

Article 11 Appendix 7

Appendix 7: Criteria of Penalties for Violations by Tour Managers of this Act and the Regulations Governing Tour Managers

Item	Cause of Sanction	Sanctioning Agency	Legal Basis of Sanction	Range of Penalty	Penalty Criteria		
1.	Undertaking work as a tour manager without having obtained a tour manager's license in accordance with the provisions of Article 32 of this Act.	Tourism Bureau	Article 32 Paragraphs 1 and 2 and Article 59 of this Act.	A fine of between 10,000 and 50,000 NT dollars, and order to stop work.	The person concerned is a travel agency worker.	Having already passed qualifying tests and completed qualifying training, but not having obtained professional license.	A fine of 10,000 NT dollars, and order to stop work.
						Having passed qualifying tests but not having received training.	A fine of 15,000 NT dollars, and order to stop work.
						Having neither passed qualifying tests nor received training.	A fine of 30,000 NT dollars, and order to stop work.
					The person concerned is not a travel agency worker.	Having already passed qualifying tests and completed qualifying training, but not having obtained professional license.	A fine of 20,000 NT dollars, and order to stop work.

					Having passed qualifying tests but not having received training.	A fine of 30,000 NT dollars, and order to stop work.
					Having neither passed qualifying tests nor received training.	A fine of 50,000 NT dollars, and order to stop work.
2.	Except for the extension due to the announcement of the central competent authority, a tour manager, having obtained a certificate of completion of training or a professional license, subsequently not working as a tour manager for three consecutive years, and thereafter conducting tour managing work without completing retraining and obtaining or renewing a professional license.	Tourism Bureau	Article 32 Paragraph 3 and Article 59 of this Act.	A fine of between 10,000 and 50,000 NT dollars, and order to stop work.	A fine of 10,000 NT dollars, and order to stop work.	
3.	A tour manager that defrauds tourists, violates good morals, or tarnishes national dignity, or damages national inter.	Tourism Bureau	Article 53 Paragraph 3 of this Act.	A fine of between 10,000 and 50,000 NT dollars.	Defraud tourists	A fine of 10,000 NT dollars
					Violate good morals	A fine of 30,000 NT dollars
					Tarnish national dignity or damage national interest	A fine of 50,000 NT dollars
4.	A tour manager that defrauds tourists, violates good morals, or tarnishes national dignity, or damages national inter, with seriously exacerbating	Tourism Bureau	Article 53 Paragraph 3 of this Act.	A fine of between 50,000 and 300,000 NT dollars.	Defraud tourists, with seriously exacerbating circumstances.	A fine of 50,000 NT dollars
					Violate good morals, with seriously exacerbating circumstances.	A fine of 150,000 NT dollars

	circumstances.				Tarnish national dignity or damage national interest, with seriously exacerbating circumstances.	A fine of 300,000 NT dollars
5.	A tour manager who has obtained Chinese-language tour manager certification undertaking the work of leading a group of ROC nationals on an overseas tour (other than to mainland China, Hong Kong or Macau).	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 15 Paragraph 3 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	Engaging in the business of receiving and guiding foreign tourists who do not use the Chinese language	A fine of 3,000 NT dollars
					Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period
6.	A tour manager failing to return all licenses and certificates to the Tourism Bureau or its commissioned organization within 10 days of ceasing to work as a tour manager.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 16 Paragraph 2 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	Failing to return all licenses and certificates to the Tourism Bureau or its commissioned organization within 10 days of ceasing to work as a tour manager.	A fine of 3,000 NT dollars
					Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period
7.	A tour manager failing to apply to the Tourism Bureau or its commissioned organization for the issuance of a replacement tour guide license when his license reaches the expiration of its three-year validity period, and continuing to work as a tour manager	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 18 Paragraph 1 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke	Failing to apply to the Tourism Bureau or its commissioned organization for the issuance of a replacement tour guide license when his license reaches the expiration of its three-year validity period, and continuing to work as a tour manager.	A fine of 3,000 NT dollars

				professional license.	Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period
8.	A tour manager, while performing his work, without authorization and not because of force majeure or reasons unattributable to his own doing, changing the itinerary or content of a tour as arranged by the travel agency employing him.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 20 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	Without authorization changing the itinerary or content of a tour as arranged by the travel agency employing him	A fine of 15,000 NT dollars
					Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period
9.	A tour manager, while performing his work, failing to wear his tour manager license in a conspicuous position on the front of his chest for checking by the Tourism Bureau.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 21 Paragraph 1 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	failing to wear his tour manager license.	A fine of 3,000 NT dollars
					Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period
10.	A tour manager, while performing his/her work, evades, obstructs or refuses inspection by the Tourism Bureau or fails to provide necessary documents, information or goods.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 21 Paragraph 2 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	Failure to provide necessary documents, information or goods	A fine of 5,000 NT dollars
					Evading, obstructing or refusing inspection by the Tourism Bureau.	A fine of 10,000 NT dollars
					Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period

