



Maldives Civil Aviation Authority
Republic of Maldives

Maldivian Civil Aviation Regulations

MCAR-251

International Air Transport Sales

Issue 1.00, 01 April 2025

Foreword

Maldives Civil Aviation Authority, in exercise of the powers conferred on it under Articles 5 and 6 of the Maldives Civil Aviation Authority Act 2/2012 has adopted this regulation to establish rules for the sale of international air transportation by air carriers and their agents.

This regulation shall be cited as 'MCAR-251 Air Transport Sales' and shall come into force on 1 April 2025. By way of derogation, a 'CERTIFICATE OF APPROVAL TO CONDUCT AIR TRANSPORT SALES' valid at the time this regulation comes into force shall remain valid until 1 August 2025 or until earlier cancelled, suspended or revoked.

Except for entities holding a 'CERTIFICATE OF APPROVAL TO CONDUCT AIR TRANSPORT SALES' issued by the Authority, existing aviation requirements in the field of air transport sales as listed in Air Transport Circular 'AT 02/07' dated 26 June 2007 will be repealed as from 1 April 2025.

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Chief Executive

For the Civil Aviation Authority

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Part A — GENERAL PROVISIONS

MCAR-251.A.01 Abbreviations

- (a) ATSA: Air Transport Sales Agency
- (b) CSA: Cargo Sales Agent
- (c) GSA: General Sales Agent
- (d) IATA: International Air Transport Association
- (e) PSA: Passenger Sales Agent
- (f) UFTAA: Universal Federation of Travel Agents Association

MCAR-251.A.05 Definitions

Definitions of the terms and abbreviations used in this regulation, unless listed below, and unless the context requires otherwise, are in MCAR-1 Definitions and Abbreviations.

- (a) 'Agent' means, either a GSA, GSSA, PSA or CSA.
- (b) 'Authority' means, the Maldives Civil Aviation Authority.
- (c) 'Business entity' means, an entity registered in one of the forms specified hereunder:
 - 1. a company registered under the Companies Act (Law no. 7/2023);
 - 2. a partnership registered under the Partnerships Act (Law no. 13/2011);
 - 3. a sole proprietorship registered under Sole Proprietorship Act (Law no. 19/2014).
- (d) 'Cargo Sales Agent' or 'CSA' means, a business entity to whom a carrier or its GSA has delegated authority to represent it for purposes of sales of cargo air transportation and related cargo services to the public in a defined territory.
- (e) 'Certificate' means, a certificate granted by the Authority, permitting the holder to conduct international air transport sales.
- (f) 'General Sales Agent' or 'GSA' means, any business entity to whom a carrier has delegated general authority to represent it for purposes of sales of passenger and/or cargo air transportation in a defined territory.
- (g) 'General Sales and Services Agent' or 'GSSA' means, any entity with whom a carrier has entered into an agreement whereby such entity is given the exclusive right to sell the cargo space offered by the carrier. The agreement should define the applicable territory as either worldwide or, at the least, a region encompassing Maldives and 6 other countries.
- (h) 'Passenger Sales Agent' or 'PSA' means, a business entity to whom a carrier or its GSA has delegated authority to represent it for purposes of sales of passenger air transportation and related travel services to the public in a defined territory.

MCAR-251.A.10 Scope

- (a) Sale of international air transportation shall be under a Certificate granted in accordance with the terms and conditions stated in this regulation.
- (b) Notwithstanding paragraph (a), holders of a 'CERTIFICATE OF APPROVAL TO CONDUCT AIR TRANSPORT SALES' issued by the Authority prior to 1 April 2025:

1. do not need to obtain a Certificate under this regulation before 1 August 2025;
2. notwithstanding points 1 and 4, will be exempt from paying the application fee in 251.C.20(b)1 if the application for the grant of a Certificate under this regulation is submitted before 30 May 2025;
3. must be in compliance with paragraph (c) before 30 May 2025;
4. must pay the fees and fines stated in Part C of this regulation starting from 1 April 2025;

Note: The fees and fines stated in Air Transport Circular 'AT 02/07' will not be applicable once this regulation comes into force.

