





**Business Process Re-  
Engineering  
FY 2021/2022**

# **Documentation of Processes under the Citizen Service Delivery Charter**

## COMPLIANCE/ LICENSING

 <p>REPUBLIC OF KENYA</p>	 <p>~ Championing Quality and Excellence ~</p>		
<b>Institution/Organization Name:</b>	Tourism Regulatory Authority		
<b>Affiliations; Ministry / Department/ County/Parent Company:</b>	Ministry of Tourism and Wildlife		
<b>Economic Sector Alignment:</b>	General Economic and Commercial Affairs (GECA) Sector		
<b>Big 4 Alignment:</b>	Enabler		
<b>Accounting Officer:</b>	Kennedy Lwenyi		
<b>Period: FY</b>	2021/2022		
<b>Process Documentation</b>			
<b>Service Name</b>	Licensing (All Classes)		
<b>Brief Description</b> Document Purpose/Service	Provide a uniform procedure for licensing		
<b>Document Control:</b> Change Record/ Version Number			
<b>Process Owner:</b> Name and Position	Moses Lesaibile Director, Compliance and Trade Facilitation		
<b>Process Writer (s);</b> Name and Position	1. Yusuf Mohammed, Ag. RM Nairobi		
	2. Lilian Ayimba, RM Kisumu		
	3. Richard Chepkwony- RM Eldoret		
	4. Wilson Kiplagat- RM Nakuru		
	5. Moses Karanja- RM Nyeri		
	6. Fredrick Karenga- RM Mombasa		
	7. Tom Odhiambo- RM Malindi		
<b>Process Reviewer (s)</b> Name and Position	1. N/A		
	2.N/A		
<b>STEPS/FLOW/SEQUENCE</b>			
<b>Step</b>	<b>Avent/Activity/Action</b>	<b>Time/ No. of Days</b>	<b>Action</b>
1. Enquiry on license application/ Response to compliance notice	The client makes an enquiry on the license application process and licensing procedure through personal visit, calls or written correspondences	Response done Within 3 rings for calls, 10 minutes for personal visits and within 7 days for emails	Tourism Regulatory Officers (Compliance)

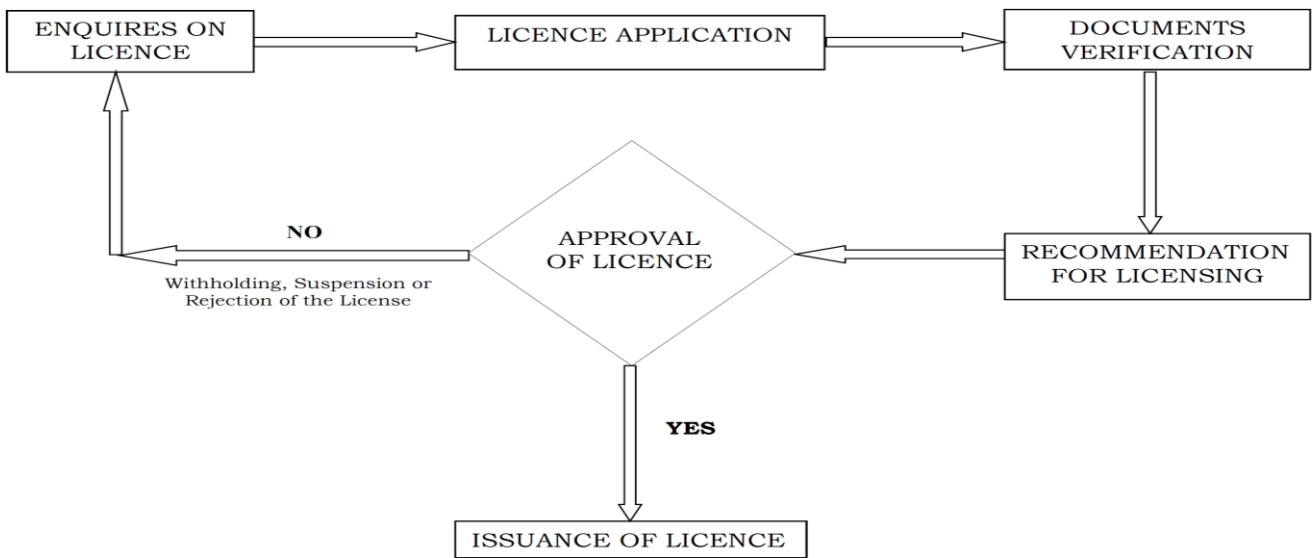
2. License application and submission of licensing requirements	The applicant submits all the requisite licensing documents and pays applicable license fees for the respective licensable activity	Within 1 day for renewals; 2 days for new applications	Licensing registry
3. Verification of application	Tourism Regulatory Officer verifies that all required documents are submitted and checks their validity and/or authenticity	Within 1 day for renewals; 2 days for new applications	Tourism Regulatory Officers
4. Recommendation for licensing	The application with all requisite documents forwarded from TRO for counterchecking and recommendation for approval if all the requirements are met.	Within 2 days for renewals; 4 days for new applications	Chief Tourism Regulatory officer
5. Approval	The Regional Manager receives the recommended application from CTRO for further verification and approval for issuance of the license.	Within 2 days for renewals; 5 days for new applications	Regional Manager
6. Issuance and dispatch	The license is issued and dispatched to the licensing registry for collection by the applicant.	Within 1 day for renewals; 1 day for new applications	Licensing registry

