

2009/10 TOUR OPERATOR AND ACTIVITY PROVIDER LICENCE APPLICATION/RENEWAL

This application is for a Licence to conduct organised tourism/recreation business activities on public land in Victoria. An electronic version of this form is available from Parks Victoria on www.parkweb.vic.gov.au

Complete the steps below and forward your application to Parks Victoria for assessment.

| CHECKLIST (Please complete to ensure application is processed in a timely manner) | (please ✓ tick) |
|---|-----------------|
| 1 Tour Operator Licence application discussed with Parks Victoria Licensed Tour Operator Business Contact Officer | |
| 2 Applicant details and proposed tour schedules complete (see page 4 - 9) | |
| 3 Read and understood all General Conditions and relevant Activity Conditions (see page 10 - 12) | |
| 4 Read and understood the Licence Suspension and Cancellation information sheet | |
| 5 Attached relevant licence fees (all cheques made payable to Parks Victoria) | |
| 6 Attached appropriate Public Liability Insurance certificate of currency (see page 14) | |
| 7 Read, understood and signed Insurance and Indemnity provisions (see page 14) | |
| 8 Submitted all Trip Return details for prior licence period (renewal only) | |
| 9 Submitted all Public Land Use Fees payable for prior licence period (renewal only) | |
| 10 Attached copy of Accreditation evidence (if applicable) (see page 16) | |
| 11 Signed the licence application/renewal authorisation below | |

New Application

I wish to apply for a Tour Operator Licence

Duration: 1 year 3 years

Please note: 3 year Tour Operator licences require evidence of accepted accreditation (refer Part 6, page 16).

Renewal

My existing Tour Operator Licence number is

I wish to renew my licence for 1 year 3 years

Please note: 3 year Tour Operator licences require evidence of accepted accreditation (refer Part 6).

New applications should be forwarded to:
Parks Victoria, Tourism Partnerships,
Level 10, 535 Bourke Street, Melbourne VIC 3000
www.parkweb.vic.gov.au Phone: 13 1963

Licence renewals should be forwarded to your LTO Business Contact Officer.

Tour Operator Licence applications will only be assessed when complete.

The processing time for a complete Tour Operator Licence application/renewal is five weeks, unless complications arise.

Parks Victoria LTO Business Contact Officers administer the licence application process. Please phone 13 1963 for LTO Business Contact Officer details.

Authorisation

By completing this application/renewal form for a Tour Operator and Activity Provider Licence, the applicant agrees to comply with the conditions set out in Parts 3,4,5 and 6 of this form. The applicant acknowledges that Parks Victoria is under no obligation to accept the application.

Surname:

Given name:

Position:

Company/Association:

Signed:

Date:

Tour Operator Licences are:

- not transferable* (for example, to another individual or entity**)
- for the use of the applicant specified in this form only
- issued on the basis that the Licence Holder accepts the licence conditions. Licensed Tour Operators functioning outside licence conditions risk licence suspension or cancellation.
- issued on the basis that the licence holder maintains an appropriate public liability insurance policy with an insurer approved by the Australian Prudential Regulation Authority (APRA).
- issued pursuant to the provisions of one or more of the following Acts:
 - *National Parks Act 1975*
 - *Forests Act 1958*
 - *Crown Land (Reserves) Act 1978*
 - *Wildlife Act 1975*
 - *Kew and Heidelberg Lands Act 1933*
 - *Land Act 1958*
 - *Water Industry Act 1994*

Tour Operator Licences may be varied:

- to change the areas which tour operators may use, for reasons including visitor safety and environmental reasons

Tour Operator Licence renewal depends upon:

- completion of a licence renewal form
- compliance with licence conditions
- submission of trip return details
- payment of public land use fees
- consideration of any previous failure to comply with licence provisions or applicable legislation, licence suspension or cancellation history.

Please Note:

- If you are planning to talk to your tour participants about known Aboriginal sites, places or folklore (beyond information contained in the current Parks Victoria Park Notes), it is advisable to contact the relevant Aboriginal people for their input and endorsement.
Please contact your Parks Victoria LTO Business Contact Officer for further information.

