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**Remember:
21 February 2006
is International Tourist
Guides' Day. Keep your
diary open!**

Letter from the Editor

Dear Tourist Guide

2005 has come and gone and we at the Tourist Guide Registration Office have had a busy and active year. We have had interesting developments and built good relationships with various tourism stakeholders.

The year was filled with numerous training programmes, events and workshops, all aimed at transformation, upskilling of existing tourist guides and ensuring that the industry is well regulated and maintained at all times.

We prioritized Illegal Guiding. This was done through the introduction of awareness pamphlets, which we distributed throughout the province. We encourage all individuals to report Illegal Guides to enable us to regulate the Guiding Industry.

Please feel free to forward all comments and suggestions regarding the newsletter, ideas and feedback on projects and any other issues to our office.

We hope that all had a fruitful festive season and that you will have a prosperous 2006 and be safe.

Regards

The Editor

Ground floor, Waldorf Arcade
80 St. George's Mall
Cape Town
8001
Tel: 021 483 9130



**DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM
DEPARTEMENT VAN EKONOMIESE ONTWIKKELING & TOERISME
ISEBE LOPHUHLISO LWEZOQOQOSHO NEZOKHENKETHO**





Training of Unemployed Historically Disadvantaged Individuals (HDI) Tourist Guides

The Department of Environmental Affairs & Tourism (DEAT) in partnership with the Western Cape Department of Economic Development & Tourism (DEDAT) will be training 12 unemployed individuals from Khayelitsha, Mitchell's Plain and Central Karoo areas in 2006. The training will represent and promote equity in the Tourist Guiding Industry. These areas have been selected as they form part of the Extended Public Works Programme (EPWP) nodal areas.

DEAT identified the Central Karoo Region as a rural development node while Khayelitsha and Mitchell's Plain (City of Cape Town Metropolitan) have been identified as urban renewal areas.

The common features of these nodes are that they are areas of severe neglect, where poverty is at it most endemic.

Information provided by DEAT

Tourism Safety Tips for Transport that both Domestic and Foreign Tourists can use to ensure a safe journey

- Plan your journey
- Ask for directions before you set out
- Ensure you know the distance, direction and time it takes to get there
- Be alert at all times while travelling on public and other transport
- Use only recommended and reputable private transport
- Take care of your luggage at all times
- Be particularly alert at transport hubs
- **Use a registered tourist guide**

Cape Town and the Western Cape Welcome Campaign

The Deputy President of South Africa, Phumzile Mlambo-Ngcuka, with the Mayor of Cape Town Nomaindiya Mfeketo unveiled the identity of the campaign during the launch of the Welcome Campaign on 12 November 2005.

This campaign is an appeal to industry and all Capetonians to embrace the philosophy of a welcoming culture. The City of Cape Town believes that the time has come to redress negative perceptions and barriers to our continued success through a campaign that creates a welcome culture that is integral to the Cape Town way. The campaign aims to transform our hosting culture, to become more visitor friendly, to be welcoming to Africans, business people and tourists (both domestic and international).

Following the launch, Cape Town Routes Unlimited (CTRU) rolled out a number of activities targeting visitors and Cape Town citizens over the festive season and beyond. These activities executed using the tourism service industry, consumers, advertising and public relations mediums.

Among the activities that are being undertaken are the distribution of welcome buttons and caps to the Regional Tourism Offices (RTO), shopping centres, major entry points such as airports and toll gates. A number of activities including handing out of "CAPE TOWN WELCOMES YOU" badges and caps at road blocks, beaches and airport have been scheduled from 15 December 2005 to welcome our visitors in all the regions over the festive period until 15 January 2006.



Logo's for the "Welcome to Cape Town Campaign", compliments of CTRU & Switch Design



Tourism Industry Development Road Show 2005

The Directorate: Tourism Industry Development (TID) embarked on their first combined road show to the regions in the Western Cape during November 2005. The road show kicked-off in Cape Town and then continued throughout the other regions.

Presentations were given by:

Tourism Enterprise Development	(TED)
Tourism Empowerment Initiatives	(TEI)
Tourism Safety & Signage	(TSS)
Tourist Guide Registration	(TGRO)
Cape Town Routes Unlimited	(CTRU)

TID held meetings and presentations with municipal managers, Local Economic Development (LED) Managers, Tourism Information Offices, RED Door Managers and other stakeholders in the regions.

The main purpose of these meetings was to understand the Directorate's mandate, engage with stakeholders on departmental and CTRU programmes and assimilate views on how to adapt our programmes.

The Tourist Guide Registration Office used this opportunity to talk to two very vital issues in the guiding industry, one being Illegal guiding and the establishment of the Western Cape Tourist Guides Association (WCTGA).



Garth Julius (TSS) takes notes while Brent Walters, Director for TID does a presentation to the Overberg Tourism Regional Tourism Officers and other stakeholders in Caledon. Madeleine Smith (TED) is assisting.

South African Revenue Services (SARS): Helping you to help them.

Do you know that as a Tourist Guide you need to be registered for tax with SARS if:

1. Your salary income is more than R 60 000 p.a. or
2. Your employer deducts 25 % from your income that you earn as a tourist Guide or
3. If you invoice your client?