**EXCEPTIONS TO THE NORMAL FLOWS**



<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
Trigger 1: Incomplete documentation during application	2	Applicant submits invalid documents or incomplete license requirements for the licensable activity	The licensing process is withheld until all requirements are submitted	Applicant
Trigger 2: Inspection of applicant's premises/ physical address	4	The licensable activity applied for requires	The licensing process is withheld until	T.R.O &

		inspection of the physical address before recommendation for approval	inspection is done (within 7 days after submission of all requirements for renewals and 14 days for new applicants)	C.T.R.O
Trigger 3: Declined license approval	5	The R.M finds a reasonable ground/basis for withholding, suspending or rejecting license approval	The licensing process is withheld until investigation is concluded	R.M

**Process Maps/Visuals**



## CLASSIFICATION OF HOTELS AND RESTAURANTS

 REPUBLIC OF KENYA		 ~ Championing Quality and Excellence ~	
<b>Institution/Organization Name:</b>		Tourism Regulatory Authority	
<b>Affiliations; Ministry / Department / County/Parent Company:</b>		Ministry of Tourism and Wildlife	
<b>Economic Sector Alignment:</b>		General Economic and Commercial Affairs (GECA) Sector	
<b>Big 4 Alignment:</b>		Enabler	
<b>Accounting Officer:</b>		Kennedy Lwenyi	
<b>Period: FY</b>		2021/2022	
<b>Process Documentation</b>			
<b>Service Name</b>	Classification		
<b>Brief Description</b> Document Purpose/Service	Classification of Hotels and Restaurants		
<b>Document Control:</b> Change Record/ Version Number			
<b>Process Owner:</b> Name and Position	Fredrick Jack Omondi Director, Standards and Quality Assurance		
<b>Process Writer (s);</b> Name and Position	1. Ressa Kimani, Manager- Quality Assurance		
	2.		
<b>Process Reviewer (s)</b> Name and Position	1. N/A		
	2.N/A		
<b>STEPS/FLOW/SEQUENCE</b>			
Step	Avent/Activity/Action	Time/ No. of Days	Action
1.	Training/Induction of EAC Certified Assessors	8 weeks	Manager, Quality Assurance
2.	Sensitization of stakeholders	1 week per region	S & C Committee, Quality Assurance manager
3.	Training of hotel quality champions	1 week per region	Quality Assurance Manager
4.	Prequalification of establishments	2 weeks	S & C Committee; Quality Assurance manager


5.	Communication to establishments on the actual assessment date (Public notice)	2 weeks prior to actual assessment	Director S & Q; Director General
6.	Actual assessment of facility	3 days per facility	EAC certified Assessors; Director S&Q
7.	Report writing	2 days per facility	EAC certified Assessors
8.	Validation of Reports	5 reports per day	S & C Committee
9.	Tabling of reports to the Board of Authority	1 day	Director, S &Q
10.	Communication of results to establishments	1 week after approval by Board	Director General
11.	Gazettement of classified establishments	60 days after Board approval	Director General
12.	Award Ceremony	After completion on the National classification exercise	Director General

**EXCEPTIONS TO THE NORMAL FLOWS**

<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
Submission of incomplete documents	<b>C01</b>	Facility does not score 100% on essential items during prequalification process	30 days from the date of notification of prequalification results	Applicant
No star rating	<b>C02</b>	Facility does not score marks to warrant any star rating. Such facilities to be classified as approved establishments	60 days from completion on the National classification exercise	Director General
Appeals	<b>C03</b>	Facility not satisfied with assessment process and awarded star rating	60 days from the day of communication of results	Applicant Director General Tourism Tribunal

<b>Process Maps/Visuals</b>

### CUSTOM DUTY/VAT WAIVER

			
<b>Institution/Organization Name:</b>		Tourism Regulatory Authority	
<b>Affiliations; Ministry / Department/ County/Parent Company:</b>		Ministry of Tourism and Wildlife	
<b>Economic Sector Alignment:</b>		General Economic and Commercial Affairs (GECA) Sector	
<b>Big 4 Alignment:</b>		Enabler	
<b>Accounting Officer:</b>		Kennedy Lwenyi	
<b>Period: FY</b>		2021/2022	
<b>Process Documentation</b>			
<b>Service Name</b>		Custom Duty/VAT Waiver	
<b>Brief Description</b> Document Purpose/Service		Recommendations for Custom Duty/VAT waiver	
<b>Document Control:</b> Change Record/ Version Number			
<b>Process Owner:</b> Name and Position		Moses Lesaibile Director, Compliance and Trade Facilitation	
<b>Process Writer (s);</b> Name and Position		1. Hellen Ndung'u- Ag.Manager, Trade Facilitation 2.	
<b>Process Reviewer (s)</b> Name and Position		1. N/A 2.N/A	
<b>STEPS/FLOW/SEQUENCE</b>			
Step	Avent/Activity/Action	Time/ No. of Days	Action
1.	Submission of complete application	14 days	Applicant
2.	Verification of documentation submitted		TRO
3.	Re-verification of the documents		TRO, Ag. Manager
4.	Processing of application		TRO, Ag. Manager



