



Commercial Tour Operator Licence – South Australia
Information for Applicants

Please read this document carefully, it will assist you to complete your application correctly thus avoiding delays in the issue of your licence.

A licence is required when tours are conducted for fee or reward within protected areas of South Australia, pursuant to the regulations of the *National Parks and Wildlife Act 1972*. The Department of Environment, Water and Natural Resources (DEWNR) issues these licences on behalf of the Minister for Sustainability, Environment and Conservation.

This information has been designed to assist applicants for a Commercial Tour Operator Licence.

If you require any help filling in the application form, or have any questions, please contact Parks Licensing and Events on (08) 8204 9060 or email DEWNR.ParksLicensingandEvents@sa.gov.au

All licences expire at the end of the applicable Tourism year (31 March), except for 2 month licences which expire 2 months from the issue date.

Completed application forms can be sent via:

**Post: Commercial Tour Operator Licensing
Parks Leasing & Licensing
Crown Lands
Department of Environment, Water and Natural Resources
GPO Box 1047 ADELAIDE SA 5001**

Email: DEWNR.ParksLicensingandEvents@sa.gov.au

Fax: (08) 8115 1324

Section 1 – Applicant’s details

Please fill in the details of the individual or organisation that is applying for the licence. Please note that the legal name of the applicant is required – if you are a company, please write the name of the legal entity. In the case of partnerships, all partners should be listed. A space is provided to write your trading name (if applicable).

Section 2 – Privacy

DEWNR may share the information you provide on your licence application with other South Australian Government agencies, including, but not limited to, the South Australian Tourism Commission. Any such information sharing will be conducted in accordance with the Department of the Premier and Cabinet’s Information Privacy Principles Instruction (PC012).

It is not compulsory to have your details listed on DEWNR’s website, although you may find it a useful way to advertise your business. If you wish to have your company’s contact details listed, please tick the applicable box.

Sections 3 – Term of Licence

Licence terms of 2 months, 1 year, 3 years* and 5 years** are available. All licences expire at the end of the applicable tourism year, e.g. March 31st *except* for 2 month licences which expire 2 months from the issue date.

3* & 5** year licence options are dependent on the business holding relevant ‘Green Tourism Accreditation’ certification as listed below.

* Eligibility for a 3 year licence is subject to the applicant holding current certification under at least one of the following:

- Australian Tourism Accreditation Program
- Nature Based Eco Certification Program
- Climate Action Certification Program
- Green Globe Company Standard

** Eligibility for a 5 year licence is subject to the applicant holding current certification under at least one of the following:

- Advanced Ecotourism Eco Certification Program
- Ecotourism Eco Certification Program
- Respecting our Culture.

A copy of your tourism certification must accompany your licence application.

Section 4 – Details of public liability insurance

It is a condition of your Commercial Tour Operator Licence that you hold and maintain at least \$10 million coverage of public liability insurance. Please fill in the details of your public liability insurance policy in this section.

DEWNR also requires evidence of this insurance coverage (Certificate of Currency). Your licence application will not be processed until DEWNR has received this evidence.

- ◆ The Certificate of Currency must include:
- ◆ The insured party to be listed according to the legal entity name of the Applicant (not the trading name).
- ◆ Expiry date.
- ◆ The amount of cover (minimum 10 million)
- ◆ Cover the activities being undertaken (e.g. guided tours, bushwalking, coach tour etc.).
- ◆ Include the geographical location of coverage (e.g. in South Australia or Australia wide or South Australian National Parks etc.), nominating the Minister for Sustainability, Environment and Conservation, and DEWNR as Interested Parties.

Section 5 – Desert Parks

Commercial Tour Operator vehicles touring in Desert Parks will each be required to display a CTO vehicle permit with the '**DESERT PARKS**' endorsement indicated on the permit. If you are touring in Desert Parks please check your vehicle permits upon receipt to ensure they are marked as such. You will not require a separate Desert Parks Pass.

DEWNR will issue you with a Desert Parks Handbook and provide updates when new versions are printed with significant content changes to ensure you have accurate and up-to-date information relevant to travelling in the South Australia's Desert Parks.

For any enquiries regarding road conditions or any other information about travelling in Desert Parks, please contact DEWNR Port Augusta on (08) 8648 5300 or email DEWNR.DesertParks@sa.gov.au

Section 6 – Tag-Along Tours

CTO client vehicles travelling as Tag-Alongs in any tour are required to display a current DEWNR CTO Tag-Along Vehicle Permit to identify them as a client of your tour.

Section 7 – Vehicle Permits

Commercial Tour Operator vehicles are your own business vehicles, provided by the business for the purpose of touring (may include hire vehicles, hired by the business) and driven by employees or agents of your business.

Tag-along client vehicles are your clients own vehicles, brought to the tour by your clients and driven by your clients (may include hire vehicles, hired by the client).

Section 8 – Park and Activity Intentions

Once approved by DEWNR, a licence will be issued that will permit you to conduct tours within South Australia's national parks.

To assist DEWNR in understanding what activities you will be undertaking and what transport you will be providing your clients, place a tick in the box next to any of these activities and transport provided as relevant to your operations.

Special conditions apply to certain areas listed in the CTO Application form. Conditions may include a site induction for tour operators/drivers/guides, or a different type of permit may be required and need to be applied for by a different application process.

Please assist DEWNR in processing your licence by ticking the box next to any of these areas listed that you intend to visit and indicate by listing in the space provided the activities that you intend to conduct there and the frequency that you intend to visit the park. If you request access to any of these areas DEWNR may contact you regarding these conditions as part of processing your license application.

