NDT POLICY WATCH QUARTERLY UPDATE

January - March 2014

INTERNATIONAL AND NATIONAL POLICY DEVELOPMENTS

tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA

World Committee on Tourism Ethics Tackles Exploitation of Children

The World Committee on Tourism Ethics met on the 26th of February 2014 in Madrid, to tackle policy issues relating to exploitation of children. The protection of children from all forms of exploitation, the fight against trafficking, anti-poaching and accessible tourism for all, were amongst the priorities identified by the newly formed World Committee on Tourism Ethics (WCTE)[1]. These priorities came out of the meeting which was constituted to identify major challenges facing responsible tourism and define the Action Plan for the coming four years.

According to Pascal Lamy, former Director-General of the World Trade Organisation and Chairman of the World Committee on Tourism Ethics, 'the committee is not destined to solve major political and economic issues at the global level but will be a useful instrument in interpreting a frontier area, which is tourism ethics, by binding people together in an operational way'. He further remarked that one billion tourists crossing international borders present an opportunity to carry the message of tourism ethics. However, one billion tourists, he further pointed out, can mean one billion catastrophes if the message of tourism ethics is not passed on.

The United Nations World Tourism Organisation's (UNWTO) Secretary General, Mr. Taleb Rifai, also highlighted the significance of governments, tourists and companies to ensure that tourism works as a force for good. Moreover, the UNWTO indicated that the World Committee on Tourism Ethics is an impartial body responsible for interpreting, applying and evaluating the provisions of the UNWTO's Global Code of Ethics for Tourism. Principally, the Committee's Action Plan for the next four years will focus on attempts to deal with[2]:

- The exploitation of children in all its forms;
- Trafficking;
- Poaching and the illegal trading of wildlife;
- Accessible tourism for all;
- Promotion of fair models of all inclusive holidays and
- Unfounded ratings on travel portals, which may impact the reputation of companies and destinations

In light of the above developments, it is of utmost importance that the tourism sector, which is currently implementing some of the above initiatives, notes the Tourism Ethics Committee's initiatives and ensures that their activities are in support or aligned to the above actions. This could either be done collectively by the sector or through participation in existing forums aimed at resolving the above challenges. It is important to emphasise that the above initiatives are meant to implement the Global Code of Ethics in Tourism, to which South Africa is a signatory.

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[1] Koumelis, T. (2014). World Committee on tourism ethics to focus on the exploitation of children. http://www.traveldailynews.com.
[2] As cited in Koumelis February 2014.

The Global Code of Ethics in Tourism emphasises the need for tourism activities to respect the equality of men and women and promote human rights, especially for the vulnerable groups such as children, elderly, handicapped, ethnic minorities and indigenous people. Critically, it states that 'exploitation of human beings in any form, particularly sexual, especially when involving children, conflicts with the fundamental aims of tourism and is a negation of tourism'[3].

European Commission Welcomes European Parliament vote on Aviation Safety improvements

The European Parliament has passed new rules aimed at curbing aircraft accidents. The regulations seek to ensure reporting, analysis of accidents and follow-up on incidents occurrences[4]. This, it was reported, will ultimately allow information on aviation safety to flow more efficiently and faster.

The European Union Commission's President remarked that 'most aircraft accidents result from a combination of smaller errors or mal-functions which, taken together, cause an accident'. The collation of more information about isolated safety incidents and taking action to address them, the commission noted, will help prevent future accidents. The Commission reported that new regulations will apply to all aviation sectors such as airlines, manufactures, mechanics, national authorities, and the European Aviation Safety Agency. All these sectors are expected to work together in sharing accidents related information with a view to ensure that efficient actions are taken to prevent such.

According to the Commission, the system is a cornerstone of a modern approach to safety policy by learning not only from accidents but also from small incidents and occurrences even if they haven't had serious consequences[5]. The new regulations are expected to be implemented in May 2014, following the development of necessary guiding material and information technology applications for exchanging information.

The African Airlines Association, which has entered into safety partnerships with the International Civil Aviation Organisation, can draw some lessons when the regulations come into effect. Acquiring information that will move African aviation towards the cutting-edge of safety is important for tourism development. It is significant because safety is one of the critical factors considered by tourists when deciding to travel to any destination.

