

Western Cape Tourist Guide Newsletter

SECOND QUARTER 2003

WE HAVE MOVED TO 148 LONG STREET, CAPE TOWN

The Office of the Provincial Registrar has moved, from the current premises, to 148 Long Street. The move is the proverbial "around the corner".

Our other telephone numbers, postal and email addresses remain unchanged.

The new office reception and fax numbers are (021) 483 2960 (o), (021) 483 2957 (fax).

DEADLINE FOR SUBMISSION: THETA CERTIFICATE OF COMPETENCE ON THE NEW NQF SEPTEMBER 2003

As you are probably aware, the Second Tourism Amendment Act was passed on the 1st of October 2001 and **Registration** is now **Compulsory**.

All Tourist Guides registered with the Provincial Department of Economic Development and Tourism are now required to submit a THETA accredited "Certificate of Competence" by September 2003.

New applicants that have completed training with THETA accredited training providers or assessors are required to register as follows:

- Four colour photographs passport size
- Proof of South African Citizenship
- If not SA Citizen, supply Passport, work permit or Permanent Resident Permit
- Signed copy of Tourist Guide Code of Conduct and Ethics
- A Valid First Aid Certificate
- Proof of qualification as a Tourist Guide (i.e. Certificate of Competence by Theta accredited assessors/training providers)

For further information please contact:
Ernest Sonnenberg
Tel: (021) 483 8754
Fax: (021) 483 2957
Email: esonnenb@pawc.gov.za
Address: 148 Long Street, Cape Town

MESSAGE FROM THE PROVINCIAL TOURIST GUIDE REGISTRATION OFFICE

Ms Ann Barnes recently resigned as Provincial Tourist Guide Registrar.

She has been in the position of Registrar for two years.

We thank her for her tireless contribution to the tourism industry and wish her well in her new environment as a lecturer at the Cape Technikon.

REPORTING AN ILLEGAL GUIDE

The procedure, when reporting an illegal tourist guide/tour operating activity, is important.

The following are a few points to remember:

Complaints must always be in writing. When reporting an illegal guide the following information is vital to us to ensure a speedy follow-up:

- Write down the name of the person who appears to be operating illegally.
- Write down the name of the tour operator who is using the illegal tourist guide.
- Write down time, place and registration number of vehicle

Persons lodging a complaint may remain anonymous.

You may fax, post or email your complaint for the attention of the Provincial Tourist Guide Registrar.

WHEN REGISTERING AT OUR OFFICES

- All tourist guides must have copies and certified documents before they visit this office.
- When paying for your tourist guide registration, use a cheque made out to the Department of Economic Development and Tourism.
- Cash payments should be made directly to the cashier on the ground floor of the building.
- The cashier will issue an official receipt for all cash payments.
- Cashier times are 08h00 -12h30 and 13h30 -15h00 daily.

- We accept cheque payments at our offices at 148 Long Street .

Our contact details are:

The Department of Economic
Development and Tourism
P O Box 979
Cape Town 8000
Att: Ernest Sonnenberg

Our new physical address is:
148 Long Street
Cape Town

Ph: (021) 483 8754
Fax: (021) 483 2957

NOTICE FROM TOURIST GUIDE INSTITUTE

The Cape Tourist Guides Association (CTGA) would like to invite all tourist guides to their monthly meeting held every second Wednesday in the month.

Monthly meetings are usually held at the South African Museum @ 18h30, unless guides are informed otherwise.

Some benefits of CTGA membership include:

- A different speaker every month.
- Mini educationals are arranged from time to time.
- Networking with other tourist guides from all sectors of the industry.
- Mini educationals held in June/July every year.
- A CTGA tourist guide directory containing all CTGA members is compiled and made available to operators.

The next CTGA monthly meeting will be held on Wed 14th May at the Mount Nelson Hotel.

