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MCAR-251

International Air Transport Sales

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**Maldives Civil Aviation Authority
Republic of Maldives**

Maldivian Civil Aviation Regulations

MCAR-251

International Air Transport Sales

Issue 1.00, 23 October 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 23 October 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 such time stated in 251.A.10(b)1 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in the field of air transport sales as listed in Air Transport Circular 'AT 02/07' dated 26 June 2007 will be repealed as from 23 October 2025.

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

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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

- (a) 'Agent' means, either a GSSA, GSA, PSA, CSA or NDC.
- (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);
 - 4. a corporative society registered under the Corporative Societies Act (Law no. 3/2007).
- (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, within a defined territory, 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 3 other countries.
- (h) 'NDC' means, any entity registered with IATA as a retailer under their travel industry-supported programme termed "New Distribution Capability"

- (i) '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 the date of publication of this regulation:

1. do not need to obtain a Certificate under this regulation before:
 - i. the end of one (1) year from the date of publication, if the holder is a Foreign Direct Investment under Act 11/2024 (Foreign Investment Act);
 - ii. the end of four (4) months from the date of publication, if the holder is not a Foreign Direct Investment;

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 the end of three (3) months from the date of publication;

3. must pay the fees and fines stated in Part C of this regulation starting from the date of publication;

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

4. must have its 'CERTIFICATE OF APPROVAL TO CONDUCT AIR TRANSPORT SALES' prominently displayed once this regulation is published.

All 'CERTIFICATE OF APPROVAL TO CONDUCT AIR TRANSPORT SALES' will become invalid after the respective date stated in sub-paragraph 1.

- (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 Airline Operators holding an Air Operator Certificate issued by any other State to provide commercial air transport services, and registered in the Maldives under 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; and
 - ii. directly appointed by the respective air carrier(s) or their GSSA/GSA 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.

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

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 GSSA, GSA, PSA, CSA or NDC. 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; and
 - 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; or
 - ii. as a CSA, if the GSSA holds a Certificate under this regulation; and
 - iii. if by stating as such in the GSSA Agreement, the air carrier has given the GSSA the authority/power to do so; and
 - 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, the air carrier shall:
 - i. present directly to the Authority a letter of appointment stating that the agency has been appointed as their sales agent in Maldives; and
 - ii. appoint and inform the Authority a focal point with regard to the appointment; and
 - iii. upon cancellation of an appointment, inform the Authority at the earliest practical time.
5. If the appointment is by a GSA:
 - i. 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 GSA; and
 - ii. appoint and inform the Authority a focal point with regard to the appointment; and
 - iii. upon cancellation of an appointment, inform the Authority at the earliest practical time.

6. 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;

Note 1: Even if the right has been given by the air carrier, the restriction in paragraph (b)1 applies.

Note 2: If such a letter has previously been submitted to the Authority and has a residual validity of at least 3 months, a new letter need not be submitted for that period.

- 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; and
2. appoint and inform the Authority a focal point with regard to the appointment; and
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/NDC per air carrier.

- (c) The agent and the respective air carrier or GSSA/GSA 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) Notwithstanding paragraph (c), if the agent is an NDC registered under IATA, the appointment as sales agent by an air carrier may be completed through the respective online system adopted by that air carrier for the appointment of NDCs.

- (e) 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.

(c) By derogation from point 3 of paragraph (a):

1. if the Certificate holder also sells tour packages, any air carrier included in the package may be included in the advertisements of that tour package;
2. if any air carrier included in the Certificate is part of an airline alliance which contractually obliges the Certificate holder to advertise other members of the alliance, any air carrier included in the alliance may be included in the advertisements,

if it is stated on the advertisement itself, clearly, concisely and in a manner that it is always visible, that international air transport of such air carrier is not directly sold by that Certificate holder.

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.

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

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 display their working hours and contact details as below:

- (a) at the office, in a visible and publicly accessible location.
- (b) on online platform(s), if applicable.

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, provided that:
 - i. if only cargo sales are being conducted, minimum 100 sq. feet;
 - ii. 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. certificate(s) issued by an 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. unless the office is located within an aerodrome, displayed at the entrance to the building which houses the sales office, and
 - 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. 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.

