

AMS Client User Guide

Version 1.0

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1 Introduction

1.1 About This Guide

This Client User Guide is designed to help applicants use the Malta Tourism Authority (MTA) Licensing System to apply for and manage tourism-related licences and permits online.

It provides step-by-step instructions for every part of the client experience - from logging in and creating an account, to completing and submitting each application form, making payments, tracking the progress of your applications, and downloading your receipts and licences.

The guide is organised to follow the natural flow of using the system:

- **Getting Started** explains how to access and navigate the system.
- **Managing My Accounts** covers how to set up and maintain the accounts you apply under.
- **Creating & Submitting an Application** describes the general process common to all applications.
- **Licence Application Forms** and **Special Forms / Licence Actions** explain each individual form in detail.
- **Tracking My Applications** and **Payments & Certificates** cover what happens after you submit.

Each section includes accompanying figures (screenshots) to illustrate the steps described.

Note: All fields marked with an asterisk (*) are required and must be completed before an application can be submitted.

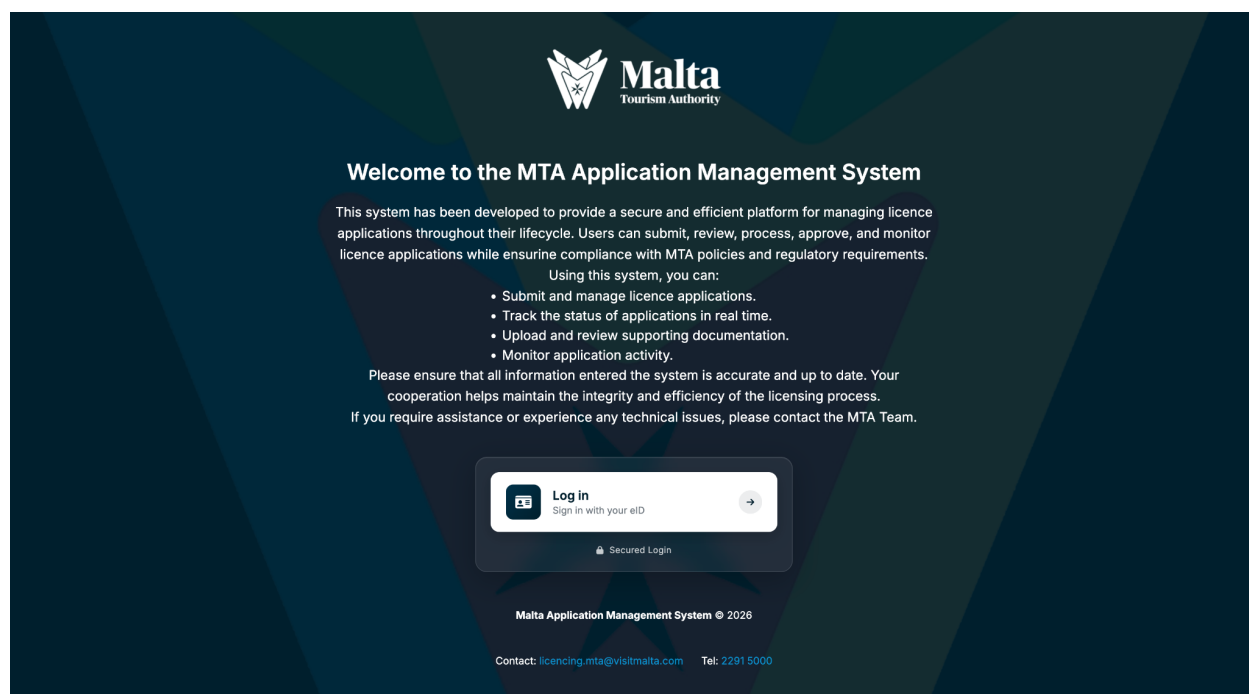


Figure 1. AMS Website

1.2 Who Can Use the System (eID / eIDAS / Self-Registered Users)

The system is available to individuals and organisations wishing to apply for a tourism licence or permit in Malta. You can access the system using any of the following sign-in methods:

- **eID Login** - for users with a Maltese electronic identity (e-ID) account. You sign in using your e-ID identity card number and password.
- **eIDAS Login** - for users from other European Union member states, using a digital identity issued by their own country. You select your country's identity provider and sign in using your national credentials.
- **Self Registration** - for users who do not have an e-ID or eIDAS identity. You can create your own account by registering with your email address and country-issued identification.

Regardless of the sign-in method used, once you are logged in you will have access to the same client features described in this guide.

Note: Registration and sign-in are handled securely through the national identity provider. The system does not store your login password.

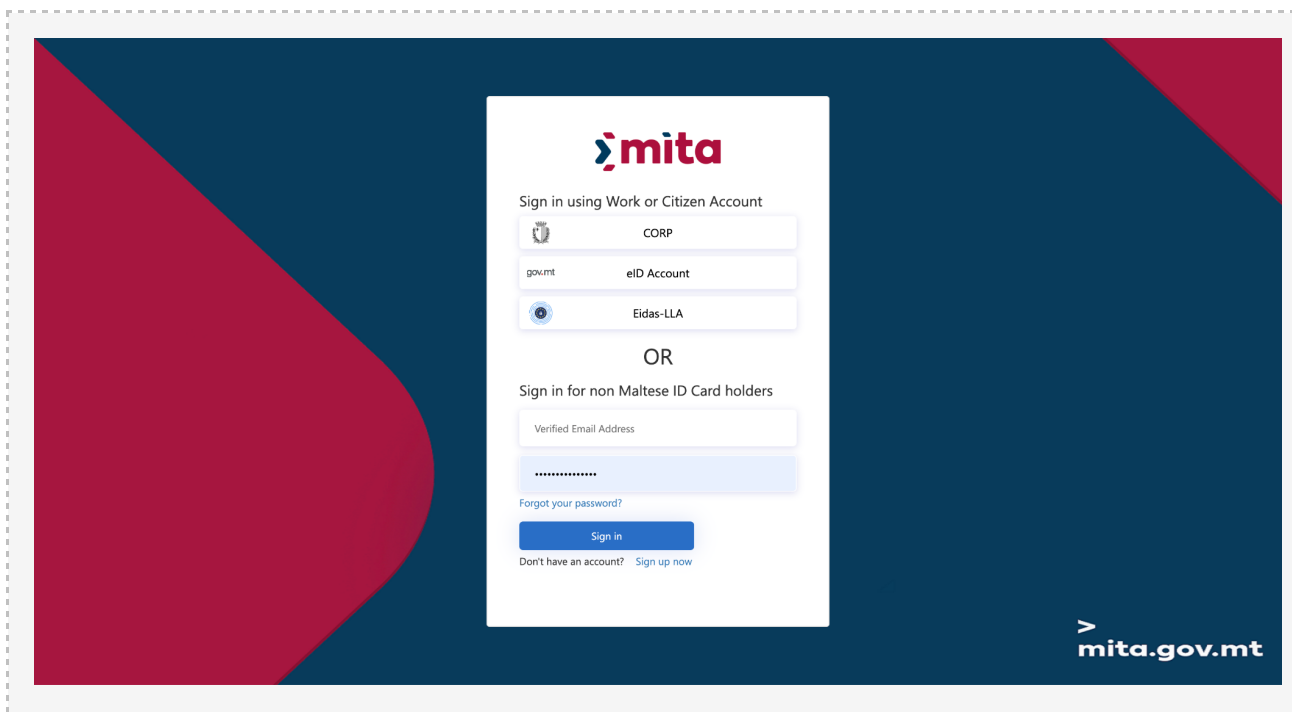


Figure 2. Login Page

1.3 What You Can Do (Overview)

As a client, the system allows you to manage the full lifecycle of your tourism licence applications in one place. From your account, you can:

- **Create and manage accounts** under which applications are submitted, whether as an Individual, a Company, or a Partnership.
- **Apply for a licence or permit** by selecting the appropriate category and completing the guided application form for your chosen licence type.
- **Upload supporting documents** required for your application.
- **Pay application fees** securely through the Government Payment Gateway (GPG).
- **Submit additional requests** linked to an existing licence - such as cancellation or suspension, change of licensee, registration of an operator, and various permits.
- **Track your applications** at every stage, using search, filters, and status indicators to see whether an application is a draft, pending, approved, vetted, or rejected.
- **Respond to feedback** provided by the reviewing officer and resubmit your application where required.
- **View your application history** to see a log of all actions taken on each application.
- **Complete the final payment** once your application has been approved.
- **Download receipts** for your payments and your **licence certificate** once it has been issued.

The chapters that follow explain each of these features in detail.

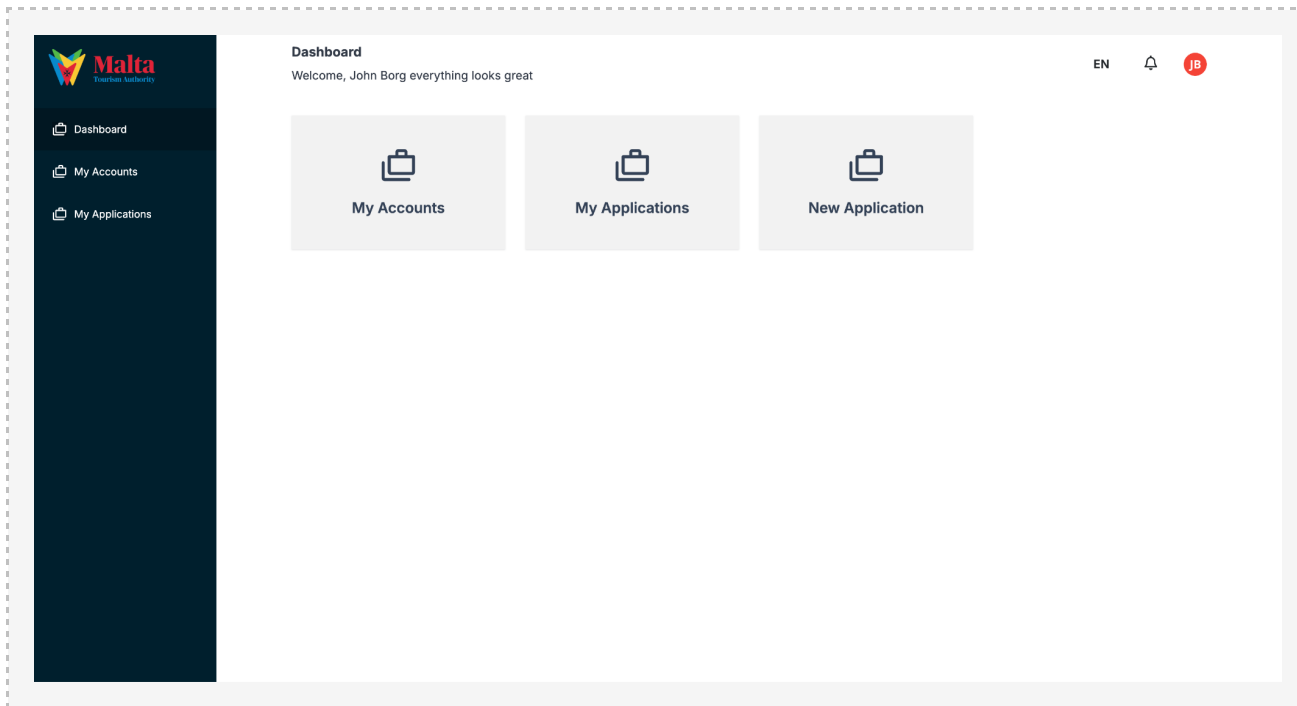


Figure 3. Dashboard Page

2 Getting Started

2.1 Logging In

To begin using the system, open the application in your web browser. You will be taken to the **Login Page**, which displays a single **Log in** button. This page does not ask for your credentials directly - instead, selecting **Log in** securely redirects you to the **MITA identity provider**, where the actual sign-in takes place.

At the MITA login screen you can choose how you wish to authenticate:

- **eID** - using your Maltese electronic identity;
- **eIDAS** - using a digital identity issued by another EU member state; or
- **Self Registration** - by creating your own account if you do not have an eID or eIDAS identity.

Once you have selected your method and completed authentication, you will be automatically returned to the system and taken to your **Dashboard**.

The sections below describe each sign-in method available on the MITA login screen.

Note: *Because authentication is handled by the MITA identity provider, the system never sees or stores your login password. You may be asked to sign in again if your session expires.*



Figure 4. Login Page

2.1.1 eID Login

If you hold a Maltese electronic identity (e-ID), select the **eID** option to sign in. Enter your **e-ID identity card number** and **password** in the fields provided, then confirm to proceed. Options are also available for password recovery and help should you need assistance signing in.

Once your identity is verified, you will be redirected to your Dashboard.

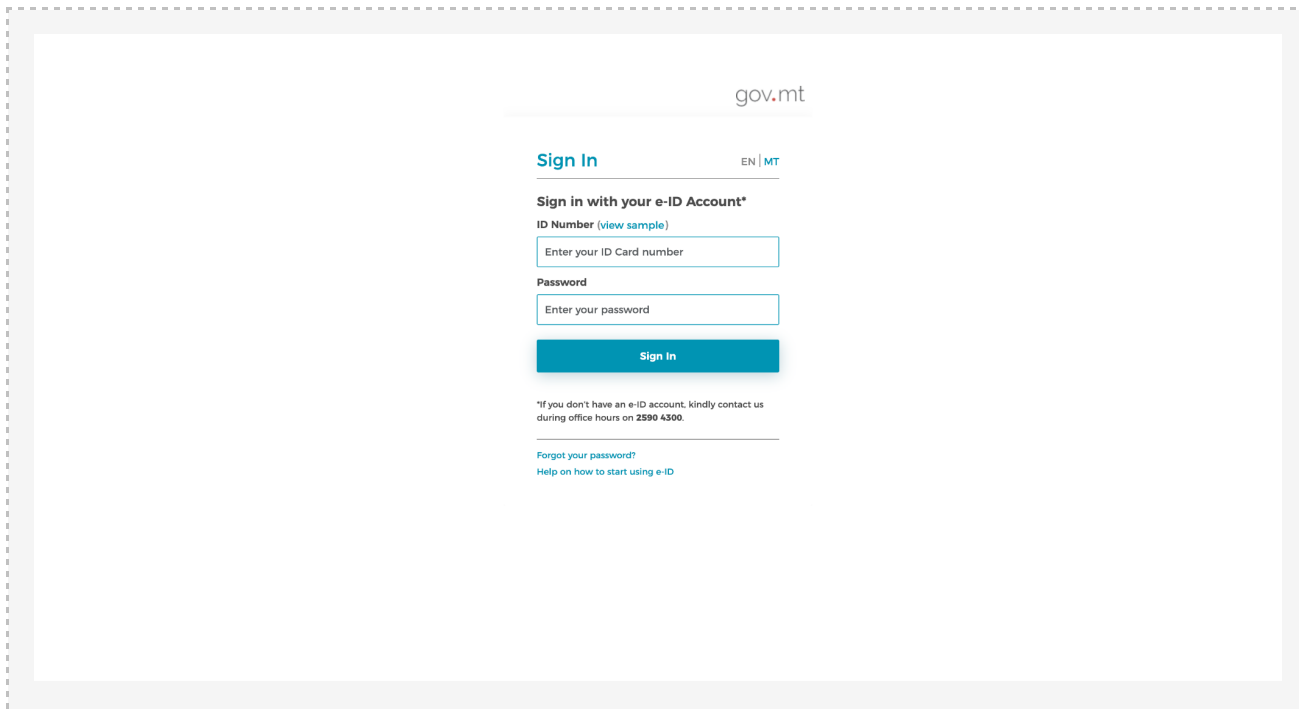


Figure 5. eID Login Page

2.1.2 eIDAS Login

If you are a citizen of another European Union member state, select the **eIDAS** option. You will first be asked to choose your **country-issued digital identity provider**. After selecting your provider, you will be shown the authentication type and the personal attributes requested during the verification process.

Complete the sign-in using your national credentials, after which you will be redirected to your Dashboard.

