12 pages)</td>
<td>Attach business plan for five years</td>
</tr>
<tr>
<td>No. 4</td>
<td>If the business enterprise is a vehicle/aircraft/vessel leasing enterprise/</td>
<td>Valid insurance policies&lt;br&gt;Valid fitness certificates for equipment&lt;br&gt;Proof of compliance with safety guidelines</td>
</tr>
<tr>
<td></td>
<td>tour operator/car hire or relates to water activities -</td>
<td></td>
</tr>
<tr>
<td>No. 5</td>
<td>If the business enterprise is a tour guide service</td>
<td>Copies of qualifications obtained by tourist guides through a recognized institution&lt;br&gt;Copies of coronary pulmonary resuscitation certificates held by guides</td>
</tr>
<tr>
<td>No. 6</td>
<td>Hotel Managers Registration (Accommodation establishment)</td>
<td></td>
</tr>
</tbody>
</table>

Applicant’s name: ___________________________  Date: ___________________________

Applicant’s signature: ___________________________

FOR OFFICIAL USE ONLY

Received by: ____________________________________________  RECEIPT No.: ____________________________

Amount Received: ____________________________________________

Serial No. of application: ____________________________

OFFICIAL STAMP
The Tourism and Hospitality Act, 2015  
(Act No. 13 of 2015)

The Tourism and Hospitality (Licensing) Regulations, 2016

TOURISM ENTERPRISE QUARTERLY RETURN

Reporting Months: From _______ to _______ Year: _____________

Licence No.: ____________ Date of Issue: _____________ Renewal Date: _____________

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>If amended, amendment Approval Number</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Unique Reference Number (URN)</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Name of Tourism Enterprise</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Postal Address</td>
<td>P O Box</td>
</tr>
<tr>
<td></td>
<td>District</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Province</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Physical Address</td>
<td>Plot / House No.</td>
</tr>
<tr>
<td></td>
<td>Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Area</td>
<td></td>
</tr>
<tr>
<td></td>
<td>District</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Province</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>E-mail Address</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Telephone Details</td>
<td>Landline</td>
</tr>
<tr>
<td></td>
<td>Fax number</td>
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</tr>
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</table>

8. **Establishment Type:**

- [ ] Travel Agent
- [ ] Tour Operator
- [ ] Car Hire
- [ ] Adventure Activities
- [ ] Safari Operator/ Hunting Outfitter
- [ ] Air Charter
- [ ] Convention/Conference Centre
- [ ] Vessel Hire
- [ ] Other (state which)

9. **Brief description of facilities (if changes)**

- (i) tour operators: indicate whether engaging in outbound or inbound packages or both, type of tour activities and number and type of vehicles, boats, canoes, rafts, helicopter, micro lights, bicycles, etc (including seating capacity);
- (ii) vehicle/vessel leasing: indicate number and type of vehicles/vessels (including seating capacity);
- (iii) air charters: indicate number and type of airplanes (including seating capacity);
- (iv) travel agencies: indicate whether engaging in outbound or inbound travel, including international air ticketing;
- (v) hunting safari, number of hunting blocks, camps and packages;
- (vi) conference facilities: indicate number of meeting rooms capacity
<table>
<thead>
<tr>
<th>Nationality</th>
<th>FIRST MONTH</th>
<th>SECOND MONTH</th>
<th>THIRD MONTH</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Gross Turnover</td>
<td>Gross Turnover</td>
<td>Gross Turnover</td>
</tr>
<tr>
<td></td>
<td>No. of Clients</td>
<td>US Dollar</td>
<td>Zambian Kwacha</td>
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<tr>
<td>Zambia</td>
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<td></td>
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<tr>
<td>Zambian Residents</td>
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<td></td>
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</tr>
<tr>
<td>Zimbabwe</td>
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<td>Rest of Africa</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>USA/Canada</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rest of America</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>UK</td>
<td></td>
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<td>Germany</td>
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<tr>
<td>Italy</td>
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<td>Rest of Europe</td>
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<td>Japan</td>
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<tr>
<td>Australia &amp; Oceania</td>
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<th>Fulltime Male</th>
<th>Casual Male</th>
<th>Fulltime Female</th>
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</table>

