



# Department of Consumer and Employment Protection

## Application for Travel Agents Licence

Please use a pen and write clearly using BLOCK LETTERS and tick  where required.  
If you need help in completing this form please contact the Licensing Advice Line on 08 9282 0842 between 8.30am-5.00pm Monday to Friday (excluding public holidays) or visit the office nearest you.

**ALL** individuals or bodies corporate (companies and other incorporated bodies) who carry on business as travel agents **must** be licensed under the *Travel Agents Act 1985*. This includes general sales agents, tour operators, wholesalers and consolidators as well as retail agents.

To satisfy the requirements of the Act you are required to complete and return this form to the Department of Consumer and Employment Protection together with the prescribed fee (per the enclosed schedule).

A National Police Certificate and bankruptcy search for every director/office holder, individual and manager is also required. These documents should be no more than 1 month old at the time of lodging your application.

Please note: Each partner in a travel agents partnership is required to lodge a separate application.  
Thank you.

**Consumer Protection  
Division Department of  
Consumer and  
Employment Protection**

Ground Floor  
"Forrest Centre"  
219 St Georges Terrace  
Perth WA 6000

Postal Address:  
Locked Bag 14  
Cloisters Square WA 6850

ABN: 91 329 800 417

**Licensing Advice Line**  
8.30am - 5pm  
Monday to Friday  
(excluding public holidays)

**Tel: 08 9282 0842**  
Fax: 08 9282 0862

**Regional Office  
Network**  
**1300 30 40 54**  
8.30am - 5.00pm  
Monday to Friday  
(excluding public holidays)  
at the cost of a local call

**TTY (for hearing  
impaired)**  
**08 9282 0800**

**Customer Feedback Line**  
**1800 30 40 59**

Website:  
[www.docep.wa.gov.au](http://www.docep.wa.gov.au)

### 1. Body Corporate application (Companies & Incorporated bodies):

(If you are applying for a personal licence, please go straight to Part 2)

Name of body corporate:

Place of Incorporation:  Date of Incorporation:

Registered Office:

Telephone:  Fax:

(Please attach a copy of the Certificate of Incorporation with your application)

Directors'/Office holders' details: Email:

Full Name & position held	Address & Phone No.	Date of Birth and Title
1.		___/___/___  MR/MRS/MS/MISS
2.		___/___/___  MR/MRS/MS/MISS
3.		___/___/___  MR/MRS/MS/MISS
4.		___/___/___  MR/MRS/MS/MISS

## 2. Personal application (natural person):

(Body corporate applicants please go straight to Part 3)

Surname:

Given Names:

Residential address:

Postcode:

Residential Telephone:  Fax:

Date of Birth:  Email:

Other names by which you are or have been known:

## 3. Trading Details:

(This Part is to be completed by all applicants)

### 3.1 PARTNERSHIPS:

Do you intend carrying on business as a travel agent in partnership? Yes  No

If yes, please provide the following particulars:

Name of partner:

Address of partner:

Telephone:  Mob:

Fax:  Email:

**NOTE** If you propose to carry on business in partnership, each partner must complete and lodge a separate application.

### 3.2 BUSINESS NAMES:

Do you wish to carry on business as a travel agent under a name that is in addition to (or in substitution for) your own name/body corporate name? Yes  No

If yes, what name (or names) do you wish to operate under?

Are these names registered under the Business Names Act? Yes  No

### NOTE

- (i) A business name cannot be endorsed on a travel agent's licence unless it is registered under the Business Names Act 1962 and the applicant is the actual holder of that business name.
- (ii) Even where a business name is registered under the Business Names Act 1962, a travel agent is not permitted to carry on business as a travel agent under that name unless it is endorsed on their travel agent's licence.

### 3.3 PLACE(S) OF BUSINESS:

At what place(s) do you intend to conduct business as a travel agent?

#### Principal place of business

Street address:  Postcode:

Postal address:  Postcode:

Telephone:  Fax:

#### Other places at which business will be conducted (branches)

Street address:  Postcode:

Postal address:  Postcode:

Telephone:  Fax:   
(please attach a separate sheet showing these particulars if more than one branch)

What is the total number of branches at which business will be conducted?

Do you have Shire or Local Government approval to operate from each place of business? Yes  No

**NOTE** The principal place of business recorded at the office of Business Names must correspond with the travel agents' principal place of business.

### 3.4 TYPE OF BUSINESS TO BE CONDUCTED:

What type of travel business do you intend conducting?

#### Category A Business:

Any business involving the sale of tickets, or the arrangement of rights of passage, for international travel, or international travel and accommodation. Yes  No

#### Category B Business:

Being any business involving the sale of tickets, or the arrangement of rights of passage, for any travel or travel and accommodation, other than category A business.  Yes  No

**NOTE** If you intend conducting different categories of business at different places of business, please list the category of business which will be conducted for each place.