Industry Contact information:

Listed below are contact details of industry organisations you may find useful.

- | | | |
|--|--------------|--|
| • Tourism Alliance Victoria | 03 9650 8399 | www.tourismalliance.com.au |
| • Tourism Victoria | 03 9653 9777 | www.tourism.vic.gov.au |
| • Food Safety Victoria | 1300 364 352 | www.health.vic.gov.au/foodsafety/ |
| • Consumer Affairs Victoria – liquor licensing | 1300 558 181 | www.consumer.vic.gov.au |
| • Business Victoria | 132 215 | www.business.vic.gov.au |
| • Victorian Taxi Directorate | 03 9655 6666 | www.taxi.vic.gov.au |
| • Worksafe Victoria | 1800 136 089 | www.workcover.vic.gov.au |

* *Transfer means to give, sell or otherwise assign a licence to another person, company or association, whether for a cost or for free and include any sale, change of control or other assignment as a result of sale of the entity holding the Licence.*

** *Where 50% of the shareholder members of a company or 50% of the members of an incorporated association change, any existing tour operator licence will be revoked and a new application for licence will be required.*

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PART 1 – APPLICANT DETAILS

Tour Operator Licence to be issued to: (please ✓ tick)

Individual – **go to A)**

Incorporated Company/Incorporated Association – **go to B)**

Existing Licence Holders complete Part 1 only if your details have changed.
Please note that the Licence Holder (ie Individual or Incorporated Company/Association) may not be altered on any licence renewal.

Parks Victoria is collecting the information on this form so that your application for a tour operator licence or renewal can be considered. Parks Victoria will also use this information to assess your compliance with licence conditions. This information will be stored on a database held by Parks Victoria and may be disclosed to other government bodies such as the Department of Sustainability and Environment (DSE). Parks Victoria may also disclose your name and contact details:

- On the Parks Victoria website for the purpose of informing park and reserve visitors about your business; and
- To industry associations to assist them with disseminating information about the tourism industry,

Unless you indicate in the space provided below that you do not want your details disclosed.

1A Where licence is to be issued to an INDIVIDUAL

Surname:

Given name:

1B Where licence is to be issued to an INCORPORATED COMPANY / INCORPORATED ASSOCIATION

Company/Association name:

Australian Company Number (ACN):

OR

Incorporated Association Number:

Authorised Officer

Surname:

Given name:

Position title:

Trading name/s:

Registered for GST: (please ✓ tick)

Yes

No

Australian Business Number (ABN) if applicable:

Address for correspondence or registered office address:

Street address:

Please (✓) tick if you DO NOT want this address listed on Parkweb

Telephone (Bus hours):

Telephone (After hours):

Mobile:

Fax number:

Email:

Website:

Parks Victoria Licensed Tour Operators are automatically listed on Parks Victoria's website (www.parkweb.vic.gov.au).

Please (✓) tick if you DO NOT want your contact details available on the Parks Victoria website

Please (✓) tick if you DO NOT want your contact details given to industry associations

PART 2 – PROPOSED TOUR/TOUR VARIATION DETAILS

- Applicants must complete a separate Tour Schedule for each tour. A tour is any organised tourism/recreation business activity undertaken on public land areas managed by Parks Victoria/DSE.
- If you propose to conduct more than four tours, please copy, complete and attach additional Tour Schedules.
- New licence applicants should complete Part 2 A only then go to Part 3.
- Existing licence holders use Part 2 A to add additional Tour Schedules or make changes to existing Tour Schedules. If you do not wish to add any Tour Schedules go to Part 2 B.

2A TOUR SCHEDULE 1

(Please ✓ tick)

New Tour Schedule **Amending existing Tour Schedule** **No changes to existing Tour Schedules (no further details required)**

Proposed location(s) (for example, Alpine National Park):

| |
|---|
| Tour Name: |
| Tour Route (include names of tracks, roads, rivers to be used. Attach maps if necessary): |
| |
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| |

Proposed activities (select activity from list on page 6):

 Other
please specify

Eg: Birdwatching = **A 1**

Proposed group size:

No. of people No. of vehicles (including bicycles) No. of horses Other
please specify

Anticipated number of trips per year

Anticipated duration of tour (days / hours)

2B PROPOSED TOUR VARIATION DETAILS

a) Would you like to **delete** any of the tours from your current Tour Operator Licence?