5.	Forwarding of the application to the Ministry of Tourism and Wildlife for recommendation		Director, Ag. Director General
6.	Receive signed recommendation Letters		Office of the Director General, Director, Ag. Manager, TRO
7.	Contact applicant to collect signed letters		TRO

**EXCEPTIONS TO THE NORMAL FLOWS**

<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
Presentation of incomplete application	1.	Presentation of invalid documents	Open-until proper documents are presented	Applicant
	2.	Presentation of incomplete documents		Applicant

**Process Maps/Visuals**

**RECOMMENDATION FOR DUTY/VAT EXEMPTION - PROCESS**

PRESENTATION OF DOCUMENTS/ APPLICATION BY APPLICANT



DUE DILLIGENCE IN COLLABORATION WITH LICENSING SECTION



RE-VERIFICATION OF DOCUMENTS (SECOND OFFICER)





PROCESSING AND FORWARDING OF COMPLETE APPLICATIONS TO MoTW THROUGH THE OFFICE OF DIRECTOR GENERAL

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graph TD; A[RECEIVE SIGNED RECOMMENDATION LETTERS FROM MoTW] --> B[CONTACT CLIENTS FOR COLLECTION OF THE SIGNED RECOMMENDATION LETTERS.];
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RECEIVE SIGNED RECOMMENDATION LETTERS FROM MoTW

CONTACT CLIENTS FOR COLLECTION OF THE SIGNED RECOMMENDATION LETTERS.

## PAYMENT FOR GOODS AND SERVICES

 <small>REPUBLIC OF KENYA</small>		 <small>~ Championing Quality and Excellence ~</small>	
<b>Institution/Organization Name:</b>		Tourism Regulatory Authority	
<b>Affiliations; Ministry / Department/ County/Parent Company:</b>		Ministry of Tourism and Wildlife	
<b>Economic Sector Alignment:</b>		General Economic and Commercial Affairs (GECA) Sector	
<b>Big 4 Alignment:</b>		Enabler	
<b>Accounting Officer:</b>		Kennedy Lwenyi	
<b>Period: FY</b>		2021/2022	
<b>Process Documentation</b>			
<b>Service Name</b>		Payment to suppliers	
<b>Brief Description</b> Document Purpose/Service		Payment of suppliers as per the contractual agreement and terms.	
<b>Document Control:</b> Change Record/ Version Number			
<b>Process Owner:</b> Name and Position		Joy Mugambi Manager, Finance and Accounts	
<b>Process Writer (s);</b> Name and Position		1. Pauline Munene- Chief Accountant	
		2.	
<b>Process Reviewer (s)</b> Name and Position		1. N/A	
		2.N/A	
<b>STEPS/FLOW/SEQUENCE</b>			
Step	Avent/Activity/Action	Time/ No. of Days	Action
Process Boundary	The payment process starts after invoices are received from supply chain section matched to the respective local purchase/Service order (LPO/LSO), Inspection and Acceptance certificate, delivery note, purchase requisition and any other pertinent document.		Supply Chain
Triggers	Invoices are received from the supply chain section through Manager Finance and accounts.	Daily / weekly	Manager, Finance & Accounts

Start	The invoice is verified to ensure: <ul style="list-style-type: none"> <li>• Details agree with LPO/LSO.</li> <li>• Arithmetic accuracy</li> <li>• Documents are properly authorized and approved</li> <li>• Goods/services meet the required specifications hence certified.</li> <li>• VAT requirements have been met where applicable and ETR receipts /ESD Signature are attached to the invoice.</li> </ul>	N/A	Chief Account
Output	After verification of the invoices, a payment voucher is therefore generated and the process of payment starts at this point.		Accounts Assistant
End	Once the voucher has been fully approved, an Electronic Fund Transfer (EFT) is generated for payment.		Approved Signatories

**EXCEPTIONS TO THE NORMAL FLOWS**

<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
Trigger 1: Supplier	1.	Lack of necessary documents like ETR receipt, Tax compliance and others.		CSCMO
Trigger 2: Internal Issues	1	Erroneous posting to the system requiring correction.		CSCMO
	2	Lack of signatories.		Directors
	3	Lack of proper attachments / support documents.		CSCMO
Trigger 3: Liquidity issues.	1	Inadequate funds to settle obligations		M , F & A

## Process Maps/Visuals

Receiving of Invoices from the supply chain

Received invoices are matched with the provided support documents, such as LPO, LSO, Delivery note, Contracts, GRN, Purchase Requisitions, Debit & Credit Notes\* etc.

Verification of correct posting of invoices in the system

Invoices received are checked if they have been correctly posted in the system (charged in the correct account). Also verifying if the applicable taxes have been factored appropriately.



Raising of Payment Voucher

This stage moves through four ( Prepared By, Checked By, 1<sup>ST</sup> Approver & 2<sup>nd</sup> Approver) phases to be fully authorized for payment

Raising of EFT / Cheques for payment

Availability of liquidity is confirmed. Then fully approved payment vouchers are summarized I the EFT template and uploaded in the online banking system. The payment is approved by two signatories and released to bank for processing.

In case of payment through cheques, the Accountant raises / draws a cheque and its subjected to two signatories before being released for payment.

