DEPARTMENT OF TOURISM

NOTICE 696 OF 2021

TOURISM ACT, 2014 (ACT NO: 3 OF 2014)

NORMS AND STANDARDS FOR THE SAFE OPERATIONS OF TOURISM SECTOR
IN THE CONTEXT OF THE CORONAVIRUS COVID-19 AND BEYOND

I, Ms Lindiwe Sisulu, Minister of Tourism, hereby under section 7(1) of the Tourism Act, 2014 (Act No. 3 of 2014), hereby publish the norms and standards for the safe operations of the tourism sector in the context of COVID-19 and other related pandemics, in the Schedule hereto.

LN Sisulu, MP
MINISTER OF TOURISM
DEPARTMENT OF TOURISM

TOURISM ACT, 2014 (ACT NO: 3 OF 2014)

NORMS AND STANDARDS FOR THE SAFE OPERATIONS OF TOURISM SECTOR IN THE CONTEXT OF COVID-19 AND OTHER RELATED PANDEMICS

SCHEDULE

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2.
1. DEFINITIONS

In these norms and standards, a word or expression to which a meaning has been assigned in the Tourism Act, 2014 (Act No. 3 of 2014) has the meaning so assigned, and unless the context indicates otherwise— "Act" means the Tourism Act, 2014 (Act No. 3 of 2014);

"Minister" means Minister of Tourism.

"Places of attraction" include, but are not limited to theme parks, amusement parks, water parks, family entertainment centres, nature and game reserves, national parks, botanical gardens, zoos, aquaria, sanctuaries and other entertainment and cultural attractions.

2. ACRONYMS

NDP — National Development Plan
NTSS — National Tourism Sector Strategy
OECD South Africa Economic Survey 2020 — Organization for Economic Cooperation Development
PPE — protective personal equipment
UNWTO — United Nations World Tourism Organisation
WEF - World Economic Forum
WHO — World Health Organisation
POPI - Protection of Personal Information
SMS — Short Message Service

3. PURPOSE

(1) The purpose of these norms and standards is to provide minimum universal practices which the tourism sector must abide by to prevent the spread of COVID-19 other related pandemics.

(2) The norms and standards will also provide uniformity across the destination in view of tools that have been compiled by industry associations and some sub-national entities.

4. INTRODUCTION

4.1 The White Paper on the Development and Promotion of Tourism, 1996, currently under review, outlines the vision and policy standpoint from which tourism is to be pursued in South Africa. Among others, it identifies safeguarding the safety and security of tourists as a key policy to be pursued
to ignite tourism growth. Globally, the WEF highlights safety as one of the bases for destination competitiveness and assesses countries in the Travel and Tourism Index against safety and security, health and hygiene under its *Enabling Environment criteria*. The safety imperative is also critical as an Input Into The Visitor Experience, a key pillar of the country’s NTSS (2016-2026).

4.2 Looking at the current global pandemic COVID-19 and its implications for human interaction, the inclusion of disease in a broad view of visitor safety becomes essential. Concerns related to safety and health have increased in significance as a result of the COVID-19 and other related pandemics, owing to its contagious nature, and approaches to tourism in the future are to be informed by this reality. The experience of the relatively less widespread Ebola Epidemic in 2014/2015, which resulted in a decline in Africa arrivals averaging 6% with double digit declines in some regions, further demonstrated the significance of traveller confidence in tourist decision making about destinations to visit. Personal safety and security, relating to both the tangible and intangible elements influence not only the visitor experience but the propensity for people to finalise their travel plans. Re-igniting demand therefore, as identified in the Tourism Recovery Plan approved by Cabinet on 21 April 2021, is a major component in influencing the revival of the tourism economy.

Norms and Standards

4.3 The Act provides for the development of norms and standards for the tourism sector. Section 7(1) (a) of the Act empowers the Minister to determine norms and standards for the practice of responsible tourism and in order to promote the objects of the Act, among other criteria.

4.4 In developing norms and standards for the safe operation of the tourism sector, the objective is to facilitate consensus on minimum universal practices which the sector overall will abide by to prevent the spread of COVID-19. The policy response assumes that it will be some time before the pandemic subsides or until a widely accessible vaccine or other appropriate scientific solution is available.

