

東南亞國家優質團體旅客來臺觀光簽證 作業規範（觀宏專案）

行政院 113 年 12 月 31 日院臺交字第 1131033931 號函備查

一、為促進印度、印尼、越南、緬甸、柬埔寨及寮國優質觀光團來臺，特訂定本規範；其作業流程如附件一。

二、優質觀光團定義：包含下列五人以上團體。

（一）指定旅行社之套裝旅遊團體（下稱旅行社套裝旅遊團）。

（二）企業贊助之獎勵旅遊團體（下稱企業獎勵旅遊團）。

（三）飛航郵輪團體係指搭乘飛機抵臺，續搭乘國際郵輪來回、再搭飛機返國，或分別搭乘飛機及國際郵輪抵離者（下稱飛航郵輪團）。

前項第一款指定旅行社名單係由交通部觀光署（下稱觀光署）駐外辦事處及各國觀光主管機關等推薦，並經觀光署審核通過。

第一項第二款、第三款團體非由指定旅行社申請者，應附該旅行社設立證明。

三、辦理期間：自中華民國一百零四年十一月一日至一百十四年十二月三十一日止，視辦理成效進行檢討。

四、簽證停留天數：原則發給單次入境、停留期限最長十四天之停留簽證。但參加飛航郵輪團體旅遊者，則核發多次入境、停留期限最長十四天之停留簽證。實際停留期限應以團進團出申請之日期為準。

如旅客所持簽證註記欄位標註之抵臺日期與實際搭機入境日期不符者，或簽證符合入境日期但無領隊陪同確認隨團通行者，或無法出具回程機（船）票文件者，內政部移民署（下稱移民署）應拒絕入境。

五、簽證費用：依外國護照簽證收費標準規定辦理。

六、申請流程與應備文件：

（一）團體類別：

1、旅行社套裝旅遊團：於團體入境七個工作天前，檢具應備文件，向觀光署駐外辦事處申請。

2、企業獎勵旅遊團及飛航郵輪團：獎勵旅遊團及飛航郵輪團請以四十人為單位列冊，團員八十人以下者，於團體入境七個工作天前，檢具應備文件，向觀光署駐外辦事處申請；團員八十一至一百六十人者，應於團體入境八個工作天前申請；團員一百六十一至二百人者，應於團體

入境九個工作天前申請；團體二百零一至二百五十人者，應於團體入境十個工作天前申請；團員二百五十一至四百人者，應於團體入境十一個工作天前申請；團員逾四百人者，專案辦理。

（二）申請流程：

1、申請套裝旅遊及獎勵旅遊團體如下：

- （1）由觀光署駐外辦事處初審通過報經觀光署複審通過函轉駐外館處及觀光署駐外辦事處，副知外交部領事事務局（下稱領務局）。
- （2）觀光署應將團員名單傳送至領務局，由領務局核發電子憑證並通知觀光署及旅行社。
- （3）旅行社應於收到電子憑證後至領務局網站填寫中華民國簽證申請表（電子簽證）。
- （4）電子簽證經核准後，應下載列印電子簽證紙本持憑登機及入境我國。

2、申請飛航郵輪團體如下：

- （1）由觀光署駐外辦事處初審通過報經觀光署複審通過函轉駐外館處及觀光署駐外辦事處，副知領務局。
- （2）旅行社應先於領務局網站填寫中華民國簽證申請表（紙本簽證），並提供飛航郵輪訂票證明等文件向駐外館處申請多次入境停留簽證。
- （3）簽證經核准後，應持憑紙本簽證入境我國。

（三）應備文件

- 1、申請書（附件二）。
- 2、指定旅行社委託證明（如為獎勵旅遊團體則提供：企業組團證明、企業執照）。
- 3、團員名冊（範例如附件三）。
- 4、團員護照掃描件（效期應有六個月以上）。
- 5、團體在臺行程。
- 6、國內接待旅行社切結書（範例如附件四）。
- 7、組團社與接待旅行社合約書、旅客機票訂位紀錄及住宿預訂紀錄或其他佐證資料。

七、通報機制：

- (一) 優質觀光團原則採「團進團出」方式入出我國。實際方式由觀光署管理之。團員不得脫團自行持優質觀光團簽證來臺。指定旅行社應要求當地領隊於出境機場集合團員，統一發放電子簽證並辦理登機。指定旅行社及國內接待旅行社負有通報違常狀況之責任。
- (二) 註銷通報：團體入境前，旅行社獲知原報名團員因故取消、或發現團員有脫逃計畫、或團員變更行程無法全程隨團行動，應填具註銷通報表（附件五），通報觀光署，由觀光署通報領務局。領務局依據觀光署註銷通報表之名單辦理註銷簽證後函知移民署，副知觀光署。
- (三) 入境通報：團體入境後，國內接待旅行社應即時填具入境通報表（附件六），通報觀光署，由觀光署彙整未隨團入境之名單通報領務局，副知移民署。
- (四) 出境通報：國內接待旅行社應即時填具出境通報表（附件七），檢具團體離境證明，向觀光署通報。如未依限期通報者，觀光署得視情況，暫停受理該指定旅行社之新申請案件。
- (五) 異常通報：
 - 1、團員遇災害事故、脫團或逾期停留，國內接待旅行社應於事發二小時內填具旅行社旅遊團異常通報表（附件八）通報觀光署，由觀光署通報領務局及移民署作後續處置。
 - 2、如團員因家中有事需提早返國或遇生病情事，應於二十四小時內通報觀光署，由觀光署通報領務局及移民署作後續處置。
 - 3、如遇天災、氣候或航班調度等突發狀況造成航班異動致入出境日期提前或延後，由指定旅行社或國內接待旅行社填具異常通報表（附件八）並檢附相關證明文件（如航班取消通知、新訂票紀錄…等）通報觀光署，由觀光署以異常通報處理流程通報領務局及移民署，並由移民署協助入出境事宜。如後續因故取消來臺行程，依第二款註銷通報辦理。

八、保證與管制：

- (一) 指定旅行社發生脫團、逾期停留團員達三人者，觀光署得暫停其送件資格三個月；達六人者，立即除列本專案指定旅行社名單，遭除列

者需滿一年後，始得重新獲觀光署駐外辦事處及各國觀光主管機關等推薦，並經觀光署審核合格通過後得重列指定旅行社名單。如違規情節重大者則加重停權為三年。

- (二) 團員如逾期未歸，優先由該團員負擔遣返費用，如旅客無法負擔者，國內接待社負連帶責任。
- (三) 指定旅行社經查獲接受非指定旅行社併團或借名者申請本專案者，得立即除列指定名單。
- (四) 國內接待旅行社未如實依時限通報者，滿二次者不得接待觀宏專案團體，遭除列者需滿一年，始得重新接待。如違規情節重大者則加重停權為三年。
- (五) 指定旅行社如發生脫團、逾期停留團員人數累計未達除列基準，如自最後違規日起一年內無違規情事，得於滿一年翌日起歸零計算。

九、其他：

- (一) 指定旅行社名單，由觀光署定期檢討。
- (二) 駐外館處受理簽證申請時，得要求面談、補件及拒發簽證。
- (三) 觀光署負責指定旅行社及接待旅行社違規情事之裁決。
- (四) 本專案試辦期間如我國對該國旅客實施免簽入境措施，則自免簽實施日起，停止受理該國觀宏專案案件。

Project for Simplifying Visa Regulations for High-end Group Tourists from Southeast Asian Countries (Guanhong Project)

Amended on Dec 31, 2024

※ In the event of discrepancies between the English and Chinese versions, the Chinese version shall prevail.

1. The Project is established to encourage more high-end tourist groups from Southeast Asian countries (India, Indonesia, Vietnam, Myanmar, Cambodia and Lao) to visit Taiwan.

2. **High-end tourist groups: 5 people or more**, including the following groups:

- (1) Escorted tours of designated travel agencies (hereafter referred to as “**Escorted tour**”)
- (2) Incentive group sponsored by corporations (hereafter referred to as “**Incentive tour**”)
- (3) Flying cruise groups refer to those who arrive in Taiwan by plane, continue to take an international cruise to and from Taiwan, and then fly back to the country, or arrive and depart by plane and international cruise respectively (hereinafter referred to as **Flying cruise tour**).

In Item 1, Paragraph 1, **the list of designated travel agencies is recommended by the overseas offices of the Tourism Administration of the Ministry of Transport** (hereinafter referred to as the Tourism Administration) **and the tourism authorities of various countries, and has been reviewed and approved by the Tourism Administration.**

In Item 1, Paragraph 2 and 3, if a group’s application is not submitted by a designated travel agency, it should attach proof of the travel agency’s establishment.

3. **Project period:**

November 1, 2015 to December 31, 2025. The actual duration will be reviewed based on the promotion progress.

4. **Duration of stay:** In principle, **a single-entry stay visa with a maximum stay period of 14 days will be issued**. Multiple-entry visas with a stay period of up to 14 days are available for the tourists who join the Fly Cruise group tours. The actual period of stay shall be based on the date of application for group entry and departure.

If **the date of arrival in Taiwan marked in the notation field of the visa held by the passenger does not match the actual date of entry by flight**, or if the visa matches the entry date but **the group is not escorted by a tour leader**, or if the **return flight (ship) ticket document cannot be issued**, the Internal Affairs the Immigration Department of the Ministry of Immigration (hereinafter referred to as the Immigration Department) **shall refuse entry**.

5. **Visa fee:** In accordance with “Standard Fees for Republic of China (Taiwan) Visas in Foreign Passports” published by the Ministry of Foreign Affairs

6. **Application procedure and required documents:**

(1) Group category:

1. **Escorted tour:** Submit applications to the overseas office of the Tourism Administration together with required documents 7 days before arrival.

2. **Incentive tour:** (Please group 40 people into each application form). For a group with 80 tourists or less, the application should be submitted to the overseas office of the Tourism Administration together with the required documents 7 days before arrival. For a group with 81 to 160 tourists, the application should be made 8 days beforehand. As for a group with 161 to 200 people, the application should be made 9 days in advance. For a group with 201 to 250 people, the application should be submitted 10 days beforehand and for groups with 251 to 400 people, 11 days. A tour with more than 400 people will be handled as a project.

(2) Review procedure:

1. Applications for **Escorted tour** and **Incentive tour** are as follows:

(1) The application shall be initially reviewed by the Tourism Administration's overseas offices and submitted to the Tourism Administration for review and approval by letter, forwarded to the overseas diplomatic offices and the Tourism Administration's overseas offices, and shall be notified to the Bureau of Consular Affairs of the Ministry of Foreign Affairs (hereinafter referred to as the Consular Affairs Bureau).

(2) The Tourism Administration should transmit the list of group members to the Consular Affairs Bureau, which will issue an e-code and notify the Tourism Administration and travel agencies.

(3) **After receiving the e-code, the travel agency should go to the Consulate Bureau website to fill in the Republic of China visa application form (electronic visa).**

(4) After the electronic visa is approved, **a hard copy of the electronic visa should be downloaded and printed to board the plane and enter the country.**

2. Groups applying for **Flying cruise tour** are as follows:

(1) The application shall be initially reviewed by the Tourism Administration's overseas offices and submitted to the Tourism Administration for review and approval by letter, forwarded to the overseas mission offices and the Tourism Administration's overseas offices, and shall be notified to the Consular Affairs Bureau.

(2) **Travel agencies should then fill out the Republic of China visa application form (paper visa) on the website of the Consular Affairs Bureau, and provide documents such as flight and cruise booking certificates to apply for a multiple-entry stay visa at the overseas embassy.**

(3) After the visa is approved, you should enter the country with a paper visa.

(3) Required documents:

1) Application form (Appendix 2)

2) Certificate of appointing the designated travel agency to handle application matters (if it

is an incentive travel group, provide business registration and tour operator license)

3) Tourist list (See Appendix 3 for the example)

4) Scanned copy of the group member's passport (validity should be more than six months).

5) Group itinerary in Taiwan.

6) Affidavit of Taiwan travel agency (See Appendix 4 for the example)

7) Tour organizing agency and reception travel agency contract, Passenger round-trip ticket reservation record or accommodation reservation record.

7. Notification mechanism

(1) **The group should enter and depart Taiwan as a group.** The Tourism Administration specifies the actual regulations. **Group members are not allowed to leave the group** and come to Taiwan with a high-quality tour group visa on their own. The designated travel agency should require the local tour leader to gather the group members at the departure airport, issue electronic visas and check in. The designated travel agency and the Taiwan travel agency take the responsibility of reporting violations of the high-end tourist group in real time.

(2) Cancellation report: Before the group enters the country, if the travel agency learns that the original registered group members have canceled for any reason, or discover that the group members have an escape plan, or the group members have changed their itinerary and are unable to travel with the group for the entire trip, they should fill in the cancellation notice (Appendix 5) and report it to the Tourism Administration.

(3) Arrival report: After the group enters the country, the Taiwan travel agency should immediately fill in the arrival notification form (Appendix 6) and report it to the Tourism Administration, which will compile the list of those who did not enter the group and report it to the Consular Affairs Bureau, and then notify the Immigration Department.

(4) Departure report: The Taiwan travel agencies should immediately fill in the Departure Notification Form (Appendix 7), obtain a group departure certificate, and report to the Tourism Administration. If notification is not made within the deadline, the Tourism Department may, depending on the circumstances, suspend the acceptance of new applications from the designated travel agency.

(5) Accident report:

1. If a group member encounters a disaster, leaves the group or overstays the stay, the domestic travel agency should fill in the Travel Agency Tour Group Abnormality Notification Form (Appendix 8) within two hours of the incident and report it to the Tourism Administration, which will notify the Consular Affairs Bureau and Immigration Administration for action Subsequent disposal.

2. If a group member needs to return home early due to family matters or is sick, the

domestic travel agency should report it to the Tourism Administration within 24 hours, and the Tourism Administration will notify the Consular Affairs Bureau and the Immigration Administration for follow-up action.

3. In the event of sudden changes in flights such as force majeure, or flight scheduling, causing the entry and exit dates to be advanced or postponed, the designated travel agency or domestic hosting travel agency shall fill out the abnormal notification form (Appendix 8) and attach relevant supporting documents (such as Flight cancellation notices, new booking records, etc.) will be reported to the Tourism Department, which will notify the Consular Affairs Bureau and Immigration Department through the abnormal reporting process, and the Immigration Department will assist with entry and exit matters.

8. Guarantee and control:

1. **If a designated travel agency has three members who leave the group or overstay, the Tourism Administration may suspend its qualification for applications for three months; if there are six members, it will be immediately removed from the list of designated travel agencies for this project. Those who have been delisted need to wait for one year before they can be re-registered** by the Tourism Administration's overseas offices and the tourism authorities of various countries. Once recommended and approved by the Tourism Administration, the list of designated travel agencies may be re-listed. If the violation is serious, the suspension will be increased to three years.
2. If a tourist of the group overstays, the repatriation expenses should be paid by the member of the tour group. If the traveler cannot afford the expenses the domestic reception agency will bear joint and several liabilities.
3. If a designated travel agency has been found to have accepted travelers from a non-designated travel agency and helped them apply for the project, it shall immediately be removed from the designated list.
4. Domestic travel agencies that fail to report truthfully and within the time limit will not be allowed to receive Guanhong project groups for the second time. Those who have been removed from the list will have to wait for one year before they can receive them again. If the violation is serious, the suspension will be increased to three years.
5. **If the designated travel agency's total number of group members who leave the group or overstay does not reach the delisting standard, and if there is no violation within one year from the last violation date, the calculation will be reset to zero from the day after one year.**

9. Other:

- (1) The list of designated travel agencies is regularly reviewed by the Tourism Administration.

- (2) When accepting visa applications, the overseas embassy offices may require interviews, supplementary documents, or refuse to issue visas.
- (3) The Tourism Administration is responsible for adjudicating violations by designated travel agencies and hosting travel agencies.
- (4) If Taiwan implements visa-exemption entry measures for tourists from this country during the trial period of this project, it will stop accepting Guanhong project cases from that country from the date of visa exemption implementation.