Figure 6. eIDAS Login Page

2.1.3 Self Registration – Sign Up / Registration Form

If you do not have an e-ID or eIDAS identity, you can create your own account. Select the **Sign up now** option on the login page and complete the registration form by providing your personal details, including your **full name**, **country-issued identification**, and **email address**. Once all required fields are completed, click **Create** to finalise the account and proceed to sign in.

Note: Registration and sign-in are handled securely through the national identity provider. Keep your credentials safe, as they will be required each time you access the system.

Figure 7. Self Registration Form

2.2 Dashboard Overview

After successfully logging in and completing authentication, you will be directed to the **Dashboard**. This is your home screen and provides an overview of your accounts, applications, and notifications, along with quick access to the main navigation options.

From here you can move directly into any of the system's modules to create a new account, start an application, or review the status of existing ones.

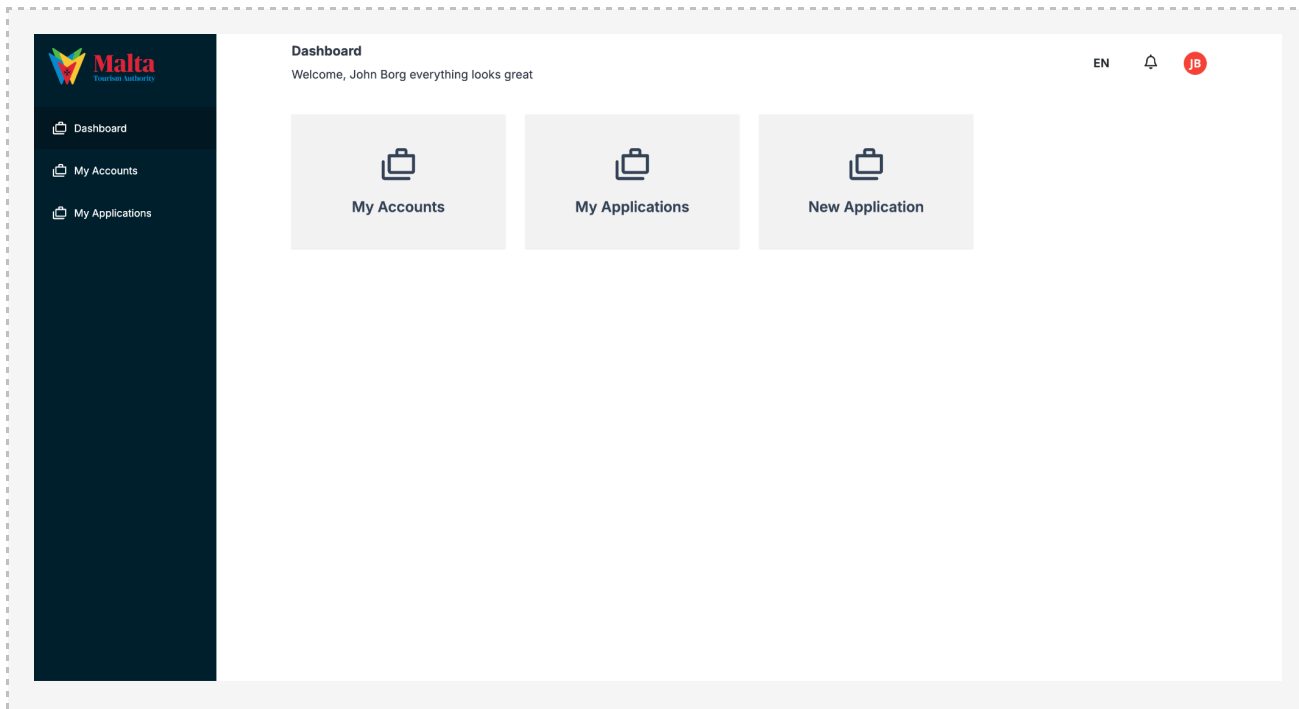


Figure 8. *Dashboard Page*

2.3 Navigation Sidebar

The **Navigation Sidebar** provides quick and organised access to the system's main modules and features. Use it to move between the **My Accounts** and **My Applications** areas, as well as your notifications and profile.

The sidebar remains available on every page, making it easy to navigate the system at any time.

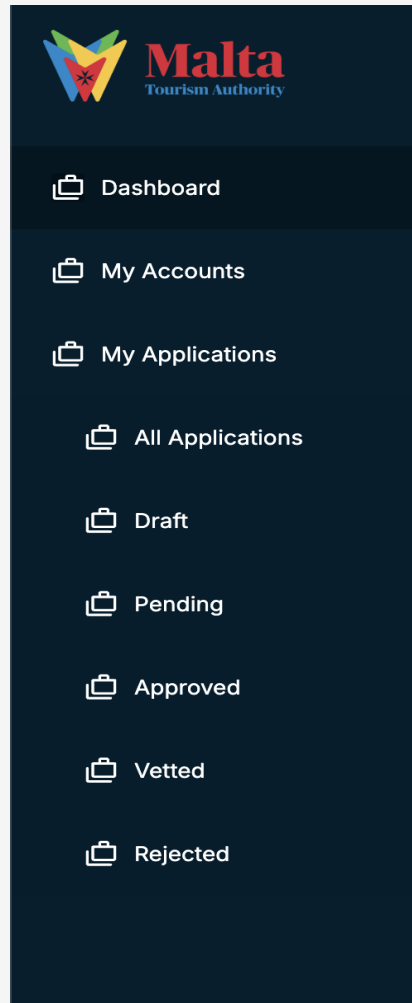


Figure 9. *Sidebar*

2.4 Language Switcher (EN / MT)

The **Language Switcher** allows you to change the system language between **English (EN)** and **Maltese (MT)**. Select your preferred language at any time for a more comfortable and accessible experience. The system will remember your choice as you navigate.

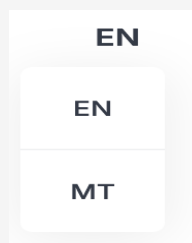


Figure 10. *Translation Dropdown*

2.5 Notification Bell & Notifications Panel

The **Notification Bell**, located in the top navigation bar, alerts you to system updates and important activity on your accounts and applications. A quick preview of your most recent notifications is shown when you select the bell.

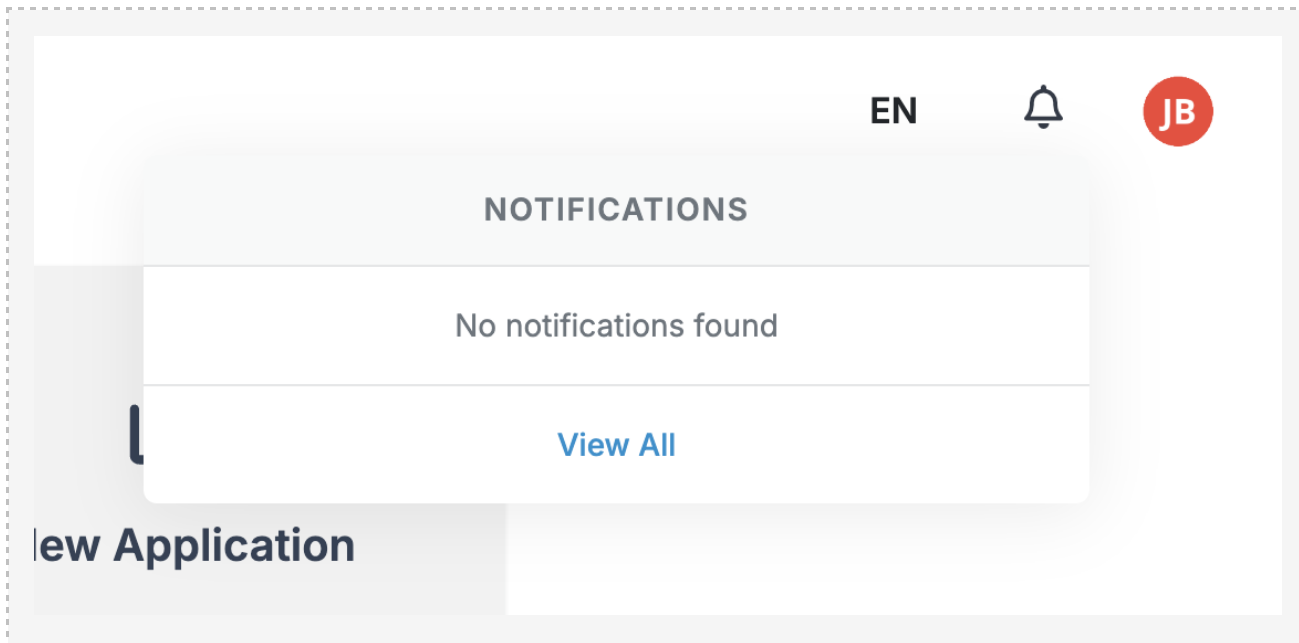


Figure 11a. Notification Bell

To see all of your notifications, open the **Notifications Panel** by selecting the option to view all. This page displays the complete list of system alerts and updates, allowing you to review them, mark them as read, and open the related record directly from each notification.

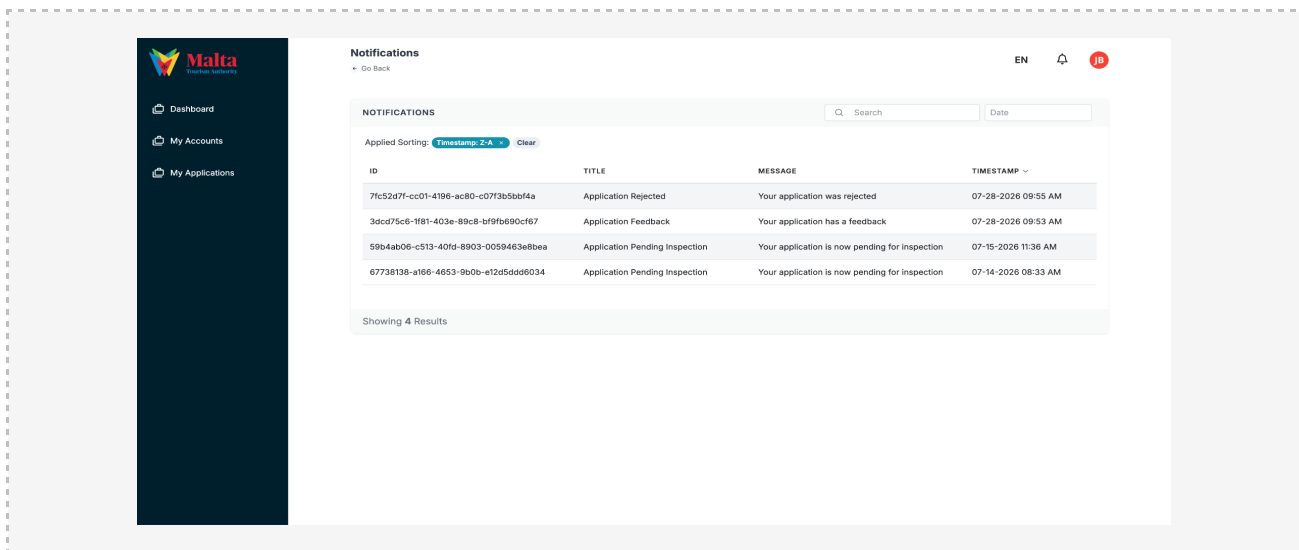


Figure 11b. Notifications Page

2.6 Profile Icon & Edit Profile

The **Profile Icon**, found in the top-right corner of the screen, provides access to your personal settings and the option to sign out.

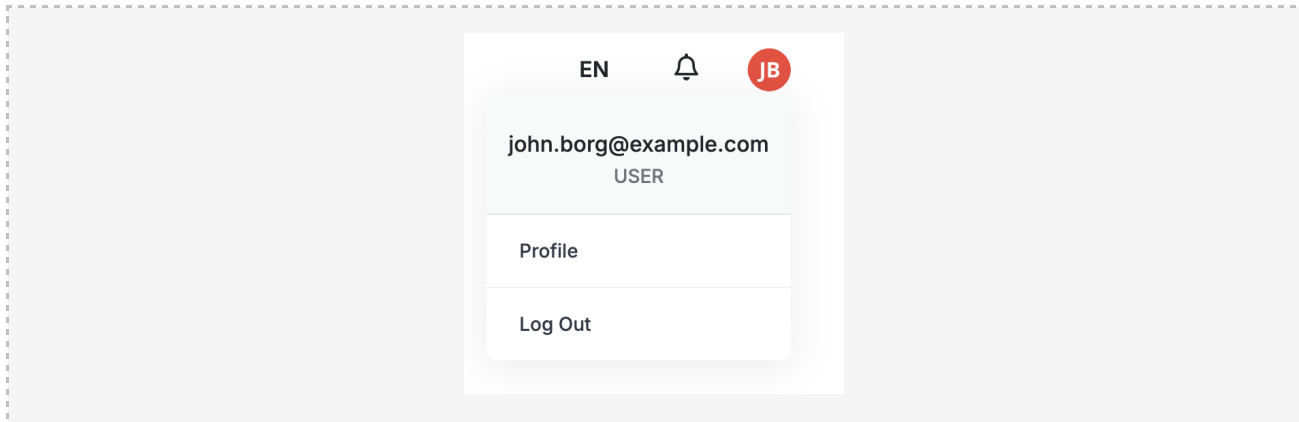


Figure 12a. *Profile Option*

Selecting **Edit Profile** opens a page where you can view and update your personal information. You can also change your **profile photo** by clicking on it. Once you have made your changes, save them to update your profile.

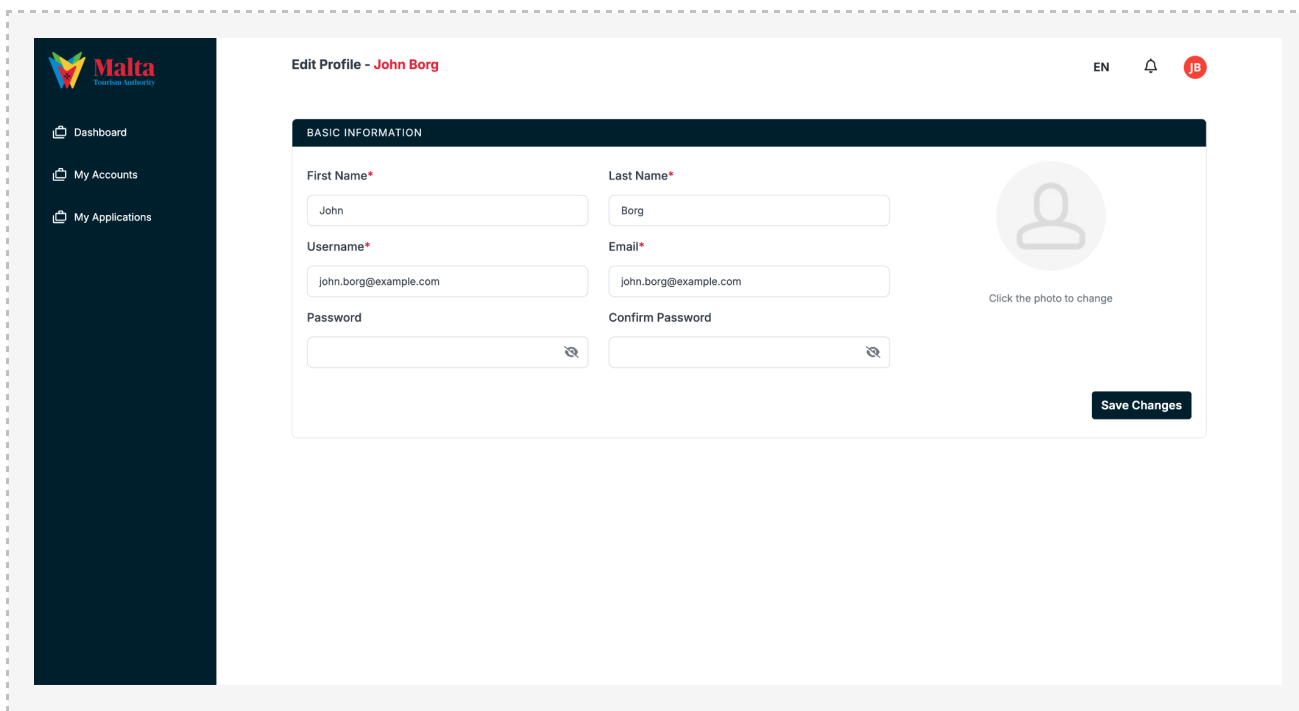


Figure 12b. *Edit Profile Page*

2.7 Logging Out

When you have finished using the system, select the **Logout** option from the Profile Icon menu to securely sign out. This ends your current session and returns you to the login page. For your security, it is recommended that you always log out when using a shared or public computer.