5. must have its 'CERTIFICATE OF APPROVAL TO CONDUCT AIR TRANSPORT SALES' prominently displayed latest by 1 April 2025.

All 'CERTIFICATE OF APPROVAL TO CONDUCT AIR TRANSPORT SALES' will become invalid after 1 August 2025.

- (c) A Certificate may be granted to:

1. Airline Operators holding an Air Operator Certificate issued by the Authority to provide commercial air transport services;
2. foreign Airlines Operators holding an Operating Authorization issued by the Authority to provide commercial air transport services to and from Maldives and having its office(s) established in the territory of the Maldives in accordance with the prevailing laws and regulations on the conduct of business in the Maldives;
3. business entities:

- i. duly registered in the Maldives and is hundred percent owned by Maldivian nationals or the Maldivian Government;

Note: While a foreign GSA/GSSA may not obtain a Certificate, this regulation does not prevent a GSA/GSSA holding a Certificate including additional States within their "territory" of operation.

- ii. directly appointed by the respective air carrier(s) (or their GSA/GSSA) as their Sales Agents in the territory of Maldives; and
- iii. which have not had a Certificate revoked under points 3 or 4 of 251.C.15(d) within six (6) months prior to submission of their application.

MCAR-251.A.15 Sales Agency

(a) Appointment of agents:

Note: Appointment itself does not give an agent the authority to sell air transportation in Maldives; the agent will still need to fulfil the necessary requirements and obtain a Certificate.

1. An air carrier may appoint their sales agent as GSA, GSSA, PSA and/or CSA. The GSA appointment may be for passenger only, cargo only, or both.
2. A GSA may appoint a PSA or CSA if:
 - i. by stating as such in the GSA Agreement, the air carrier has given the GSA the authority/power to do so;
 - ii. the GSA is a business entity holding a Certificate under this regulation; and
 - iii. the period of appointment of the PSA/CSA does not exceed the period of appointment of the GSA itself.
3. A GSSA may appoint an agent:
 - i. as a GSA (cargo) or CSA, if the GSSA does not hold a Certificate under this regulation;
 - ii. as a CSA, if the GSSA holds a Certificate under this regulation;
 - iii. if by stating as such in the GSSA Agreement, the air carrier has given the GSSA the authority/power to do so;
 - iv. if the period of appointment of the GSA (cargo) / CSA does not exceed the period of appointment of the GSSA itself.
4. If the appointment is by the air carrier itself or by a GSA, the air carrier whose air transportation is to be sold by the agent shall:
 - i. present directly to the Authority a letter of appointment stating that the agency has been appointed as their sales agent in Maldives;
 - ii. appoint and inform the Authority a focal point with regard to the appointment;
 - iii. upon cancellation of an appointment, inform the Authority at the earliest practical time.
5. If the appointment is by a GSSA:
 - i. the air carrier shall present directly to the Authority a letter of appointment stating the appointment of the GSSA and, at the least:
 1. the period of appointment;
 2. the territory;
 3. whether the GSSA has the right to appoint one or more GSA (cargo) or CSA in the territory;
 - ii. the GSSA shall:

1. present directly to the Authority a letter of appointment stating that the agency has been appointed as the sales agent in Maldives for an air carrier(s) of whom they are the GSSA;
2. appoint and inform the Authority a focal point with regard to the appointment;
3. upon cancellation of an appointment, inform the Authority at the earliest practical time.

(b) Approval by the Authority:

1. The Authority shall not approve per air carrier:
 - i. more than 1 (one) GSA for passenger sales;
 - ii. more than 1 (one) GSA for cargo sales;
 - iii. more than 1 (one) GSSA.
2. The Authority may approve more than 1 (one) PSA/CSA per air carrier.

(c) The agent and the respective air carrier(s) or GSA/GSSA shall enter into an agreement outlining the terms and conditions of the appointment.

Note: The Authority will publish on its website the minimum requirements for such an agreement.

(d) The agent must appoint an accountable person and must provide the Authority with contact information of that person. The agent must immediately inform the Authority if the accountable person or the person's contact information changes.

