



Presented by
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17 February 2016

**BUILDING A
SUCCESSFUL AND
SUSTAINABLE TOURIST
GUIDING SECTOR –
*Beyond the Minimum
Requirements***

HIGH PROFILE WILDERNESS FATALITIES



LION PARK INCIDENT!!!!

The screenshot shows a web browser displaying a News24 article. The address bar shows the URL: www.news24.com/SouthAfrica/News/Lion-victim-ignored-numerous-warnings-to-keep-windows-closed-20150601. The article title is "Lion victim ignored numerous warnings to keep windows closed" with a sub-headline "2015-06-01 19:44" and author "Mpho Raborife, News24". The main text describes a Johannesburg incident where an American woman was killed by a lioness in the Lion Park enclosure. It quotes the park's assistant operations manager, Scott Simpson, who states that the main rule was to keep windows down and that 99% of visitors follow the rules. A photograph shows a sign that reads "NOTICE: KEEP WINDOWS CLOSED AT ALL TIMES". A sidebar on the right contains a "Welcome to News24" banner, a "Get Published! | UPLOAD" button, and a "MOST READ" list with items like "WATCH: Joburg robbery dash-cam video" and "Lion victim ignored numerous warnings to keep windows closed". Below the article, there is a "news24" logo and a headline "4 months after Simba Mhere's death, family still wants answers". The Windows taskbar at the bottom shows various application icons and the system clock indicating 02:00 PM on 2015-06-02.

www.news24.com/SouthAfrica/News/Lion-victim-ignored-numerous-warnings-to-keep-windows-closed-20150601

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Lion victim ignored numerous warnings to keep windows closed

2015-06-01 19:44

Mpho Raborife, News24


Johannesburg – The American woman killed by a lioness in the Lion Park on Monday had ignored several signs and verbal warnings not to drive through the area with her car windows open.

"The main rule was broken, not to have windows down. That is the number one rule and if people followed that, these incidents wouldn't happen. Ninety-nine percent of people do follow the rules," the park's assistant operations manager Scott Simpson told reporters.

According to Simpson, there are more than 40 signs, both with pictures and text, warning visitors to keep their windows rolled up and stay in their cars.

He said the lioness would not be put down. After investigations they would decide whether to move her to another enclosure which was not open to the public.

"The only other incident that has happened here was an Australian citizen who was scratched by a lion. He also had his window down. He later



(Mpho Raborife, News24)

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- WATCH: Joburg robbery dash-cam video WATCH
- Lion victim ignored numerous warnings to keep windows closed
- WATCH: Reporters confront Mugabe in Nigeria WATCH
- Winter arrives early with snow and cold conditions
- Bruce is now Caitlyn and here is the first photo of her

More..

news24 (News)

4 months after Simba Mhere's death, family still wants answers

OUT INSURANCE

02:00 PM 2015-06-02

WHAT IN LIABILITY GOES

Beyond the Minimum Requirements

- SAFETY IS PARAMOUNT – CREATE A SAFE ENVIRONMENT
- MORE INFORMATION IS BETTER THAN LESS
- ATTITUDE TOWARDS GUESTS – POSITIVE NOT NEGATIVE
- UNDERSTAND THE IMPACT OF YOUR ACTIONS
- BE AWARE OF YOUR ENVIRONMENT – E.G. SMOKING, LITTERING BY THE CLIENTS
- USE OF SUBSTANCES – WHERE IS THE LINE?
- APPROPRIATE BUT THOROUGH MEDICAL EXPERTISE

EXPECTATIONS FROM TOURISTS - *Beyond the Minimum Requirements*

- What is prescribed by worldwide acceptable practise?
- What is status quo in the country of origin?
- What is a humane action expected from the person in whose care you are placing yourself?
- Reasonable (?) to expect guides to have appropriate technical knowledge; if so they reasonable (?) need to be capable to react to all situations?

Argue reasonable man test - negligence

Focus on the impact of 1ST Aid - Beyond the Minimum Requirements

GOLDEN HOUR

- Distance / access from ems responders in any circumstance
- Wilderness – 1h from professional care – does that only apply to adventure / nature guides?
- What about a guide on a bus between Beaufort West – Laingsburg with a halfway incident?
- What about a serious incident such as the Lion Park one
- Level of experience and expertise of guide

Focus on the impact of 1ST Aid - Beyond the Minimum Requirements

- Ability to provide support for telephone professional – sos kind of support
- Deemed non emergency such as slip and fall
 - Leg fracture, broken arm
 - Aggravating of injury or
 - Prevention = possible claim or prevention of claim

IMPACT ON LIABILITY CLAIMS IF NO OR POOR 1ST AID

- Claims are often made based on actions taken
- If no action taken then possible greater chance of claim or increased claim due to deterioration of the injury
- Other pax in the group can suffer from trauma
- Wording is explicit in requiring the insured to take action to prevent further losses –
- Insurer view 1st aid support as realistic and as **an absolute non negotiable pre-requisite**

POSSIBLE CURRENT EXPOSURES - LIVING IN CUCKOO LAND??

- Current requirements - does it meet best practise standards?
- Trainers who provide inadequate training??
- Reasonable from a tourist to expect the National Dept. to regulate the standards?
- Relevant qualifications for applicable guiding - currently not enforced??

PASSENGER LIABILITY – DO WE STILL NEED IT?

- Emotional shock – Witbooi
- What if the fund is unable to pay
- Private land – Game reserves – De Jongh vs Du Pisanie
- Cross Border
- SATSA / Int Operators / Road Transportation Boards
- Is our constitution applicable to foreigners – **NO** – what if they want to claim!!
- RABS – IMPACT UNKNOWN AT PRESENT



QUESTION TIME



Thank you for the
invitation.