Please note that deletion of a Tour Schedule does not incur a fee

(please ✓ tick)

Yes – **complete a separate Tour Deletion Schedule for each tour**

– **if you propose to delete more than one tour, please copy, complete and attach additional Tour Deletion Schedules**

No – **go to Part 3**

TOUR DELETION SCHEDULE 1

Location(s) to be deleted (for example, Alpine National Park):

Tour Name:

Tour Route (include names of tracks, roads, rivers to be deleted. Attach maps if necessary):

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| |

Activities to be deleted (select activity from list below):

Other

please specify

Eg: Birdwatching = **A 1**

ACTIVITY LIST

Select an activity from this list when completing Tour Schedule/s

| | | | |
|--|--|-------------------------------------|-----------------------------------|
| A 1 Birdwatching | B 5 Sea Kayaking | D 1 Ballooning | J 1 Coach / Bus Tours |
| A 2 Bushwalking | B 6 Diving | D 2 Hangliding | J 2 Four Wheel Drive Tours |
| A 3 Spotlight Tours / Nightwalks | B 7 Snorkelling | D 3 Paragliding | J 3 Trail Bike Tours |
| A 4 Coastal Walking (Marine Parks / Marine Sanctuaries) | B 8 Surfing / Surfing Education | E 1 Camel Riding | J 4 Motor Cycle Tours |
| A 5 Bat Watching | B 9 Kite Surfing | E 2 Horse-Drawn Wagon Tours | J 5 Car/Limousine Tours |
| B 1 Boat Tours: Motorised | B 10 Wind Surfing | E 3 Horse Trail Riding | K 1 Bicycle Touring |
| B 2 Boat Tours: Non-motorised | B 11 Seal Tours | F 1 Deer Hunting | K 2 Mountain Bike Riding |
| B 3 Canoeing / Kayaking | C 1 Abseiling | G 1 Fishing / Angling | L 1 Ski Touring |
| B 4 Rafting | C 2 Caving | H 1 Fossicking / Prospecting | L 2 Snow Shoe Tours |
| | C 3 Rock Climbing | | L 3 Dog Sled Tours |
| | C 4 Tree Climbing | | |

PART 3 – LICENCE CONDITIONS

GENERAL CONDITIONS

Note: Any reference to Parks Victoria includes DSE.

