



KWAZULU-NATAL PROVINCE

**ECONOMIC DEVELOPMENT, TOURISM
AND ENVIRONMENTAL AFFAIRS**
REPUBLIC OF SOUTH AFRICA



REGISTER YOUR TOURISM BUSINESS WITH EDTEA AND BECOME AN OFFICIAL PART OF THE ZULU KINGDOM

Since the launch of KwaZulu-Natal's tourism registration system in 2001, tourism service providers are still enjoying the multiple benefits of associating their business with the Zulu Kingdom exceptional.

The registration of tourism businesses is According to regulations that were promulgated on 13 May 2004 under section 32(f) and (i) of the KwaZulu-Natal Tourism Amendment Act, 2002. It is mandatory for enterprises whose primary objective is to provide services and facilities to tourists in the province of KwaZulu-Natal to register with EDTEA

As the official marketing body for KwaZulu-Natal, KwaZulu-Natal Tourism and Film Authority offers a wide variety of services to the tourism industry and potential visitors.

SO FOR R150.00 A YEAR, WHAT DO I GET?

- Inclusion in our comprehensive database
- A web-page hosted and generated by TAFA
- Permission to display brochures at TAFA's flagship information office and airport office
- Access to TAFA's marketing logo to assist in promoting KZN as a tourist destination, and your own business
- Registration onto special email to receive tourism enquiries, updates and notices

IN WHICH CATEGORY DO I REGISTER?

KZN Database of provincial tourism service providers is regarded as the most comprehensive of its kind in the country. It is essentially an inventory of all tourism-related services and is composed of 17 categories, which range from accommodation establishments and conference venues or organizers to recreation and entertainment activities. Restaurants, sporting facilities, historic and cultural assets are also included.

SO THAT'S WHAT IT DOES FOR YOU...NOW WHAT DOES IT DO FOR EDTEA?

The registration system ensures that EDTEA/ TAFA has your records and that they are up-to-date. This helps us provide comprehensive and accurate information to our visitors. Our database also forms the backbone of tourism research, communication, marketing; and information dissemination in the Province. Through our excellent Customer Care programme, our visitors also benefit by having a channel through which to lodge complaints or compliments about the services utilized during their stay in our beautiful province.

DO I HAVE TO REGISTER?

Regulations were promulgated on 13 May 2004 in accordance with the KwaZulu-Natal Tourism Amendment Act, 2002 making registration with EDTEA mandatory for all tourism establishments and tourism operators. (See regulation attached for Ease of reference)

GUIDELINES FOR REGISTRATION

PLEASE NOTE: It is important to take note of these guidelines for the registration of tourism establishments and tourism operators. Failure to comply with these guidelines will result in EDTEA rejecting your application.

URGENT NOTICE

According to regulations that were promulgated on 13 May 2004 under section 32(f) and (i) of the KwaZulu-Natal Tourism Amendment Act, 2002. It is mandatory for enterprises whose **primary** object is to provide services and facilities to tourists in the province of KwaZulu-Natal.

THE FOLLOWING DOCUMENTS MUST BE SUBMITTED

1. A completed and signed registration form for **each** sub-category in which you wish to register as per the category list attached (see attached);
2. A signed code of conduct (see attached);
3. **Proof** of payment of R150.00 for **each** sub-category in which you wish to register as per the category list attached (registration fee is payable every year upon renewal);
4. Proof of business licence (certificate of registration from the Registrar of Companies if for example your business is registered as a Cc, Pty Ltd. etc. In the case of a Sole Proprietorship or a Partnership, where certificates cannot be produced, please contact our offices for a **declaration form** which must be signed and sent back to our offices). Where applicable, proof in this regard from your local municipality must be submitted to our offices, as well as a trading licence;
5. Proof of public liability insurance (if applicable to your business). **Please note that an exemption can only be granted if there is no such cover available by insurance brokers for the type of business that you are operating;*
6. Seven pictures and a registered trademark/logo of your business/establishment for the website, if applicable; and
7. Proof (letter/certificate) of membership with at least one local Community Tourism Organisation (CTO) *A Community Tourism Organisation means an independent local organisation registered with the Authority, responsible for the promotion of tourism establishments and tourism operators within a local area, within the Province.* Please contact EDTEA office on Tel: 0332649326/21/22/18 should you require a list of CTO's in KZN.
8. If you are registering as accommodation booking agent, you must please ensure that in addition to providing the above-mentioned documents a list of the establishments/units for which you are making bookings is also attached to your registration application.