- Annual General Meeting (AGM: 14 May)
- June 17-21 Annual educational to include: Beaufort West & Mini-Indaba/Karoo/De Rust/Die Hel/Prince Albert and Matjiesfontein

For more information please contact Ms Yasmine Johnson

on:

- Cell: 082 826 4602
- Phone (021) 403 2537
- yjohnson@parliament.gov.za or
- touristguide@worldonline.co.za

STATS IN BRIEF 2002 FOR YOUR ATTENTION

Geography of the Western Cape

Area of the Western Cape: 129 370km² (SA: 1 219 090 km²)

Source: Dept Land Affairs

Climate (Average): Cape Town (Provincial Capital)

Temp: Jan 20,9 °C; July 12, 2 °C

Hours of sunshine: Jan 338; July 193

Rainfall: Jan 15 mm; July 82mm

No. of rain days: Jan 6 days, July 12 days

Annual rainfall: 515 mm

Source: Dept Environment Affairs and Tourism, Weather Services

Demography of the Western Cape

Male Population: 1 935 494 (SA 19 520 887)

Female Population: 2 021 381 (SA 21 062 685)

Total Population: 3 956 875 (SA 40 583 573)

Source: Stats SA, Census 96

Population Group

African: 826 691 (SA 31 127 631)

Coloured: 2 146 109 (SA 3 600 446)

Indian: 40 376 (SA 1 045 596)

White: 821 551 (SA 4 434 697)

Unspecified: 122 148 (SA 375 204)

Urban population: 88, 9 %(SA 53,7%),
Non-urban population: 11,1 (SA 46,3 %)

Gender ratio: male 48, 9%

(SA 48,1%) female 51,1 (SA 51,9%)

Mid-year population estimates: Western Cape

(Without deaths due to HIV/Aids from 1993 to 2001)

1993 male 1 846 000; female 1 917 000: Total 3 763 000

1994 male 1 873 000, female 1 948 000: Total 3 763 000

1995 male 1 900 000; female 1 980 000: Total 3 880 000

1996 male 1 928 000; female 2 013 000: Total 3 941 000

1997 male 1 956 000, female 2 045 000: Total 4 001 000

1998 male 1 985 000, female 2 079 000: Total 4 064 000

1999 male 2 014 000, female 2 113 000: Total 4 127 000

2000 male 2 043 000, female 2 148 000: Total 4 191 000

2001 male 2 073 000 female 2 183 000: Total 4 256 000

(Source: Stats SA, Mid-Year estimates) (Release P0302)

Mid-Year Population Estimates

(Taking into account deaths due to HIV/Aids from 1996 to 2001)

1996 male 1 928 000; female 2 013 000: Total 3 940 000

1997 male 1 956 000; female 2 045 000: Total 4 000 000

1998 male 1 984 000; female 2 078 000: Total 4 061 000

1999 male 2 012 000;female 2 111 000: Total 4 123 000

2000 male 2 037 000;female 2 142 000: Total 4 179 000

2001 male 2 070 000; female 2 197 000: Total 4 250 000

The 1996-1999 figures are unpublished, 2000-2001 figures published
(Source: Stats SA, Mid-year estimates)
(Release P0302)

First Home Lang: Western Cape

Afrikaans 59,2 %, English 20,3%,
IsiXhosa 19,1%

Education in Western Cape

Population aged seven and older attending educational institutions in 1999.

School: 929 000, University: 33 000

Technikon: 23 000, College 20 000

Adult basic education and training:
2 000*

Other education classes: 5 000*

Other than any of above: 4 000*

None: 2 576 000

Total: 3 595 000

* Sample size too small for reliable estimates

(Source: SA, October household survey 1999) (Release P0317)

Human Development Index (HDI)

1980: HDI = 0.64; Real GDP per capita (PPP\$)=2.99; Life expectancy at birth= 62.76 years; Adult literacy rate = 89.97%

1991: HDI = 0.83; Real GDP per capita (PPP\$) = 6.00; Life expectancy at birth = 67.70 years; Adult literacy rate = 94.57%

1996: HDI = 0.76; Real GDP per capita (PPP\$) = 9.38%; Life expectancy at birth = 60.83%;

Adult literacy rate = 95.76%

(Source: Stats SA, Human Development Index) (Release P0015)

Compiled by: The Dept of Environment Affairs and Development Planning

Chief Directorate:

Development Planning

Sub Directorate: Information Management

WESTERN CAPE REACHES OBJECTIVES, SAYS MINISTER

An increased number of tourists visited the Western Cape during the past festive season.