4.5 The determined health measures will also provide assurance to potential visitors and all stakeholders that South Africa’s tourism products and services are equipped to operate safely whilst the COVID-19 and other related pandemics persists guided by globally accepted principles. They will therefore promote traveller confidence in support of resurgent demand.

4.
4.6 The norms and standards will also provide uniformity across the destination in view of tools that have been compiled by industry associations and some subnational entities. In general, the various tools incorporate the three key measures of enhanced hygiene, social distancing and the use of PPE as interventions to limit the potential for transmission of the virus. The same broad areas of intervention will form the basis of the norms and standards in keeping with epidemiological direction and as sanctioned by the WHO and local health authorities.

Towards Reinstating Tourism Operations

4.7 COVID-19 resulted in unprecedented travel restrictions on business operations across the globe and consequently a shutdown of the tourism economy. As countries are learning to coexist with the virus, numerous safety protocols have been developed to guide the safe opening of the global economy. The Travel and Tourism Sector at a global level has also published safety protocols for the safe reopening of the sector. Similarly, the Tourism Private Sector in South Africa also released its own standard protocols for the sector's operation during the pandemic.

4.8 The development of the various safety standard protocols demonstrates the seriousness with which stakeholders' approach COVID-19 and other related pandemics and the readiness to adjust operations to enable continued economic activity without jeopardising the interests of preventing the further spread of the virus. The proposed norms and standards further draw from international guidelines within the travel and tourism sector including global and local health authorities as well as actions taken by governments to ensure safe reopening.

Policy Context

4.9 Tourism development has been pursued in South Africa as a policy tool to respond to the main economic challenge of inclusive growth and the need to reduce unemployment. The sector sustains and has the potential to create more jobs owing to its labour-intensive character. In addition, tourism attracts foreign exchange earnings for the country.

4.10 The policy aims of the norms and standards are to—

(a) reinstate tourism's continued significance in the government's economic development plans. Building from the inclusion of tourism in successive iterations of the New Growth Path economic plans and the NDP (2030), the recovery of tourism is a critical component of the country's economic recovery from the COVID-
19 Pandemic. The OECD South Africa Economic Survey 2020 reinforces the position of tourism as a lever for sustainable and inclusive growth;

(b) Include COVID-19 and other related pandemics as an emerging barrier to tourism. The removal of barriers to travel is an established principle in the National Tourism Sector Strategy. Barriers have a negative influence on travel decisions and addressing them is an integral part of the tourism growth strategy. Once in operation, the standards will serve as a basis, subject to adaptation, for responding to other related barriers that may emerge in the future; and

(c) provide policy certainty that the basics are in place to manage the health risk. Tourism is a highly competitive sector globally with hundreds of destinations at the disposal of the potential traveller. Managing the COVID-19 and other related pandemics health risk is currently a key factor in visitor expectations and the existence of specified universal measures for the destination will position South Africa as equipped for a safe travel experience.

4.11 Consistency in the application of the measures throughout the value chain will be essential to ensure that the objectives of the norms and standards are achieved. This will be realised through stakeholder commitment.

United Nations World Tourism Organisation’s Guidelines

4.12 Various international organisations have developed technical work in relation to the safe opening of the global economy. The UNWTO, the global authority in travel and tourism, also generated technical work incorporating air travel, arrival at the border, hospitality establishments and attractions. The UNWTO proposed the following cross-cutting measures for the private sector.

(a) The implementation of global and harmonised health, safety and hygiene protocols;

(b) training of personnel in safety and security protocols as well as safe service delivery;

(c) cleaning of all surfaces frequently, using products and disinfectants that meet requirements and with special attention to high touch surfaces;

(d) setting up plans in the event a guest or employee falls sick on site;

6.
(e) creating internal COVID-19 and other related pandemics coordination committees to follow-up on implementation and execution of protocols and service delivery;

(f) redesigning processes towards more digital touchless operations in all possible touchpoints;

(g) maintaining records of statistical information for tourism planning and management in full coordination with local and national tourism statistical authorities; and

(h) promoting social dialogue and work to ensure the health and wellbeing of workers and the work environment.