To further assist DEWNR in administering your licence, please also indicate by listing in the space provided additional parks you intend to visit in South Australia.

Please note that if you have indicated that you intend to attend a park or conduct an activity that may reasonably be considered out of the ordinary (e.g. camel tours, flights, cycling tours), special conditions may apply to your licence. DEWNR may contact you to discuss your application before issuing a licence with special conditions.

Section 9 – Declarations

This section will be used by DEWNR to determine whether the applicant is a fit and proper person to hold a licence.

It is compulsory to answer all questions in this section. Failure to do so will result in a delay in processing your licence application, and may result in refusal of a licence.

Question (a) relates to offences under the *National Parks and Wildlife Act 1972 (SA)*, and its interstate equivalents. Please read the statement and tick the appropriate box. If you have ticked the “yes” box for this question, please provide details in the space provided.

Question (b) relates to safety and risk management. Outdoor activities in natural areas can potentially involve risks to participants and guides. It is the responsibility of operators licensed to conduct commercial activities on land managed by DEWNR to be aware of the intrinsic risks of outdoor activities, to have experienced staff who lead and manage participants, and to have an appropriate risk management plan for the intended activities.

There are nationally-accepted competencies that leaders and guides of many outdoor activities should be able to demonstrate. In addition, in South Australia, Adventure Activity Standards are being formulated by the different stakeholders involved in outdoor activities. If you would like to view a copy of the draft Adventure Activity Standards, you may do so at Recreation SA’s website www.recreationsa.org

Question (c) relates to the passenger transport requirements of operating public passenger vehicles.

For operators based in South Australia, the applicant must meet the conditions of the *Passenger Transport Act 1994 (SA)*, and must be in possession of the following certificates and be able to produce them for inspection upon demand:

- Operator Accreditation
- Certificate of Inspection for each vehicle that will be operating in the protected area
- Driver Accreditation for each driver who will be operating in the protected area.

For operators based outside South Australia, the applicant must meet the conditions of the relevant passenger transport legislation in the State or Territory in which their business is registered. If passengers are being picked up in South Australia, South Australian accreditation is required.

For further information, contact the Department for Transport, Energy and Infrastructure on 131 084 or email enquiries@transport.sa.gov.au

Section 10 – Certification

Please read the Certification carefully and ensure that the person signing the Certification has the appropriate authority to sign the form on behalf of the Applicant, before signing the Certification. Please note that there are separate spaces to sign depending on whether you are signing on behalf of a body corporate or if you are signing as a natural person.

Unsigned or incomplete licence applications will not be processed and will be returned to the applicant for signature.

Section 11 – Supporting Documentation

Please enclose the requested supporting documentation with your licence application. Applications will not be processed until evidence of public liability insurance is received and licences cannot be issued until the payment of the fee is completed.

Please Note: We can only accept -

- ◆ a copy of your insurance Certificate of Currency, OR
- ◆ a copy of your Policy Document, showing the name of the insured, the purpose of the insurance, the date the insurance is current & the activities & locations covered by the policy
- ◆ the proof of Insurance must show that the policy is current and paid for.
- ◆ copies of your insurance policy invoice, remittance advice; invitation to renew etc., **can not be accepted.**

Visitor Use Fees

The payment of Visitor Use Fees is a condition of a CTO licence and is prescribed in the Commercial Tour Operator *Terms & Conditions*.

Visitor fees can be paid on an 'as you go' basis at staffed DEWNR sites/parks. For those Commercial Tour Operators visiting unmanned parks, DEWNR must be advised of the visitor details for an invoice to be raised and payment made.

Please advise visitor use details and include:-

- The name of the park
- Date of entry
- Date of exit (when camping applies)
- Number of tour clients

These details should be advised monthly and remember tour guides and drivers are free of charge.

**Post: Visitor Use Fees
Parks Leasing & Licensing
Crown Lands
Department of Environment, Water and Natural Resources
GPO Box 1047 ADELAIDE SA 5001**

Email: DEWNR.ParksLicensingandEvents@sa.gov.au

Fax: (08) 8115 1324

It is hoped that an online lodgement and credit card payment option for Visitor Use Fees will form part of DEWNR's future business improvements for CTOs.

Account/Credit Application Form

It is a requirement that Commercial Tour Operators establish a trading account with DEWNR. This account will also be necessary for those CTOs visiting unmanned parks for the invoicing (and payment) of their Visitor Use Fees.

As more of DEWNR's business is conducted online and systems are developed to simplify processes, it is hoped that these future improvements will enable greater convenience for CTOs to conduct their business with DEWNR.

If you are required to lodge a Trading/Credit Application Form please complete and return to:

**Parks Licensing and Events
Crown Lands
Department of Environment, Water and Natural Resources
GPO Box 1047
ADELAIDE SA 5001
Phone: (08) 8204 9060**

Section 12 – Payment of Licence Fee

Fees for the 2016-2017 licensing year (GST Exclusive) are:-

2 months	\$ 235.00
1 year	\$ 335.00
3 years	\$ 800.00
5 years	\$1,275.00

Fees for the 2017-2018 licensing year (GST Exclusive) are:-

2 months	\$ 240.00
1 year	\$ 340.00
3 years	\$ 820.00
5 years	\$1,300.00

The licence fee does not include visitor use fees, guided tour fees or camping fees payable when accessing parks.

DEWNR can accept licence payments by cheque, money order or credit card (please note we do not accept Diners or Amex).

Cheques and money orders should be made payable to **Department of Environment, Water and Natural Resources**.

- **For further Information on Parks, facilities, news, etc. please refer to**
 - the DEWNR website <http://www.environment.sa.gov.au>

Happy Touring!