Do you know that you could receive a refund from SARS if:

1. The 25% tax that was deducted from your income is excessive
2. You have tax deductible business expenditure, which has not been brought into account when calculating your tax liability
3. You are registered with SARS?

Please note that SARS would be conducting FREE Tax Workshops in 2006 to assist you in meeting your tax obligations.



Members of the TID TEAM: Lauren Louw (TEI), Zubeida Ben (TSS), Kim Adams (PA to the Director), Nox Ntenetya (TGRO), Linda Mase (CTRU) & Brent Walters (Director for TID) captured at the Meiringspoort Waterfall on TR03304 between Klaarstroom and De Rust during the TID road show in November 2005.



EMERGENCY NUMBERS

In case of emergencies, you should call the following emergency numbers:

- Police Flying Squad (10111)
- Ambulance Services (10177)
- City of Cape Town General Emergencies (107)
- Consumer related problem (0800 007 081)



Graig Ziman:
Provincial Tourist Guide
of the Year: 2005

Note from the Provincial Tourist Guide of 2005 - Craig Ziman

Before becoming a tourist guide my only contact with Government was the occasional visit to the Department of Home Affairs, the traffic department and compulsory conscription to the Military as a medic in 1988. None of these evoke any happy memories.

Meeting those behind the scenes at the Department of Economic Development and Tourism has changed my view and perception of the governmental services in such a positive way. The cheerful, helpful and pleasant staff makes me truly happy to be a part of this department in our new government.

The best part of winning the tourist guide of the year competition was meeting Yasmin Dockrat. She and Farhaana Allie helped me tremendously putting the HDI Golf Project together and made me feel welcome to discuss future projects to change our country for the better. I would like to thank Yasmin, Farhaana and all the staff in the department for all the assistance that I have received and look forward to working together in the future.

Feel free to log onto: www.tourguide.co.za
The South African Online Tourist Guide Directory

We encourage you to report Illegal Guides. Awareness pamphlets are distributed amongst the tourism offices regionally.

Cape Town Tourism

Chanelle Moses, an information consultant at Cape Town Tourism, had the following to say with regard to the Guiding Industry.

The Cape Town Tourism office, situated in Burg Street, is a vibrant, jovial, welcoming experience to Cape Town. It was established with the key objectives to unify tourism associations to enhance Visitor Services and roll out a worldclass membership programme with tangible benefits. Our membership programme could therefore assist local registered tourist guides - as one of the benefits would be bookings made from any of our 18 Visitor Information Offices (Vic's) spread throughout the Cape Town Metropole.

The Burg Street City Centre office offers an exciting range of services while outer lying centre's offer auxiliary services related to their local areas and further. The VIC's are equipped with maps, brochures and information on tours and attractions in Cape Town and the Western Cape.

Should any of registered guides be interested in the membership programme, he/ she may contact Dale Hendricks, Membership Administrator for Cape Town Central. He will gladly provide a run-down of the benefits. He can be contacted on: 021 426 4260, or email dale@tourismcapetown.co.za.

Please note that we do have a Business Support Programme for members that have just started their tourism businesses and that still require guidance. Dale will provide further details, should anybody be interested.

Email: capetown@tourismcapetown.co.za
Website: www.tourismcapetown.co.za

GENERAL INFORMATION

IMPORTANT NOTICE

**Help us to help you to
regulate the Guiding Industry**

Illegal Guiding and Misconduct

The Tourist Guide Registration Office in the Department of Economic Development and Tourism is launching an educational drive to ensure awareness around Illegal Guiding.

This has been viewed as a steppingstone to address the difficulties that our guides face daily due to Illegal guiding.

We are striving to create awareness and promote a consistent and effective regulatory framework to ensure proper monitoring of illegal guiding and misconduct

The Tourist Guide Registration Office has launched a new pamphlet that will be distributed to various stakeholders and at strategic tourist points.

We welcome your comments on this initiative via email: faallie@pgwc.gov.za



Please check expiry dates on your working permits before registration

REGISTRATION INFORMATION

We, at the Tourist Guide Registration Office are available to assist in any way possible. The following information will assist you with the registration process.

TEN DAY WAITING PERIOD WHEN PAYING BY CHEQUE

All cheque payments will be subject to a ten-day clearance by the bank. Tourist guides paying by cheque will have to wait ten days before their registration will be activated.

OFFICIAL HOURS FOR CASHIER'S OFFICE

08:00 – 12:30 and 13:30 – 15:00
Mondays to Fridays

APPLICATIONS VIA POST:

Registration forms together with the accompanying documentation and payment can also be posted to:

Tourist Guide Registration
Cashier's Office
Department of Economic Development and Tourism
P. O. Box 979
Cape Town, 8000

For any further queries, please contact:
The Tourist Guide Registration Office
Department of Economic Development and Tourism
Tel: (021) 483 2960
Fax: (021) 483 2957
Email: Nbartes@pgwc.gov.za



First Aid Institutions

Certification valid for 3-years

1. ST JOHNS: 021 461 8420
2. EDUMED: 021 946 3106
3. EMT: 021 701 6901