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) 1. 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:

- i. have within their general rules or guidelines for sales offices;
- ii. include in the agreement stated in 251.A.15(c); or
- iii. inform the Authority in writing;

the minimum requirements which differ from this regulation.

2. 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; by derogation, agreements made before this regulation comes into effect need not be notarized;
4. in case of an entity registered under IATA, proof of such registration;
5. if not an air carrier, a copy of the Business Registration Certificate;
6. latest business Profile Sheet from the Government Business Portal, along with the verification code;
7. 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) other than as an NDC, 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; by derogation, agreements made before this regulation comes into effect need not be notarized;
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, respectively, under 251.A.15(a). If the appointment is according to 251.A.15(d), the letter should include (in-text or as an attachment) the terms and conditions of that appointment. The letters of appointment 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.
- (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(f);
 2. any fine issued under this regulation, other than those stated under sub-paragraph 1, is not paid within the prescribed deadline or within one (1) month of issuance, whichever is longer;
 3. the holder is operating a sales office which has not been approved by the Authority;
 4. any non-compliance notified by the Authority is not rectified within the given period.

Note: If the appointment of the agent is by a GSSA or GSA, the agent will automatically be non-compliant if the appointment of that GSSA/GSA by the air carrier/GSSA expires, is revoked, or otherwise ceases to be effective.

- (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(f);
 2. any fine issued under this regulation, other than those stated under sub-paragraph 1, is not paid within the prescribed deadline or within two (2) months of issuance, whichever is longer;
 3. the holder continues to operate an unauthorised sales office even after due notification to cease has been given;
 4. 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;
 5. 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.
- (f) Once a Certificate has been cancelled or revoked, no further fees or fines will be charged to the Certificate holder from the date of cancellation/revocation. However, all fees and fines accrued up to such date shall continue to be payable.

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 fifty) if the Certificate includes one or more GSSA/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.
5. Advance payments made under the previous rules shall be adjusted as per the charges under this regulation.

MCAR-251.C.25 Fines

(a) If anyone sells international air transportation without holding a valid Certificate under this regulation, and:

1. has been duly authorised by an air carrier to conduct sales on that air carrier's behalf, or has been provided a platform by an air carrier, by which sales may be conducted on behalf of that air carrier; or
2. has been duly authorised by a GSSA or GSA to conduct sales on an air carrier's behalf, or has been provided a platform by a GSSA or a GSA, by which sales may be conducted on behalf of an air carrier;

and if, even after due (7 day) notification to cease has been given to the relevant air carrier, GSSA or GSA by the Authority, the authorisation remains valid, or the platform remains usable by the person or entity, and sales have not been ceased as instructed or a Certificate has not been granted under this regulation, such air carrier, GSSA or GSA shall be fined MVR 10,000 (Maldivian Rufiyaa ten thousand).

For each subsequent day thereafter the authorisation remains valid or the platform remains usable, until the sales have been ceased as instructed or a Certificate has been granted under this regulation, the air carrier, GSSA or GSA shall be fined MVR 1,000 (Maldivian Rufiyaa one thousand).

(b) In addition, if the authorisation or platform referred to in paragraph (a) is provided by a GSSA or GSA and remains valid only with the express consent of the air carrier*, a (7 day) notification to cease shall also be given to the air carrier. If the air carrier does not take steps acceptable to the Authority to prevent sales after the expiry of the notice period, and sales have not been ceased as instructed or a Certificate has not been granted under this regulation the air carrier shall be fined MVR 2,000 (Maldivian Rufiyaa two thousand).

For each subsequent day thereafter in which steps acceptable to the Authority are not taken by the air carrier, until the sales have been ceased as instructed or a Certificate has been

granted under this regulation, the air carrier shall be fined MVR 200 (Maldivian Rufiyaa two hundred).

** If the agreement or other arrangement between the GSSA/GSA and the air carrier expressly states that consent of the air carrier is necessary, the Authority will presume that such consent has been duly given.*

- (c) 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.
- (d) 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.
- (e) 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, in contravention with 251.A.20, 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.
- (f) 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.