



UGU South Coast Tourism (Pty) Ltd
 Address 16 Bisset Street, Port Shepstone,
 4240, KwaZulu-Natal, South Africa
 Phone +27 39 682 7944
 Facsimile +27 39 682 1034
 Email info@tourismsouthcoast.co.za



REGISTRATION FORM

Regulations were promulgated on 13 May 2004 in accordance with the KwaZulu-Natal Tourism Amendment Act, 2002 making registration with SCT / EDTEA mandatory for all tourism establishments and tourism operators. However, registration will also be operating on a voluntary basis for certain establishments and services.

The registration system ensures that SOUTH COAST TOURISM has your records and that they are up-to-date. This helps us provide comprehensive and accurate information to our visitors. Our database also forms the backbone of tourism research, communication, marketing and information dissemination in the Province. Through our excellent Customer Care programme, our visitors also benefit by having a channel through which to lodge complaints or compliments about the services utilized during their stay in our beautiful province.

Registration Data

Name of business			
Type of Business			
Town			
Locality of Business:			
CEO/ Managing Director:			
Email Address:			
Contact Person:			
Tel No :		Email Address (Admin)	
Physical Address		Postal Address	
Social Media Profiles			
Email Address (Marketing):			





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Description of Services/facilities			
No. of permanent employees		No. of temporary employees	

ADDITIONAL DATA

For Accommodation Establishments Only

No of rooms	
Maximum capacity	
Types of rooms eg. Double, Single, Family rooms, etc	

TOURISM GRADING COUNCIL OF SA GRADING INFORMATION
 Yes/No Stars (if TGCSA graded)

Graded		
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Conference Facilities

Yes		Capacity:		No	
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COMPLIANCE CLAUSE

I/confirm that my/our undertaking complies with all the relevant laws, regulations and by-laws including industry best practice pertaining to my business. I also confirm (if relevant) that we are registered / in the process of registering with Tourism KwaZulu-Natal.

Name:.....

Designation:.....

Signature:.....

Date:.....





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CODE OF CONDUCT FOR UGU SOUTH COAST TOURISM MEMBERS

I/, as a tourism operator/ registered with Ugu South Coast Tourism, agree and undertake –

- (a) to provide services of excellent standard and quality to all tourists regardless of race, gender, religion, disability 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; and to preserve our valuable environmental resources
- (d) to be an ambassador at all times for the South Coast region, 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 (*a copy of this document can be obtained from the KwaZulu-Natal Tourism Authority or downloaded from its website at <http://www.zulu.org.za>.*

Name of tourism establishment / Business:.....

Applicant’s Name & Designation:.....

Signature:.....

Date:





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DECLARATION OF PARTNERSHIP

We / Name (Full Names)	Identity Number
1 _____	_____
2 _____	_____
3 _____	_____
4 _____	_____

do hereby declare that we are partners in the business enterprise known as _____

We Confirm that we carry on business at the following address, which we choose as our *domicilium citandi et executandi* for the service of any documents in our dealings with Ugu South Coast Tourism. (Postal/Physical): _____

We hereby declare that we are compliant with all laws, regulations, and by-laws applicable to our business operation.

_____ NAME	_____ SIGNATURE	_____ DATE
_____ NAME	_____ SIGNATURE	_____ DATE
_____ NAME	_____ SIGNATURE	_____ DATE
_____ NAME	_____ SIGNATURE	_____ DATE





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GUIDELINES FOR REGISTRATION

PLEASE NOTE: It is important to take note of these guidelines for the registration of tourism establishments and tourism operators. Failure to comply with these guidelines will result in Ugu South Coast Tourism rejecting your application.

THE FOLLOWING DOCUMENTS MUST BE SUBMITTED

1. A completed and signed registration form
2. A signed code of conduct
3. **Proof** of public / passenger liability insurance
4. Proof of business licence (certificate of registration from the Registrar of Companies if for example your business is registered as a Cc, Pty Ltd. etc. In the case of a Sole Proprietorship or a Partnership, where certificates cannot be produced, please contact our offices for a **declaration form** which must be signed and sent back to our offices). Where applicable, proof in this regard from your local municipality must be submitted to our offices, as well as a trading licence;
5. Proof of public liability insurance (if applicable to your business);

Please provide as much detail as possible regarding your service in the description field on your registration form e.g. whether you are a member of TKZN, SATSA, whether your establishment has been graded by the TGCSA, SABS or the Portfolio of Country Places, the number of delegates your conference venue can hold, a tour operator's field of specialization etc.

Where applicable, please submit proof of registration for PAYE, VAT, business levies and valid tax clearance certificate from relevant authorities.

OTHER RELEVANT INFORMATION:

- If you intend to offer liquor to your guests whether it is a welcoming complimentary drink or for profit, you will require a liquor license.
- Each television requires a Business TV License
- Any establishment supplying DSTV or Mnet needs to have a Business Subscription from Multichoice. This is for EACH point connected to a decoder. However, one is able to supply a cabled point to guest rooms for no additional charge provided the guest supplies their own decoder and card. Various 'bouquet' business packages are available, but you should contact the service providers for the relevant information and requirements.
- If you intend to play background music, provide radio alarms in the rooms or have a TV in every room, you will require a South African Music Rights Organisation License (SAMRO)
- Non-smoking signs are to be displayed and specified designated areas for smoking must be indicated.
- Municipal Blue & White establishment indicator signage is available via the Agent appointed by the local municipality.
- Brown Provincial Signage is available via the appointed agent, ONLY to establishments that are Tourism Grading Council of SA, AA or Portfolio Graded.
- Southern Explorer signage to be added





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COMPLETED APPLICATIONS

Completed registration forms must be sent to:

Ugu South Coast Tourism
16 Bisset Street
Port Shepstone
4240

Tel: 039 682 7944

E-mail: marketingofficer2@tourismsouthcoast.co.za

