



Creating a unique people and place experience

CATEGORY DETAIL FORM

TOURIST GUIDES, HANDLING AGENTS AND OPERATORS

Complete this section if you would like to apply for membership in the Tourist Guides, Handling Agents and Operators categories. This includes tourist guides, local transport, travel agents, booking agents, letting agents and adventure & sport operators.

Please supply the following information:

Visitors serviced per annum	< 250,000	250,000 – 500,000
	500,000 – 1m	>1m

If you are a **Travel, Booking or Letting agent, Tour Operator, Tourist Guide or Transportation Provider**, please tick one CATEGORY (and one TYPE – if appropriate)

CATEGORY	TRAVEL AGENTS	
CATEGORY	BOOKING & LETTING AGENTS	
CATEGORY	TOUR OPERATOR	
TYPE	Inbound	Outbound
	National	International
	Local	Provincial
	Specialist	
CATEGORY	TOURIST GUIDES	
TYPE	Boat Based	Hiking
	Business & Hospitality	River
	Coach	Site specific
	Driver Guide	Tailor-made
	Extended regional	Tour planning
	Field	Township
CATEGORY	TRANSPORTATION	
TYPE	Boat Charter	Shuttle Service
	Vehicle Hire	Taxi Service
	Bus/Coach Service	Airline (Scheduled)
	Helicopter/Airplane	Rail Service
	Cruise Liner	Air Charter
	Chauffer Service	Motorcycle Hire

If you are an **Adventure & Sport operator** please tick the core activity TYPES that you offer (maximum 5).

CATEGORY	AIR	
TYPE	Ballooning	Parachuting/skydiving
	Hang-gliding	Paragliding
	Jet flying	Kite flying
	Micro-lighting	

CATEGORY	ADVENTURE		
TYPE	4x4 / Off-road		Mountain climbing
	Abseiling		Paint ball
	Bridge swinging		Power boating
	Bungee jumping		Quad biking
	Caving		Rock climbing
	Downhill mountain biking		Sand boarding
	Kloofing / canyoning / tubing		Survival games
CATEGORY	INDOOR		
TYPE	Bridge club		Indoor soccer
	Chess club		Skateboarding
	Dancing		Squash
	Go-carting		Ten-pin bowling
	Ice Skating		Wall climbing
	Indoor cricket		
CATEGORY	OUTDOOR		
TYPE	Bowls		Mountain biking
	Clay target shooting		Rugby
	Cycling		Soccer
	Equestrian		Tennis
	Golf		Hockey
	Hiking / walking		
CATEGORY	WATER		
TYPE	Angling		Scuba diving
	Boardsailing		Sea Kayaking
	Canoeing		Snorkelling
	Deep sea fishing		Submarine adventure
	Freshwater fishing		Surfing / windsurfing
	Kite surfing		Swimming (indoor & outdoor)
	Ocean rafting		Water-skiing
	River rafting		Yachting

ATTACH TO YOUR APPLICATION – or email to membership@sbto.co.za

- 1 x Image (Max Size 407x175 Pixel)
- Teaser text (Max 150 characters)
- Descriptive text (Max 1400 characters)

CODE OF CONDUCT

The Saldanha Bay Tourism Organisation (SBTO) is a professional organization dedicated to working with and promoting businesses that adhere to a high standard of service and professionalism. In order to ensure that we achieve this, we require you to subscribe to the following code of conduct.

1. Maintain high standards of courtesy and hospitality and ensure that facilities and services are appropriate.
2. Describe fairly to all visitors and prospective visitors the amenities, facilities and services provided by an establishment whether by advertisement, brochure, word-of-mouth or by any other means.
3. Allow each visitor reasonable opportunity to view the services prior to registration.

4. Make clear to visitors exactly what is included in the prices quoted, including taxes and any surcharges. Details of charges, for additional services or facilities available should be made clear.
5. Give each visitor, on request, details of payments due and a receipt, if required.
6. Adhere to and not exceed current prices and advise guests of any alteration in rates prior to registration.
7. Deal promptly and courteously with all enquiries, reservations, correspondence and complaints from visitors.
8. Ensure, within the bounds of legal liability, the safety of guests and their possessions.
9. Ensure that no guest is discriminated against in an unfair manner, notwithstanding the operator's Right of Admission.
10. Actively protect and enhance, where possible, the environment and experiences of tourists in the Western Cape.
11. Implement lawful, healthy, safe and equitable employment conditions, enhance equal employment opportunities and support human resource development through training.
12. Allow an SBTO representative reasonable access to an establishment to confirm that the establishment is complying with the minimum requirements of the DMO.

DECLARATION

I the undersigned wish to be considered for membership of Saldanha Bay Tourism Organisation and understand that continued participation is subject to:

- Compliance with the Code of Conduct.
- The payment of all fees.
- Compliance with all relevant minimum requirement criteria and inspection requirements.
- Informing the SBTO within 14 days of any changes relating to the information contained in this application
- Compliance with the SBTO's constitution, requirements and conditions for service rendered as amended from time to time.

Signature of Applicant	
Business Name	
Position	
Date	

NOTE: THIS APPLICATION MUST BE ATTACHED TO THE GENERAL INFORMATION SECTION