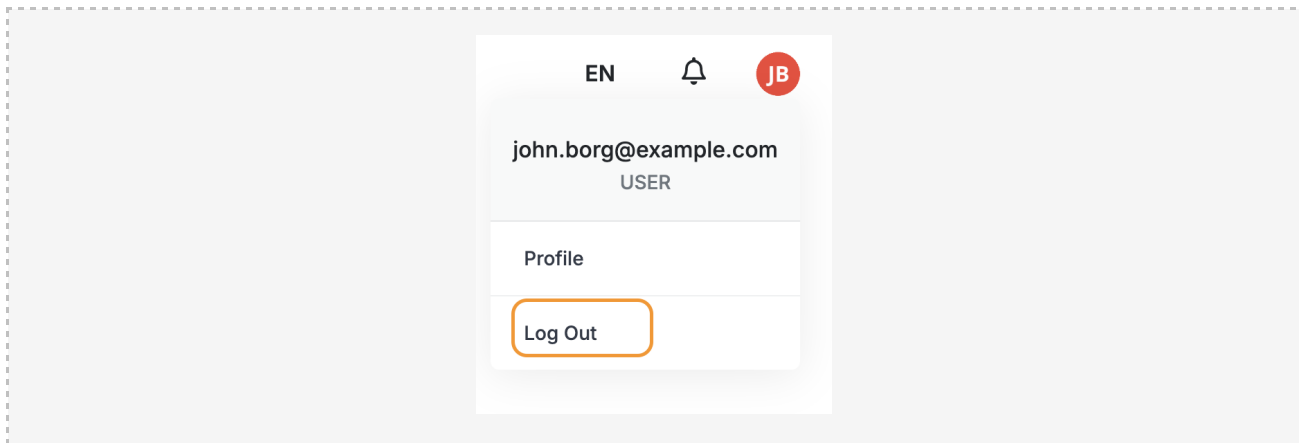


Figure 13. *Logging Out*

3 Managing My Accounts

Before you can submit an application, you must have an **account** set up in the system. An account represents the person or entity that a licence is being applied for - this may be you as an individual, or a company or partnership you are applying on behalf of. All of your applications are linked to one of your accounts, so this is normally the first thing you set up.

This chapter explains how to create a new account, understand the different account types, and manage your existing accounts.

3.1 Understanding Accounts (Individual / Company / Partnership)

When creating an account, you must choose an **Account Type**. The type you select determines the information required and how the account is treated throughout the application process:

- **Individual** - for a person applying in their own name. Company details such as a registration number are not required.
- **Company** - for a registered company. You will be asked to provide the company's registration details.
- **Partnership** - for a partnership applying as a legal entity, with its associated registration details.

Note: You can hold only one Individual account, while multiple Company or Partnership accounts may be created as needed.

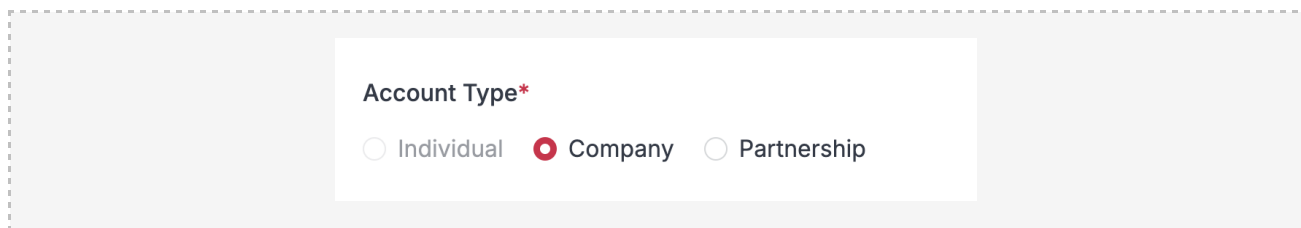
A screenshot of a web form titled "Account Type*" in red text. Below the title are three radio button options: "Individual", "Company", and "Partnership". The "Company" option is selected, indicated by a red dot inside its radio button. The form is set against a light gray background with a dashed border.

Figure 14. Account Type Selection

3.2 Creating a New Account

To create a new account, open the **My Accounts** area and select **Create New Account**. Complete the form by providing the following details:

- **Account Type** - Individual, Company, or Partnership.
- **Name** - the full name of the individual, company, or partnership.
- **VAT Number** - the applicable VAT registration number.
- **Company Registration Number** - required for Company and Partnership accounts.
- **Status** - the current status of the account.

Once all required fields are completed, save the record to create the account.

Note: All fields marked with an asterisk (*) are required. Some fields, such as the Company Registration Number, are only applicable to Company and Partnership accounts and are not required for Individual accounts.

The screenshot displays the 'Create Account' interface. On the left is a dark sidebar with the Malta Tax Authority logo and navigation links: 'Dashboard', 'My Accounts', and 'My Applications'. The main content area has a header 'Create Account' and a breadcrumb 'Account Management > Create Account'. Below this is a 'BASIC INFORMATION' section. It includes radio buttons for 'Account Type' (Individual, Company, Partnership), with 'Company' selected. There are input fields for 'Name', 'VAT Number', 'Company Registration Number', and 'Website URL'. A 'Status' section has radio buttons for 'Active' (selected) and 'Inactive'. At the bottom of the form are 'Cancel' and 'Save' buttons.

Figure 15. Create a New Account Page

3.3 Account Management Overview (Search, Filter, Sort)

The **Account Management** page provides a centralised view of all the accounts you have created, allowing you to locate and manage them efficiently. The following tools are available:

- **Search Bar** - quickly find a specific account by entering relevant keywords.
- **Date Filter** - narrow down accounts based on a selected date range.
- **Account Type Dropdown** - filter accounts by their type (Individual, Company, or Partnership).
- **Applied Sorting Indicator** - shows when sorting has been applied to the list.
- **Clear Sorting Button** - removes any applied sorting and returns the list to its default order.

Each account in the list also provides quick-action icons, described below.

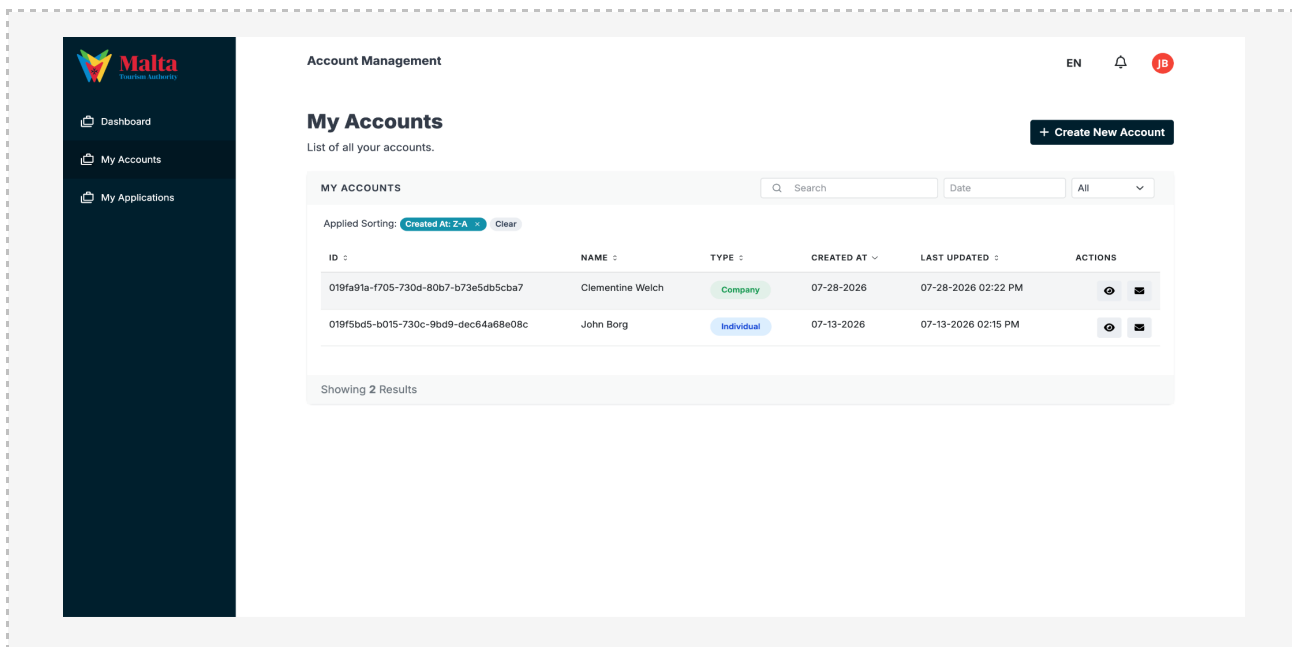


Figure 16. Account Management Page

3.4 Viewing an Account

Selecting the **View Account** icon opens the full details of the chosen account. From here you can review the account's information, such as its name, type, VAT number, and registration details, for confirmation before creating an application under it.

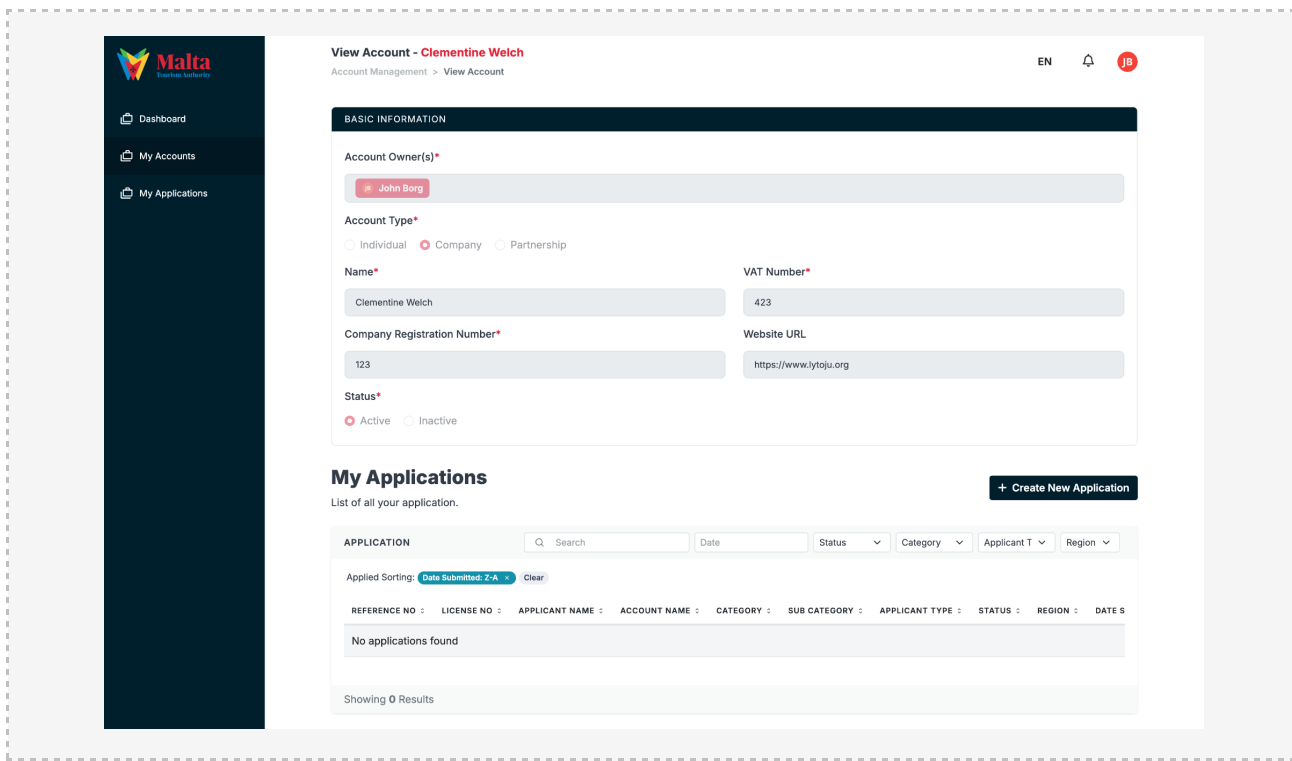


Figure 17. View Account Page

3.5 Requesting an Account Update

If any of your account details need to be changed, select the **Request Account Update** icon for the relevant account. A form will appear where you must provide the necessary details and the **reason** for the request. Select **Send Request** to submit the update for review, or **Cancel** to discard it.

Note: Account details cannot be edited directly. Changes are made through a request, which is reviewed before being applied to your account.

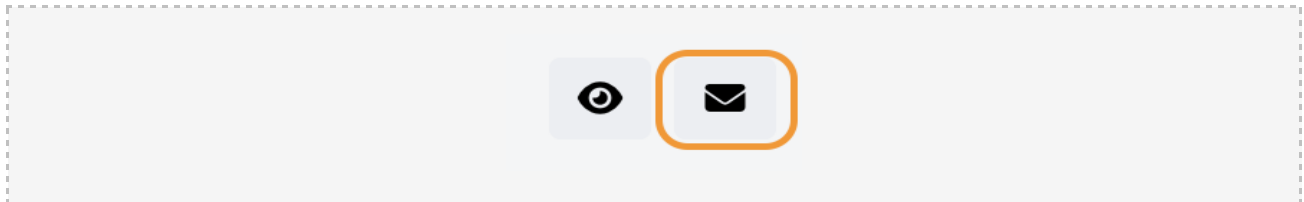


Figure 18a. Request Account Update Icon

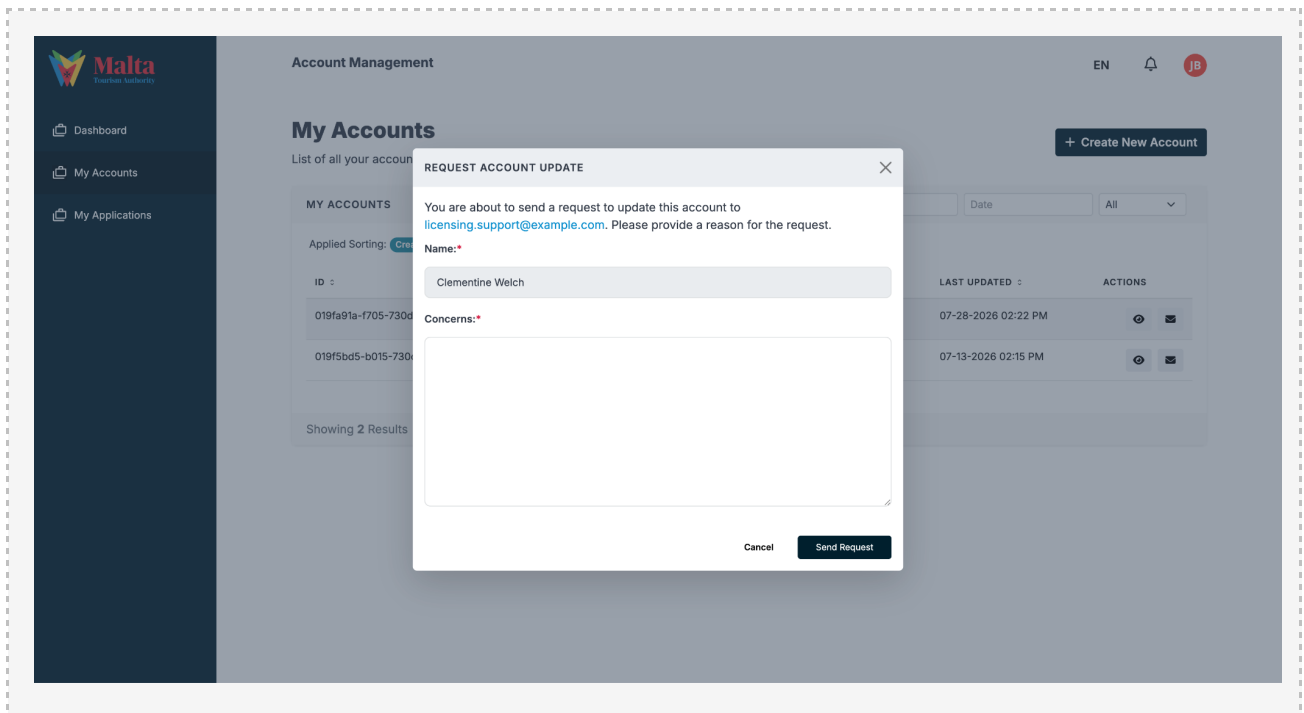


Figure 18b. Request Account Update Modal

4 Creating & Submitting an Application (General Process)

This chapter describes the **general process** for creating and submitting an application. The steps below are common to every licence type - the specific fields you complete will depend on the licence or permit you are applying for, which are explained individually in **Chapter 5 (Licence Application Forms)**.