Factors Guiding the Reopening of the Sector

4.13 In light of the cases and the mortality rate in South Africa, the reopening of the tourism sector is guided principally by epidemiological evidence taking into consideration the stabilisation of the rate of infection. Amongst other things, the following factors will inform decision making on the timing and manner of operation of tourism and its subsectors:

(a) Decline in the number of COVID-19 and other related pandemics infections;

(b) health and safety of workers;

(c) plan of action in case of infection amongst guests or staff;

(d) collaboration between local authorities and the tourism sector to ensure information sharing;

(e) training of staff in the establishments on COVID-19 and other related pandemics;

(f) management of staff in relation to numbers in the work places;

(g) provision of clear information to guests regarding health measures;

(h) Infection prevention and control measures; and

(i) physical distancing and hygiene.
Principles Guiding Safe and Seamless Travel and Reopening of the Sector

4.14 The process of reopening the tourism sector in a safe and seamless manner places the traveller at the centre of every measure. The following principles are outlined by the UNWTO:

(a) Non-discrimination of travellers;
(b) clear communication on health protocols and regulations;
(c) SMS to visitors upon arrival informing them of rules and regulations in place;
(d) data sharing on the basis of consent;
(e) physical distancing rules;
(f) advance contactless check-in;
(g) downloading tracking app;
(h) contactless payment and check-in; and
(i) e-tickets and e-bookings for visiting attractions and entertainment.

5. APPLICATION OF THE NORMS AND STANDARDS

These norms and standards are to apply in the tourism sector.

6. NORMS AND STANDARDS FOR TOURISM ESTABLISHMENTS

Operational Readiness

A person in charge of the tourism establishment must—

(a) develop a prevention plan inclusive of a cleaning and disinfection plan;
(b) have the required staff levels for operations;
(c) have integrating technologies to enable automation such as contactless payment;
(d) ensure compliance with physical distancing protocols and use markings to clearly communicate to guests and staff;
(e) implement safety checks for staff and guests entering the establishment and ensure that staff to stay at home when experiencing COVID-19 symptoms;
(f) designate a health and safety officer and clarify their roles and responsibilities;

(g) develop staff and guest medical declaration and travel status form which is POPI compliant; and

(h) develop standard procedures for staff and guests with COVID-19 and other related pandemics symptoms.

Self Preparedness

A person in charge of the tourism establishment must—

(a) train staff on COVID-19 and other related pandemics in line with the latest health advice from the health authorities and WHO;

(b) implement staff protocols, code of conduct and guidelines for staff operations;

(c) retrain staff on infection control, wearing of protective gear, hygiene and physical distancing; and

(d) constantly monitor the wellbeing of staff to ensure the implementation of guidelines by health authorities.

Safe Experience

A person in charge of the tourism establishment must—

(a) implement enhanced disinfection and cleaning practices;

(b) implement and communicate safety processes for guests including physical distancing;

(c) enhance food safety and hygiene in dining areas and restaurants; and

(d) implement enhanced cleaning, disinfection and physical distancing for events.

Building Trust and Confidence

A person in charge of the tourism establishment must—

(a) ensure clear and simple communication with customers on safety and hygiene protocols both digitally and physically;

(b) implement clear signage throughout the establishment to inform guests of cleaning protocols and physical distancing; and
(c) provide guidelines in line with the advice of health authorities to guests, which include wearing of face masks, hand hygiene and physical distancing.

7. NORMS AND STANDARDS FOR PLACES OF ATTRACTIONS

Operational and Staff Preparedness

A person in charge of the tourism place of attraction must—
(a) develop a prevention plan for the attraction business;
(b) implement protocols and guidelines for staff, including health checks;
(c) integrate technologies to enable automation such as contactless touchpoints and payments, where possible;
(d) introduce a COVID-19 and other related pandemics contingency plan, should a new case emerge;
(e) train staff to ensure the execution of operational plans; and
(f) monitor the wellbeing of the employees and encourage them to follow the latest advice of health authorities.

Safe Attractions Experience

A person in charge of the tourism place of attraction must—
(a) implement processes focused on sanitation, disinfection and deep cleaning;
(b) reduce the capacity of venues to a limit appropriate to allow for social distancing;
(c) implement customer processes to minimise physical contact, such as allowing extra time for guests to enter attractions and increasing the number of performances; and
(d) provide unique guidance for specific attractions.

