

ACTIVITY DESK

Frequently Asked Questions

Q: What is an Activity Desk?

A: An Activity Desk is a person or business entity that acts, for compensation or other consideration, as an intermediary between a person seeking to purchase activities furnished by an activity provider.

Q: What is an Activity Provider?

A: An Activity Provider is a person or business entity which provides specialized air, land or sea tour excursions and activities.

Q: Do I have to be located in Hawaii in order to sell activities?

A: No. You must register for an activity desk license if you are selling activities to clients in Hawaii.

Q: Do I need to register my branch office(s) also?

A: Yes. If a branch office deposits consumer funds in the same client trust account as the principal office, then the branch office does not have to obtain its own activity desk registration. If the branch office does not deposit consumer funds into the same client trust account as the principal office then the branch office will have to obtain its own activity desk registration.

Q: Do I need a client trust account?

A: All activity desks are required to submit evidence of the establishment of a client trust account (commonly known as a business checking account) with a federally insured financial institution located in Hawaii.

Q: Are there any alternatives to a client trust account?

A: Yes. A performance bond or an irrevocable letter of credit is permitted. An activity desk shall provide evidence of either a client trust account, a single bond or a single irrevocable letter of credit.

Q: Can a third party or agent open a client trust account on our behalf?

A: Please check with your respective financial institution. There are banks that will allow a third party to hold a client trust account. Requirements may include the agent to sign the signature card on behalf of the activity desk and an agreement between the agent and the activity desk.

Q: What is a Designated Principal?

A: All activity desks are required to designate a person who shall have direct management and supervision and who has ownership interest in the activity desk.

Q: What if I will be selling travel services also?

A: If you will be selling travel services in addition to activities, you must register for a Travel Agency license. See <http://cca.hawaii.gov/pvl/programs/travel/>

Q: How can I find out if an activity desk is registered?

A: Visit this website to verify a registration: <http://pvl.ehawaii.gov/pvlsearch/> or call (808) 586-3000.

Q: How do I file a complaint against an activity desk?

A: The Regulated Industries Complaints Office (RICO), a statewide agency of the DCCA is the office to contact when you have a complaint against a licensed or unlicensed activity desk.

Please visit RICO's website at cca.hawaii.gov/rico/ to file a complaint online, or call the DCCA Consumer Resource Center at (808) 587-4272.

Q: What is the renewal period to renew a license or registration?

A: The activity desk registration expires on December 31 of every odd-numbered year. Online renewals are available approximately eight (8) weeks before the expiration date.

Q: What happens if the activity desk registration is not renewed before it expires?

A: If the registration is not renewed by Dec 31 of the odd-numbered year, the registration is forfeited. The travel agency has six months from the expiration date to restore the forfeited registration by submitting all required documents and fees, including a late renewal fee. If the registration is not restored within the six months, the registrant will be treated as a new applicant and shall meet the licensing or registration requirements at the time of application.