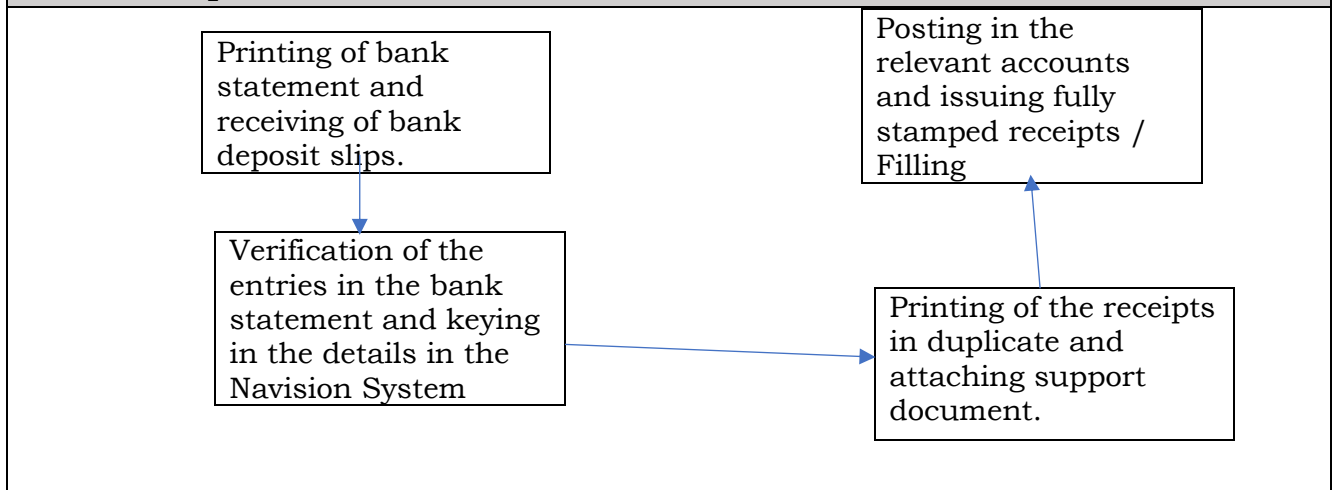
			
<b>Institution/Organization Name:</b>		Tourism Regulatory Authority	
<b>Affiliations; Ministry / Department/ County/Parent Company:</b>		Ministry of Tourism and Wildlife	
<b>Economic Sector Alignment:</b>		General Economic and Commercial Affairs (GECA) Sector	
<b>Big 4 Alignment:</b>		Enabler	
<b>Accounting Officer:</b>		Kennedy Lwenyi	
<b>Period: FY</b>		2021/2022	
<b>Process Documentation</b>			
<b>Service Name</b>		Receipting	
<b>Brief Description</b> Document Purpose/Service		Acknowledgement of fulfillment of obligation owed to the Authority.	
<b>Document Control:</b> Change Record/ Version Number			
<b>Process Owner:</b> Name and Position		Joy Mugambi Manager, Finance and Accounts	
<b>Process Writer (s);</b> Name and Position		2. Pauline Munene- Chief Accountant	
		2.	
<b>Process Reviewer (s)</b> Name and Position		2. N/A	
		2.N/A	
<b>STEPS/FLOW/SEQUENCE</b>			
<b>Step</b>	<b>Avent/Activity/Action</b>	<b>Time/ No. of Days</b>	<b>Action</b>
Process Boundary	The payment process starts after presentation of a banking slip and confirmation of the entry in the Authority bank account.		Manager, Finance & Accounts
Triggers	Deposit slips presented to F&A and other direct deposit reflected in the bank statement from various clients such as voted grants from National Government through the Parent Ministry	Daily / weekly	Manager, Finance & Accounts

Start	The bank statement is printed on daily basis to confirm the payments deposited into the accounts. Analysis of the revenue is made and matched to the relevant account. Where deposit slips are available, they are verified to ensure they match with the deposits.	Daily / weekly	Chief Account
Output	The entry is keyed in the system and a receipt is generated. Once verified to capture all details it is attached to the support documents (Deposit slips / extract of bank statement)	Daily / weekly	Accounts Assistant
End	Posting of the receipts generated into the relevant general ledger / customer account. This is stamped paid and a copy is presented to the customer while the duplicate is forwarded for filling	Daily / weekly	Manager, Finance & Accounts

**EXCEPTIONS TO THE NORMAL FLOWS**

Title	No.	Description	Time	Actor
Trigger 1: Lack of clear details	1.	Lack of clear details from the bank statement on various entries.		CSCMO

**Process Maps/Visuals**



## ANNEX 1: LICENSING REQUIREMENTS

### LICENSING REQUIREMENTS FOR REGULATED TOURISM ACTIVITIES AND SERVICES

No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
1.	A – Hotels and Serviced Apartments	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Certificate of registration / Incorporation of company</li> <li>• Memorandum and Articles of Association of company or CR 12</li> <li>• Copy of menu and tariff</li> <li>• Copy of valid health clearance certificate</li> <li>• Medical Certificate of food handlers</li> <li>• Manager’s letter of appointment, CV and certified copy of professional certificate</li> <li>• Entry permit for all non- Kenyans working in the facility and affidavit for non-resident director(s)</li> <li>• Lease agreement/ copy of title deed of premises occupied by the hotel</li> <li>• Letter of ‘no objection’ from NEMA for new facilities</li> <li>• EIA for new facilities / environmental audit for existing facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of menu and tariff</li> <li>• Copy of valid health clearance certificate</li> <li>• Medical Manager’s letter of appointment, CV and certified copy of professional certificate</li> <li>• Certificate of food handlers</li> <li>• Entry permit for all non- Kenyans working in the facility and affidavit for non-resident director(s)</li> <li>• Lease agreement/ copy of title deed of premises occupied by the hotel</li> <li>• Letter of ‘no objection’ from NEMA for new facilities</li> <li>• EIA for new facilities / environmental audit for existing facilities</li> <li>• Evidence of insurance cover for the premises</li> <li>• Summary of skilled and unskilled staff</li> </ul>



