

RESOURCES

HONOLULU OFFICE:

Leiopapa A Kamehameha Building
235 South Beretania Street, 9th Floor
Honolulu, HI 96813

CONSUMER RESOURCE CENTER (CRC):

Verification of current status of existing licensees or businesses, complaint history of licensees & businesses, file complaints against licensees & businesses, & other general consumer information.....

.....**587-3222**

To call Honolulu numbers from the Neighbor Islands, dial Kauai 274-3141, Maui 984-2400, the Big Island 974-4000, Lanai/Molokai 1-800-468-4644, then dial the last five digits of the state phone number you want to call, then press the # sign.

(Neighbor Islands, repeat the same process as instructed above.)

MAUI OFFICE.....243-5808

1063 Lower Main Street, Suite C-216
Wailuku, HI 96793

KAUAI OFFICE.....274-3200

3060 Eiwa Street, Suite 204
Lihue, HI 96766

HILO OFFICE.....933-8846

345 Kekuanaoa Street, #12
Hilo, HI 96720

KONA OFFICE.....327-9590

75-170 Hualalai Center, Room C-309
Kailua-Kona, HI 96740

RICO website: www.hawaii.gov/dcca/rico

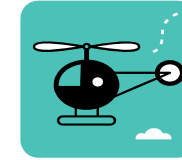
RICO e-mail: rico@dcca.hawaii.gov

Check Out a Business Online at
businesscheck.hawaii.gov
for:

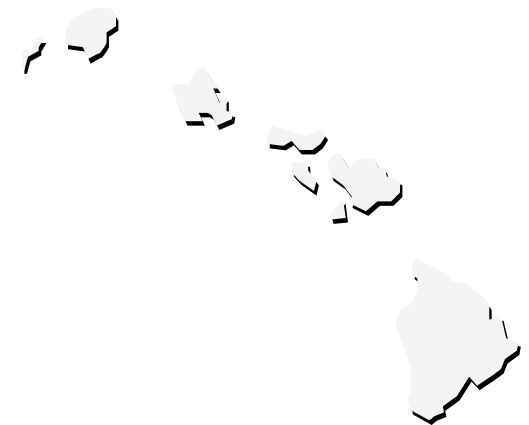
- ✓ Business/Licensee Complaint History Search
- ✓ Business Name Search
- ✓ Professional and Vocational License Search
- ✓ General Excise Tax License Search

RICO'S AREAS OF JURISDICTION

Accountancy
Activity Desks
Acupuncture
Advanced Practice Registered Nurse-Rx
Barbering & Cosmetology
Boxing
Cemetery and Pre-Need
Chiropractic
Collection Agencies
Condominium Property Regimes
Contractors
Dentists & Dental Hygienists
Detective and Guards
Electricians and Plumbers
Electrology
Elevator Mechanics
Employment Agencies
Engineers, Architects, Land Surveyors
& Landscape Architects
Hearing Aid Dealers and Fitters
Marriage & Family Therapists
Massage
Medical & Osteopathy (MD, DO, EMT, PA, POD)
Mental Health Counselor
Motor Vehicle Industry
Motor Vehicle Repair Industry
Naturopathy
Nursing
Nursing Home Administrators
Occupational Therapy
Optician, Dispensing
Optometry
Pest Control
Pharmacy
Physical Therapy
Port Pilots
Psychology
Real Estate Appraisers
Real Estate Brokers and Salespersons
Real Estate Education, Schools & Instructors
Social Workers
Speech Pathologists and Audiologists
Subdivision
Time Share
Travel Agencies
Veterinary Medicine



WHAT ACTIVITY PROVIDERS SHOULD KNOW ABOUT HAWAII'S ACTIVITY PROVIDERS AND ACTIVITY DESK LAW



(6/11)



WHAT ACTIVITY PROVIDERS SHOULD KNOW ABOUT HAWAII'S ACTIVITY PROVIDERS AND ACTIVITY DESK LAW

If you are a business that provides air, land or sea excursions (generally called an "activity provider") and you accept tour reservations through an intermediary such as an activity desk, you should be aware of the Hawaii laws that govern the conduct of activity desks in the state. These laws are designed to ensure that your customer's funds are protected and that you receive timely payment for your services.

In a nutshell, the laws require that entities that act as activity desks in the state must be registered as activity desks with the Department of Commerce and Consumer Affairs. Activity desks are required to renew their registration every two years. The activity desk law is not limited to businesses that operate from an actual desk and may include Hawaii businesses that book reservations online, or otherwise outside the traditional desk setting.

Registered activity desks must protect client funds by maintaining a client trust account, posting a bond, or obtaining an irrevocable letter of credit. The activity desk must obtain full payment for an activity prior to or at the time the activity is booked or within 3 days thereafter, except where the reservation specifically provides for direct payment to you at the time of the activity.

Among other things, the law prohibits activity desks from covering, concealing or

obscuring the name, address or telephone number of an activity provider in any card or brochure, placing information on a provider's advertising material without identifying the activity desk by name and address and the registration number; and using a card or brochure that does not clearly display the name and telephone number of the activity provider when the activity is in the state. Penalties for violating the activity desk law can include fines, restitution, injunctive relief, and damages awarded to injured parties.

Before you do business with a company that is engaged in or offering activity desk services, it is important that you check to ensure that the company is properly registered as an activity desk. You can do this by going to the DCCA Check Out a Business Online website at:

businesscheck.hawaii.gov

At that site, you can go to the **Professional and Vocational License Search** and determine whether the company is registered and whether its registration is current. Make sure that the company's registration number starts with AD (activity desk), and that the registration status is "Current, Valid and in Good Standing".¹ If you do not have Internet access, you can call the DCCA Consumer Resource Center (587-3222) and obtain that information over the telephone. Make sure that you check on the activity desk's registration status periodically (at least

¹ A person engaged in travel agency business and activity desk business is required to hold both travel agency and activity desk registrations.

once a year) because the registration may have expired, or may have been forfeited, revoked or suspended after it was first issued.

For more information about the Activity Providers and Activity Desk program, including the applicable statutes and rules², go to website:

<http://www.hawaii.gov/dcca/pvl/programs/activity>

If you believe that an activity desk is operating without a valid registration, please notify the DCCA immediately. To file a complaint about an activity desk, or to report an unregistered activity desk, call the DCCA Consumer Resource Center (587-3222).

The language of this brochure is for informational purposes only. This brochure is intended as a reference and does not provide legal advice. The information contained in this brochure is subject to change.

This printed material can be made available for individuals with special needs in Braille, large print or audio tape. Please submit your request to the Complaints and Enforcement Officer at 586-2666.

² Chapter 468M, Hawaii Revised Statutes; Chapter 436B, Hawaii Revised Statutes; Chapter 117, Hawaii Administrative Rules