To begin, open the **My Applications** area and select **Create Application**. The system will guide you through a series of steps, shown as a progress indicator at the top of the screen. You can move forward and back between steps, and your progress is saved as a **draft** so you can continue later if needed.

4.1 Selecting an Account

The first step is to choose the **account** the application is being made under. From the list of your accounts, select the appropriate one by reviewing its details - such as the VAT number, company registration number, and account type - to ensure the application is submitted under the correct entity.

Note: If you have not yet created an account, you will need to do so first. See **Chapter 3 (Managing My Accounts)**.

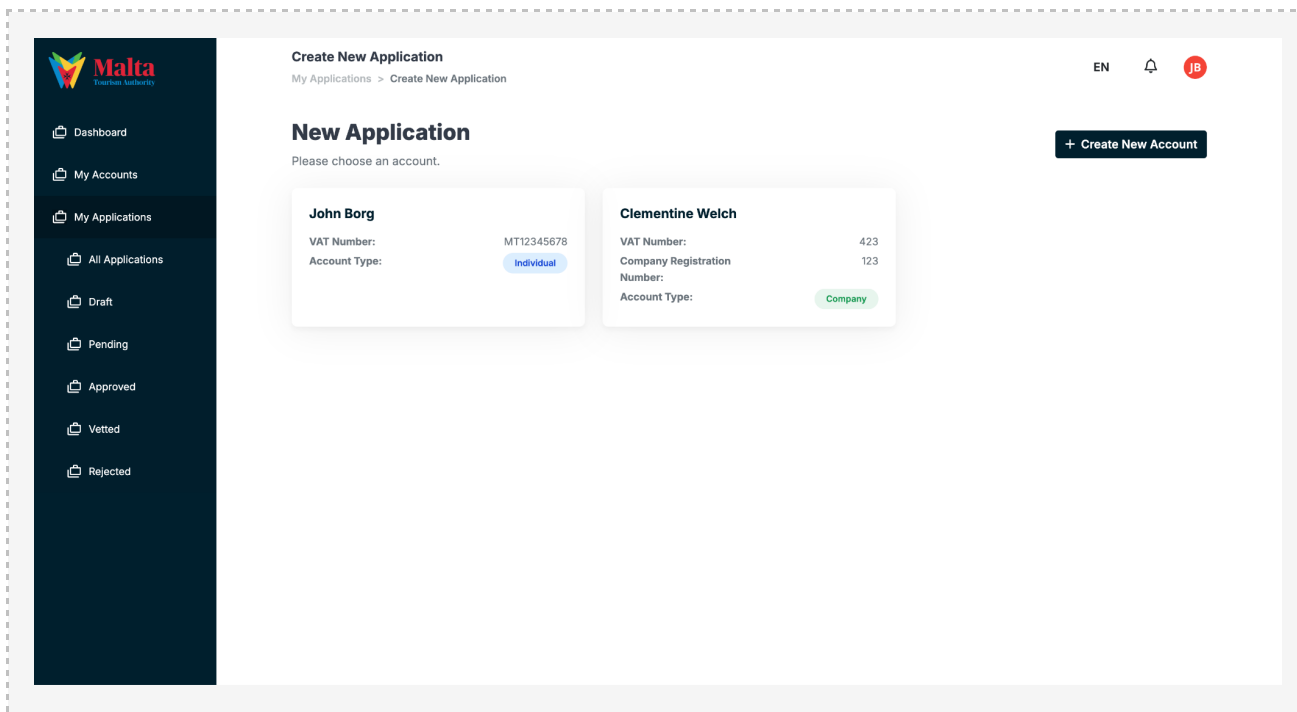


Figure 19. Account Selection

4.2 Selecting a Category

Next, choose the **category** that matches the type of licence or permit you require. Only one category may be selected. The available categories are:

- Tourism Accommodation
- Catering Establishments
- Travel Operations
- Recreational Diving Operator
- Tourist Guides
- Miscellaneous

Selecting a category displays the licence or permit types available within it.

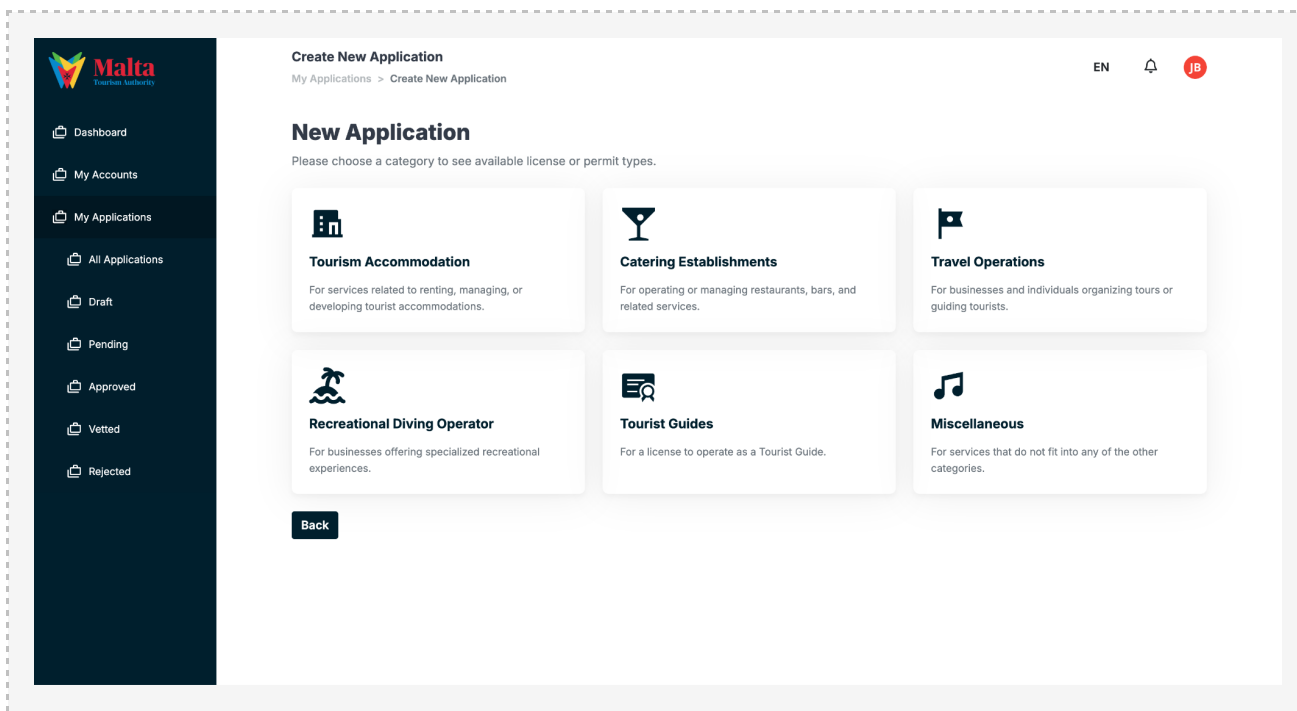


Figure 20. Category Selection

4.3 Selecting the Required Document / Licence Type

After choosing a category, select the specific **licence type or document** you wish to apply for. Only one may be selected before continuing to the application form. The form presented in the next step corresponds to the licence type chosen here.

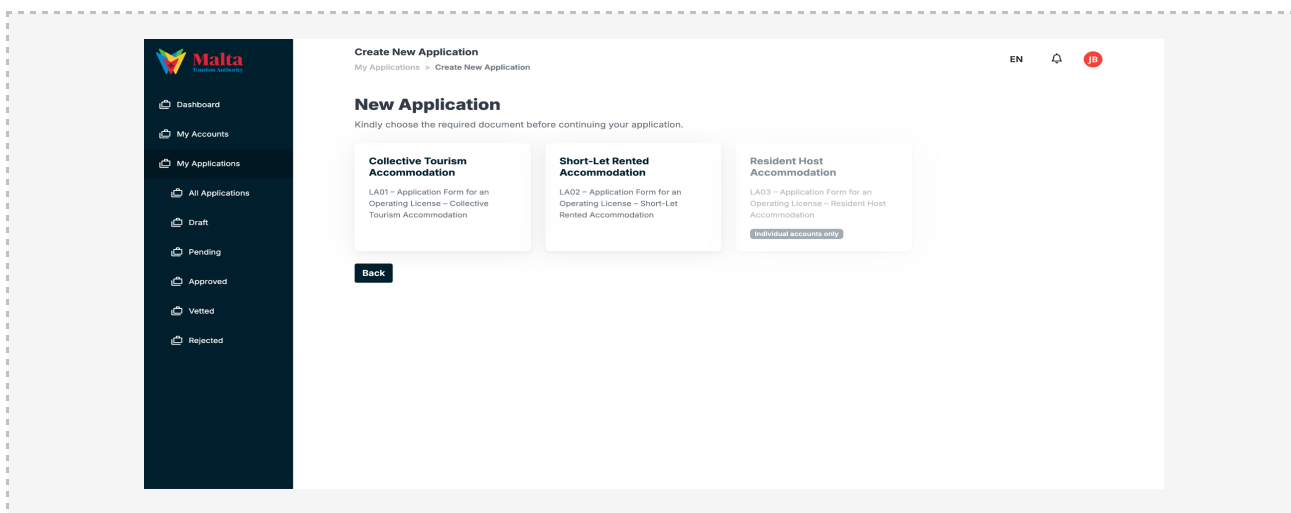


Figure 21. Choosing the Required Document

4.4 Completing the Application Steps

The application form is divided into several steps, guiding you through all the information required for your chosen licence type. Depending on the form, these typically include:

- **Applicant and establishment details** - information about the applicant and the premises or operation to be licensed.
- **Specifications** - details specific to the licence type, such as classification or capacity.
- **Declarations** - legal statements you must acknowledge and accept.
- **Signatory details** - the name, position, and signature of the person submitting the application.

Complete each step in turn, ensuring all required fields (marked with an asterisk *) are filled in before proceeding. If you are applying on behalf of a company or partnership, you may also be asked to provide the organisation name and the official position of the signatory.

Figure 22. Application Form Steps

4.5 Uploading Supporting Documents (File Upload)

Each application requires you to upload the **supporting documents** relevant to your chosen licence type. Attach your files by dragging and dropping them into the upload area, or by selecting the **Choose File** button to browse for them.

The screenshot displays the 'Create New Application' page for 'Collective Tourism Accommodation' on the Malta Tourism Authority portal. The page is at 'Step 7/8' of the application process. A sidebar on the left contains navigation links: Dashboard, My Accounts, My Applications (selected), All Applications, Draft, Pending, Approved, Vetted, and Rejected. The main content area is titled 'Checklist for Document Submission'. It features four upload boxes, each with a 'Choose File' button and a note: 'Only support .pdf files / Max size 50MB'. The first two boxes are for 'Copy of front page of Identity Card;*' (for Applicant) and 'Copy of back page of Identity Card;*' (for Applicant). The bottom two boxes are for 'Curriculum Vitae;*' (for both Applicant and Operator if applicable) and 'Valid Police Conduct;*' (for both Applicant and Operator if applicable). Each box shows a 'dummy.pdf' file (13 kB) that has been uploaded.

Figure 23. File Upload

4.6 Payment

Once your application details and documents are complete, you proceed to payment. The applicable fee depends on the licence type you are applying for.

4.6.1 Payment Method (Government Payment Gateway)

The total amount due is displayed for review. To pay, select **Pay Now** to proceed to the **Government Payment Gateway (GPG)**, where the transaction is completed securely. After confirming, your payment will begin processing.

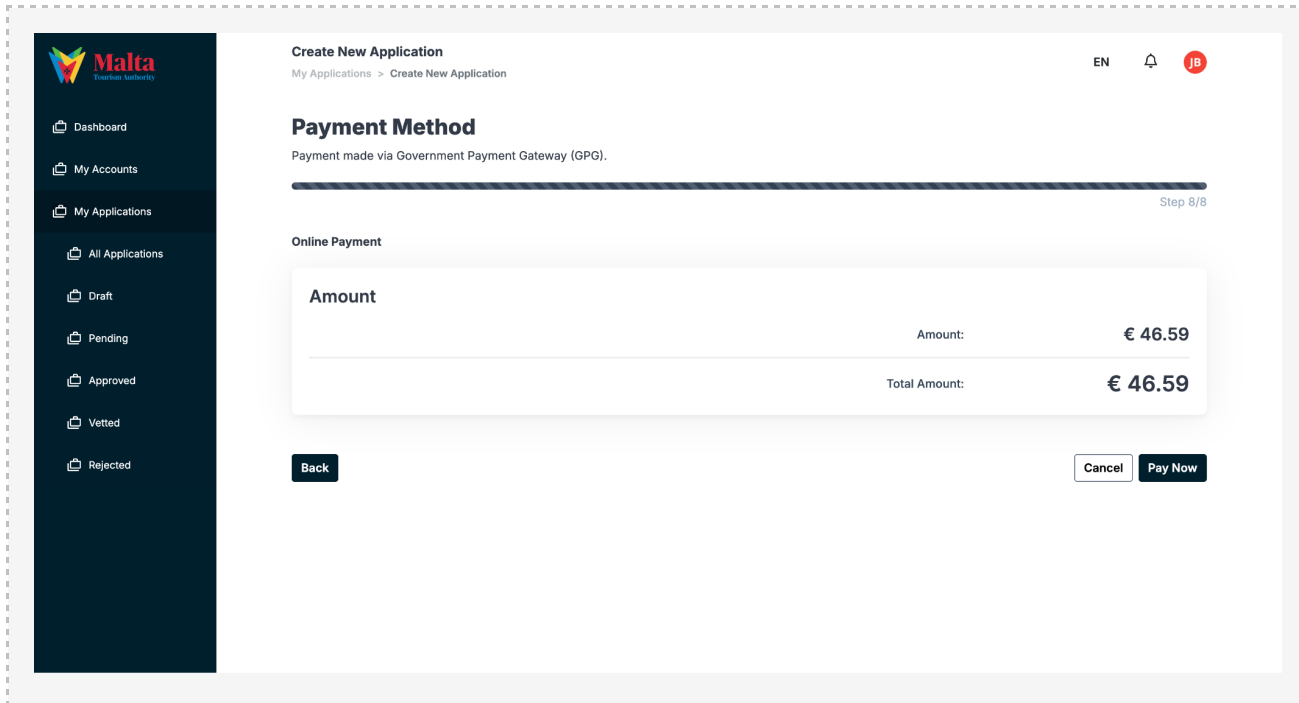


Figure 24. Payment Page

4.6.2 Payment Verification

Before you are directed to the payment gateway, a verification screen allows you to review the amount and payment details. Select **Submit** to continue to the gateway, or **Cancel** to return to the previous step.

