

Malta Tourism Authority

Quality Charter – Host Family

Quality Assurance and Licencing Directorate

The Licencing Office within the Directorate is responsible for the administrative processes leading to the issue of a licence for the various tourism and travel related operations as regulated by the Malta Tourism and Travel Services Act and to keep related records updated.

The Directorate is seeking to improve its customer- care services by constantly working to reduce the timeframes of its administrative and decision-making processes.

This Quality Charter

This Quality Charter addresses the timeframes required to obtain a licence to operate as a Host Family. This Directorate in collaboration with the Enforcement Directorate is committing itself through this charter to complete the required process within a period of **fifteen working days** subject to the following :

1. application is submitted to this Authority together with all the required documentation and
2. when inspected, the relative property is found to be according to the standards as per legislative requirements.

Application

The application for a Host Family Licence can be found on the following site:

<http://www.mta.com.mt/application-forms>

The application form itself is simple to fill in and the checklist at the back of the application guides you to the documentation that need to be submitted which are also listed hereunder for you perusal:

1. Sketch plan of the premises, together with a detailed description of rooms indicating bedrooms and bathrooms (with measurements) to be used by tourists;
2. Photocopy of ID Card
3. A recent copy of the conduct certificate of the applicant issued by Police; (required for year of duration of licence)
4. Evidence showing that applicant has a good command of the English Language;

Applications are to be submitted at our offices in:

Malta: Malta Tourism Authority, Building SCM01, SmartCity Malta, Ricasoli SCM 1001, Kalkara

Contact Numbers: 21244444

Gozo: Malta Tourism Authority – Gozo Office No 17, Independence Square Victoria
Contact Number: 22915451

Standards

Applicants are guided to the following site regarding the expected standards according to the relevant category:

<http://justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=10623&l=1>

Schedule: Host Family Accommodation detailed standards

The Enforcement Directorate will contact you directly for an appointment to carry out an inspection and to provide their recommendations.

Applicants are encouraged to have in place the required items on the checklists in the aforementioned schedules prior to the inspection.

Licence

An approval letter will be sent to the applicant if standards are approved and a Third-Party Liability Insurance needs to be taken out covering third-party accidents for up to € 250,000. (to be discussed)

The licence fee varies according to the approved number of tourists to be hosted (maximum 4)

Licence fee:

Up to two tourists: € 46.59 (Malta); € 34.94 (Gozo)

Up to four tourists: € 93.17 (Malta); € 69.87 (Gozo)