11.	A tour manager, while performing his/her work when an unforeseen incident or accident occurs, fails to promptly handle it in an appropriate way, or fails to promptly report the situation of the occurrence and handling of the incident to the travel agency employing him and to the Tourism Bureau within 24 hours.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 22 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	Having promptly handled it in an appropriate way but failing to report the situation of the occurrence and handling of the incident.	A fine of 3,000 NT dollars
					Failing to promptly handle it in an appropriate way but reporting the situation of the occurrence and handling of the incident.	A fine of 6,000 NT dollars
					Failing to promptly handle it in an appropriate way and failing to report the situation of the occurrence and handling of the incident.	A fine of 15,000 NT dollars
					Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period
12.	A tour manager failing to give proper care to an ill tourist, or failing to pay attention to protection of the safety of tourists during a tour.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 23 Subparagraph 1 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	Failing to give proper care to an ill tourist, or failing to pay attention to protection of the safety of tourists during a tour.	A fine of 6,000 NT dollars
					Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period or revoke professional license.

13.	A tour manager inducing tourists to purchase goods or other services in order to receive a commission, making extra demands to tourists, hawking goods to or buying goods from tourists, or obtaining property from tourists.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 23 Subparagraph 2 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	Inducing tourists to purchase goods or other services in order to receive a commission, making extra demands to tourists, hawking goods to or buying goods from tourists, or obtaining property from tourists.	A fine of 6,000 NT dollars
					Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period
14.	A tour manager commissioning tourists to carry goods for profit.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 23 Subparagraph 2 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	Commissioning tourists to carry goods for profit.	A fine of 9,000 NT dollars
					Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period
15.	A tour manager for no proper reason delaying the performance of work or without authorization commissioning another to perform the work for him.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 23 Subparagraph 3 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	For no proper reason delaying the performance of work.	A fine of 6,000 NT dollars
					For no proper reason and without authorization commissioning another to perform work for him.	A fine of 9,000 NT dollars
					Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period
16.	A tour manager lending his professional license for use by another.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph	A fine of between 3,000 and	Lending professional license for use by a travel agency worker.	A fine of 6,000 NT dollars

			2 of this Act and Article 23 Subparagraph 3 of the Regulations Governing Tour Managers.	15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	Lending professional license for use by a non-travel agency worker. Serious case.	A fine of 15,000 NT dollars A fine of 15,000 NT dollars and may order to stop work for a specified period
17.	A tour manager continuing to engage in tour managing work while subject to a penalty order to stop working.	Tourism Bureau	Article 58 Paragraph 2 of this Act and Article 23 Subparagraph 3 of the Regulations Governing Tour Managers.	Revoke professional license.	Revocation of professional license.	
18.	A tour manager undertaking tour managing work for a non-travel agency.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 23 Subparagraph 3 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	Undertaking tour managing work for a non-travel agency. Serious case.	A fine of 9,000 NT dollars A fine of 15,000 NT dollars and may order to stop work for a specified period or revoke professional license.

19.	A tour manager leaving a tour group without authorization, dispersing tourists without authorization, or acting without authorization to change to the use of illegal vehicles or amusement or accommodation facilities.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 23 Subparagraph 4 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	A tour manager leaving a tour group without authorization, dispersing tourists without authorization, or acting without authorization to change to the use of illegal vehicles or amusement or accommodation facilities.	A fine of 6,000 NT dollars
					Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period or revoke professional license.
20.	A tour manager keeping tourists' passports and identity documents without having been requested to do so by the tourists and without proper reason, or losing passports, identity documents, air tickets, or other important documents that tourists have requested him to keep for them.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 23 Subparagraph 5 of the Regulations Governing Tour Managers.	A fine of between 3,000 and 15,000 NT dollars; in serious cases, may also order to stop work for a specified period or revoke professional license.	Keeping tourists' passports and identity documents without having been requested to do so by the tourists and without proper reason, or losing passports, identity documents, air tickets, or other important documents that tourists have requested him to keep for them.	A fine of 6,000 NT dollars
					Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period
21.	A tour manager speaking or acting improperly while undertaking tour managing work.	Tourism Bureau	Article 58 Paragraph 1 Subparagraph 2 of this Act and Article 23	A fine of between 3,000 and 15,000 NT dollars; in serious	Speaking or acting improperly while undertaking tour managing work.	A fine of 6,000 NT dollars
					Affects travel and passenger rights	A fine of 10,000 NT dollars

			Subparagraph 6 of the Regulations Governing Tour Managers.	cases, may also order to stop work for a specified period or revoke professional license.	Serious case.	A fine of 15,000 NT dollars and may order to stop work for a specified period or revoke professional license.
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