Please provide as much detail as possible regarding your service in the description field on your registration form e.g. whether you are a member of SATSA, whether your establishment has been graded by the SABs, Tourism Grading Council of South Africa or the Portfolio of Country Places, the number of delegates your conference venue can hold, a tour operator's field of specialization etc.

Where applicable, please submit proof of registration for PAYE, VAT, business levies and valid tax clearance certificate from relevant authorities.

COMPLETED APPLICATIONS

Completed registration forms can be emailed to the below email addresses or hand delivered to **(Do not post)**:

The Provincial Registrar

217 Burger Street
Calder House
Pietermaritzburg
3201

PAYMENT METHOD

Registration will only be activated once payment has been made and proof is received at our offices. The R150.00 is payable at the bank and attach a deposit slip on submission of registration forms. **ACCOUNT DETAILS ARE AS FOLLOWS:**

Applicants are advised to ensure that all documents are attached as per a checklist to avoid delays as only application with all attachments will be processed

NB: Businesses are encouraged not to make deposits while there are outstanding documents for the registration; deposits should only be made after all documents have been confirmed to be in order as per the checklist. No Refunds Permitted.

BANKING DETAILS FOR TOURIST GUIDES & TOURISM BUSINESS REGISTRATION

BANK:	ABSA
ACCOUNT NAME:	KZN ECO - Tourist Guides
ACCOUNT NO.:	4121932796
ACCOUNT TYPE:	Cheque Account
BRANCH CODE:	632005
BRANCH NAME:	Public Sector
REFERENCE TO BE USED:	Surname and name (for tourist guides, and for those renewing please include your KZN number as well) Business Name (for Service Providers)

NB: The Bank will not allow deposits without references so deposit slips to reflect reference at all times

THE FOLLOWING DOCUMENTS WILL BE SENT TO YOU ONCE YOU ARE REGISTERED

Once all the relevant documents are in order, and once payment has been made, you will receive the following documentation:

A Certificate of registration will be issued.

A letter confirming your registration and acknowledging receipt of payment will be issued.

FAILURE TO REGISTER

Any tourism establishment or operator that has been found guilty of having contravened the regulations may be liable:

For a fine not exceeding R10 000;

To have your registration suspended for a period not exceeding three years; or

For both such a fine and suspension of your registration.

USEFUL CONTACT DETAILS

For more information regarding registration, please contact:

Ms Silindo Mhlongo

Tourism Registration Officer

Tel: 033 264 9318

Cell: 060 531 2747

E-mail: Silindo.Mhlongo@kznedtea.gov.za

Ms Gcina Mbatha

Tourism Registration Officer

Tel: 033 246 9349

Cell: 071 888 0981

Email: Gcina.Mbatha@kznedtea.gov.za

For any complaints, please contact:

Mr. Handsome Ngcamu

Assistant Director: Tourism Registration Compliance & Enforcement

Tel: 033 264 9317

Cell: 081 514 9666

E-mail: Handsome.Ngcamu@kznedtea.gov.za

For other issues related to registration kindly contact the Department of Economic Development Tourism & Environmental Affairs, or the Department of Tourism on the details below:

Mr Sthembiso Zungu

Assistant Director: Tourism Registration

Compliance & Enforcement

Cell: 066 172 5160

E-mail: Sthembiso.Zungu@kznedtea.gov.za

Ms Nompumelelo Dlamini

Assistant Director: Tourism Registration

Compliance & Enforcement

Cell: 066 054 1873

E-mail: Nompumelelo.Dlamini@kznedtea.gov.za

Ms Peggy Dlamini

Deputy Director: Tourism Registration

Compliance & Enforcement

Tel: 033 264 9324

Cell: 079 525 6232

E-Mail: Peggy.Dlamini@kznedtea.gov.za

Ms A.A Zondi

Director: Tourism Planning

EDTEA

Cell: 082 468 8883

E-mail: ayanda.zondi@kznedtea.gov.za

For website queries, please contact:

Ms. Slindile Khanyile

Knowledge Management Technical Administrator

KwaZulu-Natal Tourism and Film Authority

Tel: 031 366 7540

slindile@visitkznsa.com

www.visitkzn-sa.com

CHECKLIST TO REGISTER A TOURISM BUSINESS

Please make sure that requirements are ticked and supporting documents are attached before you submit this form for registration

1	Completed and signed registration forms (<u>NB REGISTRATION FORMS MUST BE FULLY COMPLETED, INCOMPLETE FORMS WILL NOT BE ACCEPTED/ PROCESSED, WHETHER RENEWING OR NOT</u>)	
2	Business License	
3	Community Tourism Organization certificate	
4	Public Liability insurance and Passenger Liability insurance for Tour Operators	
5	Proof of R150 payment with clear reference number	
6	Signed copy of the Code of Conduct and Ethics.	
7	ID copy & PDP	
8	7 electronic photos	

This serves to confirm that all required documents as ticked on the checklist are attached

Applicant's Signature

Date

.....
For office use only

Received & confirmed by

Signature

Date



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Zulu Kingdom. Exceptional

TOURISM BUSINESS REGISTRATION FORM

When completing the following form please take note of the following:

- Your establishment may be providing a number of tourism related services and you may need to register in terms of a number of categories or sub-categories. A list of these categories and sub-categories is attached. **You must refer to this list when filling the form. Please complete a separate form for each category or sub-category for which you are registering for**

Registration Data

New Registration

☐

Renewal Registration

☐

Name of business							
Category		Sub-Category					
(Refer to attached list and write in full)				(Refer to attached list and write in full)			
Local Municipality		Most Recent Update					
				(For official use only)			
City/Town							
Locality of Business:							
CEO/ Managing Director:							
Contact Person:							
Tel Code		Tel. No		Fax Code		Fax. No	
Cell Code		Cell. No.					
Physical Address 1				Postal Address 1			
Physical Address 2				Postal Address 2			
City, Town/ Area				City, Town/ Area			

code		Code	
Website Address		Booking Website	
Email Address:			
Description of Services/facilities for web page <i>(minimum 7 lines, maximum 15 lines) (compulsory)</i>			
No. of permanent employees		No. of temporary employees	

ADDITIONAL DATA

For Accommodation Establishments Only

	Number	Rates
No of rooms or camping & caravan sites		
No of single rooms		
No of Double Rooms		
No of family Rooms		
No of suites		

Conference Organiser *(please tick in the appropriate box)*

Yes		No	
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COMPLIANCE CLAUSE

I/We confirm that my/our undertaking complies with all the relevant laws, regulations and by-laws including industry practice pertaining to its business. We also confirm (if relevant) that we are a member of a local Community Tourism Organisation or Publicity Association.

Name:.....

Designation:.....

Signature:.....

Date:.....

CODE OF CONDUCT FOR KZN TOURISM OPERATORS

// We, as a tourism operator/ tourism operators, registered with Economic Development Tourism and Environmental Affairs, agree and undertake –

- (a) to provide services of excellent standard and quality to all tourists regardless of race, gender, religion or place of origin;
- (b) to do all practically possible to ensure the safety and security of tourists who utilize our services or patronize our premises;
- (c) to treat the environment with respect;
- (d) to be an ambassador at all times for the Province of KwaZulu-Natal and South Africa; and
- (e) to uphold the World Tourism Organization's (WTO's) Global Code of Ethics for Tourism.

Name of tourism establishment:

Owner:.....

Signature:.....