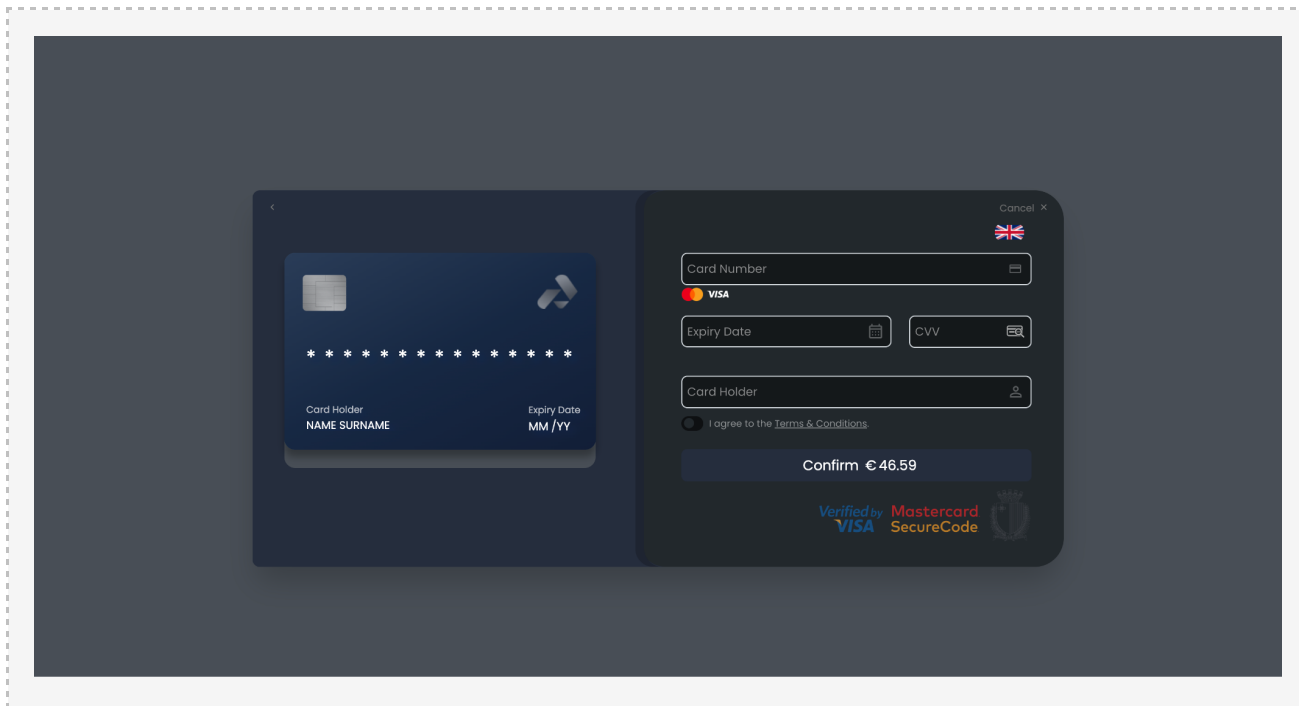


Figure 25. Payment Portal

4.7 Submission Confirmation

Once payment is completed successfully, your application is **submitted** and enters the review process. It will move from **Draft** to **Pending**, and you can monitor its progress at any time from the **My Applications** area (see **Chapter 7 - Tracking My Applications**).

The screenshot displays the 'My Application' interface for the Malta Tourism Authority. The left sidebar contains navigation links: Dashboard, My Accounts, My Applications (selected), All Applications, Draft, Pending, Approved, Vetted, and Rejected. The main content area is titled 'My Application - View Application' with a 'Go Back' link. It shows the application type as 'Collective Tourism Accommodation', submitted on '28-07-2026', and in 'Pending Level 1 Review' status. The applicant type is 'Company'. Under 'Representative's Details', the license will be issued in the name of 'John Borg'. The form includes fields for Identity Card Number, Nationality (set to 'asd'), VAT Number (set to '423'), Address (set to 'asd'), Locality (set to 'ATTARD [H* Attard]'), and Tel/Mobile Number (set to '123'). Buttons for 'Transactions' and 'History Log' are located in the top right of the form area.

Figure 26. Pending Level 1 Application

5 Licence Application Forms (Detailed Walkthrough)

This chapter explains each licence application form individually. For every form you will find its purpose, the steps you complete, and the supporting documents you must prepare in advance.

The general submission flow (selecting an account, category, and licence type; uploading documents; and paying) is the same for all forms and is described in **Chapter 4**. This chapter focuses on what is specific to each form.

Note: All supporting documents must be uploaded in **PDF** format (unless otherwise stated), up to **50 MB** per file. Fields marked with an asterisk (*) are mandatory. Some sections apply only to Company or Partnership applicants and will not appear for Individual applicants.

5.1 Tourism Accommodation

5.1.1 LA01 – Collective Tourism Accommodation

This form is used to apply for an operating licence for a collective tourism accommodation establishment, such as a hotel, guesthouse, or hostel run as a commercial operation. It captures both the applicant and the operator, along with the premises and room details, and may be submitted as an Individual, Company, or Partnership.

The form is completed in **seven steps**:

1. **Applicant's Details** - the applicant's personal details, and, where applicable, the representative's and company/partnership details.
2. **Operator's Details** - details of the operator, and company/partnership details if applicable.
3. **Premises to be Licensed** - the address and details of the establishment.
4. **Establishment Details** - including Room Type Mix, Bedrooms and Beds, and any Special Labels.
5. **Declarations** - Declarations by the Operator, Declaration by the Applicant, the Eco Taxation Declaration, and confirmation of the **Right of Use of Premises**.
6. **Signature of Applicant** - signatory name, position, and date.
7. **Checklist for Document Submission** - upload of the required documents.

Documents required:

- Copy of both sides of the Identity Card (Applicant and Operator, if applicable)
- Curriculum Vitae (Applicant and Operator, if applicable)
- Valid Police Conduct (Applicant and Operator, if applicable)
- For a body corporate: Memorandum and Articles of Association, or a Company Board Resolution appointing an official representative
- Tourism Policy Compliance Certificate (issued by the MTA)
- Latest approved development permission (Planning Authority)
- Architect's Declaration of compliance
- Compliance Certificate (Planning Authority)
- Public Sewer Discharge Permit
- Food Safety Certificate

- Waste Collection Contract
- Adequate Third-Party Liability Insurance

The screenshot shows a web application interface for the Malta Tourism Authority. On the left is a dark sidebar with a logo and navigation menu. The main content area is titled 'Create New Application' and 'Collective Tourism Accommodation'. It contains a progress bar indicating 'Step 1/8'. The form fields include: 'Applicant Type' with radio buttons for Individual, Company (selected), and Partnership; 'Representative's Details' with sub-label 'In whose name license shall be issued'; 'Name*' and 'Surname*' text boxes; 'Identity Card Number*' text box; 'Nationality*' text box; 'VAT Number*' text box; and 'Address*' text box. The top right of the page shows 'EN', a bell icon, and a user profile icon 'JB'.

Figure 27. Application Form for an Operating Licence – Collective Tourism Accommodation

5.1.2 LA02 – Short-Let Rented Accommodation

This form is used to apply for an operating licence for short-let rented accommodation, such as an apartment, villa, or house rented to tourists on a short-term basis where the whole premises is made available to guests. It may be submitted as an Individual, Company, or Partnership.

The form is completed in **eight steps**:

1. **Personal Details** - applicant's details, and representative's and company/partnership details where applicable.
2. **Operator's Details** - operator and company/partnership details if applicable.
3. **Designated Person** - the person designated as responsible for the premises.
4. **Premises to be Licensed** - the address and details of the property.
5. **Proposed Classification** - the proposed classification of the accommodation.
6. **Declarations** - Declarations by the Operator, Declarations by the Applicant, and the Eco Taxation Declaration.
7. **Signature of Applicant.**
8. **Checklist for Document Upload / Submission.**

Documents required:

- Copy of both sides of the Identity Card (Applicant, Designated Person, and Operator if applicable)
- Valid Police Conduct (Applicant and Operator, if applicable)

- For a body corporate: Memorandum and Articles of Association, or a Company Board Resolution
- Latest approved development permission (Planning Authority)
- Architect's certification that the premises conform with the approved development permission
- Adequate Third-Party Liability Insurance (covering property and common parts, if applicable)
- Waste Collection Management Plan

Create New Application
My Applications > Create New Application

Short-Let Rented Accommodation
LA02 – Application Form for an Operating License – Short-Let Rented Accommodation

Step 1/9

Applicant Type
☐ Individual
 ☒ Company
 ☐ Partnership

Representative's Details
In whose name license shall be issued

Name* **Surname***

Identity Card Number*

Nationality* **VAT Number***

Address*

Locality* **Tel/Mobile Number***

Figure 28. Application Form for an Operating Licence – Resident Host Accommodation

5.1.3 LA03 – Resident Host Accommodation

This form is used to apply for a licence to host paying guests within the applicant's own home, where the host lives on the premises alongside the guests. It is intended for individuals offering accommodation on a small, home-based scale.

Important: This form can only be created using an **Individual account**. Company and Partnership accounts cannot apply for a Resident Host Accommodation licence.

1. **Applicant's Details.**
2. **Hosting Arrangements** - details of how guests will be hosted.
3. **Family Profile** - details of the resident household.
4. **Number of Bedrooms and Beds** - the accommodation capacity.
5. **Declarations** - Declaration by the Applicant and the Eco Taxation Declaration.
6. **Signature of Applicant.**
7. **Checklist for Document Submission.**

Documents required:

- Copy of both sides of the Identity Card
- Valid Police Conduct
- Latest approved development permission (Planning Authority)
- Architect's certification that the premises conform with the approved development permission
- Adequate Third-Party Liability Insurance
- No Objection of Parents/Guardians (where a son or daughter over 18 is applying on their behalf), and attestations for guests registered with a licensed school/educational institution, where applicable

The screenshot shows a web application interface for creating a new application. On the left is a dark sidebar with a 'Malta' logo and a menu with options: Dashboard, My Accounts, My Applications (selected), All Applications, Draft, Pending, Approved, Vetted, and Rejected. The main content area is titled 'Create New Application' with a breadcrumb 'My Applications > Create New Application'. It features a language selector 'EN', a notification bell, and a user profile 'JB'. The form is for 'Resident Host Accommodation' (LA03) and is 'Step 1/7'. The 'Applicant's Details' section includes fields for Name (John), Surname (Borg), Identity Card Number (placeholder: Enter your ID Number), Nationality (placeholder: Enter your nationality), VAT Number (MT12345678), Address (placeholder: Enter your address), Locality (ATTARD [H* Attard]), Tel/Mobile Number (000 0000 0000), and Email (placeholder: Enter your email).

Figure 29. Application Form for an Operating Licence – Resident Host Accommodation

5.2 Catering Establishments

5.2.1 LA04 – Catering Establishment Regulations

This form is used to apply for an operating licence for a catering establishment, such as a restaurant, snack bar, or cafeteria serving food and drink to the public. It captures both the applicant and the operator, and may be submitted as an Individual, Company, or Partnership.

The form is completed in **seven steps**:

1. **Applicant's Details** - with representative's and company/partnership details where applicable.
2. **Operator's Details** - operator and company/partnership details if applicable.
3. **Premises to be Licensed.**
4. **Establishment Details.**
5. **Declaration by Applicant.**

6. **Signature of Applicant / Declarations by Operator.**
7. **Checklist for Document Submission.**

Documents required:

- Copy of both sides of the Identity Card (Applicant and Operator, if applicable)
- Curriculum Vitae and/or official employment history (e.g. Jobsplus)
- Valid Police Conduct (Applicant and Operator, if applicable)
- For a body corporate: Memorandum and Articles of Association, or a Company Board Resolution
- Latest approved development permission (Planning Authority)
- Architect's Declaration of compliance
- Public Sewer Discharge Permit
- Food Safety Certificate
- Waste Collection Contract
- Adequate Third-Party Liability Insurance

Create New Application
My Applications > Create New Application

Catering Establishment Regulations
LA04 – Application Form for an Operating License – Catering Establishment Regulations

Step 1/8

Applicant Type
☐ Individual
 ☒ Company
 ☐ Partnership

Representative's Details
In whose name license shall be issued

Name* John **Surname*** Borg

Identity Card Number*
Enter your ID Number

Nationality* Enter your nationality **VAT Number*** 423

Address*
Enter your address

Locality* **Tel/Mobile Number***

Figure 30. Application Form for an Operating Licence – Catering Establishment Regulations

5.3 Travel Operations

5.3.1 LA05 – Travel Operator Licence

This form is used to apply for a travel operator licence, required by businesses and individuals that organise, sell, or arrange travel and package holidays, such as travel agencies and tour operators. A Destination Management Company carries an additional professional indemnity requirement.

The form is completed in **eight steps**:

1. **Proposed Classification** - the type of travel operation being licensed.
2. **Personal Details** - applicant's, representative's, and company/partnership details where applicable.
3. **Premises to be Licensed.**
4. **Branch Details** - details of any branches.
5. **Package Travel Arrangements** - details of package travel offered.
6. **Declaration by Applicant.**
7. **Signature of Applicant.**
8. **Checklist for Document Submission.**

Documents required:

- Copy of both sides of the Identity Card
- Official employment history (e.g. Jobsplus) and/or academic qualifications
- Valid Police Conduct
- For a body corporate: Memorandum and Articles of Association, or a Company Board Resolution
- Latest approved development permission (Planning Authority); for an office-based operation, the latest commercial development permission
- Adequate Third-Party Liability Insurance
- **Destination Management Company only:** Professional Indemnity Insurance for a minimum of €1,000,000

The screenshot displays the 'Create New Application' interface for a Travel Operator License. The left sidebar contains navigation links: Dashboard, My Accounts, My Applications (selected), All Applications, Draft, Pending, Approved, Vetted, and Rejected. The main content area shows the 'Travel Operator' title and a progress bar indicating 'Step 1/9'. The 'Proposed Classification' section lists several options, with 'Travel Agent (Outgoing)' being the selected one. At the bottom, there are buttons for 'Back', 'Save as Draft', and 'Next'.

Figure 31. Application Form for an Operating Licence – Travel Operator Licence

5.4 Recreational Diving Operator

5.4.1 LA13 – Recreational Dive Centre

This form is used to apply for an operating licence for a recreational dive centre offering diving activities and training to the public. It places particular emphasis on the qualifications of the Director of Diving and includes a separate document checklist for them.