10.
Rebuilding Trust and Confidence

A person in charge of the tourism place attraction must—

(a) communicate clearly to customers regarding new health hygiene protocols;

(b) communicate health guidelines to guests ahead of a possible trip, and where possible, upon arrival at an attraction; and

(c) ensure that venues set up medical service points, if possible, and ensure that personnel can deal with COVID-19 and other related pandemics cases.

8. NORMS AND STANDARDS FOR EVENTS, WEDDINGS, EXHIBITIONS, MEETINGS AND CONVENTION CENTRES

Operational and staff preparedness

A person in charge of an event, meeting or convention centre must—

(a) develop a prevention plan especially for infection prevention, cleaning and disinfection;

(b) implement guidelines for staff safety and health including health checks and introduce a stay-at-home policy in case of any member of staff displaying symptoms of COVID-19 and other related pandemics;

(c) communicate physical distancing guidelines for queues and mark surfaces clearly, where possible;

(d) ensure the provision of PPEs to staff such as face masks and gloves, depending on the risk-based approach;

(e) train staff to enable the execution of safety plans; and

(f) consider the utilisation of digital technology such as digital invitations.

Safe experience

A person in charge of an event, meeting or convention centre must—
(a) Implement enhanced sanitation, disinfection, and deep cleaning;

(b) Implement physical distancing measures with regard to seating distribution, booths, aisles and gathering size in line with government guidelines;

(c) Reduce the capacity of venues to a limit appropriate to allow for social distancing and as required by local regulations;

(d) Implement customer processes including participant information, to ensure physical distancing; and

(e) Implement measures to ensure food safety and hygiene.

Building confidence

A person in charge of an event, meeting or convention centre must—

(a) Clearly communicate safety protocols and guidelines to attendees of a conference or meeting both digitally and at the venue;

(b) Implement clear signage to inform participants of safety measures to follow, throughout the venues;

(c) Consider setting up a medical service point and ensure that staff can deal with COVID-19 and other related cases; and

(d) Promote the use of contact tracing apps, if necessary, and permitted by law.

9. NORMS AND STANDARDS FOR SHORT-TERM RENTALS

Staff and hosts preparedness

A person in charge of a short-term rental establishment must—

(a) Train the host and staff on the health and safety protocols, in line with latest local and international health guidelines;

(b) Outline to staff and the host cleaning, infection control and disinfection processes on safety measures, including frequent sanitising and hand washing;

12.
(c) encourage the use of electronic payment methods on check-in and out, where possible; and

(d) develop an action plan outlining the process of handling COVID-19 and other related pandemics cases.

Safe Experience

A person in charge of a short-term rental establishment must—

(a) adopt enhanced frequent cleaning, sanitisation and disinfecting measures;

(b) communicate health and safety protocols to guests prior to arrival;

(c) communicate rules on physical distancing, wearing of face masks and sanitising; and

(d) communicate to guests the completion of the health declaration forms and relevant contact information, in advance.

10. NORMS AND STANDARDS FOR ACCOMMODATIONS

Staff and hosts preparedness

A person in charge of an accommodation must—

(a) train the host and staff on the health and safety protocols, in line with latest local and international health guidelines;

(b) outline to staff and the host cleaning, infection control and disinfection processes on safety measures, including frequent sanitising and hand washing;

(c) encourage the use of electronic payment methods on check-in and out, where possible; and

(d) develop an action plan outlining the process of handling COVID-19 and other related Pandemics cases.

Safe Experience
A person in charge of an accommodation must—

(a) adopt enhanced frequent cleaning, sanitisation and disinfecting measures;
(b) communicate health and safety protocols to guests prior to arrival;
(c) communicate rules on physical distancing, wearing of face masks and sanitising; and
(d) communicate to guests the completion of the health declaration forms and relevant contact information, in advance.

