



Creating a unique people and place experience

CATEGORY DETAIL FORM

BUSINESSES, SHOPS, TOURISM & VISITOR SERVICES

Complete this section if you would like to apply for membership as a Business, Shop or other Tourism or Visitor Service. Please tick ONE CATEGORY (and one TYPE – if appropriate)

CATEGORY	BANKS & MONEY			
TYPE	Bank		Customs & Excise	
	Foreign exchange		Travel insurance	
	VAT Refund			
CATEGORY	EMERGENCY SERVICES			
TYPE	Air Ambulance		Ambulance	
	Breakdown service		Coast guard	
	Fire department		Mountain rescue service	
	Police		National Sea Rescue Institute (NSRI)	
	Other			
CATEGORY	SHOPPING			
TYPE	Antique shop		Leather	
	Art Gallery / studio		Map sales agent	
	Book shop		Mohair / woolen products	
	Clothing store		Music / musical instruments	
	Curios/crafts/art		Outdoor store	
	Factory shop		Photographic service	
	Flea Market		Post cards / posters	
	Furniture		Shopping mall	
	Golf Shops		Stamps	
	Jewellers/gem store		Wine shop / exporter	
CATEGORY	INFORMATION CENTRE			
TYPE	Local		Regional	
	Provincial		National	
CATEGORY	MEDICAL			
TYPE	Chiropractor		Pharmacy	
	Dentist		Physiotherapist	
	Doctor		Trauma centre	
	Optician		Travel clinic	
	Paediatrician		Veterinarian	

CATEGORY	MEDIA		
TYPE	Radio		Publications
	Television		Websites
	Newspaper		
CATEGORY	OTHER		
TYPE	Cellular rental		Laundromat
	Educational services		Library
	Embassy / consulate		Municipality/Town Hall
	Film Services/Production companies		Post office
	Freight, shipping, courier		Property services
	Internet Café		Ticket office

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)
- Opening Hours text (Max 800 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:	
<ul style="list-style-type: none">• 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