The form is completed in **eight steps**:

1. **Applicant's Details** - with representative's and company/partnership details where applicable.
2. **Director of Diving Details.**
3. **Operator's Details** - operator and company/partnership details if applicable.
4. **Premises to be Licensed.**
5. **Declarations** - by the Operator, by the Director of Diving, and by the Applicant/Director of Diving.
6. **Signature of Applicant.**
7. **Checklist for Document Submission.**
8. **Checklist for Director of Diving.**

Documents required (Applicant):

- Copy of both sides of the Identity Card
- Curriculum Vitae
- Recent Police Conduct
- For a body corporate: Memorandum and Articles of Association, or a Company Board Resolution
- Latest approved development permission (Planning Authority)
- Architect's Declaration of compliance
- Adequate Third-Party Liability Insurance

Documents required (Director of Diving):

- Copy of both sides of the Identity Card
- Valid Instructor Level 2 Medical Certificate (issued by a Hyperbaric Doctor)
- Declaration of number of dives (minimum 400, of which 300 in local waters)
- Valid Police Conduct
- Instructor Qualifications

Malta
Tourism Authority

Create New Application
My Applications > Create New Application

EN

Recreational Dive Centre
LA13 – Application Form for an Operating License – Recreational Dive Centre

Step 1/9

Proposed Classification

Classification* (tick any option)

☒ Travel Agent (Outgoing)

☐ Travel Agent (Incoming)

☐ Travel Agent (Outgoing) Web-Based

☐ Travel Agent (Incoming) Web-Based

☐ Destination Management Company (DMC)

☐ Excursion Organiser

Back **Save as Draft** **Next**

Figure 32. Application Form for an Operating Licence – Recreational Dive Centre

5.5 Tourist Guides

5.5.1 LA06 – Tourist Guide

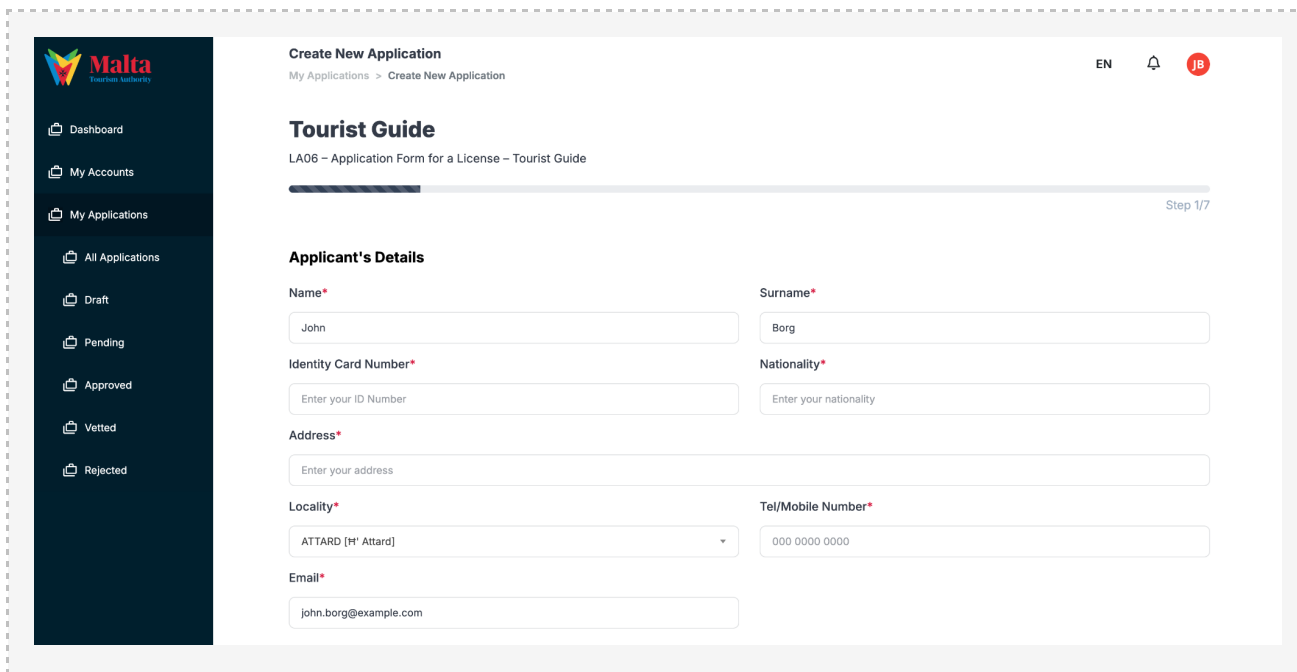
This form is used by an individual to apply for a licence to operate as a Tourist Guide, confirming they hold the necessary qualifications and language competencies to guide tourists in Malta.

The form is completed in **six steps**:

1. **Applicant's Details.**
2. **Educational Qualification.**
3. **Languages Applied For** - the languages you wish to guide in.
4. **Declaration by Applicant.**
5. **Signature of Applicant.**
6. **Checklist for Document Submission.**

Documents required:

- Copy of both sides of the Identity Card
- Valid Police Conduct
- Passport-sized photograph (*submitted in JPG format*)
- Copy of the Certificate or Diploma proving successful completion of a tourist-guide qualification programme



Create New Application
My Applications > Create New Application

Tourist Guide
LA06 – Application Form for a License – Tourist Guide

Step 1/7

Applicant's Details

Name* Surname*

Identity Card Number* Nationality*

Address*

Locality* Tel/Mobile Number*

Email*

Figure 33. Application Form for a Licence – Tourist Guide

5.5.2 LA12 – Trainee Tourist Guide

This form is used by an individual to apply for a licence as a Trainee (apprentice) Tourist Guide who is still pursuing their qualification, allowing them to gain supervised experience before qualifying as a full Tourist Guide.

The form is completed in **five steps**:

1. **Applicant's Details.**
2. **Languages and Special Designated Locations** - the languages and locations the apprentice can guide in.
3. **Declaration by Applicant.**
4. **Signature of Applicant.**
5. **Checklist for Document Submission.**

Documents required:

- Copy of both sides of the Identity Card
- Valid Police Conduct
- Colour passport-sized photo (*submitted in JPG format*)
- A recent certificate of conduct from the country of origin (if the applicant has resided abroad)
- A written declaration by a recognised training institution confirming the applicant's standing in a tourist-guiding course

Create New Application
My Applications > Create New Application

Trainee Tourist Guide
LA12 – Application Form for a Licence – Trainee Tourist Guide

Step 1/6

Applicant's Details

Name* Surname*

Identity Card Number/Passport Number* Nationality*

Address*

Locality* Tel/Mobile Number*

Email* Work Permit* (applicable to non-EU nationals)

Back **Save as Draft** **Next**

Figure 34. Application Form for a Licence – Trainee Tourist Guide

5.5.3 LA15 – Temporary Tourist Guide

This form is used by a tourist guide legally established in another EU country to apply to provide guiding services in Malta on a temporary basis for specific tours.

The form is completed in **four steps**:

1. **Applicant's Details.**
2. **Declaration by Applicant.**
3. **Signature of Applicant.**
4. **Checklist for Document Submission.**

Documents required:

- Copy of both sides of the Identity Card or Passport
- Proof that you are legally established in an EU country and not prohibited from practising
- Evidence of professional qualifications (a certified translation may be required)
- Copy of your Tourist Guide Licence
- Full itinerary of the tour(s) for which you are applying

Create New Application
My Applications > Create New Application

Temporary Tourist Guide
LA15 – Application Form for a License – Temporary Tourist Guide

Step 1/4

Applicant's Details

Name* Surname*

Identity Card Number/Passport Number* Nationality*

Address*

Locality* Tel/Mobile Number*

Email* Period of Temporary Service (Start Date)

Period of Temporary Service (End Date) Is Tourist Guiding a Regulated Profession in your Country? ☐

Figure 35. Application Form for a Licence – Temporary Tourist Guide

5.6 Miscellaneous

5.6.1 LA08 – Amplified Music Permit

This form is used to apply for a permit to play amplified music at a licensed establishment. It records the applicant and establishment details and requires engineering certification confirming the premises are suitably soundproofed and safe.

The form is completed in **five steps**:

1. **Personal Details** - with company/partnership details where applicable.
2. **Details of Establishment.**
3. **Declaration by Applicant.**
4. **Signature of Licensee.**
5. **Checklist for Document Submission.**

Documents required:

- Copy of the current MTA licence of the establishment
- Certification by a qualified Engineer confirming that the electrical and mechanical installation is safe, the establishment is soundproof, the premises have adequate emergency exits, and the premises are adequate in terms of capacity

Figure 36. *Application Form for a Licence – Amplified Music Permit*

5.6.2 LA10 – Permit to Hire Umbrellas, Deckchairs, and Sun Beds

This form is used to apply for a permit to hire out umbrellas, deckchairs, sun beds, and similar equipment in connection with a licensed establishment. It records the applicant and establishment details and requires planning and, where applicable, land-encroachment documentation.

The form is completed in **six steps**:

1. **Personal Details** - with company/partnership details where applicable.
2. **Details of Establishment.**
3. **Declaration by Applicant.**
4. **Signature of Applicant.**
5. **Signature of Licensee.**
6. **Checklist for Document Submission.**

Documents required:

- Copy of the current MTA licence of the establishment
- Copy of both sides of the Identity Card (Applicant and Operator, if applicable)
- Valid Police Conduct (Applicant and Operator, if applicable)
- Latest approved development permission (Planning Authority)
- Encroachment Concession from the Lands Authority (if the activity is carried out on public land)



Dashboard

My Accounts

My Applications

All Applications

Draft

Pending

Approved

Vetted

Rejected

Create New Application

My Applications > Create New Application

EN

JB

Permit to Hire Umbrellas, Deckchairs, and Sun Beds

LA10 - Application Form - Permit to Hire Umbrellas, Deckchairs, and Sun Beds

Step 1/7

Applicant Type

☐ Individual ☒ Company ☐ Partnership

Personal Details

(To be filled in if Applicant is a Natural Person or Representative of Company)

Company/Partnership Details

(If Applicant is a Body Corporate or Partnership)

Registered Company/Partnership Name*

Clementine Welch

Company Registration/Partnership Number*

123

VAT Number*

423

Locality*

ATTARD [H* Attard]

Registered Address*

Enter company address

Tel/Mobile Number*

000 0000 0000

Email*

Enter company email address

Back

Save as Draft

Next

Figure 37. Application Form for a Licence – Permit to Hire Umbrellas, Deckchairs, and Sun Beds

6 Special Forms / Licence Actions (Detailed Walkthrough)

Special Forms are additional requests linked to an **existing licence** rather than applications for a new licence. They cover changes to a licence, permits attached to a licensed establishment, and the registration or substitution of key personnel. Each is accessed from an existing application/licence, completed as a guided form, and - where a fee applies - paid for before submission, following the same general flow described in **Chapter 4**.

Note: Supporting documents must be uploaded in **PDF** format, up to **50 MB** per file. Fields marked with an asterisk (*) are mandatory. Some sections apply only to Company or Partnership applicants and will not appear for Individual applicants.

6.1 LA09 – Registration of an Operator in a Tourism Establishment

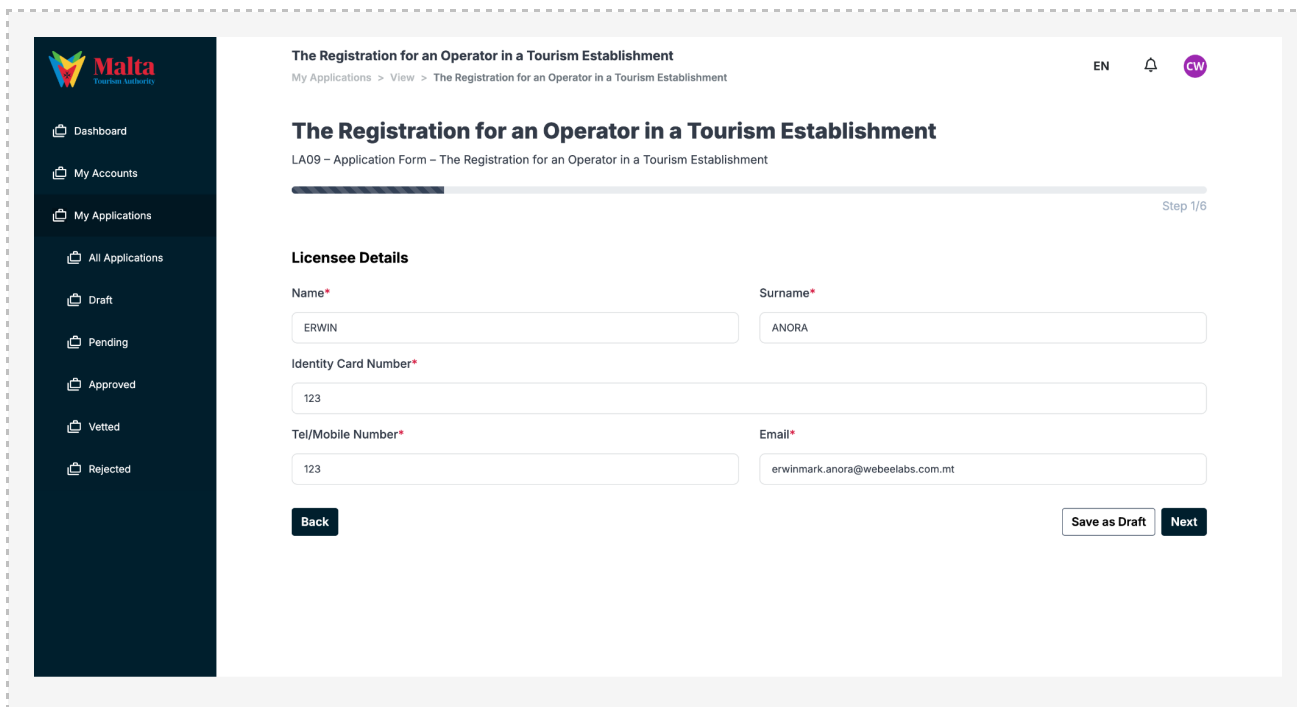
This form is used by a licensee to register an operator who will run a licensed tourism establishment on their behalf. It records the details of both the licensee and the proposed operator, and requires the operator's declarations before the registration can be approved.

The form is completed in **six steps**:

1. **Licensee Details.**
2. **Proposed Operator's Details** - Natural Person details, and Company/Partnership details where applicable.
3. **Establishment Details.**
4. **Declarations** - Declaration by the Applicant and the Eco Taxation Declaration.
5. **Signatures** - Signature of the Licensee and Signature of the Proposed Operator.
6. **Checklist for Document Submission.**

Documents required:

- Copy of both sides of the Identity Card (Operator)
- Valid Police Conduct (Operator)
- Official employment history (e.g. Jobsplus) and/or academic qualifications
- For a body corporate: Memorandum and Articles of Association, or a Company Board Resolution appointing an official representative



The Registration for an Operator in a Tourism Establishment

My Applications > View > The Registration for an Operator in a Tourism Establishment

EN  

The Registration for an Operator in a Tourism Establishment

LA09 – Application Form – The Registration for an Operator in a Tourism Establishment

Step 1/6

Licensee Details

Name* Surname*

Identity Card Number*

Tel/Mobile Number* Email*

Figure 38. Application Form – Registration of Operator

6.2 LA11 – Change of Licensee of a Tourism Operation

This form is used to transfer a tourism operation licence from the current licensee to a proposed new licensee - for example, following a sale of the business or the death of the licensee. It records both parties' details and requires proof of the proposed licensee's entitlement to take over the operation. The form is completed in **five steps**:

1. **Applicant's Details** - with representative's and company/partnership details where applicable.
2. **Details of Establishment.**
3. **Declarations** - Declaration by the Applicant and the Eco Taxation Declaration.
4. **Signatures** - Signature of the Current Licensee and Signature of the Proposed Licensee.
5. **Checklist for Document Submission.**

Documents required:

- Copy of both sides of the Identity Card (proposed licensee)
- Official employment history (e.g. Jobsplus) and/or academic qualifications
- Valid Police Conduct (proposed licensee)
- For a body corporate: Memorandum and Articles of Association, or a Company Board Resolution
- Proof of ownership of the property, or the contract of lease (if applicable)
- Notarial Declaration
- **In the case of the death of the licensee:** proof of ownership and a Notarial Declaration of who has been appointed as licensee in succession
- If applicable, a contract in favour of the proposed licensee from the Lands Authority

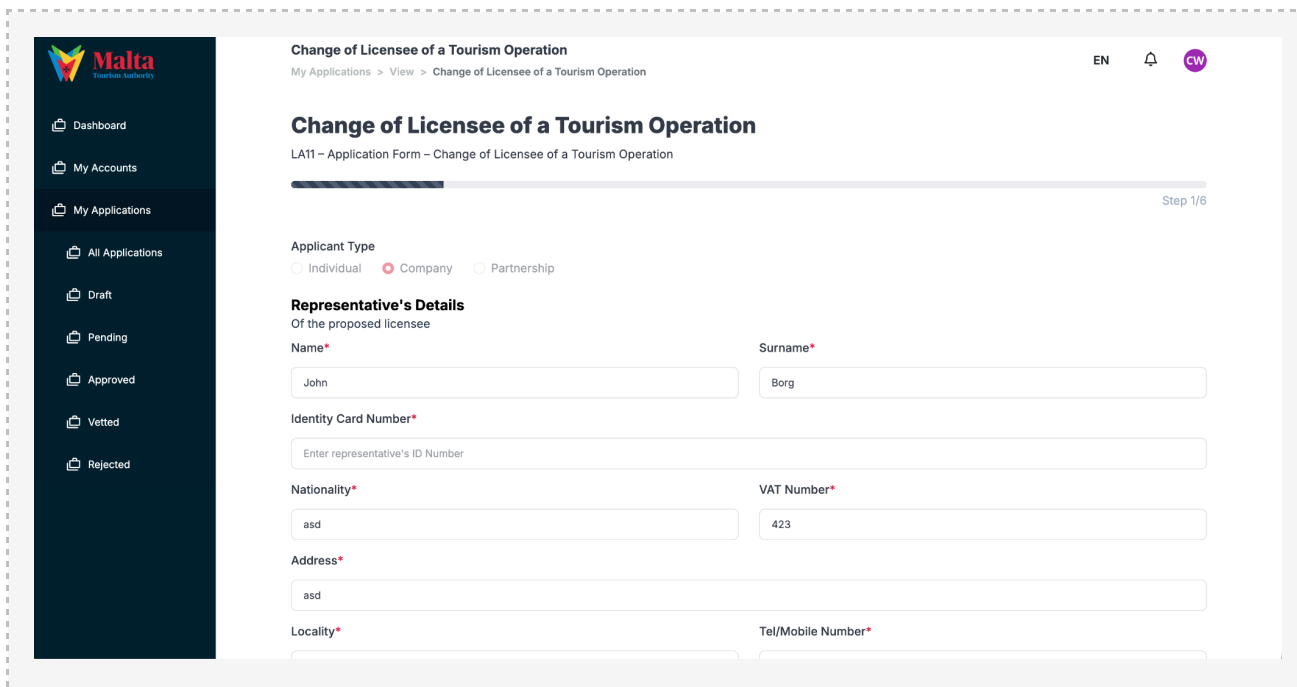


Figure 39. Application Form – Change of Licensee

6.3 LA14 – Cancellation or Suspension of Licence

This form is used by a licensee to request the cancellation or temporary suspension of an existing licence. It records the licensee and establishment details and the licensee's declaration confirming the request.