11. NORMS AND STANDARDS FOR FOOD SERVICES

Operational and Staff Preparedness

A person in charge of food services must—

(a) develop a prevention plan for the attraction business;
(b) implement protocols and guidelines for staff, including health checks;
(c) integrate technologies to enable automation such as contactless touchpoints and payments, where possible;
(d) introduce a COVID-19 and other related pandemics contingency plan, should a new case emerge;
(e) train staff to ensure the execution of operational plans; and
(f) monitor the wellbeing of the employees and encourage them to follow the latest advice of health authorities.

Safe experience

A person in charge of food services must—

(a) implement enhanced sanitation, disinfection, and deep cleaning;
(b) implement physical distancing measures with regard to seating distribution, booths, aisles and gathering size in line with government guidelines;
(c) 

14.
(d) reduce the capacity of venues to a limit appropriate to allow for social
distancing and as required by local regulations;
(e) implement customer processes including participant information, to
ensure physical distancing; and
(f) implement measures to ensure food safety and hygiene.

12. NORMS AND STANDARDS FOR TOUR OPERATORS

Operational Readiness

A person in charge of tour operation must—

(a) develop a prevention plan inclusive of a cleaning and disinfection
plan;
(b) have the required staff levels to restart operations;
(c) have integrating technologies to enable automation such as
contactless payment, where possible;
(d) ensure compliance with physical distancing protocols, and where
possible, use markings clearly to communicate to guests and staff;
and
(e) implement safety checks for staff and guests entering the
establishment and ensure that staff to stay at home when
experiencing COVID-19 and other related pandemics symptoms.
(f) designate a health and safety officer and clarify their roles and
responsibilities.
(g) develop staff and guest medical declaration and travel status form
which is POPI compliant.
(h) develop standard procedures for staff and guests with COVID-19 and
other pandemics symptoms.

distancing.

15.
Self Preparedness

A person in charge of tour operation must—

(a) train staff on COVID-19 and other related pandemics in line with the latest health advice from the health authorities and WHO;

(b) implement staff protocols, code of conduct and guidelines for staff operations;

(c) retrain staff on infection control, wearing of protective gear, hygiene and physical distancing; and

(d) constantly monitor the wellbeing of staff to ensure the implementation of guidelines by health authorities.

Safe Experience

A person in charge of tour operation must—

(a) implement enhanced disinfection and cleaning practices;

(b) implement and communicate safety processes for guests including physical distancing; and

(c) implement enhanced cleaning, disinfection and physical distancing for events.

Building Trust and Confidence

A person in charge of tour operation must—

(a) ensure clear and simple communication with customers on safety and hygiene protocols both digitally and physically;

(b) implement clear signage throughout the establishment to inform guests of cleaning protocols and physical distancing; and

(c) provide guidelines in line with the advice of health authorities to guests, which include wearing of face masks, hand hygiene and physical

16.
13. NORMS AND STANDARDS FOR CASINOS

Operational and staff preparedness

A person in charge of a casino must—

(a) develop a prevention plan especially for infection prevention, cleaning and disinfection;

(b) implement guidelines for staff safety and health including health checks and introduce a stay-at-home policy in case of any member of staff displaying symptoms of COVID-19 and other related pandemics;

(c) communicate physical distancing guidelines for queues and mark surfaces clearly, where possible;

(d) ensure the provision of PPEs to staff such as face masks and gloves, depending on the risk-based approach;

(e) train staff to enable the execution of safety plans; and

(f) consider the utilisation of digital technology such as digital invitations.

Safe experience

A person in charge of a casino must—

(a) implement enhanced sanitation, disinfection, and deep cleaning;

(b) implement physical distancing measures with regard to seating distribution, booths, aisles and gathering size in line with government guidelines;

(c) reduce the capacity of venues to a limit appropriate to allow for social distancing and as required by local regulations;

(d) implement customer processes including participant information, to ensure physical distancing.

Building confidence
A person in charge of a casino must—

(a) clearly communicate safety protocols and guidelines to attendees of a conference or meeting both digitally and at the venue;

(b) implement clear signage to inform participants of safety measures to follow, throughout the venues;

(c) consider setting up a medical service point and ensure that staff can deal with COVID-19 and other related pandemics cases; and

(d) promote the use of contact tracing apps, if necessary, and permitted by law.