Date:

COMPULSORY AND VOLUNTARY CATEGORY LIST

REGISTRATION OF CATEGORIES AND SUB-CATEGORIES OF FACILITIES AND SERVICES FOR
COMPULSORY REGISTRATION OF TOURISM ESTABLISHMENTS AND TOURISM OPERATORS WHOSE
 PRIMARY OBJECT IS TO PROVIDE SERVICES AND FACILITIES TO TOURISTS IN THE PROVINCE OF KWAZULU-
 NATAL

Category of facility or service	Sub-category of facility or service
1. Accommodation	1.1 Accommodation Booking Agent 1.2 Bed and Breakfast 1.3 Caravan and Camping 1.4 Guesthouse 1.5 Hotel/ Motel/ Inn/ Lodge 1.6 Self-catering 1.7 Youth hostel/ Backpacker Lodge 1.8 Time Share (also voluntary)
2. Conference Venues and Conference Organisers	2.1 Conference Organiser 2.2 Civic Club 2.3 Club 2.4 Country House 2.5 Country Lodge 2.6 Dedicated Venue 2.7 Farm Venue 2.8 Guest Lodge 2.9 Hotel 2.10 Municipality 2.11 Museum 2.12 Restaurant 2.13 Showground 2.14 Theatre 2.15 Training Centre 2.16 Turf Club 2.17 University/Technikon
3. Historical/ Cultural Centres	3.1 Art Gallery 3.2 Museum 3.3 Cultural Village
4. Recreation and Entertainment Attractions	4.1 Animal Farm 4.2 Bird Park 4.3 Boat/ Fishing Charter 4.4 Aquarium 4.5 Crocodile Park 4.6 Fun Fair 4.7 Go-Karting 4.8 Mini Train/Railway 4.9 Riksha 4.10 Route/Meander 4.11 Snake Park 4.12 Steam Train 4.13 Theme Park 4.14 Zoo
5. Travel Services	5.1 4x4 Hire 5.2 Air Service (Charter) 5.3 Air Service (Scheduled). 5.4 Airport

	5.5	Tourism related Associations
	5.6	Bike Hire
	5.7	Boat/ Fishing Charter
	5.8	Booking Service
	5.9	Bus Route
	5.10	Service (Airport)
	5.11	Bus Service (City/ Town)
	5.12	Bus Service (Coach Charter)
	5.13	Bus Service (Scheduled)
	5.14	Car Hire
	5.15	Caravan/ Camper Hire
	5.16	Cruise Operator
	5.17	Dive Operator
	5.18	Whale Watching Operator
	5.19	Dolphin Watching Operator
	5.20	Ferry
	5.21	Foreign Exchange
	5.22	Promotional Authority
	5.23	Rail Service
	5.24	Tour Bus (Scheduled)
	5.25	Tour Operator
	5.26	Tourist Information
	5.27	Tourist Protection Service
	5.28	Travel Agent

REGISTRATION OF CATEGORIES AND SUB-CATEGORIES OF FACILITIES AND SERVICES FOR ***VOLUNTARY***
REGISTRATION OF TOURISM ESTABLISHMENTS AND TOURISM OPERATORS HAVING AS *ONE OF THEIR*
PURPOSES THE PROVISION OF SERVICES AND FACILITIES TO TOURISTS IN THE PROVINCE OF
KWAZULU-NATAL

Category of facility or service	Sub-category of facility or service
1. Botanical Features	1.1 Botanical Garden 1.2 Herbarium 1.3 Nursery 1.4 Park
2. Built Features	2.1 Border Post 2.2 Dam 2.3 Harbour 2.4 Historical Building 2.5 Industrial Site 2.6 Lighthouse 2.7 Mission Station 2.8 Sugar Mill 2.9 Wharf
3. Conservation Areas	3.1 Biosphere Reserve 3.2 Bird Sanctuary 3.3 Game Reserve 3.4 Nature Reserve/ Wilderness Area
4. Historical/ Cultural Centres	4.1 Theatre

