



Commercial Tour Operator Licence

South Australian National Parks

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 to conduct tours for fee or reward within protected areas of South Australia, pursuant to the Regulations of the *National Parks and Wildlife Act 1972*. The Department for Environment and Water (DEW) issues these licences on behalf of the Minister for Environment and Water.

This information has been designed to assist applicants when applying for a Commercial Tour Operator (CTO) Licence. If you require any help filling in the application form, or have any questions, please contact the Parks Licensing Officer on (08) 8204 9060 or email DEW.ParksLicensingandEvents@sa.gov.au

The CTO licence year runs from 1 April to 31 March the following year with the exception of the 2 month licence which expires two months from the nominated tour start date or from the date of issue.

Completed application forms can be sent to:

Email: DEW.ParksLicensingandEvents@sa.gov.au

OR

Post: Parks Licensing Officer,
Tourism & Economic Development
Department for Environment and Water
GPO Box 1047
ADELAIDE SA 5001

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–Term of Licence

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

3 & 5 year licence options are dependent on the business holding the relevant tourism accreditation listed below and providing a copy of the current accreditation certificate.

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

- Australian Tourism Accreditation Program
- ECO Certification Program - Nature Based
- EarthCheck ECO or EarthCheck Evaluate



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

- ECO Certificaton Program – Ecotourism
- ECO Certification Program – Advanced Ecotourism
- EarthCheck ECO Certified or EarthCheck Certified

A copy of your current tourism certificate must be provided with your application.

Section 3–Details of Public Liability Insurance

It is a condition of your Commercial Tour Operator Licence that you keep 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.

DEW also requires evidence of this insurance coverage (Certificate of Currency). Your licence application will not be processed until DEW 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 \$AUD10 million)
- Cover the activities being undertaken (e.g. guided tours, bushwalking, coach tour)
- Include the geographical location of coverage (e.g. in South Australia or Australia wide or South Australian National Parks etc.)

Section 4–Privacy and Licensing Benefits

DEW 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 (SATC). 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 DEW's website, although you may find it a useful way to advertise your business. If you do not wish to have your company's contact details listed, please select the "NO" box.

Section 5 CTO Vehicles Permits

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.

Each CTO vehicle must display the vehicle permit with 'CTO' indicated on the permit.

Section 6–Tagalong Tours & Vehicle Permits

Tagalong 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).

If you are a CTO leading Tagalong tours, each Tagalong client vehicle must display a vehicle permit with 'TAGALONG' indicated on the permit so that it can be easily identified as a client of your tour group.



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 permits are marked as such.

You will NOT require a separate Desert Parks Pass for yourself, your tour or Tagalong clients.

DEW 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 Desert Parks.

For any enquiries regarding road conditions or any other information about travelling in Desert Parks, please contact the Desert Parks Hotline on 1800 816 078 (freecall) or email DEW.DesertParks@sa.gov.au

Section 7—Tour Activity Intentions

Once approved by DEW, a licence will be issued that will allow you to conduct tours within selected South Australian national parks.

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

Section 8 —Which park(s) do you intend to conduct tours in

Special conditions may apply to certain parks. Check the *CTO Terms & Conditions* document to see if special conditions apply to parks you wish to conduct tours in.

Please note that if you have indicated that you intend to visit a park or conduct an activity that is not included in the *CTO Terms & Conditions* document, (e.g. camel tours, flights landing & taking off, access to non-standard areas) special approval and conditions may apply to your licence. DEW will contact you to discuss these aspects of your application.

Section 9-Declarations

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 select 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 DEW to be aware of the intrinsic risks of outdoor activities, to have experienced (and where necessary qualified) 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. The Adventure Activity Standards may be viewed at <https://outdoorssa.org.au/adventure-activity-standards-aas/>

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 Infrastructure and Transport on 1300 872 677.

Section 10-Certification

Please read the Certification carefully and ensure that the person signing the Certification has the requisite authority to sign the form on behalf of the Applicant, before signing. 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. Your application will not be processed unless evidence of public liability insurance is received.

Please Note: The copy of your insurance Certificate of Currency must show the name of the insured, the purpose of the insurance, the level of coverage (\$AUD 10 million minimum), the policy expiry date, and the activities & locations covered by the policy. Copies of your insurance policy tax invoice, remittance advice; invitation to renew etc. **are not valid.**

Section 12-Licence Fees (GST Exempt)

1 APRIL 2021 TO 31 MARCH 2022

2 MONTH LICENCE	\$ 268.00
1 YEAR LICENCE	\$ 383.00
3 YEAR LICENCE	\$ 920.00
5 YEAR LICENCE	\$1457.00

The licence fee does not include the park entry fees, guided tours and camping fees of the tour clients which under the CTO Licence *Terms & Conditions*, are payable by the CTO.

Trading/Credit Application Form

It is mandatory that all CTO's have a Trading/Credit account with DEW. If you do not yet have a Trading/Credit account with DEW, please complete the Trading/Credit application form and return it with your licence application to: DEW.ParksLicensingandEvents@sa.gov.au

or
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