No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
		<ul style="list-style-type: none"> <li>• Foreign owned companies: asset base of Ksh.10M</li> <li>• Evidence of insurance cover for the premises</li> <li>• Summary of skilled and unskilled staff</li> </ul>	
2.	A - Guesthouses	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Certificate of registration / Incorporation of company</li> <li>• Memorandum and Articles of Association of company or CR 12</li> <li>• Copy of room tariff</li> <li>• Copy of Unified Business permit/Single Business Permit</li> <li>• Cop of Valid Health Clearance certificate</li> <li>• Manager's letter of appointment, CV and certified copy of professional certificate</li> <li>• Entry permit for all non- Kenyans working in the facility and affidavit for non-resident director(s)</li> <li>• Lease agreement/ copy of title deed of premises occupied by the hotel</li> <li>• Letter of 'no objection' from NEMA for new facilities</li> <li>• EIA for new facilities / environmental audit for existing facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of room tariff</li> <li>• Copy of Unified Business permit/Single Business Permit</li> <li>• Cop of Valid Health Clearance certificate</li> <li>• Manager's letter of appointment, CV and certified copy of professional certificate</li> <li>• Entry permit for all non- Kenyans working in the facility and affidavit for non-resident director(s)</li> <li>• Lease agreement/ copy of title deed of premises occupied by the hotel</li> <li>• Letter of 'no objection' from NEMA for new facilities</li> <li>• Evidence of insurance cover for the premises</li> <li>• Summary of skilled and unskilled staff</li> </ul>

No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
		<ul style="list-style-type: none"> <li>• Foreign owned companies: asset base of Ksh.10M</li> <li>• Evidence of insurance cover for the premises</li> <li>• Summary of skilled and unskilled staff</li> </ul>	
3.	A – Short Stays, Villas, Homestays	<ul style="list-style-type: none"> <li>• Fully filled license application form</li> <li>• Copy of identity card or passport of owner/ director</li> <li>• Copy of lease agreement or title deed of premises</li> <li>• Copy of applicant’s pin number (or company pin number (where applicable))</li> </ul>	<ul style="list-style-type: none"> <li>• Fully filled license application form</li> <li>• Copy of lease agreement or title deed of premises</li> </ul>
4.	B - Restaurants	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Certificate of registration / Incorporation of company</li> <li>• Memorandum and Articles of Association of company or CR 12</li> <li>• Copy of menu</li> <li>• Copy of valid health clearance certificate</li> <li>• Medical Certificate of food handlers</li> <li>• Summary of skilled and unskilled staff in employment</li> <li>• Entry permit for all non- Kenyan employees and affidavit for non-resident director(s)</li> </ul>	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of menu</li> <li>• Copy of valid health clearance certificate</li> <li>• Medical Certificate of food handlers</li> <li>• Summary of skilled and unskilled staff in employment</li> <li>• Entry permit for all non- Kenyan employees and affidavit for non-resident director(s)</li> <li>• Lease agreement/ copy of title deed of premises occupied by the hotel</li> <li>• Evidence of insurance cover for the premises,</li> </ul>

No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
		<ul style="list-style-type: none"> <li>• Lease agreement/ copy of title deed of premises occupied by the hotel</li> <li>• Foreign owned companies: asset base of Ksh. 10M</li> <li>• Evidence of insurance cover for the premises</li> </ul>	<ul style="list-style-type: none"> <li>• Levy report for license renewal</li> </ul>
5.	C – Tour Operator	<ul style="list-style-type: none"> <li>• Dully filled application (form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Certificate of registration or incorporation of company (new applicants).</li> <li>• Memorandum and articles of Association or CR 12 (new applicants)</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Foreign owned companies: asset base of Ksh. 10M</li> <li>• Proof of ownership of vehicle or letter of contract of hire in the case of tour operators and tourist service vehicle hire.</li> <li>• Vehicle inspection report if the company has vehicles</li> </ul>	<ul style="list-style-type: none"> <li>• Dully filled application (form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Proof of ownership of vehicle or letter of contract of hire in the case of tour operators and tourist service vehicle hire.</li> <li>• Vehicle inspection report if the company has vehicles</li> <li>• Evidence of motor vehicle insurance cover</li> <li>• Appointment letter, CV, certified copy of professional certificate</li> <li>• Summary of skilled and unskilled staff</li> </ul>