- 1 The Licence Holder acknowledges that:
 - 1.1 the Licence Holder must at all times comply with any legislation or statutory rules governing the park within which the licensed tour activity takes place.
 - 1.2 pets and firearms are not to be taken into National Parks and State Parks unless specifically permitted by Parks Victoria;
 - 1.3 fires may only be lit in fireplaces for areas managed under the *National Parks Act 1975*. For more information refer to *Campfires and Barbecues in National Parks, State Forests and Reserves (1999)* brochure;
 - 1.4 this licence does not exempt the Licence Holder from complying with the legislation which governs the use of the location, other than as expressly stated in this licence.
- 2 The Licence Holder and the Licence Holder's employees, agents and clients will obey all reasonable directions given by an authorised officer at the site/s.
- 3 The Licence Holder must:
 - 3.1 develop and maintain an Emergency Response Plan for each tour that outlines procedures to be followed in the event of natural or other disaster, injury, illness or delay;
 - 3.2 ensure the safe evacuation of clients and vehicles in the event of any natural or other disaster adjacent or near approved routes;
 - 3.3 notify the appropriate DSE Forest Manager or Parks Victoria Ranger of any natural or other disaster, injury, illness, vehicle accident or delay that may impact on the tour group.
- 4 Only those activities which are specified in the licence are allowed to be conducted on any tour.
- 5 Except as expressly authorised by this licence, the Licence Holder must not damage, destroy, disrupt or remove any native flora (live or dead) or any native fauna from the site or the park. (This includes Marine National Parks and Marine Sanctuaries)
- 6 Except as expressly authorised by this licence, the Licence Holder must not damage, deface, remove or otherwise interfere with any built asset, natural feature or cultural heritage place. This includes creating new access trails.
- 7 Feeding or handling of wildlife is not permitted without the consent of Parks Victoria.
- 8 The Licence Holder must not drive or permit an employee, agent or client to drive a vehicle at the site/s except on roads and tracks constructed for the passage of vehicles with four or more wheels. At no time may the Licence Holder drive or permit an employee, agent or client to drive a vehicle on roads and tracks that are permanently, temporarily or seasonally closed by gates, signs or public notice, unless special conditions on the licence grant such access.
- 9 The Licence Holder must effect and maintain throughout the term of the licence an appropriate public liability insurance policy with an insurer approved by Parks Victoria.
- 10 Camp sites shall be maintained and left in a tidy condition and shall be located at least 20 metres from any stream, dam or aqueduct. If toilets are not provided, night soil must be buried at least 100 metres from any stream, dam or aqueduct. All rubbish originating from tour operations must be removed by the Licence Holder unless rubbish bins are provided.
- 11 All vehicles carrying passengers in the State of Victoria must be appropriately licensed by VicRoads or equivalent interstate road traffic authority as passenger vehicles and abide by the specific conditions of that licence.
- 12 All drivers of passenger vehicles must hold a current driver's licence appropriate for that vehicle, including any necessary endorsement for the vehicle type.
- 13 Tours must not rely on any huts or campsites for accommodation unless specific prior rights have been granted for use of the hut/s or campsites.
- 14 Licence Holders must ensure their tour guides have a current first aid qualification. The minimum standard requirement is St Johns Level 2 Basic First Aid or equivalent. At all times while on tour one member of the Tour Group must be a qualified First Aider and have in their possession a suitable first aid kit.

PART 3 – LICENCE CONDITIONS CONT'D.

- 15 Licence Holders must:
- 15.1 make all clients aware **before the tour commences** of:
- (a) all potential hazards and conditions which may be encountered during the tour. These may include, but are not limited to, heights, exposure to weather, rapid flowing water, fauna and flora; and
- (b) the experiences clients may encounter during the tour.
- 15.2 ensure procedures are in place to minimise the risk of potential hazards to clients. These procedures may include, but are not limited to, pre-tour briefings, safety equipment and head counts.
- 15.3 ensure that all guides and employees have the relevant competencies and skills for leading and guiding an activity.
- 15.4 ensure that supervision is appropriate to the differing clients' experiences and abilities.
- 16 The Licence Holder is required to submit trip return documentation to the nominated Parks Victoria LTO Business Contact Officer every quarter:
- Quarter 1 = 1 July – 30 September
Quarter 2 = 1 October – 31 December
Quarter 3 = 1 January – 31 March
Quarter 4 = 1 April – 30 June
- Note: Licence Holders have 21 days to submit this information.
- The Licence Holder acknowledges that licence renewal depends, in part, on satisfactory compliance with trip return documentation requirements.
- 17 Tour Operator Vehicle Stickers and Personal Identification Cards must be displayed at all times while on tour.
- 18 Parks Victoria has the right to vary, suspend or cancel a licence where there has been a breach of licence conditions or where Parks Victoria considers there is an immediate threat to any visitors' safety and/or environmental sustainability in relation to the relevant activities or sites.
- 19 The Licence Holder must not enter or permit an employee, agent or client to enter any areas or site/s that are permanently, temporarily or seasonally closed by gates, signs or public notice, unless special conditions on the licence grant such access. Parks Victoria reserves the right to change the areas which Tour Operators may use, for any reason including visitor safety and environmental reasons without compensation for any such change to the licence conditions.
- 20 GST
- "Taxable Supply" has the meaning given by section 9-5 of *A New Tax System (Goods and Services Tax) Act 1999* (Cth)
- 20.1 Each amount, of whatever description, specified as payable by the Licence Holder to Parks Victoria under this licence is expressed as a GST inclusive amount for a post 1 July 2000 taxable supply.
- 20.2 Any increase in the rate or amount of GST payable by Parks Victoria in relation to this Licence must be reimbursed by the Licence Holder.
- 21 The licensee must comply with any applicable Adventure Activity Standard (AAS) in conducting the tour operations. The licensee acknowledges that additional safety requirements not forming part of these licence conditions may be imposed on tour operators, such as the Department Of Education, and Early Childhood Development Safety Guidelines. If there is any inconsistency between the licence terms, the AAS and any additional safety requirements, the licence terms and the AAS prevail.

