

GSTC Interpretation Document of GSTC Accreditation Manual v.3.1.

Document(s) Referenced:	GSTC Accreditation Manual v.3.1. (for Certification of Hotel/Accommodation and Tour Operator)
Document Section(s) Referenced	16. Requirement for Tour Operator
Specific Item(s) Referenced	16.13.
Description of Ambiguity or Uncertainty	The CB shall provide sampling procedures of the Tour Operator. In case the Tour Operator has more than one unit , the sampling process needs to include them inside the scope of certification. The procedure shall meet IAF MD1:2018 Requirements.
GSTC Interpretation	'more than one unit' This clause clarifies what is considered a unit in the context of certification for a Tour Operator. A unit is not a small office having no management activities beyond the sales and operation of tours. Instead, a unit is interpreted as an office operated by the Tour Operator that shares management functions such as employment, supplier contracts, marketing, sales, or operations of tours. Such units include affiliate offices, branch offices, travel agencies, and tour centers. These units shall be included in the scope of certification after the required sampling process has been applied. The certification body shall demonstrate documented evidence for evaluating and categorizing units for TO certification.
Rationale	Purely operational offices perform functions as directed by others, and do not engage in management policy and procedure development, are excluded from sampling.
Date	7 March February 2024