

# Tour Operator and Activity Provider Licensing Applying for fee relief

Fact Sheet  
May 2021

## What is the purpose of a licence?

The tour operator licensing system provides a consistent legislative framework for licensing commercial tourism and commercial recreation activity on public land and waters in Victoria.

Licensing provides land managers and government with assurances that tour operators and activity providers are:

- Implementing risk management measures associated with a tour or activity
- Meeting relevant safety standards
- Complying with environment protection conditions.

## Background

### Reduction, refund or waiver of tour operator licence fees

The tour operator licence fee regulations states that a licence holder may apply for a reduction, refund or waiver of tour operator licence fees. Applications are to be made to the Secretary of the Department of Environment, Land, Water and Planning.

Committee of Management public land managers (other than Parks Victoria) may not reduce, refund or waive licence fees, except where a licence is surrendered (for any non-commenced year of the licence).

Only the person who holds the tour operator licence may apply for reduction, refund or waiver of licence fees.

An application for fee relief may be made in relation to the annual licence fee, the quarterly or annual use fees, or in relation to both fee types. (Refer to the 'Factsheet - Tour Operator Licence Fees' for more detail).

Relief can only be granted to reduce, waive or refund fees for a period within and up to the licence term.

Tour operator licence fee, relief applications are considered with regard to:

- Whether payment of the fee would cause, or has caused, undue financial hardship to the holder of a licence
- Whether payment of the fee by a holder of a licence would be manifestly unfair
- The impact a natural or unnatural event has had on the ability of a holder to continue to conduct organised tours or recreational tours on Crown lands (pandemics excluded).

These considerations do not limit the discretion to waive, reduce or refund fees for any appropriate reason.

## How do I apply for a waiver, reduction or refund of tour operator licence fees?

An application may be made by writing to the Secretary DELWP at the following address:

Secretary  
Department of Environment, Land, Water and Planning  
PO Box 500  
East Melbourne VIC 3002

Or email:  
[Secretary@delwp.vic.gov.au](mailto:Secretary@delwp.vic.gov.au) with the subject 'Tour operator licence fee relief application'

Applications solely within the delegation of Parks Victoria, will be forwarded to the Chief Executive Officer (CEO) for consideration.

The regulations do not specify the form or content of an application, but it is recommended applicants:

- Provide a copy of their current tour operator licence(s)
- Advise whether they are applying for a reduction, refund or waiver of fees, and the amount sought
- Advise the length of time for which they are seeking reduction, refund or waiver of fees, particularly if they are a multi-year licence holder

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## Applying for fee relief

- detail the reasons why they are seeking reduction, refund or waiver of tour operator licence fees
- If an application is on the grounds of financial hardship, include evidence, in the form of revenue and expense statements that demonstrate the financial hardship faced by the applicant
- Detail any circumstances that distinguish them from other tour operator licence holders at the time of application.

It is also recommended applicants notify relevant public land manager(s) of their intention to apply for fee relief.

### How will an application be considered?

The Secretary of DELWP or CEO of Parks Victoria or their delegate may seek further information from the applicant, the relevant land manager/s and relevant industry bodies.

The Secretary, CEO or delegate may also conduct any other consultation they consider necessary to inform the decision. After making a decision the Secretary, CEO or delegate will notify the applicant in writing of their decision.

### Are there any circumstances in which fees will not be reduced, refunded or waived?

A licence holder whose licence has been suspended or cancelled is not eligible to have outstanding fees waived, reduced or refunded, although pro-rata refund may be granted for fees paid in advance for a multi-year licence.

### What if I surrender my licence and have paid fees in advance?

Where a licence holder surrenders their licence a land manager may refund fees paid in advance, on a pro-rata basis, for any non-commenced year of the licence. Current year licence fees will not be refunded.

### Further assistance

For more information on the tour operator licences please visit [www.forestsandreserves.vic.gov.au/tour-operators](http://www.forestsandreserves.vic.gov.au/tour-operators) or call the DELWP Customer Contact Centre on 136 186.

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