

# IMPORTANT ANNOUNCEMENT

*for*

## TRAVEL AGENCIES and CHARTER TOUR OPERATORS

The 2001 State Legislature found that recent cases of travel operations mismanagement continue to underscore the need for stronger laws governing the regulation of travel agencies and charter tour operators. In response, the Legislature enacted Act 062, SLH 2001, which adds six new sections to the travel agencies statute. Act 062 strengthens the existing regulatory scheme and better protects consumers of travel services without imposing excessive or burdensome requirements on the providers of travel services by:

1. Specifying grounds for the denial of a travel agency's or charter tour operator's registration;
2. Establishing record keeping standards for client trust accounts;
3. Specifying prohibited practices that harm consumers or put them at risk of harm;
4. Granting the Director of Commerce and Consumer Affairs ("Director") the authority to revoke, suspend, or refuse to approve or renew a registration for violations; and
5. Establishing penalties for violations of the regulatory laws, and granting the Director the authority to file court action against registrants for violations, especially with regard to the misuse of client trust funds.

Effective July 1, 2001, Act 062 balances government regulation of private business with protecting the interest of the public. Responsible travel agencies and charter tour operators will not be subjected to unreasonably burdensome requirements, and consumers will be better protected from unethical travel service providers.

**FOR COMPLETE INFORMATION ON THE CHANGES TO CHAPTER 468L, HRS,  
CHECK THE TRAVEL AGENCY PROGRAM'S WEBSITE:**

[www.state.hi.us/dcca/pvl/areas/travelagency.html](http://www.state.hi.us/dcca/pvl/areas/travelagency.html)

or **CALL THE PROGRAM'S OFFICE AT:** (808) 586-2696

**FOR THE COMPLETE TEXT OF ACT 062, CHECK THE STATE LEGISLATURE'S WEBSITE:**

[www.capitol.hawaii.gov](http://www.capitol.hawaii.gov)

Select "Status and Documents"; go to "List of Acts"; click on Act 62.

**IN ADDITION,**

**TWO NEW ONLINE SERVICES ARE AVAILABLE FROM THE DEPARTMENT:**

[www.ehawaii.gov/org/serv/pvl](http://www.ehawaii.gov/org/serv/pvl) Search for professional and vocational licenses

[www.ehawaii.gov/org/serv/rico](http://www.ehawaii.gov/org/serv/rico) Search for business and licensee complaints history