



STB Guidelines for Platform Operators on Requirement for Travel Agent and Tourist Guide Licences

Platform operators who intend to list services relating to tours, travel or guiding services should first conduct due diligence checks to ensure that the necessary Travel Agent (“TA”) and Tourist Guide (“TG”) licence requirements are met before deciding to publish the listing.

2 Platform operators should first ascertain whether a TA licence or TG licence is needed for the service/activity being listed. They may wish to do so by using the checklists below.

3 Upon ascertaining that a TA/TG licence is required, platform operators should perform the following due diligence checks:

(a) For a TA Licence

- (i) Obtain a copy of the TA’s licence, or
- (ii) Verify the licence status of the TA by checking the actual name of the TA against STB’s TRUST website¹.

(b) For a TG Licence

- (i) Obtain a copy of the TG’s badge, or
- (ii) Verify the licence status of the TG by checking the actual name of the TG against STB’s TRUST website¹.

4 In case of any doubt as to the above guidelines, the platform operator should seek independent legal advice or check with STB before deciding to publish the listing for the services of the individual or entity.

¹TRUST is accessible via <https://trust.stb.gov.sg>.

STB Checklist for Platform Operators on Requirement for a TA Licence

If your answer is “YES” to ANY of the following questions in the context of the individual or entity carrying on as a business, a TA licence is required.

1. Will the individual or entity be supplying¹ any person a right to travel on any conveyance²?
2. Will the individual or entity be supplying¹ any person a right to travel on any conveyance² to and right to accommodation³ at a hotel or similar boarding premises at one or more places in Singapore or elsewhere?
3. Will the individual or entity be purchasing, or reserving, for resale to a person a right to travel on any conveyance²?
4. Will the individual or entity be supplying¹ any tour⁴ to any other person?

¹ Supply, in relation to a travel product, includes the sale, or arranging for the provision, of the travel product.

² Conveyance excludes –

- a. a conveyance owned by the individual or entity (e.g. airliner or cruise ship)
- b. a conveyance for a regular route service (e.g. public bus), train service (e.g. MRT), community bus service (e.g. condo shuttle bus), or courtesy bus service (e.g. shopping centre shuttle)
- c. a conveyance only within Singapore and without the supply of a tour (e.g. school bus service)

³ Accommodation excludes the accommodation at any hotel or similar boarding premises owned or operated by the individual or entity.

⁴ Tour excludes –

- a. a tour solely in respect of one or more places or points of interest owned or operated by the individual or entity (e.g. in-house tour)
- b. a tour solely to one or more places or points of interest in Singapore, either without conveyance (e.g. walking tour) or through conveyance powered by participants (e.g. cycling tour)
- c. the supply of services to a TA licensee for a tour (e.g. guiding services)

STB Checklist for Platform Operators on Requirement for a TG Licence

If your answer is “YES” to ALL of the following questions, a TG licence is required.

1. Will the individual provide his services to any tourist¹?
2. Will the individual provide his services for any remuneration²?
3. Will the individual provide his services by accompanying the tourist in or to a place or point of interest in Singapore that the individual does not own/operate?
4. Will the individual’s services include providing any direction³, information, description or explanation about the place or point of interest in Singapore?

¹ *Tourist refers to a person who visits Singapore for recreation, pleasure, business or any other purpose, but excludes:*

- a. *a citizen or permanent resident of Singapore,*
- b. *a person issued with a work pass by the Controller of Work Passes,*
- c. *a person issued with a visit pass exceeding 90 days’ validity, a dependent’s pass, or a student’s pass by the Controller of Immigration.*

² *Remuneration includes the reasonable expectation of payment, such as tips.*

³ *Direction on how to enjoy the place or point of interest.*