Visa Facilitation and Air Connectivity: Key Areas for Tourism Development in Africa

High level policy makers in the form of 12 African Ministers, identified visa facilitation and air connectivity as the main areas of focus for tourism development in Africa[6]. This was concluded in the 5th Investment and Tourism Business Forum for Africa (INVESTOUR) held during the Madrid International Tourism Fair from the 22nd to 26th of January 2014.

The forum promotes Africa's tourism potential and the sector's importance as a catalyst for socio-economic development, through various partnerships with Portuguese and Spanish companies. The focus on visa facilitation and air connectivity was based on the realisation that Africa is one of the fastest growing tourism regions in the world.

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[3] United Nations World Tourism Organisation. (2001). Global Code of Ethics in Tourism.
[4] Karantzavelou, V. (2014). Commission welcomes European Parliament's vote for improved aviation safety. http://www.traveldailynews.com.
[5] As cited in Karantzavelou February 2014.
[6] United Nations World Tourism Organisation. (2014). Visa facilitation and air connectivity- key areas for tourism development in Africa. Press release no 14007. http://media.unwto.org.

International tourists grew from 26 million in year 2000 to 56 million in year 2013 and the UNWTO forecasts this figure to rise to 134 million by 2030[7].

During the opening of the forum, UNWTO's Secretary General, Mr. Taleb Rifai highlighted that tourism is of rising importance to African economies, hence the focus on barriers hampering full potential of tourism in the region (i.e. air connectivity, visa facilitation and hotel investment). He further indicated that 56 visas to visit 56 countries is not acceptable and noted that only collective efforts can successfully remove such barriers and promote tourism as a tool for development in Africa.

It appears that policy discussions on removing visa barriers are gaining traction in the African continent. This has the potential of unleashing tourism to new heights. The proposed focus bodes well with the National Tourism Sector Strategy, which emphasises the need to remove visa barriers and increase airlift. It will also create fertile ground for implementation of the National Development Plan, which proposes the exploration of Southern African Development Community visa.

New Assistance Application from International SOS

International SOS, a world leading medical and travel security services company, has unveiled a new assistance mobile application for 2014. The new application is aimed at assisting the traveller to cope with numerous difficult situations at the click of a button. The application allows the traveller immediate access to either the doctor or security professional if there is a health related problem or security threat developing on the location.

The application, which is aimed at business travellers and expatriates, allows travellers to let their employers know exactly where they are when requiring assistance. It also provides instant access to country guides and location-specific alerts and was written by 120 security experts in five regional security centres around the world. Medically related information is provided by a dedicated medical and analysis team, which is part of the global network of 2000 medical professionals[8]. The aforementioned experts are based in 27 assistance centres, International SOS Clinics (including South Africa) and on remote SOS clients' sites.

Of utmost importance to the application's usefulness is the location check-in feature, which allows the business traveller to share their location with the employer, medical and security support teams via the recently upgraded International SOS TravelTracker platform. Available for downloading on iPhone, iPad, Android and Blackberry, the application has other features which include[9]:
- Push notifications which shows travellers an alert, if the application isn't open;
- One-click dialing to the nearest assistance centre, even before logging in or forgetting your membership;
- Mobile-friendly medical and travel security advice for trip preparation;
- Ability to store alerts when offline or data services are switched off.

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[7] As cited in the UNWTO Press Release no 14007 January 2014.
[8] Koumelis T. (2014). New assistant app from International SOS, for safer smarter business travel in 2014. http://www.traveldailynews.com
[9] As cited in Koumelis February 2014.

The above development has a potential to completely transform travelling experience by enhancing the safety and health of travellers. The tourism sector, in particular tourism safety initiatives and tourism safety forums, can advise their clients on the availability of such services with a view to complement the current safety initiatives and victim support mechanisms.

2. OTHER INTERNATIONAL DEVELOPMENTS

International Air Transport Association (IATA) on air freight growth

IATA has released performance data for January 2014, showing strong growth compared to the previous year. According to IATA, the global freight tonne kilometres rose by 4.5 percent compared to January 2013. Growth was experienced in all regions, with the Middle Eastern carriers growing the fastest at 10.7 percent[10].

With regard to air freight in other regions, Asia and Pacific grew by 3.8 percent, European airlines grew by 6 percent, Latin American airlines grew by 6.8 percent, whilst North American airlines experienced the least growth at 0.7 percent. Although IATA reported signs of growth slowing in South Africa and other regional economies, African airlines also grew by 4.1 percent[11].