MCAR-251.A.20 Prohibited Acts

(a) A Certificate holder shall not:

1. conduct sales operations at a location which is not listed in their Certificate;
2. sell international air transportation of an air carrier which is not listed in their Certificate;
3. advertise or otherwise show that it sells international air transportation of an air carrier which is not listed in their Certificate.

(b) By derogation from point 1 of paragraph (a), if an aerodrome operator has designated for an air carrier a counter at the check-in area of that aerodrome, such a counter need not be listed in the Certificate in order for the holder to conduct sales of that air carrier at that location.

Part B — SALES OFFICE

MCAR-251.B.05 Location

- (a) Every Certificate holder shall have at least one (1) sales office located and conducting business in the Maldives.
- (b) Every sales office must be registered at the Authority and included under the Certificate, before any sales may be made at that premise.

Note 1: Application to add new sales offices shall be made in the form provided by the Authority, and will be subject to an administrative fee.

Note 2: In case any sales office does not meet the mandatory requirement(s), maximum fifteen (15) working days will be provided to the applicant to correct the deficiency, failing which, the application will become void and the application fee will be forfeited.

- (c) The Certificate holder must inform the Authority of any change in address, prior to such change.

MCAR-251.B.10 Business Hours

The sales office must be regularly open for business and shall provide services at least six days a week, a minimum of 7 hours a day.

MCAR-251.B.15 Requirements

- (a) The page(s) of the Certificate pertaining to that sales office must be prominently displayed in each sales office.
- (b) A sales office must meet the following requirements:

- 1. adequate floor space for sales activities;

Note 1: If only cargo sales are being conducted: if located within an aerodrome, minimum 100 sq. feet, and if located anywhere else, minimum 150 sq. feet.

Note 2: If passenger sales are (also) being conducted, minimum 200 sq. feet.

- 2. have as employees at least (2) full-time sales personnel, or one full-time sales personnel and two part-time sales personnel. The qualification of each sales personnel must include at least one of the following:
 - i. certified airline international ticketing / cargo course;
 - ii. IATA/UFTAA Diploma;
 - iii. experience with an IATA member carrier or IATA Accredited Agent, of which at least one year must have been of ticketing or cargo sales experience;

- iv. at least one year experience in ticketing or cargo sales with a sales agent approved by the Authority;
 - v. certificate(s) issued by the respective air carrier related to ticketing/sales;
3. easily accessible to the general public;
- Note: If located within an aerodrome, this will be subject to access restrictions at the aerodrome.*
4. the sales activities being conducted under the Certificate must be clearly separated from other non-related activities that may be carried out in such premise;
5. prominent signage showing the business name, air carrier(s) and GSSA(s):
- i. displayed at the entrance to the building which houses the sales office, and
- Note: Not applicable if located within an aerodrome.*
- ii. displayed at the entrance to the sales office itself;
6. prominent signage inside the sales office displaying all air carriers' and GSSAs' logos or identification board/canvas;
7. adequate/appropriate seating arrangements for customers;
- Note: In the case of passenger sales, a sales office should have minimum one (1) seat at the counter and minimum three (3) seats for waiting customers.*
8. fully functioning video surveillance (CCTV) system, with minimum recording time of 72 hours.

MCAR-251.B.20 Contact Information

A Certificate holder must:

- (a) designate a point of contact for each sales office;
- (b) have a distinct phone number and email address for each sales office;
- (c) keep the Authority up-to-date of all points of contact, phone numbers and email addresses.

MCAR-251.B.25 Exemptions

- (a) For commercial considerations, an air carrier, or a GSSA given the authority to do so, may, with respect to its own or its agents' sales offices, set minimum requirements below the minima stated in 251.B.10 and points 1, 2 and 7 of 251.B.15(b).

For application of this exemption, the air carrier or GSSA must either:

- 1. have within their general rules or guidelines for sales offices;
- 2. include in the agreement stated in 251.A.15(c); or

3. inform the Authority in writing;
the minimum requirements which differ from this regulation.

Note: If a Certificate holder wishes to conduct sales of more than one air carrier at a sales office which has been authorized under this exemption, the requirements for this exemption must be fulfilled by each air carrier or GSSA.

