



144/2008

**TOUR OPERATOR INSPECTION FORM # 17**

2289

Name of Tour Operation: \_\_\_\_\_ Tour: \_\_\_\_\_

Address: \_\_\_\_\_

Name of Management Rep.: \_\_\_\_\_ Name of Inspector: \_\_\_\_\_

Date of Inspection: \_\_\_\_\_ Contact Number: \_\_\_\_\_

**Conditions of the Inspection Process**

1. Inspections are done after the completion of license application form and payment of fees.
2. An assigned officer of the GTA will conduct inspection unannounced within 14 days of the time application was made.
3. A completed report on establishment will be submitted after inspection, listing all conformities and non-conformities.
4. Should there be any non-conformity, a period of 40 days will be extended or agreed upon with the authority to rectify the non-conformities identified.
5. The Authority reserves the right to inspect, at any reasonable time, any establishment without prior notice.

*Place an X under the category that best describes this particular establishment:*

<b>PARTICULARS</b>	Excellen	Average	Poor	Confor- mity	Non-Con formity	<b>COMMENTS</b>
<b><u>Facilities</u></b>						
Clean & maintained facilities						
Provides an excellent means of communication between customers & staff						
Facilities for financial transactions						
Clean washroom facilities						
Sheltered seating for clients						
Provides a high degree of safety & security						
A reception area & receptionist to deal with enquires						
Facilities for physically challenged persons						
<b><u>Responsibilities</u></b>						
Plan tour itinerary						
Advertised & market the tour						
Book tours						
Make available all equipment in sufficient quantity for the tour party						
Ensure equipment to be used are in good working order						
Well trained & qualified tourist guides & staff						
Inform the GTA about all tour itineraries & details of all tours before they are conducted						
Ensure ratio to proportion in tour guides to tour party						
Availability of tour evaluation for guest & provide responses to the GTA						
Availability of emergency service						
Communication link between all staff, guides, transportation and all other						

appropriate contact						
Special treatment for disabled persons						
Provision of accurate information in relation to the standards-all tour arrangement accommodation, transportation, food, services etc.						
Provide prices for all services, entrance fees etc. in advance						
Provide travel restrictions, if any						
Provide advertising and promotional materials, tour packages.						
Provide special promotional packages and provide such to the GTA						
Work along with other tourism business to create all inclusive package deals						
<b><u>Staff Appearance</u></b>						
Clearly identified & uniformed staff						
Good personal hygiene						
<b><u>Transportation Requirement</u></b>						
Documentation requirement of all motor vehicles, floating crafts & aircrafts						
Inspection & maintenance records						
Condition of all motor vehicles						
Trained vehicle operators						
Availability of public liability insurance to cover all tour party						
Safety inspection and maintenance record of all emergency equipment						
General condition of all safety equipment						
<b><u>Dispute Resolution Policy</u></b>						
Statement of dispute resolution policy						
Statement of Customer Legal Rights						
Provision of tour operator's policy						
Professionalism, honesty & dependability						
<b><u>Registration Records</u></b>						
Names of guests						
Address & Country of residence						
Nationality of guests						
Arrival & departure dates						
Room rates charged						
Any form of identification details						
<b><u>Service</u></b>						

Friendly & efficient service						
Handle all enquiries, requests, reservations, complaints promptly & courteously						
Make clear to all what is included in prices quoted for accommodation, meals, transportation, services, etc...						

This inspection was carried out in accordance to the Tour Operators Regulations Requirement made under the GUYANA TOURISM AUTHORITY ACT 2002, where the Tour Operation's Management or its representatives and the GTA inspection officer both duly confirmed to the results at the time of inspection and observation.

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Inspection Officer

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Management Representative