The increase in freight tonne for Africa to a level more than that of North America demonstrates the potential for Africa. However, it is important to point out that consistent growth in air freight can only be maintained by increasing trade relations with other countries.

Global Business Travel Association (GBTA) Study Identifies Traveller Concerns

The GBTA conducted a study on more than 500 business travellers in the United States of America (USA), with a view to identify setbacks, disruptions and concerns travellers encounter while on their journey. Titled 'Business Traveller Mishaps: The Real Risk of Business Travel', the study found that 75 percent of travellers encountered a mishap while traveling to their business destinations[12].

Uppermost in the reported mishaps are travel delays due to weather at 45 percent, delayed flight departure at 48 percent, airplane incident (mechanical, late arrival) at 40 percent, and missed connecting flight at 16 percent[13]. In addition, travellers were also concerned about safety on the roads. Those concerned with location of the hotel were at 50 percent, airline safety at 36 percent, safety of ground transport at 35 percent and those concerned about knowing who to call were at 34 percent[14]. The GBTA reported that this study provides travel managers with data that can help them uncover new methods and policies to ease stress for business travellers.

Although the study was conducted in USA, the findings show typical challenges that customers face on their daily travel across the globe. Some of the above disruptions and mishaps are unavoidable.

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[10] Internal Air Transport Association. (2014). Air freight markets make strong start. Press release no 08. http://www.iata.org.
[11] As cited in IATA Press release no 08 March 2014
[12] Rokou, T. (2014). Global Business Travel Association (GBTA) study identifies traveller concerns. http://www.traveldailynews.com
[13] As cited in Rokou March 2014.
[14] As cited in Rokou March 2014.

However, it would be beneficial for decision makers within the tourism sector and its value chain to consider mitigation measures for potential mishaps. The European Union has been proactive in this regard. It has implemented mitigation measures for mishaps that could not be prevented such as provision of refunds, booking of overnight accommodation, and other measures for delays exceeding a predetermined number of hours.

3. NATIONAL POLICY AND LEGISLATIVE DEVELOPMENTS

Restitution of Land Rights Bill Passed

South African Parliament has passed the Restitution of Land Rights Bill. The Bill seeks to amend the Restitution of Land Rights Act 1994, so as to alter the cut-off date for logging claims for restitution. The Bill would open another opportunity to those who were not able to register the land claims prior to the first cut-off date. The cut-off date proposed for the next round of claiming the land is 30th June 2019[15].

The approved Bill further regulates the appointment, tenure of office, remuneration and terms and conditions of service for Judges in the Land Claims Court. In addition, the Bill criminalises fraudulent logging of claims and provide for additional factors which must be considered by the court when considering whether to order restoration, to extend the Minister's powers of delegation and to provide for matters connected therewith.

In light of the above development, the tourism sector ought to follow closely the process of logging claims. This is critical in that some land claims might involve land hosting tourism products, as was the case with the land claims logged before 1998. It is also important for the sector to follow these developments given that the National Tourism Sector Strategy, which is a blue print for tourism development, underlines the significance of unblocking challenges around land ownership and exploring tourism investment initiatives.

National Strategy for the Safety and Security of Rhinoceros Populations in South Africa

The Department of Environmental Affairs (DEA) embarked on a process of reviewing the National Strategy for Safety and Security of Rhinoceros Populations in South Africa. The review is part of broad actions being undertaken to ensure that measures to address enormous challenges of rhino poaching in South Africa are relevant and effective[16].

According to South African National Parks (SANParks), Non-Governmental Organisations (NGOs); Non-Profit Organisations (NPO); fund raisers; rhino conservation and anti-poaching service providers and donors involved in rhino-related projects; were also requested to provide the Department of Environmental Affairs with details relating to their initiatives by the 7th of February 2014.

The ultimate aim of the request was to[17]:

- Identify priority areas that require additional assistance and gaps that must be addressed;

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[15] SabinetLaw. (2014). Land Restitution passed by the National Assembly. http://www.sabinetlaw.co.za
[16] Department of Environmental Affairs. (2014). National Strategy for the Safety and Security of Rhinoceros Populations in South Africa. Press release. https://www.environment.gov.za
[17] As cited in the Environmental Affairs Press release.

- Identify opportunities to collaborate, cooperate or consolidate projects / initiatives or parts thereof;
- Develop criteria to assist in determining whether NPOs, NGOs or individuals involved in rhino related activities are making a positive contribution towards the fight against rhino poaching and the conservation of the species.

