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Our ref: 09-27-06

Mr Geoff Lewis
General Manager
Tasmanian Bus Association
33 Forbes Street
DEVONPORT TAS 7310

Dear Geoff,

Re Commercial Visitor Services (CVS) Licence System - Summary of Recent Meeting

Thank you for taking the time to meet with us on 20 July 2011.

It was a very positive meeting and we are looking forward to continuing to work with the Association to ensure that the Parks and Wildlife Service (PWS) is responsive and understands the concerns/ needs of your members.

What follows is a summary of the issues discussed:

Statutory Declaration

The statutory declaration recently sent to our licensed operators for signing is a generic form. Clause 6 relates to the requirement for all guides, tour leaders and drivers to hold a current and valid first aid certificate.

Where a licensed operator is providing a transport only service (ie no guided walks) this clause can be struck out and initialled and then returned to us.

Objectives of the CVS

The Commercial Visitor Services (CVS) section of the PWS provides a 'one stop shop' licence system for commercial tourism operations undertaken on land managed by the PWS, Forestry Tasmania, Crown Land Services and the Wellington Park Management Trust (State owned land).

At the time of writing, there are approximately 160 licensed operators. In the last several years, the PWS has worked closely with your Association to:

- communicate the legal requirement for commercial operators operating within State owned land to hold a business licence.
- develop a standard licence template that properly reflects the business being conducted and ensure the licence process is completed in a timely manner.

In terms of the latter, we have determined that on receipt of an application for a licence from one of your members, they may operate until the application process is completed subject to providing to us with:

- evidence that they hold public liability insurance to the value of \$10M.

- any other information relevant to their business (eg copies of current transport and tourism accreditation).

The licence takes the form of a five year agreement with the Crown. There is an application fee of \$150.00 and an annual licence administration fee of \$330.00 (GST inclusive).

Sub Contracting and Insurance Issues

We confirm that provided there is a valid subcontracting arrangement between the operator and the subcontractor, that subcontractor may operate under a licence held by the operator. In such cases, the operator should ensure any such subcontractor is competent, fully licensed (eg holds transport accreditation) and has all relevant insurances in place prior to subcontracting.

Where no such arrangement exists and a licensed operator is merely referring clients to an unlicensed operator, then the latter would not be able to lawfully conduct business within State owned land unless it hold a licence in its own right.

It is our understanding that many of your members are subcontracted by agents (both interstate and overseas) to provide transport services and the agent provides a guide who accompanies the tour.

From an insurance perspective, the CVS licence agreement includes the following conditions:

- the Driver or any other employee agent or contractor of the Licensee does not accompany passengers when walking within the Land;
- that passengers fully understand that they will be walking in an unguided capacity and that they are responsible for their own safety including determining the conditions which they would be expected to confront on any walk within the Land including having adequate clothing and a relevant map of the area in which they intend to walk and signing any walkers registration books where they are provided.

In the circumstances, it is important that prior to entering into any such contract your members, ensure that the agent contracting them has public liability insurance cover to the value of A\$10M that includes the conduct of guided walking tours during daylight hours.

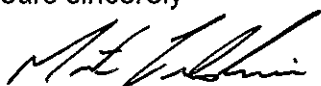
Unlicensed Operator

In the last 6 months, the CVS has invested resources in contacting known unlicensed operators. Many of these contacts have led to an application for a licence.

We would appreciate your support in encouraging any of your members on the attached list who remain unlicensed to contact me prior to the commencement of the 2011/12 tourist season.

If you have any queries, please contact me.

Yours sincerely



Martin Fieldhouse
**SENIOR BUSINESS DEVELOPMENT OFFICER
PARKS AND WILDLIFE SERVICE**

8 August 2011