

Information / FAQs

Who can sell international air transport (passenger tickets, cargo space, etc.) in the Maldives?

- Starting from 23 October 2025, with the exception of airline operators and Travel Agencies, only business entities 100% owned by Maldivian national or the Maldivian Government may conduct international air transport sales in Maldives.
- (With the exception of registered Travel Agencies) Only commercial establishments which have been issued the relevant permit by the CAA to do so, may sell international air transportation. A list of anyone currently holding such a permit can be found in <https://caa.gov.mv/operations/list-of-airlines-agents-approved-to-conduct-air-transport-sales-in-the-maldives>.
- The permit has to be prominently displayed at the establishment.
- If anyone is selling passenger tickets, cargo space, etc. without displaying the relevant permit, or if the seller is not in the list published by CAA or in the list published by the Ministry of Tourism, please contact CAA at [+960 3027233] or [ats@caa.gov.mv] and report it immediately.
- For a list of registered Travel Agencies, refer https://www.tourism.gov.mv/en/registered/travel_agencies.

How do I get approval to sell international air transport in the Maldives?

- Once the regulation “MCAR-251 International Air Transport Sales” was published in the Gazette on 23 October 2025, no further applications will be accepted under circular AT 02/07.
- To obtain an Air Transport Sales Agency Approval (ATSAA) under MCAR-251, you must submit an application form (CAA/ATS/03 - Application for Approval as an Air Transport Sales Agent) along with the mandatory supporting documents to CAA. The application can be made either in person, or by emailing [ats@caa.gov.mv].

- Mandatory Supporting Documents (all copies must be duly attested):
 - Copy of the certificate of business registration or the business' profile from the Maldives Business Registry;
 - Copy of the agreement between your company and the air carrier or the intermediary agent (GSSA or GSA);
 - Letter of appointment from the air carrier;
Note: The letter should be submitted to the CAA directly by the airline or the GSA/GSSA which appointed the applicant on behalf of the airline.
 - Copy of relevant training certificates (Passenger and/or Cargo related), issued by the carrier or a recognized institute/organization;
 - Copy of IATA approval certificate (if registered with IATA).
Note: This is mandatory if you are applying to be approved as an NDC.
- If you wish to sell international air transport only as part of a travel/tour package, you must first become a Travel Agency registered under the Ministry of Tourism. If you wish to sell international air transportation separately, you will still need to obtain a permit under MCAR-251.

What changes came with MCAR-251?

- Only businesses hundred percent owned by Maldivian nationals or the Maldivian Government will be granted a Certificate (the permit) under the new rule.
- A new fee structure will be implemented.
- GSSAs and NDCs will also be accepted forms of agency.
- Repeating prohibited acts will incur repeated fines.
- Notarization and attestation requirements will be introduced.

How do I make the agreement made between the agency and the airline/intermediary?

- Only agreements duly notarized will be accepted.

Note: Agreements signed before MCAR-251 came into effect need not be notarized.

- The agreement should include at least:
 - the date of signing the agreement;
 - validity period, or whether perpetual;
 - company/business registration number of all parties registered in the Maldives;
 - address of the principal place of business of all parties;
 - the capacity in which the agent is being appointed i.e. GSA, PSA, etc.
Note: The capacity must be one listed in the applicable rule.
 - the territory for which the agent is being authorised.
Note: "Territory" here refers to a geographical area e.g. a country, several countries, a region, and not to the address of the establishment.
- The parties signing the agreement must be duly authorised by their respective organisations to sign the agreement. This can be in the form of a Board Resolution or a letter signed by a Director or Directors.
Note: CAA will assume that any person listed as a Director of that organization in the Maldives Business Registry (<https://business.egov.mv/BusinessRegistry>) already has the necessary authorisation.
- If the appointment is as a GSSA or a GSA, and the intention is for the agency to be able to appoint other agencies as PSAs or CSAs, the agreement must give explicit authorisation to do so, and should also state the applicable conditions.

What happens if the agreement I have with the airline/intermediary expires or is cancelled?

- When the agreement expires or is cancelled, or becomes invalid in any other way, you are no longer authorised to sell air transport on behalf of that airline. If you continue to sell, you are contravening MCAR-251 and will be penalized.
- You must immediately inform CAA and request for a revision of your permit.
- It is advisable to keep track of the validity of all your agreements, and renew them in a timely manner.

What are the standards for the premises where the sales are conducted?

- Applicants must have at least one (1) adequate sales office.
- Every sales office must meet the following requirements:
- Easily accessible to the general public;
- Sales activities being conducted under the Certificate must be clearly separated from other non-related activities that may be carried out in such premise;
- Exterior signage displaying the business name and air carrier(s);
- Interior signage displaying the business name and air carrier(s);
- Proper seating arrangements for customers (for GSA(Pax)/PSA);
- Adequate floor space for ticketing/sales operations;
- Air carrier's logo or identification board/canvas inside the office/premises.
- Exceptions may be made based on the requirements of the airline appointing the agent.
- CAA will conduct an inspection of the premises as part of the application review process to ensure they are adequate, and will do further inspections at its discretion.

Does an applicant have to pay any fee for application processing and for maintaining the approval?

- A new application will be processed only once the processing fee (USD 125) has been paid.
- An application for variation will also be processed only upon payment of a fee. The amount is different for different variations.
- A monthly fee has to be paid to maintain the validity of the permit. The amount differs depending on two factors: whether or not you are a GSA/GSSA, and the number of sales offices you have.
- Monthly fees are due by the 10th day of each calendar month.
- The monthly fee can also be prepaid up to December of that year.

How long will it take to complete the application assessment and approval to be granted?

- If the application and office/business premises are complete and satisfactory, and once the processing fee has been paid, approval may be granted within 14 working days.
- If there are any deficiencies, the applicant will be given time to correct them. If corrections are not made within the given timeframe, the application will be rejected.
- The processing fee is not refundable.

What will happen if I fail to pay the monthly fees?

- A late fine equivalent to 5% of the monthly fee(s) due shall be charged per day.
- The approval will be suspended if the monthly fees and corresponding fines are not paid for two (2) consecutive months.
- The approval will be revoked if the monthly fees and corresponding fines are not paid for three (3) consecutive months.

Do travel agencies need to get a permit from CAA in order to sell international air transport?

- Travel Agencies registered with the Ministry of Tourism under the Maldives Tourism Act (Law no. 2/99) are not required to get CAA's approval in order to sell airline tickets as part of a travel/tour package.
- To sell international air transportation separately, even a registered Travel Agency will still need to obtain a permit from CAA and comply with MCAR-251.
- Travel Agencies selling international air transport are advised to keep their Operating Licenses prominently displayed at the establishment.