The initiative to review the strategy and mobilisation of collective action should be understood within the context of persistent rhino poaching. Since the beginning of January 2014, SANParks reported that 86 rhinos have been killed. 8 were killed in KwaZulu-Natal, 4 in Free State, 3 in Mpumalanga, 2 in North West, 6 in Limpopo and a staggering 63 in Kruger National Park[18].

The fight against rhino poaching ought to be supported by all sectors, including tourism. The mainstreaming of the fight against poaching and illegal trading of wild animals by the World Committee on Tourism Ethics is a positive step by the tourism industry. National efforts to curb the scourge could tap into this international resource. In intensifying awareness and preventing continuation of illegal trading, the Department of Environmental Affairs has called for local and international community to report activities of rhino poaching to the anonymous tip-off lines i.e. 0800 205 005, 08600 10111 or crime-line on 32211.

Mpumalanga Province declares five New Protected Areas

The Mpumalanga MEC for Economic Development, Environment and Tourism declared five new protected areas on the 22nd of January 2014. This was seen as a major milestone for conservation of South Africa's grasslands and wetlands given that the grasslands were poorly represented in formal protected areas. It was reported that the declaration will add over 73 000 hectors of grassland habitat to the network of protected areas within the Mpumalanga Province[19].

Below are the new protected areas which were declared by the MEC[20]:

- The Chrissiesmeer Protected Environment (60 203 hectares);
- The Kwamandlangampisi Protected Environment, near Wakkerstroom which is extended by 3 094 hectares;
- The Mabola Protected Environment (8 772 hectares), also near Wakkerstroom;
- The Tafelkop Nature Reserve (1 208 hectares) and
- The first community-owned protected environment in Mpumalanga, known as the Mndawe Trust Protected Environment (826 hectares), near Lydenburg.

According to the Chief Executive Officer of Mpumalanga Tourism and Parks Agency (MTPA), 'the protection of these properties under national legislation, not only secures important areas of grassland biodiversity for future generations, but also enables landowners within these protected areas to work collectively to conserve their land, implement sustainable land use practices and to safeguard against land uses that could end up destroying the area'.

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[18] As cited in Environmental Affairs Press release
[19] Mpumalanga Tourism and Parks Agency. (2014).Private land owners, Government and Environmental NGO's join hands to achieve great gains for the conservation of South Africa's grasslands and wetlands. https://www.mtpa.co.za
[20] As cited in https://www.mtpa.co.za

It was reported that the achievement was made possible by collaboration between Mpumalanga Tourism and Parks Agency (MTPA), South African National Biodiversity Institute's (SANBI) Grasslands Programme, the Endangered Wildlife Trust (EWT), World Wide Fund for Nature (WWF SA) and BirdLife South Africa (BLSA).

The declaration should be seen within the context of the National Environmental Management: Protected Areas Act of 2003. The Act provides for the protection and conservation of ecologically viable areas representative of South Africa's biological diversity and its natural landscapes and seascapes. Moreover, the Act empowers the Minister or the MEC to, amongst other things, declare an area as a protected area, if it has significant natural features or biodiversity.

Broad-Based Black Economic Empowerment (B-BBEE) Amendment Act 2013 signed into law

The President of South Africa has assented to the Broad-Based Black Economic Empowerment Bill. The Act inter alia makes it compulsory for companies to be assessed in terms of their sector codes where it exists for their industry. The Act also establishes the Broad-Based Black Economic Empowerment Commission to oversee, supervise and promote adherence and introduces reporting requirements for companies, who will be required to report to their Sector Councils on annual basis. The B-BBEE Commission is also responsible for receiving and investigating complaints on matters such as fronting and fostering collaboration between public and private sectors[21].

The Act also gives powers to the B-BBEE Commission to investigate either out of its own initiative, or in response to complaints received on any matter concerning BBBEE and to receive and analyse reports concerning Broad-Based Black Economic Empowerment compliance from organs of state, public entities and private sector enterprises[22].

Following the approval of the Act by Parliament and Presidential assent as well as the gazetting of amended Generic Codes in October 2013, various sectors, including tourism, are expected to revise and align their codes. Tourism businesses, through appropriate platforms, ought to participate actively in the process of aligning tourism sector codes.

Tourism Bill Passed by the National Assembly.

