



## GSTC Accreditation Fee Schedule

1. This document outlines the GSTC fee schedule for its Accreditation Services.
2. Version History

Version	Date	Description
1.0	1 October 2023	First publication

3. Effective Date
  - 3.1. This Fee Schedule is effective 1 October 2023.
4. Terms and Definitions
  - 4.1. Annual Service Fee: GSTC fees cover all costs for GSTC Accreditation Services, applicable to Certification Bodies that fulfill certain conditions in terms of certificate portfolio size.
  - 4.2. Regular Service Fee: GSTC fees for GSTC Accreditation Services, which are based on the GSTC daily rate and include applicant CB assessments fee and actual expenses. The RSF is applicable for applicant CBs and scope extension requests.
  - 4.3. Accreditation Decision Fee: GSTC fees for the GSTC Assurance Panel's decision on Granting, Maintaining, Extending, Reducing, Suspending, and withdrawing accreditation.
  - 4.4. Scope of Accreditation: GSTC divides its scope into Technical Scope and Geographical Scope. Technical Scope includes Tourism Activity (Hotel/Accommodation, Tour Operator, and Destination) and Reference Standard (GSTC Criteria and GSTC-Recognized Standard).
5. Annual Service Fee (ASF)
  - 5.1. The ASF covers all regular GSTC Accreditation services needed to ensure the necessary oversight by GSTC, which includes various assurance activities such as assessments, integrity investigations, transaction verification, and others as designed by GSTC.

- 5.2. In the case of performance issues, GSTC reserves the right to add extra assurance activities, such as oversight or integrity intervention activities, which the ASF does not cover. GSTC shall inform the CB in advance of these measures.
- 5.3. The ASF is calculated based on the number of scopes (tourism activity) for which the CB is accredited within the CB portfolio in Table 1.
  - 5.3.1. The annual base fee is shown in Table 1 for the first scope.
  - 5.3.2. The fee for additional scope for which the CB is accredited is half of the fee in Table 1.
  - 5.3.3. There is no extra fee for sub scope.
- 5.4. CBs can reduce their overall costs through good performance. GSTC reserves the right to modify and adjust the total ASF based on the CB Performance Review, as communicated with each CB individually.
- 5.5. The ASF is invoiced in January and payable in one lump sum within 30 days, or, as agreed with the CB, in two payments per year due on 15 February and 15 August. If either payment is delayed, the full remaining amount immediately becomes due.
- 5.6. GSTC logo fees per certificate are separate from the ASF, provided in licensing agreements with each accredited Certification Body.

**Table 1 GSTC Annual Service Fee**

1st Scope	Fee (USD)	Notes
0 (zero) certificates issued	\$500	Fee to maintain accreditation status current during any periods of non-activity
1-500 current certificates	\$6,500	
501-2,000 current certificates	\$8,000	
2,001-4,000 current certificates	\$11,000	
4,001-6,000 current certificates	\$15,000	
6,001+ current certificates	\$20,000	

*Note: The fee for each additional scope is half the above. For example, scope 1 might be for hotels/accommodations, and a 2nd scope for tour operators would be charged at half the above rates.*

**Table 2 Sample scenarios applying Table 1**

Sample scenarios:	Fee for Hotels	Fee for TO's	Total GSTC fees per CB
AAA CB certifies 188 hotels	\$6,500	\$0	<b>\$6,500</b>
BBB CB certifies 1200 hotels	\$8,000	\$0	<b>\$8,000</b>

CCC CB certifies 900 hotels plus 40 TO's	\$8,000	\$3,250	<b>\$11,250</b>
DDD CB certifies 2100 hotels	\$11,000	\$0	<b>\$11,000</b>
EEE CB certifies 400 TO's	\$0	\$6,500	<b>\$6,500</b>
XYZ CB certifies 600 hotels and 30 TO's	\$8,000	\$3,250	<b>\$11,250</b>

## 6. Regular Service Fee (RFS)

6.1. GSTC reserves the right to request that the fees during the application phase be paid in advance by an applicant CB before GSTC commences any accreditation activities. The paid fees are consolidated after the completion of the services and invoiced or reimbursed accordingly.

### 6.2. Application Fee

6.2.1. As per Table 3, the application fee for a CB's first GSTC certification scope is USD 4,000, which is non-refundable.

6.2.2. The fee for additional scope is USD 2,000.

6.2.3. GSTC reserves the right to charge for further investigations/due diligence reviews if additional business risks are identified at the application stage. Budgets for these additional investigations will be sent to the CB in advance.

**Table 3 GSTC Accreditation Application Fee**

	<b>Fee (USD)</b>	<b>Notes</b>
New application to gain GSTC Accreditation for one standard and for one scope of certification types (hotels, tour operators, destinations)	\$4,000	Payment is required with an application submission.
Each additional certification decision-making body	\$4,000	Initial accreditation is for a single certification decision-making committee; to capacitate additional committees/locations requires an additional review
Each additional scope of tourism activity (hotels, tour operators, destinations)	\$2,000	
Scope extension for additional GSTC-Recognized Standard(s) or the GSTC Criteria	\$1,000	Based on the desk review. If the application requires Office assessment and/or witness assessment, the extra fees will be charged based on the GSTC daily rate, travel time, and expenses.

