

## Non-compliance

The Act prohibits the following:

- A person acting as a tourist guide without being registered.
- A person, company or close corporation employing as a tourist guide, any person who is not registered.
- A tourist guide acting in manner which could be deemed misconduct.

## Lodging complaints

When lodging complaints, it is important to note the following:

- All complaints must be in writing and lodged with the relevant Provincial Registrar.
- Complaints must be clear and include as much details as possible about the alleged contravention. Where possible information about the date, time and place when the alleged incident/contravention occurred must be provided.
- The Provincial Registrar must, if the complaint discloses an offence, lay a charge with the South African Police Services (SAPS).
- Complaints relating to misconduct are handled by the relevant Provincial Registrar in a manner which is prescribed by the Act.
- There is a mechanism available should a tourist guide wish to appeal against a decision taken by the Provincial Registrar. Such appeals may be lodged with the National Registrar of Tourist Guides.

## Important contact information

To find out more about registered tourist guides, or to lodge complaints and compliments relating to tourist guides, the following provincial offices may be contacted:

<b>Limpopo</b> Department of Economic Development, Environment and Tourism	Tel: +27 (0)15 293 8510 Email: ngobenim@ledet.gov.za
<b>Mpumalanga</b> Mpumalanga Tourism and Parks Agency	Tel: +27 (0)13 759 5328 Email: musa@mtpa.co.za
<b>Gauteng</b> Department of Economic Development	Tel: +27 (0)11 085 2101 Email: pat.naidoo@gauteng.gov.za
<b>KwaZulu-Natal</b> Department of Economic Development, Tourism and Environmental Affairs.	Tel: +27 (0)33 264 9324 Email: dlaminipe@kznded.gov.za
<b>North West</b> Department of Tourism	Tel: +27 (0)18 387 7801 Email: smakinde@nwpg.gov.za
<b>Eastern Cape</b> Eastern Cape Parks and Tourism Agency	Tel: +27 (0)43 701 9645 Email: thembeka.mbanga@ecpta.co.za
<b>Western Cape</b> Department of Economic Development and Tourism	Tel: +27 (0)21 483 9130 Email: registrar@pgwc.gov.za
<b>Northern Cape</b> Department of Economic Development and Tourism	Tel: +27 (0)53 830 4875 Email: amokgele@ncpg.gov.za
<b>Free State</b> Department of Economic, Small Business Development, Tourism, and Environmental Affairs Environmental	Tel: +27 (0)51 400 9598 Email: mfunido@detea.fs.gov.za

# HAVE YOU ASKED YOUR TOURIST GUIDE FOR?



**Legislation in South Africa gives you the right to ask!**

For information, you may contact the Office of the National Registrar at the Department of Tourism on 012 444 6000 or 0860 121 929, via email at [callcentre@tourism.gov.za](mailto:callcentre@tourism.gov.za) or visit [www.tourism.gov.za](http://www.tourism.gov.za).



## Use registered tourist guides, it's the right thing to do!

The national Department of Tourism would like to encourage visitors/tourists to make use of suitably qualified and registered tourist guides whilst visiting South Africa.

Tourist guiding in South Africa is a regulated profession with more than 10 000 guides registered across various provinces and attractions, specialising in either nature, cultural and/or adventure guiding. Registered tourist guides are easily recognised by their unique badge and identification card.

By choosing a registered tourist guide you can rest assured that you will receive a personalised experience filled with enchanting stories, fascinating facts and visits to extraordinary places that will exceed your expectations and create lasting memories.

## Tourist guide legislation in South Africa

The tourist guiding sector in South Africa is regulated by the Tourism Act, no. 3 of 2014 (Act) which was promulgated on 16 June 2014. The Act provides a framework for the conduct and governance of the tourist guiding profession.

Amongst others, the Act includes the following:

- Roles and responsibilities of the National and Provincial Registrars of Tourist Guides;
- A Code of Conduct and Ethics for tourist guides; and
- Procedures around the handling of complaints, appeals and disputes.

There are also specific Regulations in place which elaborates on certain provisions of the Act.

## Registration requirements to be a tourist guide

The registration of tourist guides is the responsibility of Provincial Registrars who are appointed in each of the nine (9) provinces. Amongst others, tourist guides are subjected to the following requirements when applying for registration:

- Proof of relevant competency, recognised and registered by the South African Qualifications Authority (SAQA).
- A valid and recognised first aid certificate.
- Commitment to adhering to the prescribed code of conduct and ethics.
- Be a South African citizen or in the case of a non-South African citizen, possess a valid working permit

## Code of Conduct and Ethics for tourist guides

Any individual who applies to be registered as a tourist guide must sign the prescribed code of conduct and ethics which outlines the way in which qualified and legally registered tourist guides must conduct themselves.

### In this regard, a professional tourist guide:

- Shall at all times show willingness to provide optimum support and quality service to all tourists, and will give tourists an opportunity to enjoy or visit a desired destination.
- Shall uphold the principles of the South African Constitution, especially its chapters one and two.
- Shall be impartial, unbiased and positive, and represent South Africa objectively.

- Shall be suitably dressed and presentable at all times.
- Shall be punctual, reliable, honest, conscientious and tactful at all times.
- Shall be a responsible driver when driving as a guide.
- Shall carry out the programme/itinerary of a tour to his/her abilities and be loyal to the company/organisation that he/she is representing.
- Shall be knowledgeable and shall assist tourists and not provide them with misleading information.
- Shall at no time be under the influence of alcohol or a narcotic substance while on duty and shall refrain from administering any medication to a client without proper medical consultation.
- Shall be concerned at all time for the safety of the tourist.
- Shall wear the appropriate tourist guide badge and carry his/her registration card.
- Shall in no way discriminate in rendering service to any tourist on any basis e.g. race, gender, ethnicity, nationality, physical challenge, age, etc.
- Shall treat all people, cultures and the environment with respect.
- Shall never solicit for clients or gratuities.
- Shall in the event of not being familiar with, or being unable to provide information requested by a tourist, consult with the appropriate authorities for assistance.
- Shall deal with conflict in a sensitive and responsible manner.
- Shall report any incident of injury or death to a nearby tourist authority or police station.