14. CURIO SHOPS

Operational and Staff Preparedness

A person in charge of a curio shop must—

(a) implement protocols and guidelines for staff, including health checks;

(b) integrate technologies to enable automation such as contactless touchpoints and payments, where possible;

(c) introduce a COVID-19 and other related pandemics contingency plan, should a new case emerge;

(d) train staff to ensure the execution of operational plans; and

(e) monitor the wellbeing of the employees and encourage them to follow the latest advice of health authorities.

Safe Attractions Experience

A person in charge of a curio shop must—

(a) implement processes focused on sanitation, disinfection and deep cleaning;

(b) reduce the capacity of the curios shop to a limit appropriate to allow for social and

(c) implement customer processes to minimise physical contact, such as allowing extra time for customers to enter the curio shop.
Rebuilding Trust and Confidence

A person in charge of a curio shop must—

(a) communicate clearly to customers regarding new health hygiene protocols; and

(b) communicate health guidelines to customers ahead of a possible trip, and where possible, upon arrival at a curio shop.
DIKITSISO TSA PUSO

LEFAPHA LA TSA BOJANALA

NMR.

TOURISM ACT, 2014 (MOLAO 3 WA 2014)

DITLWAELO LE MAEMO TSA DITIRO TSE DI BOLOKESEGILENG TSA LEPHATA LA TSA BOJANALA MALEBANA LE PAKA YA CORONAVIRUS COVID-19 LE GO FETA

Nna, Moh Lindiwe Sisulu, Tona ya tsa Bojanala, ke dira fano, ka fa tlase ga karolo 7(1)(a) ya Tourism Act, 2014 (Molao 3 wa 2014), ke phasalatsa fano ditlwaelo le maemo a ditiro tse di bolokeseqileng a lephata la tsa Bojanala malebana le COVID-19 le maraborobo a mangwe a a amanang, mo Sejuleng e e kailweng.

MOH. LINDIWE SISULU, MP

TONA YA TSA BOJANALA
LEFAPHA LA TSA BOJANALA

TOURISM ACT, 2014 (MOLAO 3 WA 2014)

DITLWAELO LE MAEMO A DITIRO TSE DI BOLOKESEGILENG TSA LEPHATA LA TSA BOJANALA MALEBANA LE COVID-19 LE MAROBOROBO A MANGWE A A AMANANG

ŜEJULE

LENANE LA DITENG

1. Ditlhaloso
2. Diakeronimi
3. Maitlhomo
4. Matseno
5. Tiriso ya Ditlwelo le Maemo
6. Ditlwelo le Maemo tsa Ditlhongwa tsa Bojanala
7. Ditlwelo le Maemo tsa Mafelo a Dikgatlihegelo
8. Ditlwelo le Maemo tsa Mafelo a Mediro, Manyalo, Dikopano le Dikokoano
9. Ditlwelo le Maemo Mabapi le Dikhiro tsa Pakakhutshwane
10. Ditlwelo le Maemo tsa kwa Marobalong
11. Ditlwelo le Maemo tsa Tirelo ya Dijo
12. Ditlwelo le Maemo tsa Ditlamo tsa Maeto
13. Ditlwelo le Maemo tsa Dikhasino
14. Ditlwelo le Maemo tsa Mabenkele a a Rekisang Dilo Tse Di sa Tlwaelegang

2.
1. **DITLHALOsono**

Mo ditlwaelong le maemong tseno, lefoko kgotsa tlhagiso e e neilweng bokao mo *Tourism Act, 2014* (Molao 3 wa 2014) e na le bokao jo e bo e neilweng, ntle le fa bokao bo kaya ka mokgwana osele— "Molao" o kaya *Tourism Act, 2014* (Molao 3 wa 2014);

"Tona" o kaya Tona ya tsa Bojanala.

"Mafelo a dikgatlhegelo" a akaretsa, mme ga a lekanyetswa go mafelo a go itlosa bodutu, mafelo a go nang le ditshamekisi tsa go itlosa bodutu, mafelo a go tshameka ka metsi, mafelo a boitumediso a malapa, mafelo tlhahalalwa a dipologolo, diphaka tsa bosetšhaba, ditshimo tsa dimela, dirapa tsa dipologolo, diakwarimo, mafelo tlhahalalwa a dipologolo le mafelo a mangwe a dikgatlhegelo tsa go itlosa bodutu le setso.

