

CAPE TOWN VISITOR SERVICES ASSOCIATION

MEMBERSHIP APPLICATION FORM ONE CITY ONE MEMBERSHIP

Attractions and Activities

In order to apply for membership of the Cape Town Visitor Services Association please complete the required information and return the completed form to the appropriate tourism office. All mandatory fields are marked with an asterisk (*)

APPLICANT DETAILS	
Name of Applicant*	
Designation of Applicant*	
Telephone Number*	
Fax Number	
Email Address	
Mobile Number	

<p>HELDERBERG Southey's Vines 186 Main Road SOMERSET WEST 7129 TEL: (021) 851-4022 FAX: (021) 851-1497</p>

<p>CAPE TOWN The Pinnacle Building cnr Burg & Castle Streets CAPE TOWN 8001 TEL: (021) 426-4260 FAX: (021) 426-4266</p>
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<p>BLAAUWBERG 1 Marine Drive TABLE VIEW 7441 TEL: (021) 557-8600 FAX: (021) 556-4300</p>
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<p>SOUTH PENINSULA The Pavillion Beach Road MUIZENBERG 7945 Tel: (021) 788-6193 Fax: (021) 788-6208</p>
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<p>TYGERBERG Durbanville Admin Oxford Street DURBANVILLE 7550 Tel: (021) 970-3172 Fax: (021) 970-3173</p>
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<p>OOSTENBERG Brighton Road KRAAIFONTEIN 7570 TEL: (021) 980-6112 FAX: (021) 980-6179</p>

The financial, shareholder and employee information supplied on this Application Form is required for statistical and research purposes and will be treated as confidential by CTVSA and the DMO. It will not be made available to third parties without the consent of the member concerned.

ESTABLISHMENT DETAILS				
Trading Name of Business (if different to legal name)*				
Preferred communication Language*	<input type="checkbox"/> English	<input type="checkbox"/> Afrikaans	<input type="checkbox"/> Xhosa	
Preferred Communication Method*	Telephone		Email	
	Fax		Post	
	SMS		Internet	
Include in email correspondence *	Yes		No	
Physical Address*				
Suburb*				
Town*				
Code*				
Municipality Property No*				
Postal Address*				
Postal Town*				
Postal Code*				
Business Telephone Number*				
Mobile Number				
E-mail Address				
Fax Number				
Website Address				

We would like to keep in contact with the correct people in your organization, please provide us with the relevant contact information (if different from the applicant).

CONTACT DETAILS	
Contact Person Name and Surname	
Contact Person Telephone Number	
Contact Person Email Address	
Reservations Contact Person Name and Surname	
Reservations Contact Person Telephone Number	
Reservations Contact Person Email Address	

FINANCIAL INFORMATION				
Legally registered business name*				
Average Turnover*	< R300.000.00		> R300.000.00	
VAT Registration Number (Mandatory if turnover exceeds R300.000.00)				
Organization Type*	Sole Proprietor		Partnership	
	Company		Close Corporation	
	Association not for gain		Estate/Trust	
	Private Company		Public company	
	Individual			
Business Registration Number (if applicable)				
Date of Business Registration (if applicable)				
Financial Contact Person Name and Surname (if different from other contacts)				
Financial Contact Person Telephone Number (if different from other contacts)				
Financial Contact Person Email Address (if different from other contacts)				
Postal Address (if different from other contacts)				
Postal Town (if different from other contacts)				
Postal Code (if different from other contacts)				

SHAREHOLDERS PROFILE	Please tick and supply the percentages for each of the categories below:		
Black Empowerment Shareholding*	<25%	<50%	>51%
Women Shareholding*			

EMPLOYEE PROFILE	Please supply numbers for each of the categories below:									
	MALE					FEMALE				
	DISABLED	AFRICAN	COLOURED	WHITE	ASIAN	AFRICAN	COLOURED	WHITE	ASIAN	TOTALS
Management*										
Total Employees*										

QUALITY ASSURANCE (where applicable)		
Graded By TGCSA	Yes	No
Member of SATSA	Yes	No
Star Grading		
Date of Grading or Membership		
TGCSA Accreditation or SATSA Membership no.		

ATTRACTIONS AND ACTIVITIES

The following information is required for the promotion of your business by all Cape Town Visitor Information offices. This information will also be used for marketing purposes by the DMO and on the eBusiness system.

Please select where applicable.

