MINISTRY OF TOURISM
REPUBLIC OF SOUTH AFRICA

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NATIONAL ASSEMBLY:

QUESTION FOR WRITTEN REPLY:

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Mr N Singh (IFP) to ask the Minister of Tourism:

1. Whether his department is taking any steps to rid tourist sites of bogus tourist guides who are operating freely and preying on unsuspecting visitors at the specified sites (details furnished); if not, why not; if so, what steps;

2. Whether he intends to set up a dedicated unit where tourists can report these bogus tour operators; if not why not; if so, what are the relevant details?

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REPLY:

1. Tourist guides operating illegally are in contravention of the Tourism Act, 2014, which states that it is a criminal offence to act as a tourist guide without a valid registration. Complaints of this nature must be reported to the relevant Provincial Registrar of Tourist Guides so that charges can be laid with the South African Police Services (SAPS) for further investigation. The Department of Tourism has implemented programmes to raise

awareness about the use of registered tourist guides and the consequences of non-compliance. Initiatives have included inspections conducted at identified illegal guiding hotspots in collaboration with various law enforcement authorities and placing advertorials in both print and digital media.

2. The Department also has a dedicated Unit which facilitates the handling of all tourism-related complaints received. In addition, the Department has a call centre and a website facility where such complaints can be reported. The contact details are: Tourism Complaints Officer, complaints@tourism.gov.za / callcentre@tourism.gov.za

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