2. **DIarkeroni**

NDP — Lenaneotlhabelo lo Bosetšhaba
NTSS — Leano la Bosetšhaba la Lephata la Bojanala
OECD South Africa Economic Survey 2020 — Mokgatlho wa Thabololo ya Tirisanomogo ya Ikonomi
PPE — didiriswa tsa boitshireletso
UNWTO — Mokgatlho wa tsa Bojanala wa Lefatshe wa Ditšhabakopano
WEF - Foromo ya Ikonomi ya Lefatshe
WHO — Mokgatlho wa tsa Boitekanelo wa Lefatshe
POPI — Tshireletso ya Tshedimosetso e e ka ga Gago
SMS — Tirelo ya Melaetsakhutswe

3. **Maitlhomo**

(1) Maitlhomo a ditlwaelo le maemo tseno ke go tlamelwa ka bonnye ditiragatsa tsa botlhle tse lephata la bojanala le tshewanetseng go di obamela go thibela kanamo ya COVID-19 le maroborobo a mangwe a a amanang.

(2) Ditlwaelo le maemo di tla tlamelwa gape ka go tshwana go ralala mafelo a a etelwang ka go latela ditlamelo tse di rulagantsweng ke mekgatlho ya bodirelo le ditheo dingwe tla leletso tsa bosetšhaba.

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4. MATSENO

4.1 Pampiritshweu e e ka ga Tlhabololo le Tsweletso ya Bojanala, 1996, e gajaana e leng ka fa tlase ga thadiso, e thalosa pono le ntlhakemo ya pholisi e go tswa go yona Bojanala bo tshwanetseng go e latele mo Aforika Borwa. Gareng ga tse dingwe, e thlagisa ka moo go tseyeng tsa pabalesego le tshireletsego ya bajaranla go tshwanetseng go nna ntla ya bothokwa ya pholisi e e tshwanetseng go latelewa go tsosolosa kgolo ya bojanala. Lefatshe ka bophara, WEF e thlagisa pabalesego jaaka nngwe ya metheo ya bogaisani jwa kwa mafelong a a etelwang le go tlhatlhoba dinaga mo Tshupaneng ya Maeto le Bojanala kgathihanong le pabalesego le tshireletsego, boitekanelo le bophelo ka fa tlase ga tsela ya yona ya Maemo a a Kgontshang. Taelo ya pabalesego le yona e bothokwa jaaka tshwaelo mo The Visitor Experience, pilara ya bothokwa ya NTSS (2016-2026) ya naga.

4.2 Fa re lebelela leroborobo la gajaana ia go rala lefatse la COVID-19 le bokao jwa lona mo dikamanong tsa setho, kakaretso ya bolwetse mo tebong ka bophara ya pabalesego ya bajaranla e nna bothokwa. Dithlobaboroko tse di amanang le pabalesego le boitekanelo di ile magoletsa thata ka ntla ya COVID-19, ka ntla ya phetelelo ya yona, le ditsela tse di mabapi le bajaranla mo nakong e e tlang di tshwanetseng go laelwa ke boammaruri jono. Maitemogelo a kanamo e e ka tswang e le kwa tlase ya Leroborobo la Ebola ka 2014/2015, e e nnileng le ditlalamorago tsa kwelotlase mo magorogelong a Aforika a palogare ya bokana ka 6% ka kwelotlase ya dipalopedi mo dikgaalong tse dingwe, e bontshitsi gape bothokwa jwa boikanyo jwa basepedi mo go tseweng ga tshwetsa ya bajaranla mabapi le mafelo a a ka etelwang. Pabalesego le tshireletsego ya bowena, e e amanang le dipopi tse di bonalang le tse di sa bonaleng ga e tlothleletse fela maitemogelo a bajaranla mme e tlothleletsa le dikgatlhogo tsa batho tsa go konotela maano a bona a maeto. Go tsosolosa topo ka jalo, jaaka go thagisitswe mo Leanotsosolosong la Bojanala le le rebotsweng ke Kabinete ka di 21 Moranang 2021, ke karolo e kgolo mo go tlothleletseng tsosoloso ya ikonomi ya bojanala.

