

NON—COMPLIANCE

THE ACT PROHIBITS THE FOLLOWING:

- ✎ Person acting as a tourist guide without being registered
- ✎ Person, company or close corporation employing a tourist guide, or any person who is not registered
- ✎ Tourist guide acting in a 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

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Department:
Economic Development, Tourism and
Environmental Affairs
PROVINCE OF KWAZULU-NATAL

HAVE YOU ASKED YOUR TOURIST GUIDE FOR?






This certifies that the bearer is registered to act as a Tourist Guide in the following competence of the Tourism Second Amendment Act 70 of 2000.

Type:	Culture
Level:	4
Category:	Provincial
Region/s:	Gauteng, Western Cape, KZN
Specialities:	

 National Registrar of Tourist Guides
National Department of Tourism

TOURIST GUIDE IDENTIFICATION CARD

NAME:	JOE CITIZEN	
REG NUMBER:	GP0000	
ID NUMBER:	000000 0000 000	
VALIDITY PERIOD:	NOV 2013 – NOV 2015	

 SOUTH AFRICAN TOURIST GUIDE 

Legislation in South Africa gives you the right to ask!



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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/ KZN Province

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

By choosing a registered tourist guide you can rest assured that you will receive a personalized 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) promulgated on 16 June 2014. The Act provides a framework for the conduct and governance of the tourist guiding profession. Amongst others, the Act outlines the following:

- ✍ Roles and responsibilities of National and Provincial Registrars of Tourist Guides
 - ✍ 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 guide 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, recognized and registered by the South African Qualifications Authority (SAQA)
- ✍ A valid and recognized 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—outh African citizen, possess a valid working permit granting permission to work as a tourist guide

CODE OF CONDUCT AND ETHICS FOR TOURIST GUIDES

Any individual who applies to be registered as a tourist guides must sign the prescribed code of conduct and ethics which outlines the way in which qualified and legally registered tourist guide 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 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/ organization that he/ she is representing
- ✍ Shall be acknowledgeable 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 times for the safety of the tourist.
- ✍ Shall wear the appropriate tourist guide badge and carry his/her registration identification 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