Part C — ADMINISTRATION

MCAR-251.C.05 Application

(a) For the grant of a Certificate, the applicant shall submit the following:

1. completed application form;
2. the application fee stated in 251.C.20(b)1;
3. if applicable, a copy of the agreement(s) (duly notarized) stated in 251.A.15(c), expiring at least three (3) months from the date of application;
4. if not an air carrier, a copy of the Business Registration Certificate;
5. latest business Profile Sheet from the Government Business Portal, along with the verification code;
6. copies of training certificates, or other relevant documentation, demonstrating the qualification of the sales personnel, as per 251.B.15(b)2.

Note: All copies must be duly attested.

(b) If there is any change to any detail contained in a Certificate (other than changes in address covered in 251.B.05(c)), the holder shall immediately inform the Authority and shall apply for a variation within seven (7) days of such change. To bring a variation to a Certificate, the holder shall submit the following:

1. completed application form;
2. the application fee stated in 251.C.20(b)2;
3. if adding a new air carrier(s), a copy of the agreement(s) (duly notarized) stated in 251.A.15(c), expiring at least three (3) months from the date of application;
4. if adding a new sales office, copies of training certificates, or other relevant documentation, demonstrating the qualification of the sales personnel, as per 251.B.15(b)2;

Note: All copies must be duly attested.

(c) All air carriers and GSSAs included in the application must have presented to the Authority the letters of appointment stated in sub-paragraphs 4 and 5 under 251.A.15(a), which are considered part of the application. It is the applicant's responsibility to ensure the respective air carrier or GSSA presents it to the Authority.

(d) The applicant shall demonstrate that all sales offices included in the application meet the minimum requirements stated in 251.B.15.

(e) In case the application is incomplete, or any sales office does not meet the mandatory requirement(s), maximum fifteen (15) working days will be provided by the Authority to the applicant to correct the deficiency, failing which, the application will become void and the application fee will be forfeited.

MCAR-251.C.10 Certification

- (a) The Authority will accept only applications completed as per 251.C.05, and will start processing the application only upon payment of the prescribed fee.
- (b) Prior to granting a Certificate or a variation, the Authority will inspect all sales offices included in the application. The Authority will not be responsible for any delays caused by the applicant's failure to grant access to the Authority's inspector(s) to their sales office(s) at reasonable and prior-informed times.

- (c) The Authority will require minimum fourteen (14) working days to process an application for a Certificate and minimum seven (7) days to process a variation.

Note: The time may be extended depending on the complexity of the application, the number of sales offices to be inspected, or other relevant factor.

- (d) Subsequent to the issue of the Certificate, all communication by the Certificate holder to the Authority in matters related to the sale of international air transportation, should state the Certificate number.

MCAR-251.C.15 Cancellation, Suspension and Revocation

- (a) A Certificate holder may at any time request to cancel their Certificate. The Authority will cancel the Certificate immediately if there are no outstanding payments owed by the holder to the Authority. In the event of any outstanding payments, the Authority will cancel the Certificate only upon payment of the full amount due.

Note: Even if a cancellation request has been made, the suspension and revocation clauses below will apply in the case of non-payment.

- (b) A Certificate will be suspended if:
 - 1. the monthly fee stipulated in the 251.C.20(c) is not paid for two (2) consecutive months, along with any corresponding fines stated in 251.C.25(d);
 - 2. the holder is operating a sales office which has not been approved by the Authority;
Note: A change in address of a sales office requires the prior approval of the new premise.
 - 3. any non-compliance notified by the Authority is not rectified within the given period.

- (c) Any suspension will be lifted if the reason for such suspension no longer exists.

- (d) A Certificate will be revoked if:
 - 1. the monthly fee stipulated in 251.C.20(c) is not paid for three (3) consecutive months, along with any corresponding fines stated in 251.C.25(d);
 - 2. the holder continues to operate an unauthorised sales office even after due notification to cease has been given;
 - 3. any non-compliance notified by the Authority is not rectified within thirty (30) days after the Certificate has been suspended pursuant to that non-compliance.

4. the Authority finds cause to suspend the Certificate for a third time within a five (5) year period.

(e) Any cancellation, suspension or revocation will become effective only when the Authority informs the Certificate holder in writing.