On the 27th of February 2014, the Parliament of the Republic of South Africa announced that the Tourism Bill of 2012 was passed by the National Assembly. The announcement further indicated that the Bill will be sent to the President of the Republic of South Africa for assenting.

Essentially, the Bill seeks to promote responsible tourism practices, quality tourism products and services as well as growth and development of the tourism sector. Furthermore, the Bill provides for effective domestic and international marketing of South Africa as a tourist destination and seeks to enhance cooperation and coordination between all spheres of government in developing and managing tourism[23]. The Bill also provides for the establishment of the Tourism Grading Council of South Africa, regulation of tourist guide profession and provides for continued existence of the South African Tourism Board.

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[21] Broad-Base Black Economic Empowerment Amendment Act (BBBEE) of 2013.
[22] As cited in the BBBEE Amendment Act 2013.
[23] Tourism Bill of 2012 http://www.tourism.gov.za/AboutNDT/Publications/Bill44d-2012_131113.pdf

4. ADMINISTRATIVE MATTERS

Fair Trade Tourism Launches Register for Service Providers

Fair Trade Tourism (FTT) has unveiled a register of service providers that complies with FTT's criteria in areas of sustainable company management and fair working environment. Fair Trade Tourism is a non-profit organisation, whose mandate is to promote responsible tourism in Southern Africa and beyond. Amongst other things, FTT seeks to promote tourism sustainability by ensuring that people contributing their land, resources, labour and knowledge reap the benefits[24].

The register of service providers is meant for companies that comply with sustainability principles and offer fair working environments. FTT reported that the register is open to transport providers, including car rental agencies and tour bus companies, tour guides and guides associations, professional conference organisers and carbon offsetting schemes. There was also an indication that other potential tourism service providers will be evaluated on a case-by-case basis.

Benefits of being included in such register for companies were outlined by FTT. FTT stated that "inclusion would signal to the market that a tourism business is committed to fair and responsible tourism, but also makes it possible for the tourism business to be included in a Fair Trade Holiday'[25]. Fair Trade Holidays entail packaged holidays consisting of fair trade tourism with certified tourism business products. The General Manager of Fair Trade Tourism indicated that tourism service providers have been looking for ways of showcasing their ethical business practices to travellers and the register for service providers presents that opportunity.

The initiative by Fair Trade Tourism resonates with various policy instruments promoting responsible tourism such as the Global Code of Ethics in Tourism. The Global Code of Ethics in Tourism states that 'local populations should be associated with tourism activities and share equitably in the economic, social and cultural benefits they generate, and in particular in the creation of direct and indirect jobs'. The initiative is also crucial in that some visitors are conscious about responsible tourism practices and do not want to be associated with brands that disregards such. More information on the register can be obtained from the FTT Sales Manager, **Emilie Hagedoorn**, at emilie@fairtradetourism.org.za.

City of Johannesburg review Metrobus services

The City of Johannesburg (COJ) issued a notice indicating its intention to review the Johannesburg Metropolitan Bus Services delivery model. According to the information statement published by the COJ, a turnaround business plan for Metrobus has been developed. The plan seeks to ensure that Metrobus is more efficient, well-organised and is able to meet the needs of customers[26].

The COJ's turnaround business plan indicates an intention to introduce a new Service Level Agreement between the City and Metrobus. Basically, the plan is to ensure that Metrobus focuses on provision of bus services and maintenance of buses, whilst the Transport Department's Scheduled Services Management Agency (SSMA) will be responsible for scheduling of Metrobus services, fare collection, marketing and monitoring of performance.

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[24] Fair Trade Tourism. (2014). Fair Trade Tourism launches service provider register. Media release http://www.fairtradetourism.org.za
[25] As cited in Fair Trade Tourism media release January 2014
[26] City of Johannesburg Notice for Public comments. http://www.joburg.org.za/

Key areas of intervention include the optimisation of integration and alignment between ReaVaya, Gautrain and Metrorail; extension of services to new areas; strengthening public transport corridors, particularly in areas of high private car use and linking residential areas to economic nodes.

The intention to extend bus services to new areas and integration between ReaVaya, Gautrain and Metrorail ought to be supported by the tourism sector. This will play a critical role in providing integrated land transport for tourism activities, thereby infusing efficiency into one of the critical tourism value chain.