Ditlwaelo le Maemo

4.3 Molao o laela mabapi le tlhabololo ya ditlwaelo le maemo tsa lephata la bojanala. Karolo 7(1) (a) ya Molao e naya Tona thata ya go thomamisa ditlwaelo le maemo a tiragatso ya bojanala jo bo nang le maikalabalo le gore go tsweletswe maithlomo a Molao, gareng ga ditsela tse dingwe.

4.4 Mo go tlhabololeng ditlwaelo le maemo a tiro e e babalesegileng ya lephata la bojanala, maikaelelo ke go nolofatsa tumalano ya bonnye jwa ditiragatso

4.
tsa botlhe e lephata ka gotlhe le tla di obamangel go thibela kanamo ya COVID-19 le maroborobo a mangwe a a amanang. Tsibogelo ya pholisi e tsaya gore go tla tsaya lobaka pele ga leroborobo le fokotsega kgotsa go fitihela moento o o fitihelelwang ke botlhe kgotsa tharabololo e nngwe ya bonetetshi e e maleba e nna teng.

4.5 Ditsela tsa boitekanelo tse di thomamisitsweng di tla tlamela gape bajanala ba ba solofetsweng le bannaleseabe botlhe ka netefaletso ya gore ditlhagiso le ditirelo tsa bojanala tsa Aforika Borwa di na le bokgoni jwa go dira ka pabalesegoo fa COVID-19 le maroborobo a mangwe a a amanang a tswelela go kaelwa ke meono e e amogelesegang lefatshe ka bophara. Di tla tswelela go godisa boikanyo jwa basepedi mo go tshegetseng poapoelo e e nnang e tlhagelela.

4.6 Ditlwaelo le maemo di tla tlamela gape ka go tshwana go ralala mafelo a a etelwang ka nthia ya didiriswa tse di rulagantsweng ke mekgatho ya bodirelo le ditheotlaleletso dingwe tsa bosetšhaba. Ka kakaretso, didiriswa tse di farologaneng di akaretsa ditsela tse tharo tsa bothokwa tsa bophepa jo bo tokafaditsweng, sekgala sa go se atumalane, le tiro ya didiriswa tsa boitshireletso jaaka ditsereganyo go fototsa bokgoni jwa tsheuetsa ya mogare. Dintsha tseo tse di atolositsweng tsa botseboganyi di tla nna motheo wa ditlwaelo le maemo mo go samaganeng le ditlaelo tsa kaela ya kanamo ya malwetse le jaaka WHO le botha mo selegae jwa tsa boitekanelo di laetse.

Mabapi le go Busetsa Ditiro tsa Bojanala

4.7 COVID-19 e lerile dikganelo tsa mesepele tse di iseng di nne teng mo ditirong tsa dikgwebo go ralala lefatshe mme morago ikonimi ya bojanala e phutlhame. Jaaka dinaga di ithuta go tshela mmogo le mogare, go ne ga tlhangwa diporotokolo tsa tshireletsegoo di le mmalwa go kaela go bulwa go go sireletsegileng ga ikonimi ya lefatshe lotho. Lephata la tsa Maeto le Bojanala lefatshe ka bophara le lona le ne la phasalatsa diporotokolo tsa tshireletsegoo mabapi le go bulwa gape go go sireletsegileng ga lephata. Fela jalo, Lephata la Porafele la Bojanala mo Aforika Borwa le lona le golotse diporotokolo tsa lona tse di thomamisitsweng mabapi le tiro ya lephata ka motsi wa leroborobo.

4.8 Go tlhangwa ga diporotokolo tse di farologaneng tsa thomamismo ya tshireletsegoo go bontsha bomasisi jo bannaleseabe ba tsayang COVID-19 le maroborobo a mangwe a a amanang ka teng le ipaakanyetsa ya go fetola ditiro go kgontsha ditiro tsa ikonimi tse di tswelelang ntle le go kgoreletsa dikgathlegoo tsa go thibela kanamo e e etegetsele ya mogare. Ditlwaelo le maemo tse di tshitsitsweng di tsere gape go tswa mo dikaelong tsa boditšhabatšhaba mo lephateng la tsa maeto le bojanala go akaretsa le