SERVICE	ATTRACTIONS		<input type="checkbox"/>
Type	Educational		<input type="checkbox"/>
Type Of	Craft workshop	<input type="checkbox"/>	Educational tour <input type="checkbox"/>
	Education center	<input type="checkbox"/>	Educational institution <input type="checkbox"/>
Type	History & Culture		<input type="checkbox"/>
Type Of	Archeological/paleontological sites	<input type="checkbox"/>	Heritage site <input type="checkbox"/>
	Art Gallery	<input type="checkbox"/>	Lighthouse <input type="checkbox"/>
	Blockhouse/fort	<input type="checkbox"/>	Midden <input type="checkbox"/>
	Castle	<input type="checkbox"/>	Mine <input type="checkbox"/>
	Cemetery/grave	<input type="checkbox"/>	Mission station <input type="checkbox"/>
	Choirs/dance group/musician	<input type="checkbox"/>	Monument <input type="checkbox"/>
	Cultural/community project	<input type="checkbox"/>	Kramat <input type="checkbox"/>
	Cultural center/area/village	<input type="checkbox"/>	Places of worship <input type="checkbox"/>
	Dance groups	<input type="checkbox"/>	Rock Art <input type="checkbox"/>
	Dutch homestead	<input type="checkbox"/>	Watermill / windmill <input type="checkbox"/>
	Fossil	<input type="checkbox"/>	Lighthouse <input type="checkbox"/>
Type	Food & Drink		<input type="checkbox"/>
Type Of	Brandy distiller/tasting	<input type="checkbox"/>	Cheese tasting <input type="checkbox"/>
	Chocolate tasting	<input type="checkbox"/>	Farm stall <input type="checkbox"/>
	Wine farm/tasting	<input type="checkbox"/>	<input type="checkbox"/>
Type	Wildlife & Animals		<input type="checkbox"/>
Type Of	Animal farm/park/zoo	<input type="checkbox"/>	Game farm / reserve <input type="checkbox"/>
	Aquarium	<input type="checkbox"/>	Ostrich farm <input type="checkbox"/>
	Birding spot/sanctuary/park	<input type="checkbox"/>	Reptile park <input type="checkbox"/>
	Butterfly park	<input type="checkbox"/>	Whale & Dolphin spot <input type="checkbox"/>

Attractions continued...			
Type	Leisure		<input type="checkbox"/>
Type Of	Braai / picnic area	<input type="checkbox"/>	River cruise <input type="checkbox"/>
	Donkey / camel ride	<input type="checkbox"/>	Routes <input type="checkbox"/>
	Fruit picking	<input type="checkbox"/>	Steam train <input type="checkbox"/>
	Game viewing	<input type="checkbox"/>	Supertube / foefie slide <input type="checkbox"/>
	Helicopter flight	<input type="checkbox"/>	Theme park <input type="checkbox"/>
	Mini train	<input type="checkbox"/>	Town tour <input type="checkbox"/>
	Miniature golf (put-put)	<input type="checkbox"/>	Tractor ride <input type="checkbox"/>
	Planetarium / observatory	<input type="checkbox"/>	<input type="checkbox"/>

Type	Nature & Scenery		<input type="checkbox"/>
Type Of	Beach/bay	<input type="checkbox"/>	Nursery <input type="checkbox"/>
	Cave	<input type="checkbox"/>	Park <input type="checkbox"/>
	Dam/lake/lagoon/wetland	<input type="checkbox"/>	Pass <input type="checkbox"/>
	Farm	<input type="checkbox"/>	Reserve <input type="checkbox"/>
	Forest	<input type="checkbox"/>	River <input type="checkbox"/>
	Garden	<input type="checkbox"/>	Rock pool <input type="checkbox"/>
	Hot spring	<input type="checkbox"/>	Trail <input type="checkbox"/>
	Island	<input type="checkbox"/>	Waterfall <input type="checkbox"/>
	Kloof	<input type="checkbox"/>	Wildflower spot <input type="checkbox"/>
	Mountain range	<input type="checkbox"/>	<input type="checkbox"/>