PART 3 – LICENCE CONDITIONS CONT'D.

ACTIVITY CONDITIONS

In addition to the general conditions, the Licence Holder must comply with any Adventure Activity Standard (AAS) relevant to activities carried out under the licence, or where an AAS is not available, any relevant activity conditions listed below.

Adventure Activity Standards

Industry has endorsed and the Government has funded a project to develop documented Adventure Activity Standards (AAS) for the outdoor recreation sector.

There are currently AAS for the following Parks Victoria licensed activities.

- White water / River rafting
- Rock climbing
- 4 wheel driving
- Bushwalking
- Trail bike tours
- Diving / Snorkelling
- Canoeing / Kayaking
- Caving
- Mountain Biking
- Fishing / Angling
- Horse trail riding
- Surfing / Surfing education
- Abseiling

Details of the complete current list of AAS and the industry consultation and review process are available on the Outdoor Recreation Centre website at www.orc.org.au

Compliance with relevant AAS is a condition of all tour operator licences.

For activities where AAS have not been developed, the following conditions apply.

- 1 BIRDWATCHING / SPOTLIGHT TOURS / NIGHT WALKS / COASTAL WALKING
 - 1.1 Group size shall be restricted to a maximum of 15 persons including leaders, unless special licence conditions apply.
 - 1.2 Wherever possible groups shall carry and use portable stoves for cooking to reduce the amount of firewood used and shall follow other minimal impact procedures.
- 2 SKI TOURING / SNOW SHOE TOURS
Group size shall be restricted to a maximum of 15 persons including leaders, unless special licence conditions apply.
- 3 BOAT TOURS
All boats carrying passengers must have a current Certificate of Survey from the Marine Board of Victoria.
- 4 BALLOONING
 - 4.1 All balloons must be registered with the Civil Aviation Safety Authority (CASA).
 - 4.2 Ballooning pilots must have a Commercial Pilots Licence (Balloons).
 - 4.3 The Licence Holder is required to maintain a Civil Aviation Safety Authority Air Operators Certificate, and present a copy of the certificate to Parks

Victoria if requested.

- 4.4 The Licence Holder must abide by the Australian Ballooning Federation Code of Conduct and all Civil Aviation Regulations pertaining to commercial balloon operations.

5 DEER HUNTING

- 5.1 The Licence Holder shall require all clients and people assisting in the hunt to comply with the requirements of the *Firearms Act* 1996 and the Wildlife Regulations and hunt in accordance with the Code of Practice for the Welfare of Animals in Hunting and the Australian Deer Association National Code of Ethics (1988).
- 5.2 Licence Holders will not receive fees for animals captured or killed in hunting.

6 FOSSICKING / PROSPECTING

- 6.1 Licence Holders for fossicking and prospecting tours will require clients to understand and comply with Acts and Regulations protecting archeological and historic artefacts.
- 6.2 In areas managed under the *National Parks Act 1975*, fossicking will only occur in areas specifically set aside for this activity in those parks listed in section 32D of the Act.
- 6.3 Licence Holders for gold fossicking tours must obtain either a Tourist Fossicking Authority or require all clients to have a miner's right.

7 SEA KAYAKING

In addition to complying with the AAS for Canoeing / Kayaking, the Licence Holder agrees to discuss the use of camping areas with relevant land managers prior to the commencement of the tour. Emergency campsites may be used if weather conditions make it impossible or unsafe to reach planned sites.