The form is completed in **six steps**:

1. **Licensee Details.**
2. **Establishment Details.**
3. **Cancellation / Suspension Details** - the details of the request.
4. **Declaration by Licensee.**
5. **Signature of Licensee.**
6. **Checklist for Document Submission.**

Documents required:

- Copy of both sides of the Identity Card

The screenshot shows a web application interface for the Malta Tourism Authority. On the left is a dark blue sidebar with a menu containing: Dashboard, My Accounts, My Applications (highlighted), All Applications, Draft, Pending, Approved, Vetted, and Rejected. The main content area is white and titled 'Cancellation or Suspension of License'. Below the title is a breadcrumb trail: 'My Applications > View > Cancellation or Suspension of License'. A progress bar indicates 'Step 1/6'. The form section is titled 'Licensee Details' and contains the following fields: 'Name*' (text input), 'Surname*' (text input), 'Identity Card Number*' (text input), 'Address*' (text input), 'Locality*' (dropdown menu with 'ATTARD [H* Attard]' selected), 'Tel/Mobile Number*' (text input with placeholder '000 0000 0000'), and 'Email*' (text input). At the bottom of the form are three buttons: 'Back', 'Save as Draft', and 'Next'.

Figure 40. Application Form – Cancellation / Suspension

6.4 LA07 – Bar Service Management Substitute

This form is used to register a proposed substitute responsible for the management of bar service at a licensed establishment, and to manage the list of registered substitutes. It allows a licensee to add a new substitute or remove an existing one.

The form is completed in **six steps**:

1. **Licensee Details.**
2. **Details of Establishment.**
3. **Substitutes** - Proposed Substitute Details, List of Registered Substitute(s), and Registered Substitute(s) to be Removed.
4. **Declaration by Applicant and Proposed Substitute.**
5. **Signatures** - Signature of the Licensee and Signature of the Proposed Substitute.
6. **Checklist for Document Submission.**

Documents required:

- Copy of both sides of the Identity Card (Substitute)
- Valid Police Conduct (Substitute only)
- Official employment history (e.g. Jobsplus) and/or academic qualifications

Bar Service Management Substitute
My Applications > View > Bar Service Management Substitute

Bar Service Management Substitute
LA07 – Application Form – Bar Service Management Substitute

Step 1/7

Licensee Details

Name* Surname*

Identity Card Number*

Tel/Mobile Number* Email*

Back **Save as Draft** **Next**

Figure 41. Application Form – Bar Service Management Substitute

6.5 LA16 – Registration of Director of Diving / Substitute

This form is used to register a Director of Diving, or a substitute for that role, at a licensed recreational dive centre. Given the safety-critical nature of the role, it requires evidence of the person's diving qualifications, medical fitness, and logged experience.

The form is completed in **seven steps**:

1. **Licensee Details.**
2. **Establishment Details.**
3. **Director of Diving Details.**
4. **Substitute Details.**
5. **Declaration by Licensee / Director of Diving / Substitute.**
6. **Signatures** - Signature of the Licensee, the Director of Diving, and the Substitute.
7. **Checklist for Director of Diving or Substitute.**

Documents required:

- Copy of both sides of the Identity Card
- Valid Instructor Medical Certificate (issued by a Hyperbaric Doctor)
- A signed declaration of logged dives as an instructor (minimum 400 dives, of which 300 in local waters)
- Valid Police Conduct
- Copy of the Qualification, Certificate, or Card of a Level 2 Instructor
- Signed letter to the Authority declaring sufficient knowledge and competencies to fulfill the role

Registration of Director of Diving / Substitute

My Applications > View > Registration of Director of Diving / Substitute

EN

Registration of Director of Diving / Substitute

LA16 – Application Form – Registration of Director of Diving / Substitute

Step 1/8

Licensee Details

Name*

Surname*

Identity Card Number*

Tel/Mobile Number*

Email*

[Back](#) [Save as Draft](#) [Next](#)

Figure 42. *Application Form – Director of Diving / Substitute*

7 Tracking My Applications

Once you have submitted an application, you can follow its progress and take any required action from the **My Applications** area. This chapter explains how to find your applications, understand their status, and respond when the reviewing officer needs something from you.

7.1 Application Management Overview (Search / Filter / Sort)

The **My Applications** page lists all of your applications with their key details — such as reference number, applicant name, account name, category, sub-category, applicant type, status, and date submitted. A set of tools helps you locate and organise them:

- **Search Bar** — quickly find an application by entering relevant keywords.
- **Date Filter** — narrow the list to a selected date range.
- **Status Dropdown** — filter by the application's current stage (see 7.2).
- **Category Dropdown** — filter by licence category.
- **Applicant Type Dropdown** — filter by Individual, Company, or Partnership.
- **Applied Sorting Indicator** — shows when sorting has been applied.
- **Clear Sorting Button** — removes any applied sorting and returns the list to its default order.

Each row also provides quick actions, described in the sections below.

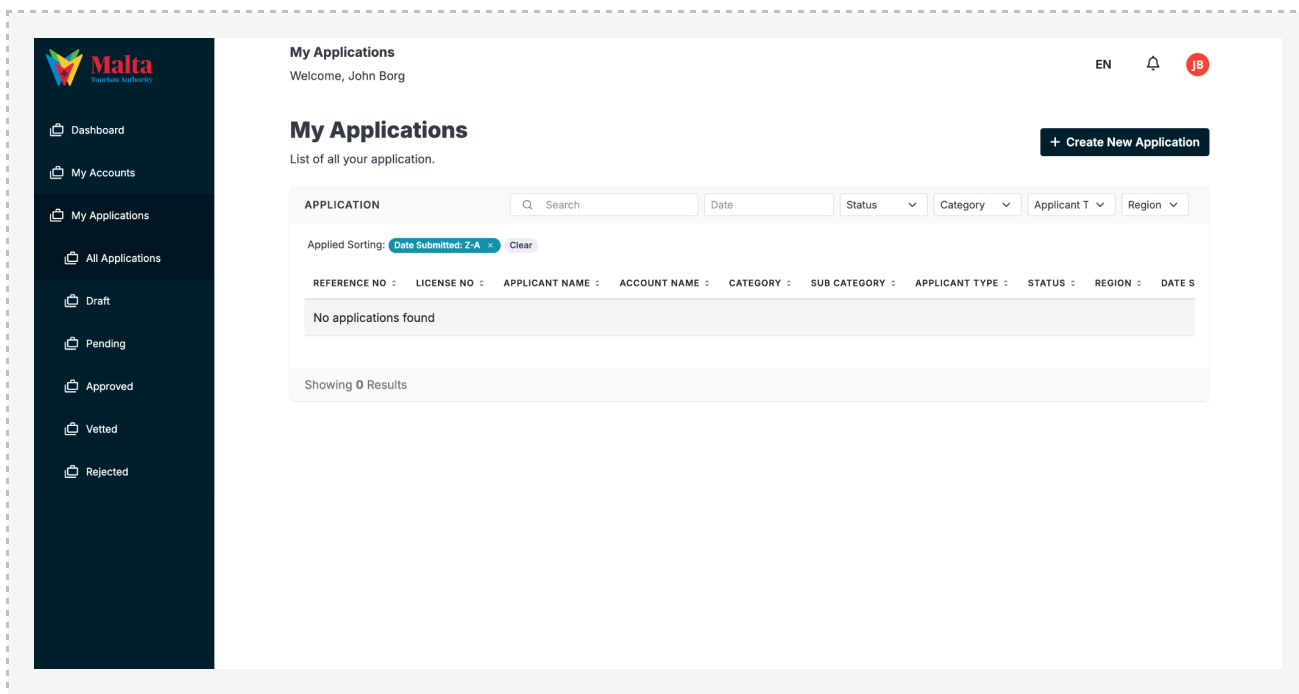


Figure 43. My Applications Page

7.2 Status Dropdown (Draft, Pending, Approved, Vetted, Rejected)

The **Status Dropdown** lets you filter your applications by their current stage. As a client, the statuses you will see are:

- **Draft** — a saved application that has not yet been submitted.
- **Pending** — a submitted application awaiting or undergoing review.
- **Approved** — an application that has been approved.
- **Vetted** — an application that has completed vetting.
- **Rejected** — an application that has been rejected.

Filtering by status makes it easy to focus on, for example, drafts you still need to complete or applications awaiting your attention.

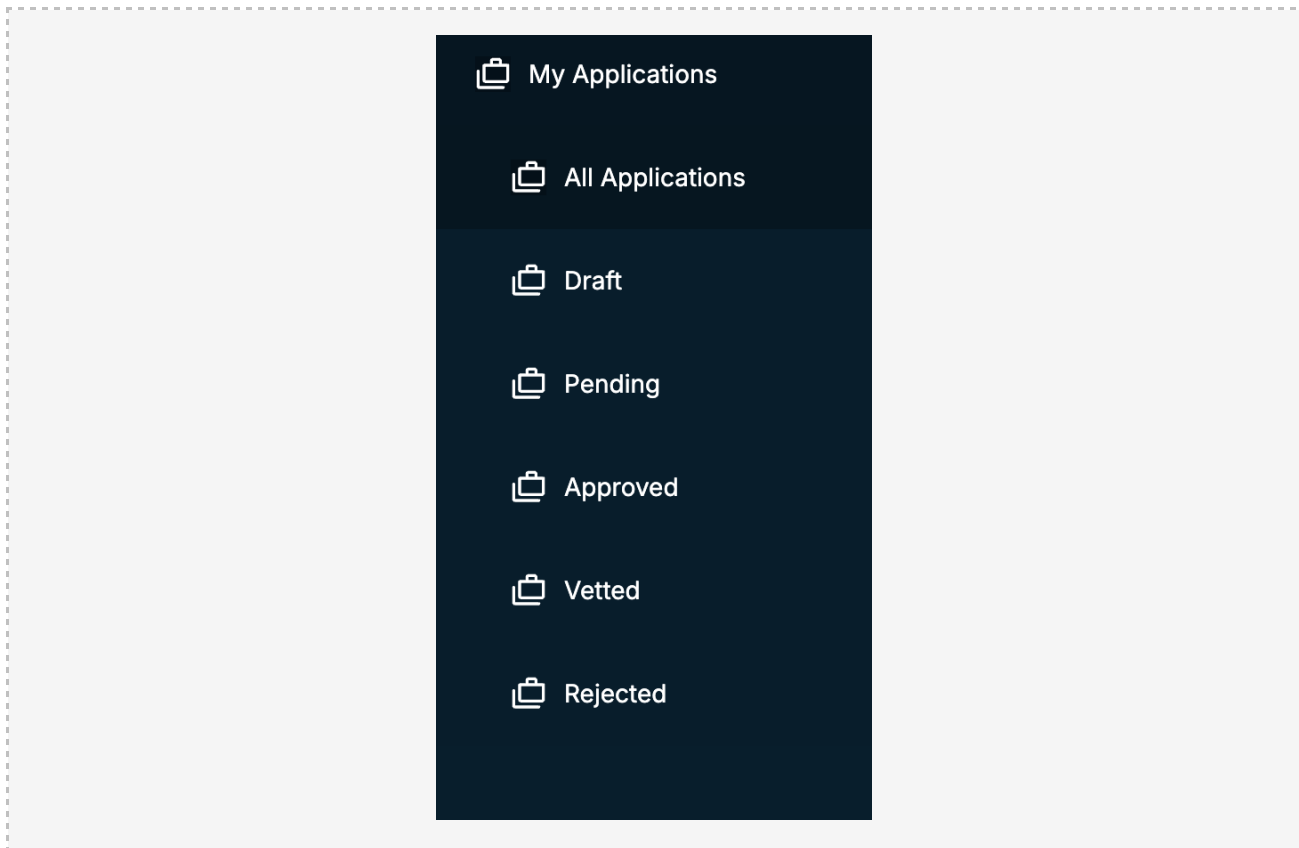


Figure 44. *Navigation Sidebar Application Status*

7.3 Viewing an Application

Selecting the **View Application** icon opens the full details of the chosen application. From here you can review the information you submitted, see its current status, and access the actions available at its current stage — such as viewing its history, downloading a receipt, or responding to feedback.

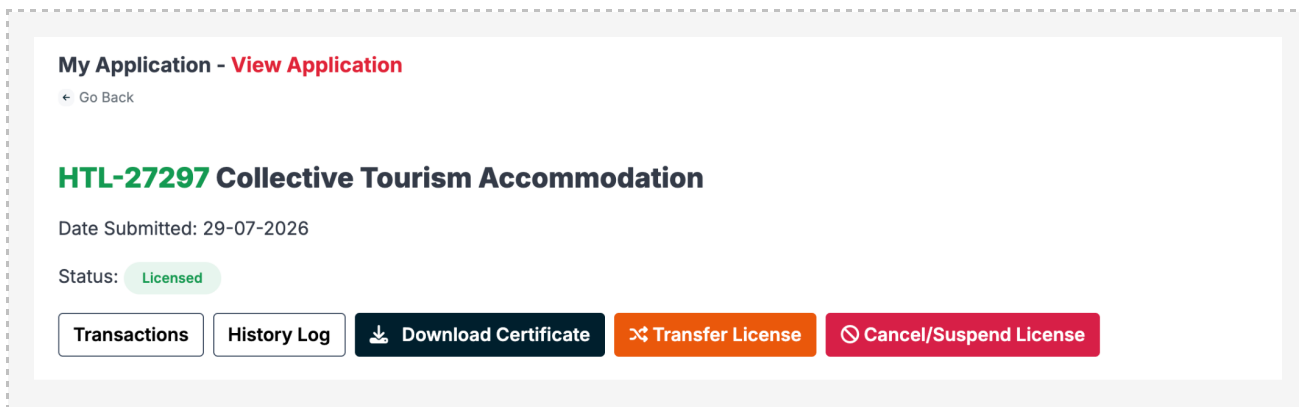


Figure 45. Application View

7.4 Editing or Deleting a Draft

While an application is still in **Draft**, you can continue working on it or remove it:

- **Edit** — reopen the saved draft to continue completing it where you left off, then submit when ready.
- **Delete** — permanently remove the draft if it is no longer needed. Confirmation is required before deletion.

Note: Editing and deleting are only available while an application is a draft. Once submitted, an application can no longer be edited or deleted.