The public was given 30 days to comment, from the date of the publication of the notice to Ms Lisa Seftel, P O Box 31923; Braamfontein 2000 or deliver to the Transport's office 9S10, 9th Floor South, JRA Building, 66 Sauer Street, Corner Jeppe and Sauer Streets Johannesburg or email to ian@joburg.org.za

Funding against rhino poaching

The Department of Environmental Affairs (DEA) reported that the Dutch and Swedish Postcode Lotteries contributed R232 million towards the fight against rhino poaching. According to the report, the Dutch Postcode Lottery contributed R217 million, while the Swedish Postcode Lottery contributed 15.2 million to the Peace Parks Foundation[27].

The Minister of Environmental Affairs lauded this as the single largest contribution made by the private sector in the fight against rhino poaching and wildlife related crimes. The Minister then welcomed the public-private partnership and reiterated the significance of collective action against rhino poaching by South African Government, South African National Parks, Ezemvelo KZN Wildlife and Peace Parks Foundation.

Reflecting on the use of such funding, the DEA highlighted that the bulk of funding will be spent on enhancing existing efforts to protect rhinos in South Africa, which hosts 83% of the continent's wild rhino population. In tackling the menace, it was reported that the focus will be on devaluation of the horns of live rhinos, through a combination of methods, including the physical devaluation and contamination of the horn, as well as the use of tracking and monitoring technology.

The DEA also indicated that the emphasis will be on intelligence gathering and on technology applications such as conservation drones and other specialist equipment. It will also include training and capacity building, incentives and rewards for rangers, communities and members of the public who support the conservation of rhino.

Contributions towards the fight against rhino poaching ought to be supported by all sectors, in particular tourism. Rhinos are an integral part of South Africa's big five, which are the major draw cards for the tourism industry. Failure to curb rhino poaching may not only lead to extinction, but can also negatively affect the tourism industry.

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27 http://www.environment.gov.za

EThekwini Municipality to invest R20 billion for Integrated Rapid Public Transport Network

EThekwini Municipality announced late last year that it will be investing R20 billion rands on the Integrated Rapid Public Transport Network (IRPTN), affectionately known as Go Durban. The initiative is meant to provide all citizens and visitors with flexible, safe, cost effective and seamless public transport[28].

The proposed integrated system, using buses, taxis and trains, will be implemented in phases, with completion expected in 2027. The system will be implemented in phases and the first phase to be completed in 2018 consists of Durban Central, KwaMashu, Pinetown, Umhlanga and Isipingo. The municipality expects more than 700 000 commuters to use the transport, which will be connecting people with shops, beaches and work places. Most importantly, the municipality emphasised that the initiative will focus on providing universal access to public transport, particularly for people with special needs.

EThekwini Municipality Mayor indicated that the system will operate 24 hours a day at intervals of 10 to 30 minutes. In ensuring ease in travelling, it was reported that there shall be electronic fares' integration[29]. Implemented in partnership with the Passenger Rail Association of South Africa, it was indicated that some parts of the project have already been implemented, with the new additional fleet of buses, construction of cycle lanes and the Muvo cards, which is a cashless travel card.

The introduction of integrated public transport system will play a crucial role in facilitating tourism. Land transport, in particular, integrated transport is a cornerstone for domestic tourism. Most importantly, the focus on universal accessibility ought to be applauded given that it addresses the issue of access to tourism by people with special needs.

City of Cape Town extends public transport

The City of Cape Town has extended the new MyCiTi route to connect with Dunoon. This new bus route connects with the existing route to the Table View MyCiTi station and the Civic Centre station. The City's Mayoral Committee Member for Public Transport indicated that the project is aimed at providing affordable and reliable public transport and will facilitate Dunoon's participation in the social and economic activities of the city[30].

The introduction of this new route meant that residents of Dunoon can now travel directly to Table View and continue to the city centre. It was also reported that the new route provides convenient connection to Blouberg, Parklands, Melkbosstrand, Century City and Montague Gardens. The project is part of the Integrated Rapid Transport System that the city has undertaken.

The development of an Integrated Public Transport System across major metros in the country bodes well for tourism growth. It provides a critical integrated land transport system which is a pivot upon which tourism revolves and allows local cities to compare favourably to other international cities across the globe.

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[28] Maluleka, S (2013). EThekwini transport systems will systems will improve lives. http://www.durban.gov.za
[29] As cited in Maluleka November 2013
[30] City of Cape Town (2014). MyCiTi services connects Dunoon Community with Table View and the city centre. https://www.capetown.gov.za

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