8 BUS / COACH TOURS

All bus operators of vehicles that have more than 12 seats and are used for the carriage of passengers (other than for domestic purposes) must be accredited. Bus Operator Accreditation is managed by the Public Transport Safety Directorate (PTSD) on behalf of the Department of Infrastructure. Proof of this accreditation must be supplied to Parks Victoria if requested.

LOCATION CONDITIONS

Location-specific conditions may be applicable for the public land in which you wish to operate. These will be issued on your licence and it is acknowledged that they must be adhered to. Please contact your Parks Victoria LTO Business Contact Officer for further information.

PART 5 – INSURANCE AND INDEMNITY

In this Part:

“Insured” means the Licence Holder (Licence Number eg. PV 5005), including the Licence Holder’s officers, employees, agents, contractors, subcontractors, invitees and their successors and assigns.

“Other Relevant Parties” means the Minister for Environment and Climate Change, Minister for Planning, Minister for Water the Secretary to the Department of Sustainability and Environment, Parks Victoria, the Director of National Parks, the Minister for Ports, Melbourne Water Corporation, The Yarra Bend Park Trust and any other body delegating its powers to Parks Victoria.

“Licence Holder” means the applicant for the licence specified in the licence application form.

“Term” means the period of operation of the licence.

“Site/s” means the site or sites to be used or occupied under the licence.

1 INSURANCE

1.1 The Licence Holder must effect and maintain throughout the Term with an insurer approved by Parks Victoria which approval shall not be unreasonably withheld:

(a) a public, and if relevant, products liability insurance policy for not less than \$10 million (or any greater amount required by Parks Victoria) in respect of any single claim arising out of the activities of the Insured, covering all third party claims arising out of:

(i) loss, including financial loss, destruction or damage to real or personal property and ensuing loss of use of that property;

(ii) death, injury to, or disease of persons; and

(b) an employers liability and workers’ compensation policy which covers any damage, loss or liability suffered or incurred by any person engaged by the Licence Holder arising:–

(i) by virtue of any statute relating to workers’ or accident compensation or employers’ liability; or

(ii) at common law,

such policies referred to collectively as “the Policy”.

1.2 The Licence Holder must effect and maintain the Policy in the name of the Insured, and noting the interests of the Other Relevant Parties.

1.3 The Licence Holder must ensure that the Policy contains provisions under which Parks Victoria is to be notified of any changes to the Policy.

1.4 The Licence Holder must provide Parks Victoria with:

(a) a certificate of currency for the Policy which clearly confirms the requirements of the preceding clause 1.2–

(i) prior to the Licence commencement date;

(ii) within 14 days of each anniversary of the commencement date throughout the term and any renewed terms (if applicable); and

(iii) at any other time upon request by Parks Victoria;

(b) a copy of the Policy upon request by Parks Victoria. Parks Victoria shall have the right to insist on any amendments to the policy wording or limits as it reasonably requires.

1.5 The Licence Holder must promptly notify Parks Victoria if:

(a) an event occurs which may give rise to a claim under or prejudice the policy; or

(b) the Policy is cancelled.

1.6 The Licence Holder must not do anything or allow anything to be done which may:

(a) prejudice any insurance held in connection with the Site/s; or

(b) increase the premium payable for any insurance held in connection with the Site/s.

1.7 The Licence Holder must effect and maintain all other insurances in a manner and to such extent which is reasonable and customary for an organisation engaging in activities of the kind referred to and permitted by the Licence.

1.8 The Licence Holder shall deliver upon request to Parks Victoria copies of any policies required to be entered into by it pursuant to clause 1.7 and Parks Victoria shall have the right to insist on any amendments to the policy wording or limits as it reasonably requires.

1.9 If there is any damage or destruction to any building or improvement in the Park or on the Licence Area (caused by the Licence Holder or their clients), the Licence Holder must pay on demand to the Licensor the costs reasonably incurred by the Licensor in rectifying any such damage or destruction.

