

# PRESENTATION TO THE PORTFOLIO COMMITTEE ON TOURISM

## BRIEFING ON THE CODE OF GOOD PRACTICE SHORT-TERM RENTALS

17 March 2026

broadening horizons



**tourism**

Department:  
Tourism  
REPUBLIC OF SOUTH AFRICA



# PURPOSE OF THE BRIEFING

- To brief the Portfolio Committee on the framework for the **Code of Good Practice for Short-Term Rentals (STR)**.
- To outline the **objectives, scope, and responsibilities** outlined in the Code.
- To inform the Committee about the **public comment process** initiated by the Department of Tourism.



# LEGISLATIVE CONTEXT

- **Chapter 2 of the Tourism Act 3 of 2014** provides for the Minister of Tourism to issue Codes of Good Practice.
- **Section 8(a)** states that the Minister may, by notice in the Gazette, issue a **Code of Good Practice to guide conduct** relating to tourism services, facilities, and products.
- The proposed **Code of Good Practice**, therefore, seeks to contribute to the broader objective of the Tourism Act, to provide for the development and promotion of sustainable tourism for the benefit of all South Africans and visitors.
- **Promotion of Administrative Justice Act, 2000 (PAJA):**
  - “Published in terms of Section 4(3) of PAJA.”



# PURPOSE AND SCOPE OF THE CODE

- Outlines **good practice behaviours** for STR industry participants.
- **Supports sustainable tourism** growth and **social inclusion**.
- This **non-binding Code of Good Practice** seeks to guide short-term rental operations as an **interim measure** pending the amendment of the Tourism Act 3 of 2014.
- The Department of Tourism is in the **process of reviewing the Tourism Act** following the **approval of the 2024 White Paper** on the Development & Promotion of Tourism in South Africa.
- The review will focus on various regulatory issues, including the aspect of Short-Term Rentals (STRs).
- Whilst the review process is underway, the Department resolved to find an **interim short-term solution** that will guide STRs, **given the urgent need for guidance**.
- The Department will submit a Bill to Amend the Tourism Act, whereafter Parliament will follow its public participation process.



# OBJECTS OF THE CODE

- It **acknowledges the presence of STRs** within the tourism landscape whilst ensuring that the activity develops in a balanced manner, consistent with government policy objectives.
- **Clarify roles** of hosts, guests, platforms, and designated persons.
- **Encourage responsible and sustainable** STR operations.
- **Promote quality** tourism products and services.
- **Foster cooperation** among stakeholders.
- **Raise awareness** of responsible tourism principles, including minimising negative social and environmental impacts.
- **Enhancing community well-being** and **fostering respect** between visitors and host communities
- **Provide guidance** on legal, health, and safety considerations.



# GENERAL RESPONSIBILITIES

- **Act lawfully**, honestly, and in good faith.
- **Provide accurate** and complete information.
- **Comply with all applicable laws** and regulations.
- **Respect municipal bylaws** and property-related instruments.



# GUIDELINES: RESPONSIBLE HOSTING

- **Informing visitors about applicable bylaws**, body corporate rules, & community specific norms (e.g. noise, parking, refuse & use of public spaces).
- **Informing guests of the need to avoid disruptive neighbourhood** peace, security & negligent property damage.
- **Provide basic health & safety equipment** with instructions on how to use them in the event of emergencies.
- Providing accommodation consistent with marketing representations.
- **Treating guests with integrity & fairness** in line with consumer laws.
- **Maintaining appropriate liability insurance** covering risk of death, injury or loss of property.
- Ensure that a **responsible contact person** is available to address guest and neighbourhood concerns.
- Provide guests with **emergency contact information**, including health, fire, security, and essential service providers



# RESPONSIBLE GUEST BEHAVIOUR

- **Comply with applicable rules**, bylaws, and body corporate rules, etc.
- **Use the property and its amenities responsibly**, without unreasonably interfering with the rights of neighbours or the community.
- **Avoid conduct** that creates excessive noise, nuisance, distress, or disturbance to neighbours and other occupants.
- Not intentionally or negligently **damage the premises**, communal facilities, or neighbouring property.
- **Act with due care for the safety and security** of the premises and the surrounding community, including preventing unauthorised access.
- **Vacate the property** at the agreed-upon check-out date and time.
- Familiarise themselves with the compensation rules relating to damage to the property.
- **Provide accurate, reachable contact details** and emergency contact information before occupying the property.



# PLATFORM RESPONSIBILITIES

- **Informing the STR host** or designated person of this Code of Good Practice.
- **Ensuring the availability of this Code of Good Practice** on its website/app, where applicable.
- **Endeavour to support the host and guests** in post-guest check-out conflict resolution.
- Endeavour to **support hosts to ensure a positive guest experience**.
- Notifying the host or guest of any complaint received relating to the host or guest and reminding them of the applicable guidelines.
- **Ensuring safe handling of hosts and guests' data** in line with relevant prescripts.
- Assist Government and STR stakeholders with the latest information relating to hosts, subject to applicable laws.
- **Share information on the economic contributions of the STR** subsector, where available, subject to applicable laws and data protection requirements.



# HEALTH AND SAFETY

- **Understand & practice occupational health & safety** requirements, including, but not limited to, installing smoke detectors & relevant safety equipment.
- **Provide guests with information** relating to fire escapes and basic fire safety equipment.
- Provide a **first aid kit** in an accessible area for guests and restock the first aid kit where necessary.
- Comply with the prevailing **public health norms and standards** applicable to the tourism sector.
- Ensure that guests **comply with the maximum occupancy limit** as displayed in the listing advert and stipulated in the applicable house rules or scheme rules.
- Maintain **appropriate insurance coverage** to protect themselves as well as guests against property damages, negligence claims and liabilities.



# PUBLIC COMMENT PROCESS

- On Friday, **13 March 2026**, the Department published the Draft Short-Term Rentals Framework: Code of Good Practice for public comments in the Government Gazette.
- The public can submit their inputs within sixty (60) days from the date of publication of this Notice. **The deadline is 12 May 2026.**
- Submissions may be **mailed, hand-delivered, or emailed** to the Department of Tourism.
- Contact: Mr Senzo Nkala, 012 444 6316,  
[STRCodesofConduct@tourism.gov.za](mailto:STRCodesofConduct@tourism.gov.za)



# CONCLUSION

- The Code provides **non-binding guidance** for STR operations as an **interim measure**.
- **Supports inclusive, responsible, and sustainable** tourism.
- **Encourages cooperation** among all stakeholders in the STR ecosystem.

**THANK YOU**

