



**KWAZULU-NATAL PROVINCE**

ECONOMIC DEVELOPMENT, TOURISM  
AND ENVIRONMENTAL AFFAIRS  
REPUBLIC OF SOUTH AFRICA



*Zulu Kingdom. Exceptional*

## **GUIDELINES FOR KZN COMMUNITY TOURISM ORGANIZATION (CTO) REGISTRATION**

**RE: Mandatory registration of all Community Tourism Organizations (CTOs) with the Department of Economic Development, Tourism and Environmental Affairs**

All CTOs in KZN applying to register should submit the following documents to our offices:

1. Letter from the local/district municipality verifying and recognizing your status as a CTO.
2. Completed registration form (see attached) in order for us to update your existing data.
3. Proof of public liability insurance. (*Public liability insurance protects businesses from losing money due to an injury, death or property damage caused by the business or its employees, to a client or customer*).
4. **Proof** of payment of R150.00 for **each** sub-category in which you wish to register as per the category list attached.

### **Please take note of the following important information:**

According to the registration regulations that were promulgated on 13 May 2004 under section 32(f) and (i) of the KwaZulu-Natal Tourism Authority Amendment Act, 2002, all tourism establishments and tourism operators that are based in KZN, are required to register in order to operate legally. These include accommodation, conference facilities, travel services and historic/cultural assets.

A CTO is defined as an independent local organisation which is responsible for the promotion of tourism establishments and tourism operators within a local area. According to the regulations, tourism service providers are required to register with their local CTOs first, before registering with the Department. It is therefore very important that you provide us with the necessary documents.

If your CTO is not registered with the Department, it means that the Department will not be able to accept the CTO membership letters/certificates submitted to us by your members.

**All documents should be emailed or hand delivered to: The Provincial Registrar: Tourism Services, Department of Economic Development Tourism & Environmental Affairs, Address: 217 Burger Street, Calder House, and 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:**

**NB: It is 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:	STANDARD BANK
ACCOUNT NAME:	KZN EC0 - Tourist Guides
ACCOUNT NO.:	000 5210 6780
BRANCH CODE:	057525
SWIFT CODE:	SBZAZAJJ
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**

Proof of payment must be attached to the registration forms.

### **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
- A letter acknowledging **receipt of payment** and confirming your registration 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.

**Important contact details:**

For more information regarding registration, please contact:

**Ms Silindo Mhlongo**

Tourism Registration Officer

Tel: 033 264 9312

Cell: 060 531 2747

E-mail: [Silindo.Mhlongo@kznedtea.gov.za](mailto: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](mailto:Gcina.Mbatha@kznedtea.gov.za)

**Ms Nosipho Zondi**

Tourism Registration Officer

Tel: 033 264 9321

Cell: Cell: 066 142 4825

E-mail: [nosipho.zondi@kznedtea.gov.za](mailto:nosipho.zondi@kznedtea.gov.za)

**Ms Nompumelelo Dlamini**

Tourism Registration Officer

Tel: 033 264 9318

Cell: 066 054 1873

E-mail: [nompumelelo.dlamini@kznedtea.gov.za](mailto:nompumelelo.dlamini@kznedtea.gov.za)

**Mr. Handsome Ngcamu**

Assistant Director: Tourism Growth & Development

Tel: 033 264 9317

Cell: 081 514 9666

E-mail: [handsome.ngcamu@kznedtea.gov.za](mailto:handsome.ngcamu@kznedtea.gov.za)

**Ms Peggy Dlamini**

Deputy Director: Tourism Growth & Development

Tel: 033 264 9324

Cell: 079 525 6232

E-Mail: [peggy.dlamini@kznedtea.gov.za](mailto:peggy.dlamini@kznedtea.gov.za)

**KZN Provincial Registrar: Tourism Services**

Mr S.S Mkhwanazi

Tel: 033 264 9314

Cell: 083 274 9353

E-Mail: [sipho.mkhwanazi@kznedtea.gov.za](mailto:sipho.mkhwanazi@kznedtea.gov.za)

**For website queries, please contact:**

Ms. Slindile Khanyile

Information System Coordinator

Tel: 0313667543

[Slindile@zulu.org.za](mailto:Slindile@zulu.org.za)

**CHECKLIST TO REGISTER A CTO**

“ 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	
2	A letter from the local/district municipality verifying and recognizing your status as a CTO.	
3	Proof of public liability insurance. <i>(Public liability insurance protects businesses from losing money due to an injury, death or property damage caused by the business or its employees, to a client or customer).</i>	
4	Proof of R150	
5	Signed copy of the Code of Conduct and Ethics.	

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

\_\_\_\_\_  
Applicant' Signature

\_\_\_\_\_  
Date

.....  
**For office use only**

\_\_\_\_\_  
Received & confirmed by

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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## REGISTRATION FORM FOR CTOs

New Registration

Renewal Registration

Name of CTO							
Category		Sub-Category					
City/Town		Most Recent Update		- <small>(For official use only)</small>			
Locality of CTO:							
CEO/ Manager:							
Contact Person:							
Tel Code		Tel. No		Fax Code		Fax. No	
Physical Address 1				Postal Address 1			
Physical Address 2				Postal Address 2			
Physical Address 3				Postal Address 3			
Physical Address 4				Postal Address 4			
Website Address				Booking Website			

<b>Email Address:</b>			
<b>Description of services provided by your office. Please list the regions that you provide services to. (Maximum- 15 lines)</b>			
<b>No. of permanent employees</b>		<b>No. of temporary employees</b>	

**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.

**Name:**.....

**Designation:**.....

**Signature:**.....

**Date:**.....

**CODE OF CONDUCT FOR KZN TOURISM OPERATORS**

***I/ We, as a tourism operator/ tourism operators, registered with the Department of Economic Development & Tourism, 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 utilise our services or patronise 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 Organisation's (WTO's) Global Code of Ethics for Tourism

<p><b>Name of CTO:</b> .....</p> <p><b>Name of person in charge:</b> .....</p> <p><b>Signature:</b>.....</p> <p><b>Date:</b> .....</p>
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