

# TRANSPORT (TOUR OPERATORS AND TRAVEL AGENTS) ACT, 1982

Name: Specialist Holiday Group Ireland Limited T/a American Holidays, Crystal Holidays, Austravel, Tropical Places, Travelmood, Skibound Ireland, Crystal Summer, Crystal Alfresco, Crystal Lakes, Crystalski

Address: 18/19 Duke Street, Dublin 2

hereinafter referred to as the licensee is hereby licensed by the Commission for Aviation Regulation to carry on business as a tour operator subject to the conditions set forth herein.



## Tour Operator's Licence No. T.O 029

### GENERAL CONDITIONS

1. This licence shall come into effect on **1 November 2011** and shall continue in force up to and including **31 October 2012**.
2. This licence is non-transferable.
- 3.(a) The Commission shall be advised immediately of the demise, removal or resignation of any director, or partner of the licensee;  
(b) Proposals for the appointment of additional directors or for changes in the directors of a company holding a licence or proposals for changes in the distribution of shares, or in the effective ownership or control of such company or of any partnership, or incorporated body holding a licence shall be notified to the Commission, either before or after, but not later than 7 days after, such changes become effective;  
(c) Changes in the shareholders of a company shall be notified to the Commission either before, or after, but not later than seven days after, such changes have become effective.
4. The licensee shall notify the Commission of any new mortgages, liens, charges or other encumbrances made on the licensee during the period of validity of the licence.
5. The licensee shall comply with the provisions of the Transport (Tour Operators and Travel Agents) Act, 1982 (No. 3 of 1982), and of all orders and regulations made thereunder relating to tour operators.
6. The licensee shall ensure that contributions to the Travellers' Protection Fund are lodged with the Commission not later than the date provided for in regulations made under the said Act.
7. The licensee shall not dispose of any capacity on a sub-contract basis except to another licensed tour operator.
8. Copies of this licence and the conditions attached thereto shall be displayed for the information of the public in a prominent position on all premises owned or occupied by the licensee and in which he carries on business.

9. The licensee shall publish in a prominent position in all brochures and publicity material issued in connection with his business a statement that he is licensed by the Commission and shall also quote the licence number which appears on his licence.

10. The licensee shall maintain the following books, accounts and records in his principal place of business and shall make available copies or extracts on request to, and shall facilitate the entry and inspection of all such records and documentation by authorised officers of the Commission pursuant to section 11 of the Act:-

- a. accounts, duly audited and certified, or accounts exempted from audit if authorised in accordance with Regulation 7 of these Regulations;
- b. a record, which may be in ledger, computer, or other form, of all daily receipts and expenditures, duly analysed by the different methods of receipt and payment (cash, cheque, debit card, credit card, electronic funds transfer, voucher or any other type of payment), including all monies paid on deposit;
- c. a full record of all bank lodgements and other transactions including cash and credit transactions from which regular financial information can be derived to ascertain the financial position of the business from time to time, and a regular and proper bank reconciliation;
- d. copies of all contracts entered into by the licensee relevant to the business of the licensee and valid for the period of the licence.

11. A breach of any of the conditions set out herein may result in the revocation of this licence.

### SPECIAL CONDITIONS

1. The licensee shall notify the Commission forthwith of any change of address of places of business or the use of additional places of business.
2. The licensee shall furnish to the Commission a certified audited statement of actual licensable turnover for the period **1 November, 2011 to 30 April, 2012 not later than the 20th May, 2012**.

3. The licensee holder shall furnish Management Accounts and/or other information to the Commission from time to time upon request. These accounts and/or other information to be furnished not later than 14 days thereafter.

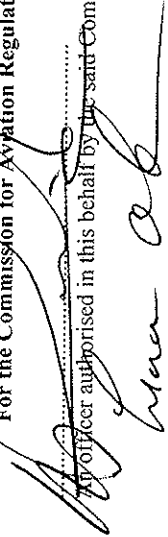
4. Effective the 1 December 2008, all advertising by Travel Agents and Tour Operators, in particular small or classified Advertisements in newspapers, or other print media shall, where the name of the actual licence holder is not disclosed in the advertisement, now state the licence number of the licence holder, prefixed with the letters TA or TO as applicable. Note that advertising under a trade name or business name, even if registered, still requires disclosure in the advertisement of the licence number of the actual holder. This requirement extends to the content of all electronic advertising.

5. The licensee shall request every consumer purchasing travel vouchers to pay for them by a credit card, by practice direction of the Commission with effect from the 01<sup>st</sup> November 2009; where payment by the consumer's credit card is not possible, the licensee will alert the consumer in writing that the refund of the cost of vouchers is prohibited by law in the event of a failure of the licensee, unless already exchanged against a booking for overseas travel departing the State.

6. The licensee shall facilitate access to the books and records where these are kept outside the State at a cost borne by the licensee.

Dated this 19<sup>th</sup> day of October 2011

For the Commission for Aviation Regulation

  
An officer authorised in this behalf by the said Commission

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