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S T A T U T O R Y I N S T R U M E N T S

2014 No. 49.

THE UGANDA TOURISM (TOUR GUIDES) REGULATIONS, 2014

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S T A T U T O R Y I N S T R U M E N T S

2014 No. 49.

The Uganda Tourism (Tour Guide) Regulations, 2014.

(Under section 34 of the Uganda Tourism Act, 2008, Act No. 2 of 2008)

IN EXERCISE of the powers conferred upon the Minister responsible for tourism by section 34 of the Uganda Tourism Act, 2008, and in consultation with the Uganda Tourism Board, these Regulations are made this 28th day of June, 2013.

1. Title.

These Regulations may be cited as the Uganda Tourism (Tour Guide) Regulations, 2014.

2. Interpretation.

In these Regulations, unless the context otherwise requires—

“Act” means the Uganda Tourism Act, 2008;

“Board”, means the Uganda Tourism Board;

“currency point” has the meaning assigned to it in Schedule 1;

“tour guide” means a person registered and licensed to lead a tour itinerary of a person;

“tour operator” means a person by licensed to sell or offer for sale, tour packages either directly or through a third party.

3. Register of persons qualified as tour guides.

(1) The Board shall keep a register of persons who are qualified to act as tour guides and the register shall be open for inspection by the public.

(2) A person who, to the satisfaction of the Board—

- (a) has passed an appropriate examination organised by the Board, to act as a tour guide; or
- (b) possesses a tour guide qualification equivalent to the qualifications approved by the Board, shall be entitled to be enrolled in the register.

(3) A person registered under this Regulation shall be issued with a licence.

(4) An application to register as a tourist guide shall be made to the Board and shall contain the information as in Schedule 2.

(5) A registered tourist guide shall be required by the Board to attend courses organized by the Board or by any person or institution on behalf of the Board for the purpose of their continued professional development.

(6) A registered tour guide who without reasonable cause, does not comply with the provisions of sub regulation 5 shall be cancelled from the register of tour guides.

4. Licence of tour guide.

(1) A person shall not act as a tour guide unless he or she is in possession of a license issued by the Board.

(2) A person shall qualify for a license under this Regulation if he or she proves to the satisfaction of the Board that he or she passed the appropriate examination under sub regulation 3(2).

(3) A person who, on the coming into force of these Regulations, is licensed as a tour guide by the Uganda Tourism Board, shall continue to be licensed as a tour guide under these Regulations.

(4) A license issued under this regulation shall be valid for a period of one year and shall be in the form set out in Schedule 2.

5. Identification document.

(1) The Board shall issue an identification document to a tour guide registered and licensed under these Regulations.

(2) The identification document shall remain the property of the Board and shall be returned to the Board on demand, or on the suspension or revocation of registration or a license issued under these Regulations.

(3) A tour guide shall, at all times, while guiding or conducting an organised tour, wear the identification document on his person.

(4) A person who uses an identification document issued to another person, or who fails to return the identification document when requested by the Board, commits an offence and is liable on conviction to a fine not exceeding twenty four currency points or imprisonment for a term not exceeding twelve months or both.

6. Responsibility of tour guide.

(1) A tour guide shall conduct or guide an organised tour in a professional manner as prescribed in the tour operator guidelines.

(2) An organised tour shall be conducted in accordance with the itinerary set by the tour operator.

(3) A tour guide may, in exceptional circumstances and for a valid reason, vary the itinerary set by the tour operator.

7. Duties of the tour guide.

(1) A tour guide shall—

- (a) render a service to a tourist in accordance with the itinerary set by the tour operator;
- (b) ensure the safety of the tourist;
- (c) furnish a tourist with, up-to-date information on Uganda's socio-economy, government structure, history, culture, nature, people's customs and traditions; and

- (d) provide redress for damage caused in the course of rendering a service to the tourist or the tourism organization which occurs due to the tour guides fault.

(2) A tour guide shall not demand a reward from a tourist.

8. Facilitation of a tour guide.

An tour operator shall provide a tour guide with—

- (a) transport for the conduct of the organised tour;
- (b) a meal when conducting a whole day organised tour;
- (c) an allowance to be agreed upon; and
- (d) entry to a place of interest during the organised tour.

9. Maximum number of persons to guide.

(1) A tour guide shall be in charge of a party of reasonable size depending on the type of the tour, but not more than twenty persons at any one time.

(2) When an organised tour is undertaken by coach, boat or vehicle, a tour guide shall not be in charge of more than one coach, boat or vehicle.

10. Duration of an organised tour.

(1) A tour operator shall engage the services of a tour guide for any of the following—

- (a) a half day tour which shall not exceed six hours;
- (b) a whole day tour which shall not exceed twelve hours, inclusive of the time allowed for lunch;
- (c) a night tour which shall not exceed five hours; or
- (d) a transit tour from one geographical site to another or vice-versa, which shall not exceed twelve hours.

