



MACAO GOVERNMENT TOURISM OFFICE

## Quality Tourism Services Accreditation Scheme Travel Agency Industry

### Application Form



Quality Tourism Services  
Accreditation Scheme

#### 1. Business Information

**Name of Merchant**

(same as shown on valid licence)

(Chinese)

(Portuguese)

(English/ other language, if applicable)

**Headquarters' Address**

(Chinese)

(Portuguese)

#### 2. Please designate to candidate headquarters or branch

**Headquarters:**

(same as above)

(Chinese)

**Branch Address:**

(Portuguese)

**Tel No.**

**Fax No.**

**Website** (if any)

**Licence No.**

**Business Hours**

**Licence Expiry Date** (Day/Month/Year)

**Establishment Date** (Day/Month/Year)

**No. of Employees**

#### 3. Licensee/Licensed Company Information

**Name**

(Chinese)

(Portuguese)

**Taxpayer No.**

**Address**

**Tel No.**

**Fax No.**

**E-mail**

#### 4. Contact Person Information

**Name**

(Chinese)

(Portuguese)

**Job title**

**Postal Address**

**Tel No.**

**Fax No.**

**E-mail**

## 5. "Service Star Award"

Participate "Service Star Award – Outbound Service"(fill out Section A only)

Participate "Service Star Award – Inbound Service"(fill out Section B only)

Not to participate "Service Star Award"

### A. Outbound Service

#### Outbound Tour

(Select one or more items)

Destination:

China	Malaysia
Hong Kong	Thailand
Taiwan	India
Korea	Australia & New Zealand
Japan	Europe
Singapore	USA & Canada

Others: \_\_\_\_\_

#### Outbound Hotel Booking and Ticketing

(Select one or more items)

Destination:

China	Malaysia
Hong Kong	Thailand
Taiwan	India
Korea	Australia & New Zealand
Japan	Europe
Singapore	USA & Canada

Others: \_\_\_\_\_

Type of tour:

Sightseeing  
Private chartered

Type of customer:

Company / Organization  
Individuals

Service enquiry:

Counter  
Hotline  
E-mail  
Online platform

Type of ticketing:

Hotel vouchers	Ferry tickets
Air tickets	Buffet vouchers
Train tickets	Tickets to attractions
Bus tickets	Others: _____

Type of customer:

Company / Organization  
Individuals

Service enquiry:

Counter  
Hotline  
Online platform

## B. Inbound Service

### Inbound Tour

(Select one or more items)

Country of origin:

China	Malaysia
Hong Kong	Thailand
Taiwan	India
Korea	Australia & New Zealand
Japan	Europe
Singapore	USA & Canada

Others: \_\_\_\_\_

Type of tour:

Sightseeing  
Private chartered

Nº. of groups received last year:

May: around \_\_\_\_\_ groups  
Jun: around \_\_\_\_\_ groups  
Jul: around \_\_\_\_\_ groups  
Aug: around \_\_\_\_\_ groups  
Sep: around \_\_\_\_\_ groups

No. of travelers per group :

From \_\_\_\_\_ to \_\_\_\_\_ travelers

Type of customer:

Overseas travel agencies  
Company / organization  
Individuals

Service enquiry:

Service counter  
Hotline  
E-mail  
Online platform

### Inbound Hotel Booking, Ticketing and Rental

(within Macao)

(Select one or more items)

Type of service:

Hotel vouchers  
Tickets to attractions  
Buffet vouchers  
Travel visa  
Coaches rental

Others: \_\_\_\_\_

Type of customer:

Overseas travel agencies  
Company / organization  
Consumer

Service enquiry:

Counter  
Hotline  
E-mail  
Online platform

## 6. Enclosed Documents

- Copy of valid Travel Agency Licence issued by MGTO;
- Copy of Licencee /Licenced Company Legal Representative's identification document (please photocopy both sides of the document on the same page);
- Copy of Business Registration Certificate;
- Copy of valid M/8 business tax form issued by Finance Services Bureau (DSF);
- Original Copy or notarized copy of Letter of Authorization (If this application form is signed by representative of licensee or licenced company);

## 7. Declaration

I, on behalf of the merchant, hereby agree to abide by the terms and conditions stated on the "Application Manual" of the "Quality Tourism Services Accreditation Scheme" and declare that all information provided is true and accurate; otherwise the merchant that I represent may be disqualified to enter this Scheme.

(A) Litigation, arbitration and administrative proceeding **(\*Please delete as appropriate)**

I declare, to the best knowledge, acknowledgement and belief of the merchant, that we **\*have / have no** outstanding event, litigation, arbitration or administrative proceeding which may materially and adversely affect our business, operations, financial status, directorship or management; or the merchant's ability to provide quality tourism services and undertake other obligations under the Scheme.

Please provide details of litigation, arbitration or administrative proceeding, if applicable:

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(B) Acceptance of Arbitration

I declare, if the merchant receives an award under the "Quality Tourism Services Accreditation Scheme", we will agree to accept arbitration through the Consumer Arbitration Centre operated under Consumer Council of Macao SAR Government to resolve any consumer dispute occurring in Macao; respect and comply with the arbitration result made by the Arbitration Judge. While having declared to accept the aforementioned arrangement, we fully understand that the intervention of the Consumer Arbitration Centre will not suspend the appeal time limit for the litigant(s) to exercise their administrative and judicial rights.

(C) Personal Data Collection

1. The personal data collected in this application form will only be used for this Scheme;
2. When resolving consumer disputes by consumer arbitration mechanism, the licensee or licensed company's legal representative will be contacted, and the relevant personal data stated in this form will be forwarded to other competent authorities when necessary;
3. Participating licensee or licensed company's legal representative has the right to request access to, make correction of, or update their personal data.

(D) Permission of Photo Usage Declaration

Merchant hereby **agrees** to authorize the Macao Government Tourism Office of Macao Special Administrative Region to use the following photos copyrighted by the merchant for publicity purpose of the Quality Tourism Services Accreditation Scheme, during the merchant's "Star Merchant Award" validity period.

\_\_\_\_\_  
**Name of Signatory (Block letters)**

\_\_\_\_\_  
**Job title**

\_\_\_\_\_  
**Company Seal/ Stamp**

\_\_\_\_\_  
**Signature** (in accordance with the signatory's identification document)

**Macao,** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
(Day) (Month) (Year)

### Remarks:

- This form must be signed by **licensee or licensed company's legal representative**.
- If the applicant is an individual, the signature must be in accordance with the signatory's identification document, and a copy of the signatory's identification document shall be attached.
- If the applicant is a company, the signatory must be the company's legal representative and the signature must be in accordance with the signatory's identification document. A copy of the signatory's identification document shall be attached.
- If the licensee/ licensed company authorizes another party to apply for the Scheme, an original or notarized copy of the Letter of Authorization shall be submitted, and a copy of the authorized person's identification document shall be attached.
- This document contains a Chinese, Portuguese and English version. If there is any inconsistency or ambiguity among three versions, the Chinese version shall prevail.
- Note: Participating merchants of the Scheme are required to comply with the terms and conditions set out in the Guide to Quality Tourism Services Accreditation Scheme and have a clear understanding of the surveillance mechanism for the "Star Merchant Award".