Western Cape Minister of Agriculture, Tourism and Gambling, Johan Gelderblom said this proved the Province had met its objectives.

Estimations indicated that 1,3-million local tourists spent R865-million and about 290 000 international visitors spent R3, 9-billion in the Province during the past season.

"Last year our aim was to attract more visitors to the regions and encourage them to stay longer," said the Minister.

He went on to say while official statistics had yet to be analysed he was satisfied the objective was achieved and early indications from all tourist bureaux underscored the success.

"Occupation figures, even from far flung places such as the Central Karoo, have been satisfactory. In general, regions have experienced a 15% increase in international visitors since last years".

"Our challenge this year will be to encourage growth in the small business sector and to transform mainstream tourism in the Province," said the Minister.

TOURISM SAFETY AND SECURITY CONFERENCE

CAPE TOWN: SEPTEMBER 2003

The Department has tourism safety and security as one of its key imperatives.

Both the Department and the Western Cape Safety and Security Forum have already carried out extensive work in this regard.

A Tourism Safety Strategy with a detailed Crisis Communication Plan has been developed and launched with favourable response from most industry leaders.

This needs to be taken a step further. We have therefore decided to seize the initiative and plan on holding a Provincial Tourism Safety and Security Conference in September 2003.

It is our intention to invite all major stakeholders in the industry, relevant government departments, non-government organisations, media and other key role players to harness collective thinking with a view to developing a pro-active and reactive action plan with clear guidelines to protect our tourists.

It is our intention to invite national and international keynote speakers to facilitate the review of existing national programmes.

The safety and security of tourists require a team effort. The aim of the Conference is to bring the team together.

Any suggestions or comments would be gratefully accepted.

Please do not hesitate to contact us in this regard.

Should you wish to receive more information on the conference or the provincial tourism safety strategy, please email or fax us:

Email: cpooe@pawc.wcape.gov.za

Fax: (021) 483 5122

CAPE TOWN WINS BID TO HOST ICCA IN 2004

The International Congress and Convention Association (ICCA) awarded Cape Town as host venue for their annual conference in 2004.

ICCA is the leading global organisation in the conference and meetings industry. Cape Town was short-listed with Montevideo, Uruguay as a possible destination for 2004.

The ICCA Conference is scheduled to take place in October 2004 and could easily attract 600 or more delegates from all over the world.

These delegates represent the broad spectrum of the international professional conference organisers, including travel agents, airlines, convention bureaux, hotels and convention centres.

All delegates are considered to be opinion leaders and will be able to influence the choice of future destinations for many international conferences.

ICCA's decision to come to Cape Town was the result of an extensive bidding procedure where all South African ICCA members were actively involved.

These included South African Tourism, the major convention centres, convention bureaux, hotels and South African Airways (SAA).

The South African ICCA members regard the decision of ICCA as recognition of South Africa as a respected international meeting destination.

EVENT ORGANISERS REGISTER FOR CTICC's OFFICIAL OPENING

The Cape Town International Convention Centre (CTICC) invited event organisers interested in assisting the CTICC in managing the official opening event to register their interest.

Over 90 companies registered their interest by the closing date of 24th January 2003.

Over 30 proposals were received by the closing date for submissions of 31st January 2003.

The official opening of the CTICC will take place on Saturday 28th June 2003.

CHECK OUT ZENZELE SHOP, HOUT BAY

Hats, skirts, waistcoats and carrier bags made from recycled street banners that were originally used to advertise events such as The Argus Cycle Tours, the Two Oceans Marathon and other events...sounds different?...read on...

Zenzele Training and Development is a non-profit organisation situated in Khayelitsha which aims to identify people in the surrounding informal settlements and to provide them with training in a variety of skills.

