

Classification of local licensed tourism and travel offices which provide services for the organisation of conferences and incentive trips in Cyprus

The Cyprus Convention Bureau (CCB) of the Deputy Ministry of Tourism, within the framework of its role in promoting Cyprus as a conference and incentive travel destination and in upgrading the quality of the services offered, has proceeded with the setting of minimum criteria which will be applied towards the classification of local licensed tourism and travel offices, which offer professional services for the organisation of conferences and incentive trips from abroad in Cyprus, as Destination Management Companies (DMCs) and / or as Professional Congress Organisers (PCOs).

The aforementioned decision was reached in consultation with the private sector stakeholders participating in the Advisory Committee of the CCB which is consisted by the Deputy Ministry of Tourism, the Cyprus Hotel Association (CHA), the Association of Cyprus Tourist Enterprises (ACTE), the Association of Cyprus Travel Agents (ACTA) and the Cyprus Incentives and Meetings Associates (CIMA).

Offices fulfilling the minimum criteria will be listed in CCB's catalogue of Destination Management Companies and Professional Congress Organisers, which is published in the official page of the Cyprus Convention Bureau www.cyprusconventionbureau.org, will be given priority of participation at the conference tourism events attended by CCB and will be entitled to use the CCB logo following the granting of the relevant approval.

Additionally, requests submitted to CCB by third parties for the organisation of conference events and incentive trips will be forwarded to them in a transparent manner and on the basis of the relevant **Code of Ethics**.

It is provided that the classified offices will be operating on the basis of all the relevant regulations and laws governing the local licensed tourism and travel offices.

A. OBLIGATIONS OF THE CLASSIFIED OFFICES

1. Participation in statistical surveys of the CCB. Offices failing to submit the requested data will be removed from the official catalogue of DMCs of the CCB without notice.
2. Prompt notification of the CCB in case of changes of the contact data or any other relevant data of the office.



3. Confirmation of receipt of the Requests for Proposals which have been forwarded by CCB within 24 hours and submission of answers to the interested parties within 72 hours.

B. MINIMUM CRITERIA

Every local licensed tourism and travel office which wishes to apply to the Cyprus Convention Bureau for its classification as a Destination Management Company (DMC) and / or Professional Congress Organiser (PCOs) must fulfil the following minimum criteria:

1. Must be a licensed local tourism and travel office.
2. The offer of conference and / or incentive travel services must be published in the website of the office.
3. Must have 3 years of experience in the area of organisation of events, conferences and / or incentive trips **(local conferences are excluded)**.

Note 1: the 3-year experience may also include conferences which the office has organised abroad.

Note 2: For newly established offices or new specialised office departments it is required that the person responsible for the organisation of conferences and / or incentive trips has a 3-year experience in this sector.

4. Must employ at least 2 people on a full time basis in the organisation of conferences and incentive trips.
5. The office must have undertaken the whole spectrum of the organisation of at least 10 conference and / or incentive travel events from abroad over the past 3 years in Cyprus with at least one overnight stay.

Note 1: Events include International /European/ Regional conferences of governmental departments, semi-governmental organisations, non-governmental / non-profit organisations, academic institutions, associations, foundations, companies as well as corporate events such as product launches, exhibitions and incentive trips.



C. SUBMISSION OF DOCUMENTATION AND CERTIFICATIONS:

Offices which fulfill the above 5 minimum criteria and wish to apply to the Cyprus Convention Bureau (CCB) for their classification as Destination Management Companies (DMCs) and / or Professional Congress Organisers (PCOs) must submit to CCB the following documentation and certifications at ccb@visitcyprus.com:

1. Submission of a signed personal declaration by the office director on official letterhead which should confirm:
 - (a) the office's 3-year experience in the organisation of conferences and incentive trips from abroad in Cyprus and where applicable the organisation of conferences abroad by stating the country where the conferences have been organised, the conferences' title, the conferences' dates and the name of the client (company) from abroad.

Note 1: For newly established offices or new specialised office departments the office directors should confirm in their personal statement either their own 3-year experience or the 3-year experience of the person in charge of the new specialised office department by stating their name and business title.
 - (b) the employment of 2 people on a full time basis in the organisation of conferences and incentive trips by stating their name and business title.
2. Submission of the table in [Annex A](#) duly completed and signed by the office director stating the organisation of at least 10 conference and / or incentive travel events from abroad over the past 3 years in Cyprus with at least one overnight stay.

Note 1: for newly established offices or new specialised office departments which have not completed 10 conference and / or incentive travel events, it is required that the office directors submit documentation of their own 3-year experience or of the 3-year experience of the person in charge of the new specialised office department such as employment verification letters from previous employers verifying their employment in the conference and incentive travel department, the period of employment and position held.

3. For events cited in Annex A, submission of two (2) recommendation letters from foreign clients (companies, international associations etc) and two (2) from local associates / suppliers (hotels, alternative conference venues, local associations, academic institutions, companies).





REPUBLIC OF CYPRUS
DEPUTY MINISTRY OF TOURISM

D. FURTHER INFORMATION

Thalia Christodoulidou
Tourism Officer
Tel.: (+357) 22 69 12 55
thaliachristodoulidou@visitcyprus.com

Elena Economou
Assistant Clerical Officer
Tel.: (+357) 22 69 11 86
elenaeconomou@visitcyprus.com