5. Restaurant	5.1 A La Carte 5.2 Café-Restaurant 5.3 Californian 5.4 Caribbean 5.5 Chinese 5.6 Coffee Shop 5.7 Continental 5.8 Curry 5.9 Eastern 5.10 English Pub Fare 5.11 Family 5.12 French 5.13 German 5.14 Greek 5.15 Haute Cuisine 5.16 Indian 5.17 International 5.18 Italian 5.19 Japanese 5.20 Light meals 5.21 Mexican 5.22 Oriental 5.23 Portuguese 5.24 Pub 5.25 Pub/ Restaurant 5.26 Seafood 5.27 South African 5.28 Specialty 5.29 Sports Bar 5.30 Steak House 5.31 Tavern/ Shebeen 5.32 Tea Garden 5.33 Thai 5.34 Novelle Cuisine 5.35 Polynesian 5.36 Fast Food Outlet 5.37 Other Restaurants
6. Recreation and Entertainment Attractions	6.1 Casino 6.2 Clubs and Societies <i>(Those that are tourism related)</i> 6.3 Craft Market 6.4 Craft Making 6.5 Dance Club 6.6 Entertainment Centre 6.7 Factory Tours/Shops 6.8 Farm Stall/ Farm Produce 6.10 Flea Markets 6.11 Health Hydro/Spa 6.12 Library 6.13 Miniature Golf 6.14 Movie Theatre 6.15 Night Club 6.16 Science Centre 6.17 Shop or Shopping Centre 6.15 Waterfront 6.16 Wine Estate
7. Sports Venues, Clubs, Facilities, Trails	7.1 4x4 Trail/ Racing 7.2 Acrobatics 7.3 Action Cricket

7.4	Adventure Sport
7.5	Air flight
7.6	Angling/ Fishing
7.7	Archery
7.8	Athletics
7.9	Aviation
7.10	Badminton
7.11	Baseball
7.12	Basketball
7.13	Biathlon
7.14	Board Sailing
7.15	Body Boarding
7.16	Bowls
7.17	Boxing
7.18	Bungy Jumping
7.19	Canoeing
7.20	Chess
7.21	Clay Pigeon Shooting
7.22	Cricket
7.23	Croquet
7.24	Cycling
7.25	Dancing
7.26	Darts
7.27	Diving
7.28	Drum Majorette
7.29	Duathlon
7.30	Equestrian
7.31	Fencing
7.32	Football
7.33	General
7.34	Gliding
7.35	Golf
7.36	Gymnastics
7.37	Hang Gliding
7.38	Hiking
7.39	High Board Diving
7.40	Hockey
7.41	Ice Skating
7.42	Jet skiing
7.43	Judo
7.44	Karate
7.45	Kick Boxing
7.46	Korfball
7.47	Lifesaving
7.48	Martial Art
7.49	Motor Racing
7.50	Motor Sport
7.51	Mountain biking
7.52	Mountain Climbing
7.53	Multiple Sport Types
7.54	Netball
7.55	Other Aviation Sport
7.56	Parachuting
7.57	Parasailing
7.58	Pentathlon
7.59	Polo
7.60	Power Lifting
7.61	Race Walking
7.62	River Rafting
7.63	Road Running

	7.64 Rock Climbing 7.65 Rowing 7.66 Rugby 7.67 Sailing 7.68 Scuba Diving 7.69 Shooting 7.70 Show Jumping 7.71 Ski-Boating 7.72 Slalom Canoeing 7.73 Snorkeling 7.74 Soccer 7.75 Softball 7.76 Sport Climbing 7.77 Sports for Disabled 7.78 Squash 7.79 Surf Ski 7.80 Surfing 7.81 Swimming 7.82 Table Tennis 7.83 Tennis 7.84 Tenpin Bowling 7.85 Triathlon 7.86 Underwater Hockey 7.87 Volleyball 7.88 Walking 7.89 Water-skiing 7.90 Water sport 7.91 White Water Canoeing 7.92 Wrestling 7.93 Yachting
8. Travel Services	8.1 Consultant/Researcher 8.2 District Councils 8.3 Media 8.4 Rail Service 8.5 Shuttle/Taxi Service 8.6 Tourism Training Institution 8.7 Travel Insurance 8.8 Tourism Insurance
9. Other Services	9.1 Butcheries 9.2 Catering Services 9.3 Cellular Rentals 9.4 Cleaning and Gardening Services 9.5 Freight Services 9.6 Furniture Shop/Manufacturers 9.7 Garages 9.8 Hospitality Recruitment 9.9 Internet Café 9.10 IT Services 9.11 Security Services 9.12 Sporting Equipment 9.13 Real Estate