No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
		<ul style="list-style-type: none"> <li>• Evidence of motor vehicle insurance cover</li> <li>• Appointment letter, CV, certified copy of professional certificate</li> <li>• Summary of skilled and unskilled staff</li> <li>• Copy of itinerary in case of tour operators</li> </ul>	
6.	C – Travel Agency	<ul style="list-style-type: none"> <li>• Dully filled application (form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Certificate of registration or incorporation of company (new applicants).</li> <li>• Memorandum and articles of Association or CR 12 (new applicants)</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Foreign owned companies: asset base of Ksh. 10M</li> <li>• Appointment letter, CV, certified copy of professional certificate</li> <li>• Summary of skilled and unskilled staff</li> </ul>	<ul style="list-style-type: none"> <li>• Dully filled application (form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Appointment letter, CV, certified copy of professional certificate</li> <li>• Summary of skilled and unskilled staff</li> </ul>

No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
7.	C – Car Hire	<ul style="list-style-type: none"> <li>• Dully filled application (form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises where applicable</li> <li>• Certificate of registration or incorporation of company (new applicants).</li> <li>• Memorandum and articles of Association or CR 12 (new applicants)</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Foreign owned companies: asset base of Ksh. 10M</li> <li>• Proof of ownership of vehicle (Log book).</li> <li>• Vehicle inspection report</li> <li>• PSV</li> <li>• Evidence of motor vehicle insurance cover</li> <li>• CV and certified copy of professional certificate</li> <li>• Summary of skilled and unskilled staff</li> <li>• Copy of Good Conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Dully filled application (form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises where applicable</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Vehicle inspection report</li> <li>• PSV</li> <li>• Evidence of motor vehicle insurance cover</li> <li>• CV and certified copy of professional certificate</li> <li>• Summary of skilled and unskilled staff</li> <li>• Copy of Good Conduct</li> </ul>
8.	C – Water Sports and Boat Excursions	<ul style="list-style-type: none"> <li>• Dully filled application (form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> </ul>	<ul style="list-style-type: none"> <li>• Dully filled application (form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> </ul>

No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
		<ul style="list-style-type: none"> <li>• Certificate of registration or incorporation of company (new applicants).</li> <li>• Memorandum and articles of Association or CR 12 (new applicants)</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Copy of insurance cover, fisheries inspection report and certificate of sea worthiness for the boat</li> <li>• Copy of registered vessel license and coxswain certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Copy of insurance cover, fisheries inspection report and certificate of sea worthiness for the boat</li> <li>• Copy of registered vessel license and coxswain certificate</li> </ul>
9.	C-Local Air Charter	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Certificate of registration / Incorporation of company</li> <li>• Memorandum and Articles of Association of company or CR 12</li> <li>• Copy lease agreement/ copy of title deed of premises</li> <li>• Copy of insurance cover and certificates of airworthiness for planes</li> <li>• Copy of pilot licenses indicating their flying hours</li> </ul>	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy lease agreement/ copy of title deed of premises</li> <li>• Copy of insurance cover and certificates of airworthiness for planes</li> <li>• Copy of pilot licenses indicating their flying hours</li> <li>• Entry permit for all non- Kenyans working in the facility and affidavit for non- resident director(s)</li> <li>• Air charter license from Kenya Civil Aviation Authority (KCAA)</li> <li>• Summary of skilled and unskilled staff</li> </ul>

No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
		<ul style="list-style-type: none"> <li>• Entry permit for all non- Kenyans working in the facility and affidavit for non-resident director(s)</li> <li>• Air charter license from Kenya Civil Aviation Authority (KCAA)</li> <li>• Summary of skilled and unskilled staff</li> </ul>	
10.	D - Game fishing outfitters, enterprises offering camps and camping equipment for hire, nature parks, nature reserves, nature trails, game ranches, amusement parks, non-citizen tour leaders/guides	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Certificate of registration or incorporation of company (new applicants)</li> <li>• Memorandum and articles of Association or CR 12 (new applicants)</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Letter of 'no objection' from NEMA</li> <li>• EIA for new facilities / environmental audit for existing facilities</li> <li>• Evidence of insurance cover for the premises, occupants and their property</li> <li>• Current certificate of good conduct, letter of reference, certified professional certificates and copy of current entry</li> </ul>	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Letter of 'no objection' from NEMA</li> <li>• EIA for new facilities / environmental audit for existing facilities</li> <li>• Evidence of insurance cover for the premises, occupants and their property</li> <li>• Current certificate of good conduct, letter of reference, and copy of current entry permit and passport in case of non-citizen tour leaders/guides.</li> </ul>

No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
		<p>permit and passport in case of non-citizen tour leaders/guides.</p>	
11.	E – Citizen Driver	<ul style="list-style-type: none"> <li>• Dully filled application (form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Letter of recommendation from the employer or a recognized tour firm/association</li> <li>• Copy of certificate of good conduct for the current year</li> <li>• Copy of driving license</li> <li>• Copy of driver PSV (for driver guide)</li> <li>• Professional certificate in tour guiding</li> <li>• Copy of driver ID</li> </ul>	<ul style="list-style-type: none"> <li>• Dully filled application (form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Letter of recommendation from the employer or a recognized tour firm/association</li> <li>• Copy of certificate of good conduct for the current year</li> <li>• Copy of driving license</li> <li>• Copy of driver PSV (for driver guide)</li> </ul>
12.	E – Curio Vendors	<ul style="list-style-type: none"> <li>• Dully filled application (form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of business permit</li> <li>• Copy of business registration or incorporation whichever is available</li> <li>• Copy of work/entry permit for non-Kenyan involved in the business and copies of affidavit for non-resident</li> <li>• Copy of Memorandum and Articles of Association or CR 12 in case of a limited company</li> <li>• Copy of passport/ID card</li> </ul>	<ul style="list-style-type: none"> <li>• Dully filled application (form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of business permit</li> <li>• Copy of work/entry permit for non-Kenyan involved in the business and copies of affidavit for non-resident</li> <li>• Copy of passport/ID card</li> </ul>