These include sewing, welding and woodwork. Trainees also receive business skills development training which is important for them should they wish to establish their own businesses.

The Zenzele shop currently sells goods sourced not only from Zenzele ex-trainees, but also from a number of entrepreneurs who originate from other informal settlements in the Western Cape.

Other work includes beaded jewellery, pottery, wooden breadboards and walking sticks made out of alien vegetation.

There are dolls and the stunning quilts made by the women of the Iziko Lobomi Centre (Centre of Life) in Imizamo Yethu.

The Zenzele Shop is found at No 1 Village Square, Hout Bay. Contact Barbara Osborn on (021) 790 5661 email: zenzeleh@mweb.co.za

MULTILINGUAL POETRY FESTIVAL

The Western Cape Language Committee recently presented a multilingual Poetry Festival following the success of the previous one.

Various established poets performed their work to music, acting or dancing and members of the audience had the opportunity to perform their work to music, acting or dancing or recite their Xhosa, Afrikaans or English poetry spontaneously.

Persons requiring more information should contact Ms Marguerite Black on tel: (021) 683 4731 or (021) 424 0410.

USE THIS SPACE

Email your news and information to: esonnenb@pawc.wcape.gov.za or phone Ernest Sonnenberg on (021) 483 8754 or fax (021) 483 2957 Cell: 083 3733 504

KIRSTENBOSCH NEWS

Tel: (021) 799 8755

Fax: (021) 797 8390

Website: www.nbi.ac.za

New entrance fees are:

Adults: R18 00/Students: R10 00.

Entrance fees for scholars (6-18 years) remain @ R5 00. Pre-school children

and SA senior citizens are still given free entrance on Tuesdays.

FEEDING TIMES AT AQUARIUM

Tel: (021) 418 3823

Fax: (021) 418 2064

email: tourism@aquarium.co.za

NEWS FROM THE MOUNTAIN

Tel: (021) 424 0015

Fax: (021) 424 3792

Website: [www: tablemountain.net](http://www.tablemountain.net)

Opening times until 30 April 2003:

First car up: 08h30

Last car up: 19h30

Last car down: 20h30

Non smoking policy on Mountain

Tourist guides are encouraged to assist by informing their clients of the non smoking policy.

As of 15 December 2002 the Cableway instituted a non smoking policy on Table Mountain. It was found that visitors smoked irresponsibly, often dropping cigarette stubs on the pathways.

This is not only considered unsightly but also a fire hazard. Smoking is therefore banned in all Cableway buildings and on pathways to the summit.

A designated smoking area has been set aside. Smokers may use the 12 Apostles' Terrace, situated below the restaurant over-looking Camps Bay. Ashtrays and bins are provided for cigarette stubs.

CAPE FLATS TOURISM BODY

"That countryside feel, in close proximity to the city, is what made the Cape Flats attractive to visitors during the sixties and seventies".

"The many hotels which dotted across the vast flat plains is testament to that vibrant era when visitors could step out and roam freely in a community environment without fear or intimidation.

These are some of the sentiments expressed by Mr Ally Khan, veteran Cape Flats tourism pioneer, in a newly released booklet promoting the plight of tourism on the Cape Flats.

According to Mr Khan the cinemas, nightclubs and civic halls, many doubling as dance venues completed the picture of quiet activity in an atmosphere of peace and serenity.

"To restore the pride that once ruled the Cape Flats we need to take charge of our own destiny and work towards upliftment of our communities with deliberate intent and common purpose through a single and unified order."

According to Mr Khan one such order is the newly established organisation Cape Flats Tourism (CAFTOUR).

The organisation sets as one of its' goals the political, historical, cultural and religious integration and promotion of the Cape Flats as a tourism product. CAFTOUR, he says, aims to contribute to the development of the Cape Flats economy by marketing its tourism potential and using their newly created "*Afro-Cape*" branding.

He goes on to say that every visitor's arrival at Cape Town International Airport should be seen as the beginning of an *African Adventure*.

CAFTOUR may be contacted through tourist guide Cyril Williams on (021) 374 9735 or Cell: 082 417 3880.