MCAR-251.C.20 Fees

(a) Amounts stated may be paid in either Maldivian Rufiyaa (MVR) or United States Dollars (USD), based on the current exchange rate as determined at the time by the Maldives Monetary Authority.

(b) Processing fees:

1. Upon making an application for a Certificate, the applicant shall pay a fee of USD 125.00 (United States Dollars one hundred and twenty five).
2. Upon making an application for a variation to an existing Certificate:
 - i. to include new sales offices under an existing Certificate, the applicant shall pay USD 100.00 (United States Dollars one hundred) per new office;
 - ii. to include new air carriers under an existing Certificate, the applicant shall pay USD 75.00 (United States Dollars seventy five) per new carrier;
 - iii. for all other changes, the applicant shall pay a total of USD 50.00 (United States Dollars fifty).

(c) Monthly fees:

1. Sales office:
 - i. If a Certificate lists no more than one sales office, the holder shall pay USD 100.00 (United States Dollars one hundred) each month;
 - ii. If a Certificate lists two (2) or more sales offices, the holder shall pay USD 100.00 (United States Dollars one hundred) per sales office each month.
2. In addition to the amount stated in point 1, the holder shall pay each month:
 - i. USD 30.00 (United States Dollars thirty) if the Certificate does not include any GSA appointment;
 - ii. USD 50.00 (United States Dollars fifteen) if the Certificate includes one or more GSA appointments.
3. Monthly fees shall be paid by the 10th day of each calendar month. If the 10th day of the month is a government/public holiday, the payment deadline shall be the next working day of the Authority.
4. The monthly fee may be prepaid up to December of that year. A payment made under this regulation will not be reimbursed even in the event the Certificate holder ceases the whole or part of its operation.

MCAR-251.C.25 Fines

- (a) If a Certificate holder sells international air transportation at a location not included as a sales office in their Certificate, the holder shall be fined MVR 2,000.00 (Maldivian Rufiyaa two thousand) per unauthorised sales point. If sales activities are continued at a sales point subsequent to the Authority serving notice to the holder to cease such sales, the holder shall be fined a further MVR 2,000.00 (Maldivian Rufiyaa two thousand) per unauthorised sales point for each subsequent day.
- (b) If a Certificate holder sells international air transportation of an air carrier which is not listed in their Certificate, the holder shall be fined MVR 2,000.00 (Maldivian Rufiyaa two thousand) per unauthorised air carrier. If sales of an unauthorised air carrier is continued subsequent to the Authority serving notice to the holder to cease such sales, the holder shall be fined a further MVR 2,000.00 (Maldivian Rufiyaa two thousand) per air carrier for each subsequent day.
- (c) If a Certificate holder advertises or otherwise shows that it sells international air transportation of an air carrier which is not listed in their Certificate, the holder shall be fined MVR 500.00 (Maldivian Rufiyaa five hundred) per occurrence. If the advertisement or other such display is not removed subsequent to the Authority serving notice to the holder to do so, the holder shall be fined a further MVR 500.00 (Maldivian Rufiyaa five hundred) per air carrier for each subsequent day.
- (d) If the monthly fee is not paid as stipulated in 251.C.20(c), a late fine equivalent to 5% of the monthly fee(s) due shall be charged per day.

Part D — SURVEILLANCE

MCAR-251.D.05 Inspection

- (a) The Authority will conduct inspections of all sales offices at its discretion.
- (b) If there is any change to any sales office with regard to any mandatory requirement stated in this regulation, the Certificate holder must immediately inform the Authority.
- (c) Certificate holders shall ensure that any person authorised by the Authority is granted access to any of its facilities and any document related to its Certificate, to determine compliance with this regulation.

MCAR-251.D.10 Findings

- (a) If the Authority finds, during an inspection or otherwise, that a Certificate holder is not in compliance with any provision in this regulation, the Authority shall inform the Certificate holder of such findings. When informing the findings, the Authority may provide various periods for correction of different findings.
- (b) After receiving a notification of finding(s), the Certificate holder shall demonstrate to the satisfaction of the Authority that it has taken necessary corrective action to address the finding(s) within the period(s) set by the Authority.