No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
13.	F – Casinos and Similar Facilities	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Certificate of registration or incorporation of company (new applicants)</li> <li>• Memorandum and Articles of Association or CR 12 (new applicants)</li> <li>• Copy of Unified Business permit/Single Business Permit</li> <li>• Valid Health Clearance certificate</li> <li>• Medical certificate for food handlers where applicable</li> <li>• Managers appointment letter, CV and certified professional certificate</li> <li>• Summary of skilled and unskilled staff</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Evidence of insurance cover for the premises, occupants and their property</li> </ul>	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement</li> <li>• Copy of Unified Business permit/Single Business Permit</li> <li>• Valid Health Clearance certificate</li> <li>• Medical certificate for food handlers where applicable</li> <li>• Managers appointment letter, CV and certified professional certificate</li> <li>• Summary of skilled and unskilled staff</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Evidence of insurance cover for the premises, occupants and their property</li> <li>• Clearance from the Betting &amp; Control Board</li> </ul>

No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
		<ul style="list-style-type: none"> <li>• Clearance from the Betting &amp; Control Board</li> </ul>	
14.	F- Entertainment Facilities	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Certificate of registration or incorporation of company (new applicants)</li> <li>• Memorandum and Articles of Association or CR 12 (new applicants)</li> <li>• Unified Business permit/Single business permit</li> <li>• Liquor license</li> <li>• Medical certificate for food handlers</li> <li>• License from an approved Collective Management Organization by Kenya Copyright Board</li> <li>• Managers appointment letter, CV and certified professional certificate</li> <li>• Summary of skilled and unskilled staff</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> </ul>	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Unified Business permit/Single business permit</li> <li>• Liquor license</li> <li>• Medical certificate for food handlers</li> <li>• License from an approved Collective Management Organization by Kenya Copyright Board</li> <li>• Managers appointment letter, CV and certified professional certificate</li> <li>• Summary of skilled and unskilled staff</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Letter of 'no objection' from NEMA</li> <li>• Certificate of Approval for content classification by KFCB</li> <li>• Content exhibition license from KFCB</li> <li>• EIA for new facilities / environmental</li> </ul>

No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
		<ul style="list-style-type: none"> <li>• Letter of ‘no objection’ from NEMA</li> <li>• Certificate of Approval for content classification by KFCB</li> <li>• Content exhibition license from KFCB</li> <li>• EIA for new facilities / environmental audit for existing facilities</li> <li>• Evidence of insurance cover for the premises, occupants and their property</li> </ul>	<ul style="list-style-type: none"> <li>• audit for existing facilities</li> <li>• Evidence of insurance cover for the premises, occupants and their property</li> <li>•</li> </ul>
15.	G – Conference and Events services	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Certificate of registration or Incorporation of company (new applicants)</li> <li>• Memorandum and articles of Association or CR 12 (new applicants)</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Letter of ‘no objection’ from NEMA</li> <li>• EIA for new facilities / environmental audit for existing facilities</li> <li>• Evidence of insurance cover for the</li> </ul>	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Letter of ‘no objection’ from NEMA</li> <li>• EIA for new facilities / environmental audit for existing facilities</li> <li>• Evidence of insurance cover for the premises</li> <li>• Copy of the current health clearance certificate (less than three months old).</li> <li>• Medical Certificate of food handlers</li> </ul>

No	CLASS OF ENTERPRISE	REQUIREMENTS FOR NEW APPLICANTS	REQUIREMENTS FOR RENEWALS
		premises <ul style="list-style-type: none"> <li>• Copy of the current health clearance certificate (less than three months old).</li> <li>• Medical Certificate of food handlers</li> </ul>	
16.	H – Tourism And Hospitality Training Institutions	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Certificate of registration or Incorporation of company (new applicants)</li> <li>• Memorandum and articles of Association or CR 12 (new applicants)</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Letter of ‘no objection’ from NEMA</li> <li>• EIA for new facilities / environmental audit for existing Facilities</li> <li>• Evidence of insurance cover for the premises, occupants and property</li> <li>• Approved curriculum by relevant authorities</li> <li>• Professional certificates of the trainers</li> </ul>	<ul style="list-style-type: none"> <li>• Duly filled application form (Form 1) check <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></li> <li>• Copy of lease agreement/ title deed of premises</li> <li>• Work/ entry permit for non- Kenyans involved in the business and copies of affidavit for non- resident director(s)</li> <li>• Letter of ‘no objection’ from NEMA</li> <li>• EIA for new facilities / environmental audit for existing Facilities</li> <li>• Evidence of insurance cover for the premises, occupants and property</li> <li>• Approved curriculum by relevant authorities</li> <li>• Professional certificates of the trainers</li> </ul>

**NB:** License fees payable by the various types of regulated tourism activities and services are prescribed in the fourth schedule of the Tourism Regulatory Authority regulations 2014.