### 6.3. Daily Rate and Conditions

- 6.3.1. The GSTC standard daily rate is USD \$850.
- 6.3.2. The standard daily rate applies for any work including, but not restricted to, assessments, follow-up of nonconformities, complaint investigation, transfer of Accreditation/and/or review of organizational changes.
- 6.3.3. If the onsite assessment activity exceeds 12 hours, GSTC shall invoice the CB for 1.5 days.
- 6.3.4. The minimum time unit which can be invoiced is 0.5 days. The minimum onsite audit duration is 1 day.

### 6.4. Travel Time and Expenses

- 6.4.1. Travel time is charged at half the GSTC standard daily rate (USD \$425) and applies to a total travel duration of over 4 hours roundtrip from the starting location to the site. Idle time may be included under travel time. Expenses (travel, hotel, food, etc.) shall be charged to the CB based on actual costs incurred.
- 6.4.2. GSTC shall issue the invoices related to travel and other related expenses to the CB upon receipt of the expenses from the GSTC assessor.

### 6.5. Accreditation Decision Fee

- 6.5.1. The fee for decisions to grant, extend, re-accredit, reduce, suspend, or terminate the Accreditation of a CB or to take any disciplinary measures is USD \$2,000.
- 6.5.2. If more than one decision process occurs simultaneously (allowing GSTC to make one submission), the fee for each additional decision is reduced to USD \$1,000.

### 6.6. Nonconformity (NC) Follow-Up & Complaints Handling

- 6.6.1. As part of the assessment process, GSTC shall review the CB's response to the NCs raised during any GSTC assessment. This review shall be charged to the CB based on the actual time invested by the GSTC assessor(s).
- 6.6.2. GSTC reserves the right to conduct on-site verification assessments to review the status of open NCs. The CB shall cover all costs related to this verification.
- 6.6.3. Complaint investigations related to GSTC processes shall be charged using the standard daily rate. For further information, please refer to the GSTC Complaints Procedure.
- 6.6.4. Opportunities for Improvement (OFI) will only be evaluated if the CB specifically requests it, which implies additional charges.

### 6.7. Extended Assessment Team

- 6.7.1. GSTC reserves the right to contract with technical experts, translators, or other experts as required to supplement the Assessment Team. The CB shall be invoiced for the direct costs incurred by these parties.

## 7. GSTC Two-Tier Accreditation Program

- 7.1. Accreditation assessments conducted by a participating Accreditation Body under Tier One of the GSTC Two-Tier Accreditation Program will be invoiced directly by the AB to the CB, including the costs of the GSTC Assessors participating in the assessment.
- 7.2. For CBs under the ASF, GSTC shall issue a credit note to the CB for the work done and expenses incurred by GSTC Assessors during the AB assessment under Tier One. The credited amount will be deducted from the ASF payment to GSTC.

*Note: For CBs under the RSF, there is no need to issue a credit note as GSTC invoices actual assessment costs.*

## 8. Conditions

- 8.1. GSTC reserves the right to adjust the GSTC Fee Schedule and shall provide CBs with formal notification three (3) months before any changes to the published GSTC Fee Schedule. Reasons for a change can be, but are not limited to, inflation adjustments to account for increased travel and overall service costs. GSTC NA will adjust the fees every three years or less, based on the relevant inflation datasets provided by the World Bank.
- 8.2. Should a CB cancel or reschedule an assessment within 14 calendar days prior to the mutually agreed date, the CB shall be:
  - 8.2.1. Invoiced for the total number of preparation and on-site days scheduled by the GSTC assessor at half the standard daily rate.
  - 8.2.2. Invoiced for any non-refundable or actual travel and accommodation expenses incurred by GSTC before the cancellation.
- 8.3. GSTC reserves the right to cancel or reschedule any scheduled assessment activity in necessary circumstances. In this case, GSTC will be responsible for its own costs associated with the cancellation. GSTC does not accept any liability for any cost incurred by the CB in relation to the cancellation or rescheduling of an assessment by GSTC.
- 8.4. Fees outlined in the GSTC Fee Schedule do not include Value Added Tax (VAT) or other duties or taxes. Any VAT or other duties or taxes payable with respect to such sums shall be payable in addition to such sums.
- 8.5. Payment of any invoice is due within 30 days of the issue date.
- 8.6. If a payment has not been received within 10 days of the original due date, a notification will be sent to the CAB informing them that they are on financial probation. A CB on financial probation may not:
  - 8.6.1. apply for or continue with a scope accreditation/ approval extension.
  - 8.6.2. continue with the accreditation/ approval application process,
  - 8.6.3. receive a GSTC certificate for initial accreditation, or
  - 8.6.4. apply for additional GSTC programs.
- 8.7. While on financial probation, a CB can continue to operate GSTC-accredited programs, however, GSTC can directly suspend a CB's accreditation, if an invoice

and the related interest accumulated remains unpaid for 120 calendar days after the invoice date, as described in the GSTC Accreditation Procedure.