SERVICE	ADVENTURE & SPORT ACTIVITIES		<input type="checkbox"/>
	Air		<input type="checkbox"/>
Type Of	Ballooning	<input type="checkbox"/>	Parachuting/skydiving <input type="checkbox"/>
	Hang-gliding	<input type="checkbox"/>	Paragliding <input type="checkbox"/>
	Jet flying	<input type="checkbox"/>	Kite flying <input type="checkbox"/>
	Micro-lighting	<input type="checkbox"/>	<input type="checkbox"/>
Type	Adventure		<input type="checkbox"/>
Type Of	4x4 / Off-road	<input type="checkbox"/>	Mountain climbing <input type="checkbox"/>
	Abseiling	<input type="checkbox"/>	Paint ball <input type="checkbox"/>
	Bridge swinging	<input type="checkbox"/>	Power boating <input type="checkbox"/>
	Bungee jumping	<input type="checkbox"/>	Quad biking <input type="checkbox"/>
	Caving	<input type="checkbox"/>	Rock climbing <input type="checkbox"/>
	Downhill mountain biking	<input type="checkbox"/>	Sand boarding <input type="checkbox"/>
	Kloofing / canyoning / tubing	<input type="checkbox"/>	Survival games <input type="checkbox"/>
Type	Indoor		<input type="checkbox"/>
Type Of	Bridge club	<input type="checkbox"/>	Indoor soccer <input type="checkbox"/>
	Chess club	<input type="checkbox"/>	Skateboarding <input type="checkbox"/>
	Dancing	<input type="checkbox"/>	Squash <input type="checkbox"/>
	Go-carting	<input type="checkbox"/>	Ten-pin bowling <input type="checkbox"/>
	Ice Skating	<input type="checkbox"/>	Wall climbing <input type="checkbox"/>
	Indoor cricket	<input type="checkbox"/>	<input type="checkbox"/>

Type	Outdoor			<input type="checkbox"/>
Type Of	Bowls	<input type="checkbox"/>	Mountain biking	<input type="checkbox"/>
	Clay target shooting	<input type="checkbox"/>	Rugby	<input type="checkbox"/>
	Cycling	<input type="checkbox"/>	Soccer	<input type="checkbox"/>
	Equestrian	<input type="checkbox"/>	Tennis	<input type="checkbox"/>
	Golf	<input type="checkbox"/>	Hockey	<input type="checkbox"/>
	Hiking / walking	<input type="checkbox"/>		
Type	Water			<input type="checkbox"/>
Type Of	Angling	<input type="checkbox"/>	Scuba diving	<input type="checkbox"/>
	Boardsailing	<input type="checkbox"/>	Sea Kayaking	<input type="checkbox"/>
	Canoeing	<input type="checkbox"/>	Shark diving	<input type="checkbox"/>
	Deep sea fishing	<input type="checkbox"/>	Snorkeling	<input type="checkbox"/>
	Freshwater fishing	<input type="checkbox"/>	Submarine adventure	<input type="checkbox"/>
	Kite surfing	<input type="checkbox"/>	Surfing / windsurfing	<input type="checkbox"/>
	Ocean rafting	<input type="checkbox"/>	Swimming (indoor & outdoor)	<input type="checkbox"/>
	River rafting	<input type="checkbox"/>	Water-skiing	<input type="checkbox"/>
	Sailing / parasailing	<input type="checkbox"/>	Yachting	

Closing Day (s)	Monday	<input type="checkbox"/>	Tuesday	<input type="checkbox"/>
	Wednesday	<input type="checkbox"/>	Thursday	<input type="checkbox"/>
	Friday	<input type="checkbox"/>	Saturday	<input type="checkbox"/>
	Sunday	<input type="checkbox"/>		
	Visitors per annum	<input type="checkbox"/> < 250, 000		<input type="checkbox"/> 250,000 – 500,000
	<input type="checkbox"/> 500,000 – 1 million		<input type="checkbox"/> >1 million	

FURTHER INFORMATION TO ATTACH TO YOUR APPLICATION

Please ensure the following are attached to this document when submitted:

- 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 Cape Town Visitor Services Association 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 guest 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 LTA representative reasonable access to an establishment to confirm that the establishment is complying with the minimum requirements of the DMO.

I the undersigned understand that continued participation is subject to:

- Compliance with the Code of Conduct.
- The payment of all fees upon receipt of the invoice.
- Compliance with all relevant minimum requirement criteria and inspection requirements.
- Informing the CTVSA within 14 days of any changes relating to the information contained in this application

DECLARATION	
I, the undersigned wish to be considered for membership of the Cape Town Visitor Services Association and understand the code of conduct and requirements of membership	
Signature of Applicant	
Date	

DOCUMENT CHECKLIST FOR OFFICE USE ONLY		
Trading Name of Business or Contact Name		
Application form Issued By		
Date Issued		
Tariff Schedule Issued	Yes	No
Member Sales document Issued	Yes	No
Date Received		
Form Checked by		
Relevant Documents received	Yes	No
Assessment Required	Yes	No
Date of issue to the Assessor		
Date of Assessment		
Result of Assessment		
Code of Conduct Accepted	Yes	No
Fees received	Yes	No
Date Approved		
Membership ID		
Membership Certificate Number		
Tiscover GTC Issued	Yes	No
Tiscover GTC Issued Date		
Follow-up visit scheduled	Yes	No
Follow-up visit date		
Rate Applicable to Member		
Details of applicable rate calculation (only for multiple services and/or owners)		
Approval (where applicable)		