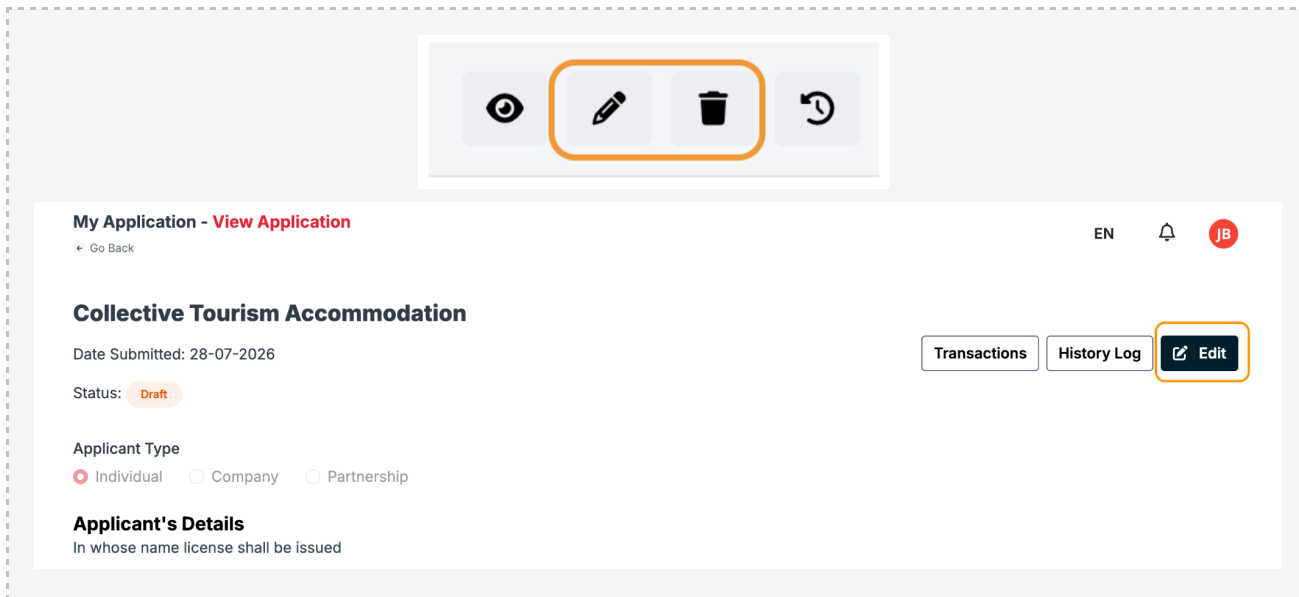


Figure 46. Edit / Delete Application

7.5 Responding to Feedback

If the reviewing officer requires changes or additional information, your application is returned to you with **feedback**. When this happens, open the application to view the feedback provided, make the requested corrections, and resubmit the application for further processing. You will be notified when feedback has been given so you can respond promptly.

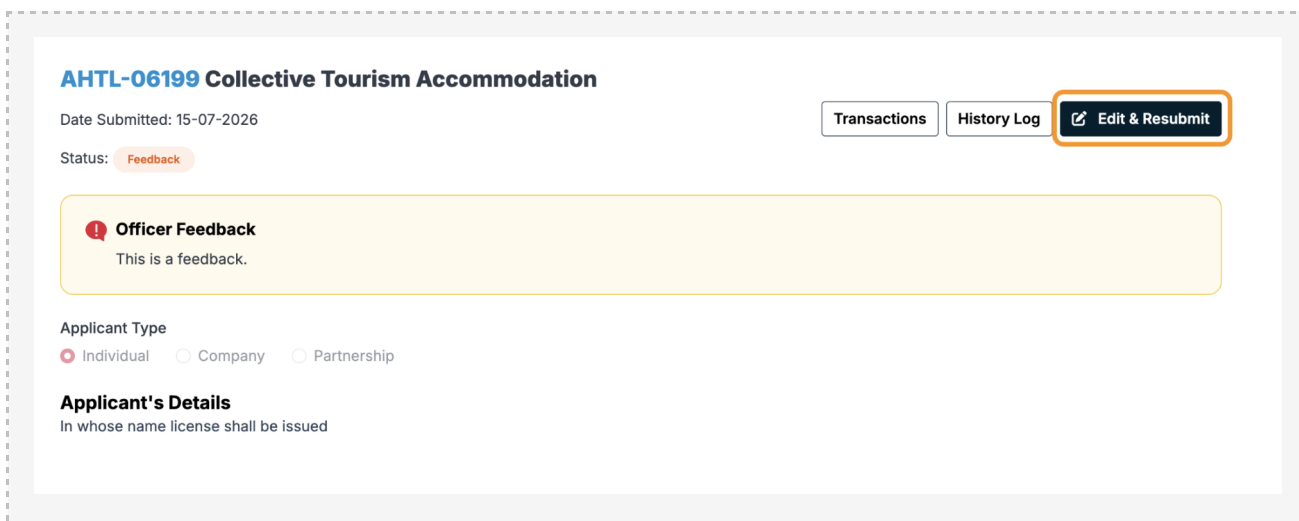


Figure 47. Feedback Form Resubmit

7.6 Rejected Application (Final – No Resubmission)

If your application is **rejected**, you can open it to view the reason provided by the reviewing officer. A rejected application is **final** — it cannot be edited or resubmitted. If you still wish to apply, you must submit a **new application**.

The screenshot shows a web interface for 'Collective Tourism Accommodation'. At the top, it says 'Date Submitted: 16-07-2026'. There are two buttons: 'Transactions' and 'History Log'. The status is 'Rejected' in a red pill. Below this is a yellow box with an 'Officer Feedback' icon and the text 'Rejected Form, please review.' Under 'Applicant Type', there are three radio buttons: 'Individual' (selected), 'Company', and 'Partnership'. Below that is 'Applicant's Details' with the text 'In whose name license shall be issued'.

Figure 48. Rejected Application

7.7 Application History Log

Selecting the **History Log** icon opens the activity log for an application. This page shows all actions taken on the application, each with a timestamp, allowing you to track its full progress from submission through to its current status for reference purposes.

The screenshot shows a 'History' page with a breadcrumb 'My Applications > View > History'. There are links for 'EN', a bell icon, and a user profile 'JB'. Below is an 'ACTIVITY LOG' section with a search bar and a date filter. The log is sorted by 'Timestamp: Z-A'. It contains two entries:

USER	TIMESTAMP	ACTION	DESCRIPTION
JB John Borg	07-16-2026 12:19 PM	Pending Level 1 Review	Application status changed from Pending Payment to Pending Level 1 Review Remarks: "User created an application"
JB John Borg	07-16-2026 12:18 PM	Pending Payment	User created an application

Showing 2 Results

Figure 49. Application History

8 Payments & Certificates

Applications involve payment at two points in their lifecycle, and — once approved and licensed — allow you to download your receipts and your licence certificate. This chapter explains each of these.

8.1 Initial Payment (at Submission)

The **initial payment** is made when you first submit your application, as the final step of the application wizard (see **Chapter 4**). The total amount due is displayed for review, and payment is completed securely through the **Government Payment Gateway (GPG)**. Your application is only submitted for review once this payment has been completed successfully.

The screenshot shows a web application interface for managing payments. At the top, there are filters for 'APPLICANT TYPE' (Individual), 'STATUS' (Pending Payment), and 'DATE SUBMITTED' (05-14-2026). Below this is a 'TRANSACTIONS' section with a search bar and a table of transactions. The table has columns for PROVIDER, PAYMENT METHOD, CARD NUMBER, GATEWAY TRANSACTION ID, STATUS, AMOUNT, CREATED AT, and ACTIONS. A single transaction is listed with a status of 'Pending' and an amount of '€ 46.59'. Below the table is a 'PROCESS PAYMENT' button and a confirmation dialog asking 'Are you sure you want to continue with this payment?' with 'Cancel' and 'Yes' buttons.

PROVIDER	PAYMENT METHOD	CARD NUMBER	GATEWAY TRANSACTION ID	STATUS	AMOUNT	CREATED AT	ACTIONS
7-ccd1-7313-8fb1-42e52e4...	GPG			Pending	€ 46.59	05-14-2026 11:20 AM	

Figure 50. Initial Payment

8.2 Final Payment (after Approval)

For most licence types, a **final payment** is required once your application has been approved following the review and inspection process. When the application reaches this stage, a **Final Payment** option becomes available on the application. Review the amount and payment details, then complete the payment through the Government Payment Gateway to proceed to licensing.

Note: Not all applications require a final payment. Some permits are settled with a single payment at submission and do not have a second payment step. Where a final payment is required, your licence is issued only after it has been completed.

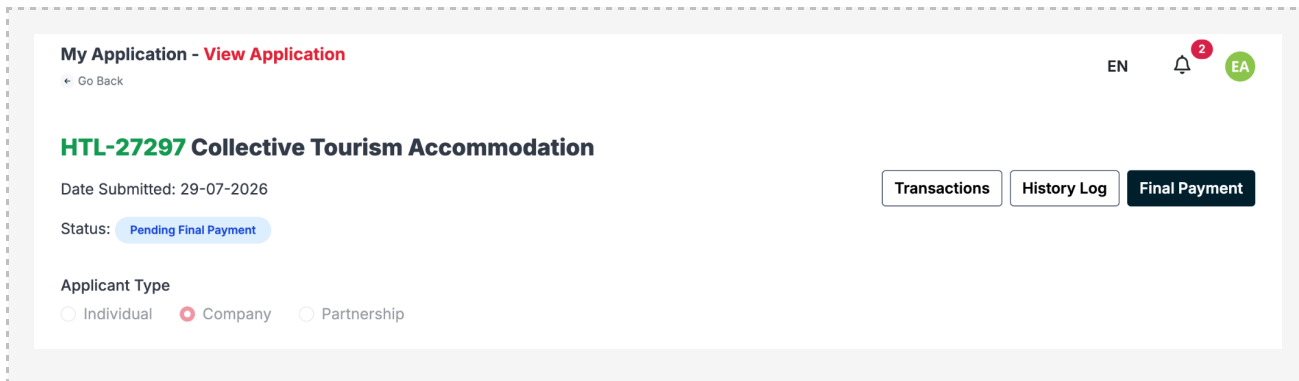


Figure 51. *Final Payment*

8.3 Downloading a Receipt

For every completed payment, you can download an official **receipt** for your records. Open the application and, from the **Transactions** area, select the option to download the receipt for the relevant payment. The receipt is provided as a PDF.

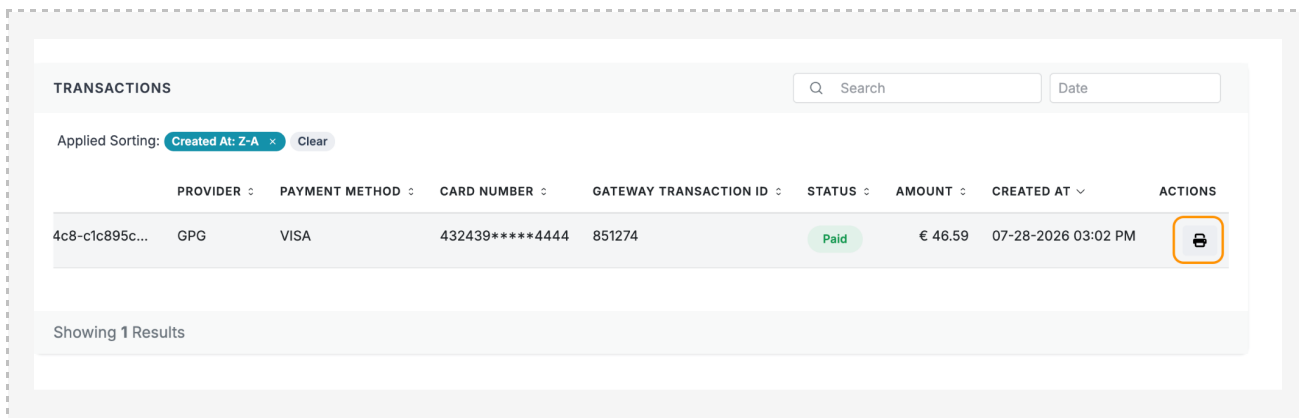


Figure 52. *Download Receipt*

8.4 Downloading the Licence / Certificate

Once your application has been fully approved and all required payments have been completed, your application becomes **Licensed** and your **licence certificate** is made available. Open the application and select the option to download the certificate, which is provided as a PDF. This document serves as proof that your licence has been issued.

Note: The certificate becomes available only after the application has reached the Licensed stage. Until then, the download option will not be shown.

AGT-27285 Travel Operator

Date Submitted: 21-07-2026

Transactions

History Log

Download Certificate

Transfer License

Cancel/Suspend License

Status: Licensed

Proposed Classification

Classification* (tick any option)

☒ Travel Agent (Outgoing)

☐ Travel Agent (Incoming)

☐ Travel Agent (Outgoing) Web-Based

☒ Travel Agent (Incoming) Web-Based

☐ Destination Management Company (DMC)

☐ Excursion Organiser

Applicant Type

☐ Individual

☒ Company

☐ Partnership

Figure 53. Download Application Certificate

9 Appendix

9.1 Supported File Types & Upload Limits (PDF up to 50MB)

When uploading supporting documents to an application, please observe the following requirements:

- **Format:** Documents must be uploaded in **PDF** format.
- **Exception:** Where a **passport-sized photograph** is required (for the Tourist Guide and Trainee Tourist Guide forms), it must be uploaded in **JPG** format.
- **Maximum file size: 50 MB** per file.
- **How to upload:** Attach files by dragging and dropping them into the upload area, or by selecting the **Choose File** button to browse for them.

Tip: Prepare and name your documents clearly before starting an application, so you can complete the document checklist step without interruption.

File Type	Maximum Size
PDF	Up to 50 MB
[Add file type]	[Add limit]

9.2 Field Requirements (Mandatory Fields marked with *)

- **Mandatory fields** are marked with an asterisk (*). An application cannot be submitted until all mandatory fields are completed.
- **Conditional sections** appear based on your **applicant type**. For example, Company and Partnership applicants are asked for company/partnership details that do not appear for Individual applicants.
- **Draft saving:** Your progress is saved as a **draft** as you work through the steps, so you can leave an application and return to complete it later.
- Ensure the information you enter matches your supporting documents (for example, names and identification numbers), as discrepancies may delay the review of your application.

9.3 Frequently Asked Questions

Q. How do I sign in to the system?

A. Select **Log in** on the login page. You will be redirected to the MITA identity provider, where you sign in using eID, eIDAS, or a self-registered account. Once authenticated, you are returned to your Dashboard.

Q. What is the difference between my login account and an "Account" in the system?

A. These are two different things. Your **login account** is your personal identity used to sign in (via eID, eIDAS, or self-registration) — it represents you as the user of the system. An **Account** under **My Accounts** represents the person or entity a licence is applied for — an Individual, Company, or Partnership. One login account can create and manage several Accounts (for example, an individual who

also applies on behalf of a company), and every application is submitted under one of these Accounts, not under your login directly.

Q. Do I need an account before applying?

A. Yes. Every application is linked to an account. Create an account first (Individual, Company, or Partnership), then start your application under it. See **Chapter 3**.

Q. Can I edit my application after submitting it?

A. No. Applications can only be edited while they are in **Draft**. Once submitted, an application can no longer be edited or deleted.

Q. What happens if my application needs changes?

A. If the reviewing officer requires changes, your application is returned to you with **feedback**. Open it, make the requested corrections, and resubmit. See **Section 7.5**.

Q. What happens if my application is rejected?

A. A rejected application is **final** and cannot be resubmitted or edited. You may view the reason for rejection, and if you still wish to apply, you must submit a **new application**. See **Section 7.6**.

Q. When do I have to pay?

A. An **initial payment** is made when you submit your application. For most licence types, a **final payment** is also required after approval, before the licence is issued. Some permits require only a single payment. See **Chapter 8**.

Q. How do I get my licence certificate?

A. Once your application is fully approved and all payments are completed, it becomes **Licensed** and the **certificate** becomes available to download as a PDF from the application. See **Section 8.4**.

Q. How do I update my account details?

A. Account details cannot be edited directly. Use the **Request Account Update** option to submit the changes and reason for review. See **Section 3.5**.

Q. Can I change the language of the system?

A. Yes. Use the **Language Switcher** to change between English (EN) and Maltese (MT) at any time. See **Section 2.4**.

Q. Where can I see the progress of my application?

A. Use the **My Applications** page to view each application's status, and open the **History Log** to see a timestamped record of all actions taken. See **Chapter 7**.