

GENERAL INFORMATION	
Name of formality	License to Operate Air Ticket Sale and Reservation Agents
Type of formality	License
Date of last modification	03.01.2018
Responsible Authority	Civil Aviation Department
Who should apply for this formality?	Any person or legal entity that intends to operate at the air ticket agent that provides the service of selling the air ticket and airline booking as the agent of the relevant airlines both domestic and international according to their agreement.
Qualifications needed by the business to get the formality	1. Shall obtain the Enterprise Registration Certificate with a clear business operation of airline booking and sales; 2. Shall have the agent agreement to be the airline agent with the relevant airlines; 3. Shall have the qualified personnels - the minimum requirements are: (i) 1 IT technical staff; (ii) at least 2 air line booking and sale agent that has the IT background and can speak good English; 4. Shall have a good IT system that link directly to the airline and other airline agent both domestic and international; 5. Shall have modern and sufficient equipment to provide the service; and 6. Shall have a permanent office in Lao PDR.

LEGAL FRAMEWORK			
Name	Number	Date	Comment
Order on Management of Air Ticket Sale and Reservation Agent	2526/MPWT	16.02.2011	Article 2-Article 7: Air Ticket Agents and Airline Reservation
Law on Civil Aviation (Amended)	53/NA	26.06.2018	Part III Civil Aviation Business Chapter 1 Operating Business of Civil Aviation Article 51 and Article 52.6

REQUIRED DOCUMENTS FORMALITIES

Name	Type	Comment
\${SUPPORT_NAME}	\${SUPPORT_TYPE}	\${SUPPORT_COMMENT}

LIST OF ATTACHED DOCUMENTS FOR FIRST TIME APPLICATION		
Name of document	Type of document	File of document
\${ATTACHMENT_NAME}	\${ATTACHMENT_TYPE}	\${ATTACHMENT_FILE}

LIST OF ATTACHED DOCUMENTS FOR RENEW APPLICATION		
Name of document	Type of document	File of document
\${ATTACHMENT_NAME_RENEW}	\${ATTACHMENT_TYPE_RENEW}	\${ATTACHMENT_FILE_RENEW}

MEAN OF PRESENTATION		
Means of presentation	At the Authority Offices	
Address of authority	Civil Aviation Department, Ministry of Public Work and Transport	
Time it takes to the authorities to process the formality	10	In case of denial, the Department shall notify the applicant in writing within 5 working days. The Department has the rights and mandate to issue this Formality for the business operator nationwide.

RENEWAL INFORMATION	
Does the formality have a validity or an expiration date?	How long will the formality be valid for? (in months)
YES	12
What is the process and conditions to get the formality?	
What is the process and conditions to renew the formality?	The renewal shall be undertaken at least 30 days prior to the expiration of this Formality; provided that the applicant shall submit all the required documentation to the Department for their consideration of the renewal and the Department will consider the renewal within 5 working days.

ISSUING FEES				
Has application fees?	Service fees businesses need to disburse	Certificate fees businesses need to disburse	Application fees businesses need to disburse	Total fees businesses need to disburse
YES	0.00	750000.00	20000.00	770000.00
Comments	Reference: Presidential Edit 003, The application fee is collected by the authority.			
ADDITIONAL ISSUING FEES				
Additional fee names				
NO	0.00	0.00	0.00	0.00
Additional fee comments				

RENEWAL FEES				
Has renewal fees?	Service fees businesses need to disburse	Certificate fees businesses need to disburse	Renewal fees businesses need to disburse	Total renewal fees businesses need to disburse
YES	0.00	20000.00	375000.00	395000.00
Comments	Reference: Presidential Edit 003, The application fee is collected by the authority.			
ADDITIONAL RENEWAL FEES				
Additional renewal fees names				
NO	0.00	0.00	0.00	0.00
Additional renewal fees comments				