(2) An organised tour shall start at the time when the tour guide reports to commence his or her duties and ends when the last passenger leaves the tour.

11. Cancellation of engagement of tour guide.

(1) The engagement of a tour guide may be subject to an agreement in writing with the tour operator and shall be subject to the following—

- (a) that the tour operator may cancel the engagement of a tour guide within a period of not less than one month prior to the commencement of the organised tour; or
- (b) where the tour guide is not in position to offer the tour operator, the agreed service or a replacement to conduct the organised tour, the tour guide shall inform the operator within a period of not less than one month prior to the commencement of the organised tour.

(2) A person who does not comply with the above provisions without a valid reason, shall pay a fine not exceeding twenty four currency points.

12. Act of God.

(1) A tour operator shall provide a tour guide with adequate board and lodging for an overnight stay and pay him or her additional remuneration as may be agreed between the tour guide and the tour operator, where a tour guide is conducting an organised tour, where a return journey upon the conclusion of the tour cannot be made because of an act of God.

(2) Subject to sub-regulation (1), a tour guide engaged for an organised tour on the following day, who because of the overnight stay cannot honour his or her commitment, shall immediately inform the responsible tour operator.

13. Report by tour guide.

A tour guide shall, submit a detailed written report on the organised tour to the tour operator within two weeks after the end of the tour, or within a longer period as may be agreed with the operator.

14. Fees for organised tour.

(1) The fees to be charged by a tour guide for conducting an organised tour shall be previously agreed upon between the tour guide and the tour operator or the person or an agency engaging the tour guide prior to the conduct of the tour.

(2) Where the tour guide is required to conduct an organised tour in more than one language, he or she shall be paid an extra remuneration as agreed upon by the tour guide and the operator for the additional language used during the tour.

15. Suspension or cancellation of registration or license of a tour guide.

(1) Where the Board is satisfied that a tour guide has—

- (a) behaved in a manner not befitting the duties and responsibilities of a tour guide; or
- (b) acted in contravention of the Act or these Regulations, the Board may suspend or cancel the registration or the license issued to the tour guide.

(2) In case of a suspension referred to in sub-regulation (1), the suspension shall not exceed a period of three years.

16. Registration, renewal, suspension or cancellation of a license.

The Board shall inform the applicant or the licensee—

- (a) before an application for the grant or renewal of a registration or license is denied; or
- (b) before a registration or a license is suspended or cancelled, of its intention and shall give him or her an opportunity to make representations.

18. Offences and penalties.

A person who does not comply with these Regulations, commits an offence, and is on conviction liable to a fine not exceeding twenty four currency points or imprisonment for a term not exceeding twelve months or both.

SCHEDULES

Schedule 1

reg. 2

CURRENCY POINT

A currency point is equivalent to twenty thousand shillings.

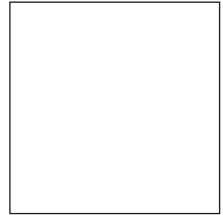
SCHEDULE 2

UGANDA TOURISM ACT, 2008, ACT NO. 2 OF 2008

Reg. 3(4),4(4)

UGANDA TOURISM BOARD:

REGISTRATION LICENSING FORM FOR UGANDAN
TOURIST GUIDE:



1. New Tourist Guide (Tick)..... Renewal.....
2. Names
3. Date of birth.....
4. Nationality.....
5. Contacts.....
.....
6. i) Current employer (attach ID)
- ii) Location of service (attach LCI Letter)
- iii) Work permit number (Non citizens)
7. i) Academic qualification (attach copies):
- ii) Any other related training attended:
-
-
-
8. Name and address of the next of kin:
-
-
9. i) Are you a member of any private sector Association. NO.....
 YES.....
- ii) Indicate and attach:

Declaration: This is to certify that the information provided above is true to the best of my knowledge and understanding.

Signed..... *Date*

For official use:

Designated official's name:

Signature: *Date:*

Comment:

.....

SCHEDULE 3

reg. 4

UGANDA TOURISM ACT, 2008
ACT NO. 2 OF 2008

TOUR GUIDE LICENSE



Date: _____ Registration/License No.: _____

This is to certify that Mr/Mrs/Miss _____

_____ of _____

is hereby licensed to act as a tour guide in

- (a) the following languages: _____
- (b) in the special designated locations: _____
and
- (c) as a national tour guide:

in accordance with the provisions of the Tourism Act, 2008, Act No. 2 of 2008

This license expires on the 31st day of December _____.

Signed: _____

CHAIRPERSON, UGANDA TOURISM BOARD

MARIA MUTAGAMBA,
Minister of Tourism, Wildlife and Antiquities.