2 RELEASE

- 2.1 The Licence Holder agrees that it:
- (a) occupies and uses the Site/s at its own risk;
 - (b) has inspected the Site/s and is of the opinion that the Site/s is safe and suitable for the activities of the Licence Holder.
- 2.2 The Licence Holder releases Parks Victoria and Other Relevant Parties from:
- (a) all claims and demands resulting from any accident, damage, death or injury occurring at the Site/s or any other area used by the Licence Holder in connection with this Licence; and
 - (b) all loss, cost, damage, liability or other detriment (whether direct or consequential) suffered or incurred by the Licence Holder, as a direct or indirect result of the Licence Holder's occupation and use of the Site/s or other areas used in connection with this licence or the cancellation, amendment or suspension of the Licence, except to the extent caused or contributed to by the negligence of Parks Victoria.
- 2.3 References in this clause to the Licence Holder, Parks Victoria and the Other Relevant Parties include their respective officers, employees, agents, contractors, subcontractors, invitees and their successors and assigns.

3 INDEMNITY

- 3.1 The Licence Holder indemnifies and agrees to keep indemnified Parks Victoria and Other Relevant Parties against all actions, claims, demands, losses, damages, costs and expenses (whether direct or consequential) for

which any of Parks Victoria or Other Relevant Parties is or may be or become liable concerning:

- (a) the default of the Licence Holder under this Licence;
- (b) the Licence Holder's use of the Site/s or any other area used by the Licence Holder in connection with this Licence;
- (c) loss, damage, or injury to property or persons caused or contributed by the Licence Holder's act, omission, default or negligence,

except to the extent caused or contributed to by the negligence of Parks Victoria.

- 3.2 References in this clause to the Licence Holder, Parks Victoria and the Other Relevant Parties include their respective officers, employees, agents, contractors, subcontractors and invitees.
- 3.3 This clause is intended to operate for the benefit of Parks Victoria and the Other Relevant Parties. However, if required by Parks Victoria or the Other Relevant Parties at any time after the execution of this Licence, the Licence Holder will enter into a separate deed of indemnity or release – which is applicable with the Other Relevant Parties in substantially the same terms as this clause.
- 3.4 The Licence Holder must ensure that Parks Victoria and the names of the 'Other Relevant Parties' are included in their insurance policies in accordance with clause 1.2 and also documented in any certificate of currency for such insurance.

I have read and understood the insurance, release and indemnity provisions.

Printed Name:

Position:

Company/Association:

Signed:

Date:

PART 6 – ACCREDITATION

Tourism and outdoor recreation industries recognise the need for improved standards and levels of professionalism. Parks Victoria / DSE supports the development of industry accreditation programs and activity standards for outdoor recreation guides and leaders.

The Tourism Accreditation Board of Victoria (TABV) has been established by the Victorian tourism industry to oversee the progressive development and implementation of accreditation and quality assurance programs.

The standard length of tenure for a Tour Operator Licence is one year. Parks Victoria / DSE currently offers Tour Operators who have completed recognised accreditation programs with the option of a three year licence term.

Parks Victoria/DSE recognises accreditation programs which have been endorsed by the Tourism Accreditation Association Limited (TAAL) and TABV. Programs currently endorsed include:

- **Ecotourism Certification program**
- **Australian Tourism Accreditation Program**
- **Respecting Our Culture (ROC) Tourism Development Program**
- **Camping With Confidence**
- **Museum Australia Program**
- **Caravan Industry Australia**

CONTACTS

Ecotourism Australia
Ph: 07 3252 1530
www.ecotourism.org.au

Australian Tourism Accreditation Program
Ph: 03 9620 4199
www.atap.net.au

OAMPS Insurance Brokers
Ph: 1800 240 432
www.oamps.com.au

Tourism Alliance Victoria
Ph: 03 9650 8399
www.tourismalliance.com.au

Australian Camps Association
Ph: 1300 734 187
www.auscamps.asn.au

Museums Australia (Victoria)
Ph: 03 8341 7344
www.mavic.asn.com

Respecting Our Culture (ROC)
Tourism Development Program
Ph: 07 3252 1530
www.ecotourism.org.au/roc.asp

Please contact Parks Victoria on 13 1963 if you wish to discuss accreditation issues