## **ANNEX 2: CUSTOMS DUTY EXEMPTION FOR THE HOSPITALITY SECTOR**

Customs duty exception is provided for under the East African Community Customs Management Act, 2004, Fifth Schedule, Part B, Item 21 for the following items:-

1. Washing machines
2. Kitchen ware
3. Cookers
4. Fridges and freezers
5. Air Conditioning Systems
6. Cutlery
7. Televisions
8. Carpets
9. Furniture
10. Linen and Curtains
11. Gymnasium Equipment

The items must be engraved, printed or marked with the logo of the tourist hospitality establishment importing for its use.

### **THE PROCESS OF APPLICATION**

The applicant writes to the Director General, Tourism Regulatory Authority and the application letter must have the following information: -

- A comprehensive list of items for which exemption is being sought; with their quantities and value stated (hard and soft copy in excel format);
- Value of the facility;
- Size of land utilized or to be utilized;
- Number of staff employed or to be employed; and

- Number of rooms and beds the hotel has or will have.
- Names of the current directors (CR12- a search document showing the current directors to be attached)
- Information to be provided in the application form ([download](#)) as an attachment to the application letter:

In addition, the following items need to be attached.

- Copy of Certificate of Incorporation;
- Memorandum and Articles of Association;
- Copy of tax registration certificate;
- Copy of PIN certificate;
- Valid Tax Compliance Certificate;
- Copy of Title Deed or Lease for the premises;
- Feasibility study, detailing the project, company profile, ownership, structure and project proposal for new facilities;
- A copy of Bill of Lading and/ or Airway Bill in the name of the hotel;
- A copy of the invoice; and
- Import Declaration Form (IDF).

The applicant will submit one copy of the above. The Customs Services Department may request for other documents as may be deemed necessary.

The Authority will analyse the application in line with the Government Policy on development of tourist accommodation facilities which will inform the recommendation by the Cabinet Secretary to the Commissioner of Customs Services. Kenya Revenue Authority, Tourism Regulatory Authority and other relevant Government agencies will be carrying out compliance checks from time to time.

### **ANNEX 3: DUTY EXEMPTION ON 4X4 VEHICLES IMPORTED FOR TOURISM**

The **Tourism Regulatory Authority (TRA)** issues letters of recommendation to the **Commissioner of customs** in support of an application that has met the following requirements under the East Africa Community Gazette dated 02<sup>nd</sup> July, 2009 Legal Notice No. EAC/10/2009: -

1. They are four-wheel drive with open roof facility for game viewing and have a seating capacity not exceeding 12 passengers.
2. They have provisions for: Camping, Rescue and First Aid equipment; Baggage compartment and Communication Fittings.
3. They are of a color that blends with the environment where they operate and have a clean and conspicuous label or marking of "Tourist Vehicle"
4. Any other conditions the Commissioner may impose provided that duties shall be payable for other use or change of use.

### **OTHER CONDITIONS**

The applicant writes to the Director General, **Tourism Regulatory Authority** and the application letter must have the following information: -

1. Chassis and Engine number of vehicle (s)
2. Importation Documents (IDF), Bill of Lading and invoice
3. Certificate of vehicle(s) Registration
4. EARTH colour recommended for the vehicle(s)

### **In addition, the following items must be attached:-**

1. Copy of Tourism license as a tour operator
2. Copy of certificate of incorporation for the company owning the vehicle(s)
3. Memorandum and Articles of Association
4. Copy of VAT certificate
5. Copy of PIN certificate
6. Value of the vehicle(s)
7. Number of staff employed or to be employed/staff profile/list of nationality
8. The itinerary for the company
9. Website/E-mail address



10. Physical address
11. Names of Directors of the company – CR 12
12. Application form
13. Soft copy excel format – price; chassis no., Engine no., colour and type of vehicle(s)

### **VAT EXEMPTION ON 4X4 LOCALLY ASSEMBLED VEHICLES FOR TOURISM**

The **Tourism Regulatory Authority (TRA)** issues letters of recommendation to the **Commissioner of customs** in support of an application that has met the following requirements under Finance Act 2017.

1. They are four-wheel drive with open roof facility for game viewing and have a seating capacity not exceeding 12 passengers.
2. They have provisions for: Camping, Rescue and First Aid equipment; Baggage compartment and Communication Fittings.
3. They are of a color that blends with the environment where they operate and have a clean and conspicuous label or marking of “Tourist Vehicle”
4. Any other conditions the Commissioner may impose provided that duties shall be payable for other use or change of use.

### **OTHER CONDITIONS**

The applicant writes to the Director General, **Tourism Regulatory Authority** and the application letter must have the following information: -

1. Chassis and Engine number of vehicle (s)
2. Importation Documents (IDF), Bill of Lading and invoice
3. EARTH color recommended for the vehicle(s)

**In addition, the following items must be attached: -**

1. Copy of Tourism license as a tour operator
2. Copy of certificate of incorporation for the company owning the vehicle(s)

3. Memorandum and Articles of Association
4. Copy of VAT certificate
5. Copy of PIN certificate
6. Value of the vehicle(s)
7. Number of staff employed or to be employed/staff profile/list of nationality
8. The itinerary for the company
9. Website/E-mail address
10. Physical address
11. Names of Directors of the company – CR 12
12. Application form
13. Soft copy excel format – price; chassis no., Engine no., color and type of vehicle