

## FOR MORE INFORMATION CONTACT:

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DEPARTMENT OF ENVIRONMENTAL  
AFFAIRS AND TOURISM

## HAVE YOU ASKED YOUR TOURIST GUIDE FOR:



THE TOURISM SECOND AMENDMENT  
ACT 70, OF 2000 GIVES YOU THE RIGHT TO ASK!



### IN TERMS OF THE TOURISM SECOND AMENDMENT ACT 2000, LEGAL TOURIST GUIDES IN SOUTH AFRICA MUST:

- Be registered with any Provincial Registrar of their choice.
- Be a South African citizen or be in possession of a valid work permit.
- Have a valid first aid certificate.
- Be at least 21 years of age.
- Abide with the tourist guide code of conduct and ethics.



### TOUR OPERATORS AND TOURISTS GUIDES REGULATIONS

- No company or close corporation must utilise the services of unregistered tourist guides.
- No tourist guide may drive a vehicle with a carrying capacity of more than 10 persons while at the same time acting as a tourist guide.
- Tour operators using illegal guides - a fine of R10.000
- Illegal tourist guides - a fine of R5.000



### THE TOURIST GUIDE CODE OF CONDUCT AND ETHICS

#### *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 be suitably dressed and presentable at all times.
- Shall be punctual, reliable, honest, conscientious and tactful at all times.
- Shall be a responsible driver, when driving as a guide.
- Shall be knowledgeable 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 will carry his/her registration card.
- Shall in no way discriminate in rendering service to any tourist on any basis e.g. colour, gender, ethnicity, nationality physical challenge, age, etc.