<input type="text"/>
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<input type="text"/>

## 4. Management:

(This Part is to be completed by all applicants)

### 4.1 PRINCIPAL PLACE OF BUSINESS

Who will be personally present and in charge of the day to day conduct of business at the principal place of business?

MR/MRS/MS/MISS

Surname:

Given Names:

Residential address:

Postcode:

Telephone (h):  Telephone (b):  Mob:

Date of Birth:  Email:

### Qualifications for Manager:

**Category A:** Successful achievement of Unit of Competence THTSOP20A, delivered or assessed by an organisation registered by a State or Territory recognition authority to deliver training and/or conduct assessments and issue nationally recognised qualifications in accordance with the Australian Quality Training Framework. -or- One years' full-time experience (or equivalent) in the 5 years preceding the application in the selling of tickets, or the arrangement of rights of passage, for international travel, or international travel and accommodation; or in employment as a person in charge of the day to day conduct of a place of business of a licensed travel agent in a State or Territory selling tickets, or arranging of rights of passage, for international travel and accommodation.

**Category B:** No qualifications are required.

**Relevant qualifications and experience:**

(see above for details of qualifications and experience required for different categories of licence):


(Please attach separate sheet if insufficient space)

**4.2 OTHER PLACES OF BUSINESS (BRANCHES)**

Who will be personally present and in charge of day to day conduct of business at each of the branches? (these details must be provided in respect of every branch)

MR/MRS/MS/MISS

Surname:

Given Names:

Residential address:

Postcode:

Telephone (h):  Telephone (b):  Mob:

Date of Birth:  Email:

**Relevant qualifications and experience:**

(see above for details of qualifications and experience required for different categories of licence):


(Please attach separate sheet if insufficient space)

**5. Character of Body Corporate:**

(Personal applicants, please go straight to Part 7)

**Has the body corporate:**

- a) ever been, disqualified from holding a Travel Agents licence? Yes  No
- b) ever been refused or had suspended or cancelled or been subject to any disciplinary action in respect of, any licence, registration or authorisation relating to the regulation of any occupation, business or profession? Yes  No
- c) been convicted in the last (10) years of any offence involving fraud or dishonesty (or any other offence) or is the body corporate bound by a recognisance? Yes  No

d) any charges pending against it for any offence? Yes  No

OR

e) entered into receivership or been placed under official management? Yes  No

If the answer to any of these questions is yes, please provide full particulars:

(Please attach a separate sheet if insufficient space)

## 6. Character of Directors/Office holders:

**Has any director or office holder or other individual concerned in the management of the body corporate:**

a) ever been, disqualified from holding a Travel Agents licence? Yes  No

b) ever been refused or had suspended or cancelled or been subject to any disciplinary action in respect of, any Act of Parliament in Schedule 1 to this application (see page 8 of this form) Yes  No

c) been convicted in the last (10) years of any offence or are they currently bound by a recognisance? Yes  No

d) any charges pending against them for any other offences? Yes  No

e) been declared a bankrupt under any law pertaining to bankruptcy and under which they remain undischarged? Yes  No

OR

f) entered into a scheme of arrangement under any law pertaining to bankruptcy, where the terms of that arrangement have not been fully complied with or where the final payment has not been made to creditors? Yes  No

If the answer to any of these questions is yes, please provide full particulars (Directors/Office holders may provide answers separately in a sealed envelope if they wish):

(Please attach a separate sheet if insufficient space)

### NOTE

- (i) **An original National Police Certificate and bankruptcy search for every director/office holder must accompany this application. These documents should be no more than 1 month old at the time of lodging your application. Contact Australia Post to obtain a National Police Certificate. Bankruptcy searches can be obtained from Insolvency Trustee Services Australia on 1300 364 785 ([www.itsa.gov.au](http://www.itsa.gov.au))**
- (ii) **References are not required when lodging this application however the Commissioner for Consumer Protection may request the names and addresses of independent persons from whom it can obtain references if necessary.**

## 7. Character of personal applicant:

(Body corporate applicants please go straight to Part 8)

Are you, or have you:

- a) ever been, disqualified from holding a Travel Agents licence? Yes  No
- b) ever been refused or had suspended or cancelled or been subject to any disciplinary action in respect of, any Act of Parliament listed in Schedule 1 to this application? (see page 8 of this form) Yes  No
- c) ever been refused or had suspended or cancelled or been subject to any disciplinary action in respect of any licence, registration or authorisation relating to the regulation of any occupation, business or profession? Yes  No
- d) been convicted in the last (10) years of any offence or are you bound by a recognisance? Yes  No
- e) any charges pending against you for any offence? Yes  No
- f) been declared a bankrupt under any law pertaining to bankruptcy and under which you remain undischarged? Yes  No
- OR
- g) entered into a scheme of arrangement under any law pertaining to bankruptcy, where the terms of that arrangement have not been fully complied with or where the final payment has not been made to creditors? Yes  No

If the answer to any of these questions is yes, please provide full particulars:


(Please attach a separate sheet if insufficient space)

### NOTE

- (i) **An original National Police Certificate and bankruptcy search for every director/office holder must accompany this application. These documents should be no more than 1 month old at the time of lodging your application. Contact Australia Post to obtain a National Police Certificate. Bankruptcy searches can be obtained from Insolvency Trustee Services Australia on 1300 364 785 ([www.itsa.gov.au](http://www.itsa.gov.au))**
- (ii) **References are not required when lodging this application however the Commissioner for Consumer Protection may request the names and addresses of independent persons from whom it can obtain references if necessary.**

## 8. Character of Managers:

(This part is to be completed by all applicants)

Has any manager whom you employ to supervise the day to day conduct of your business:

- a) ever been, disqualified from holding a Travel Agents licence? Yes  No
- b) ever been refused or had suspended or cancelled or been subject to any disciplinary action in respect of, any Act of Parliament listed in Schedule 1 to this application (see page 8 of this form) Yes  No
- c) ever been refused or had suspended or cancelled or been subject to any disciplinary action in respect of any licence, registration or authorisation relating to the regulation of any occupation, business or profession? Yes  No
- d) been convicted in the last (10) years of any offence or are they currently bound by a recognisance? Yes  No
- e) any charges pending against them for any offence? Yes  No
- f) been declared a bankrupt under any law pertaining to bankruptcy and under which they remain undischarged? Yes  No

OR

- g) entered into a scheme of arrangement under any law pertaining to bankruptcy, where the terms of that arrangement have not been fully complied with or where the final payment has not been made to creditors? Yes  No
- Not Applicable

If the answer to any of these questions is yes, please provide full particulars. Managers may provide answers separately in a sealed envelope if they wish. If you do not intend to employ a manager please tick 'Not Applicable'.

(Please attach a separate sheet if insufficient space)

### NOTE

**An original National Police Certificate and bankruptcy search for every manager must accompany this application. These documents should be no more than 1 month old at the time of lodging your application. Contact Australia Post to obtain a National Police Certificate. Bankruptcy searches can be obtained from Insolvency Trustee Services Australia on 1300 364 785 ([www.itsa.gov.au](http://www.itsa.gov.au))**

## 9. Travel Compensation Fund:

(This part is to be completed by all applicants)

Are you currently a member of the Travel Compensation Fund? Yes  No

If yes, what is your membership number?

**NOTE** Although the Department of Consumer and Employment Protection can accept and process your application for a Travel Agent's licence, the Commissioner for Consumer Protection will require evidence of membership of the Travel Compensation Fund before it will consider granting a licence.

# SCHEDULE 1

(Referred to in parts 6,7 & 8 of this application)

Auction Sales Act 1973, Land Valuers Licensing Act 1978, Builders Registration Act 1939, Motor Vehicle Dealers Act 1973, Credit (Administration) Act 1984, Painters Registration Act 1961, Debt Collectors Licensing Act 1964, Pawnbrokers and Second Hand Dealers Act 1994, Employment Agents Act 1976, Real Estate and Business Agents Act 1978, Finance Brokers Control Act 1975, Second Hand Dealers Act 1906, General Insurance Brokers and Agents Act 1981, Security Agents Act 1976 Inquiry Agents Licensing Act 1954, Settlement Agents Act 1981.

## DECLARATION

I/We declare that the information and answers provided in this form are true and correct to the best of my/our knowledge.

Name in block letters)

Name in block letters)

Signature

Signature

Date

Date

Personal applicants should sign once only. Body corporate applicants must be signed by **at least 2** Directors or Office holders, where there are multiple officeholders.

## WARNING

*It is an offence under the Travel Agents Act 1985 to make a statement that is false and misleading by reason of the inclusion, in this application, of any false or misleading matter or the omission therefrom of any material matter.*

## CHECKLIST

An incomplete form or one that is lodged without the necessary documents, could delay the processing of your application.

Have you enclosed the required original national police certificates and bankruptcy searches?

Yes  No

Have you enclosed evidence of relevant qualifications? (where applicable)

Yes  No

Have you enclosed a copy of the Certificate of Incorporation?

Yes  No

Have you enclosed the correct licence fee? (see attached schedule of fees)

Yes  No

Please return the completed application, together with the prescribed fee (make cheques payable to the Commissioner for Consumer Protection), to:

Licensing Officer  
Department of Consumer  
and Employment Protection  
Locked Bag 14  
CLOISTERS SQUARE WA 6850

or deliver to

The Cashier  
Department of Consumer  
and Employment Protection  
Ground Floor  
219 St Georges Terrace  
PERTH WA

Telephone enquiries: (08) 9282 0842

### For Credit Card Payment - applicant to complete

Card Type Visa  MasterCard  BankCard  (Only Visa, MasterCard and BankCard are accepted)

Card Number:

Card Holder:

Expiry Date:  /

Total Amount Payable: \$

Signature/Authorisation: