The Regulation and Licensing Branch provides regulation and licensure for:

- Solicitors
- Charitable Solicitors
- Taxicabs
- Taxicab drivers
- Trespass tow operators
- Massage Therapists
- Massage Establishments
- Precious metal and gem dealers
- Pawnbrokers
- Going out of business sales

Regulation and Licensing Branch handles complaints associated with solicitors, massage establishments, trespass tows and taxicab trips originating in the County. Consumers may file complaints on-line or download a complaint form from the department’s website at www.fairfaxcounty.gov/consumer. Consumers may also contact the Regulation and Licensing Branch at 703-324-5966 TTY 711 to speak with an investigator or to receive a complaint form by mail.

This publication will be made available in alternative formats upon request. Please call 703-324-5966 TTY 711. Please allow seven days for the preparation of material.

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Soliciting is the sale of goods or services door-to-door or from a temporary stand. It is regulated in Fairfax County by Chapter 31 of Fairfax County Code. Chapter 31 requires anyone selling goods or services in this manner to have a Solicitors License issued by the County. Any violation of Chapter 31 is a Class 2 Misdemeanor, punishable by a fine of up to $1000.

Solicitors are required by law to show their license to any prospective customer who requests it. They are also required to leave the premises when asked, may not solicit where “No Peddlers or Solicitors” signs are posted, and may only operate between the hours of 9:00 am and 8:00 pm.

Often solicitors will show customers an ID badge or some other document, claiming that they are licensed by Fairfax County when they are not. Legitimately licensed solicitors should always show their Fairfax County-issued license when a prospective customer asks for it. If a solicitor hesitates when asked for his/her license, or presents something that does not resemble the license shown to the right, the solicitor may not be properly licensed. Solicitors offer a wide variety of goods and services for sale. Solicitors may be selling goods or services such as magazine subscriptions, tree work, firewood, driveway sealing, coupon books, or meat; or "setting appointments" for high-speed internet/cable service, home improvements, or home security alarms. No matter what good or service they are offering, the solicitor is required to have a license.

The Solicitor’s License is an individual license, not a business license. If a solicitor tells you that his or her business has a license, the solicitor may not be properly licensed to solicit in Fairfax County. A legitimate Fairfax County Solicitor’s License resembles the example shown.

When a solicitor knocks…

- Ask for his or her license.
- If they do not have a valid license, ask them to leave.
- Close and lock your door.
- Call Fairfax County Police (non-emergency) at 703-691-2131 to report the violation.