Submitter’s Name
Submitter’s Signature
Date Received

Officer’s Name/Position
Officer’s Signature
Date Received

Receiving Office Date Stamp
The Tourism and Hospitality Act, 2015  
(Act No. 13 of 2015)  

The Tourism and Hospitality (Licensing) Regulations, 2016

ACCOMMODATION ENTERPRISE QUARTERLY RETURN

Reporting Months: From ______________ to_________________ Year: _____________
License No.: _________-_________ Date of Issue: _____________ Renewal Date: ___________

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<thead>
<tr>
<th>Sr. No</th>
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<td>Unique Reference Number (URN)</td>
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</tr>
<tr>
<td>3.</td>
<td>Name of Tourism Enterprise</td>
<td></td>
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| 4.     | Postal Address | P O Box  
District  
Province |
| 5.     | Physical Address | Plot / House No.  
Street  
Area  
District  
Province |
| 6.     | E-mail Address | |
| 7.     | Telephone Details | Landline  
Fax number  
Mobile |

8. Establishment Type:
- Hotel
- Guesthouse
- Bed and Breakfast
- Lodge and safari camp
- Bush Camp
- Backpacker and Hostel
- Camping site and Caravan Park
- Self-catering

9. Brief description of facilities (if any changes)

Description of property, bedroom plans and grounds, stating extent and amenities. (indicate number and type of rooms/campsites/beds /single, double, twin, suites, including bed capacity)
<table>
<thead>
<tr>
<th>Nationality</th>
<th>FIRST MONTH</th>
<th>SECOND MONTH</th>
<th>THIRD MONTH</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Gross Turnover</td>
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<td>Zambia</td>
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<tr>
<td>Zambian Residents</td>
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<tr>
<td>Staff Employed</td>
<td>Fulltime Male</td>
<td>Casual Male</td>
<td>Fulltime Female</td>
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<td>Twins</td>
<td>Doubles</td>
</tr>
<tr>
<td>No. of Rooms</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Rooms Available</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beds Available</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Bed Occupancy %</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Room Occupancy %</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Submitter’s Name
Submitter’s Signature
Date Received

Officer’s Name/Position
Officer’s Signature
Date Received

Receiving Office Date Stamp
The Tourism and Hospitality Act, 2015
(Act No. 13 of 2015)

The Tourism and Hospitality (Licensing) Regulations, 2016

NOTICE OF APPEAL TO THE MINISTER

IN THE MATTER OF (1) ……………………………………… I hereby give notice of appeal against the decision of the Board on the following grounds (2):

(a) ……………………………………………………………………………………………
(b) ……………………………………………………………………………………………
(c) ……………………………………………………………………………………………
(d) ……………………………………………………………………………………………

Dated this ……… day of ……………… 20……

…………………………………………
Signature of Appellant
Form XVII
(Regulation 17)
(To be completed in duplicate)

The Tourism and Hospitality Act, 2015
(Act No. 13 of 2015)

The Tourism and Hospitality (Licensing) Regulations, 2016

REGISTER OF GUESTS
(This Form must be completed by Guests on Arrival)

ACCOMMODATION ESTABLISHMENT REGISTER

Car/Flight No.: .............................................. Room No.: …………………… Room rate.: ..……………….……
Name (State Mr./ Mrs./ Miss in BLOCK LETTERS)………………………………………………………………………
Number of persons:……………………………………. Travelling as family YES ☐ NO ☐
Permanent residential address: ……………………………………………………………………………………………
……………………………………………………………………………………………………………………………………
Nationality: ……………………………… Date of arrival at Establishment: ………………………
Passport/ Travel Document/NRC No. ……………………………………………………
Purpose of stay at hotel:
☐ Holiday ☐ Business
☐ Meetings, Incentives, Conference or Events ☐ Visiting friends or relatives
☐ Study ☐ Other (specify) ……………………………
Date of arrival in Zambia: ………………………………………………………………………………………………..…….
Is this your first time in Zambia? YES ☐ NO ☐
Proposed date of departure from hotel: ………………………………………………………………………………………
If not resident in Zambia the following details must be completed
Proposed date of departure from Zambia: …………………………………………………………………………………………..
Address to which proceeding: …………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………
Signature of Guest: ……………………………………………………….

FOR OFFICAL USE ONLY

Identity checked by: ………………………………………………………………………………………………………

Note

Please be informed that the Tourism and Hospitality Act, 2015, states in sections 50 (5) and 52 (3) as follows:

Register of Guests

50. (5) A person who knowingly makes a false statement in the register of guests commits an offence and is liable, upon conviction, to a fine not exceeding twenty thousand penalty units or to imprisonment for a period not exceeding three months, or to both.
Liabilities of hotel-keeper, proprietor or hotel administration

52. (3) Where a proprietor, hotelkeeper or hotel administration is liable to make good the loss of, or any damage to, goods and personal property brought to the accommodation establishment, the proprietor’s, hotel-keeper’s or hotel administration’s liability to any guest shall not exceed such amount as may be prescribed in respect of any one article or in aggregate, except that a proprietor or hotelkeeper shall not be liable where—

(a) the property was stolen, lost or damaged through the default, neglect or willful act of the guest;

(b) the property was not deposited by, or on behalf of, the guest for safe custody with the proprietor, hotel-keeper or the proprietor’s or hotel-keeper’s employee or agent authorised or appearing to be authorised for the purpose and, if so required by the proprietor or hotel-keeper or that employee or agent, put into a container fastened or sealed by the depositor; or

(c) at any time after the guest had arrived at the accommodation establishment, the property in question was not offered for deposit unless the proprietor, hotelkeeper or the proprietor’s or hotel-keeper’s employee or agent refused to receive it.

Money or valuables may be handed to the Manager for safe keeping.
SECOND SCHEDULE

(Regulation 18)

PRESCRIBED FEES

<table>
<thead>
<tr>
<th>Type of application</th>
<th>Type of tourism enterprise</th>
<th>Fee Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for licence</td>
<td>Tour Operation Business</td>
<td>20,000</td>
</tr>
<tr>
<td></td>
<td>Amusement and Theme Parks</td>
<td>20,000</td>
</tr>
<tr>
<td></td>
<td>Air Charter and Gliding Business</td>
<td>20,000</td>
</tr>
<tr>
<td></td>
<td>Travel Agencies</td>
<td>20,000</td>
</tr>
<tr>
<td></td>
<td>Car Hire</td>
<td>20,000</td>
</tr>
<tr>
<td></td>
<td>Hunting Safari</td>
<td>20,000</td>
</tr>
<tr>
<td></td>
<td>Boat Cruise</td>
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<tr>
<td></td>
<td>House Boat/ Boatels</td>
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</tr>
<tr>
<td></td>
<td>Tour Guide local</td>
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</tr>
<tr>
<td></td>
<td>Tour Guide foreign</td>
<td>20,000</td>
</tr>
<tr>
<td></td>
<td>Discotheque/Night Club</td>
<td>20,000</td>
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<tr>
<td></td>
<td>Adventure Activities</td>
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<tr>
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<td>Outside Catering Services</td>
<td>20,000</td>
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<td></td>
<td>Events/ Exhibition Management</td>
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<td>Restaurant</td>
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<td>Accommodation Establishment</td>
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<td>3 Star Establishments (per bed /site)</td>
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<td>1 Star Establishments (per bed /site)</td>
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<td>Un-graded Establishments (per bed /site)</td>
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<td>Application for renewal of licence</td>
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<td>Discotheque/Night Club</td>
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<td>Service</td>
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<td>Adventure Activities</td>
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<td>Outside Catering Services</td>
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<td>Events/ Exhibition Management</td>
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<td>Restaurant</td>
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<td><strong>Accommodation Establishment</strong></td>
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<td>4 Star Establishments (per bed /site)</td>
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<tr>
<td>Application for transfer of licence</td>
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<td></td>
</tr>
<tr>
<td>Application for variation or amendment of licence</td>
<td>20,000</td>
<td></td>
</tr>
<tr>
<td>Annual retention fee</td>
<td>10,000</td>
<td></td>
</tr>
</tbody>
</table>

LUSAKA
15th June, 2016
[MTA. 64/1/6]

J. KAPATA,
Minister of Tourism and Arts