



SATSA ADVICE NETWORK

TERMS OF REFERENCE

Date: 17 January, 2025

Introduction

The SATSA Advice Network serves as a collaborative platform where tourism professionals connect to share expertise and support one another. Our community focusses on fostering operational excellence and innovation within the Southern African tourism sector.

Purpose

- To facilitate the exchange of practical advice and industry insights
- To create an environment where members can seek guidance and share experiences
- To enhance the region's tourism industry through collective knowledge sharing

Membership

Open to all SATSA members

Content Guidelines

Members should ensure their contributions:

- Relate directly to tourism industry advice and insights
- Contain accurate, verified information
- Maintain professional standards
- Foster constructive dialogue

The following content is prohibited:

- Derogatory or reputation-damaging posts
- Inappropriate content (profanity, abuse, political views, racial statements)
- Adult or illegal content

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Rules of Engagement

- Professional Communication: Maintain respectful dialogue at all times
- Relevance: Keep discussions focussed on tourism advice and best practices
- Quality Contributions: Provide constructive feedback that adds value
- Confidentiality: Respect privacy and obtain consent before sharing sensitive information
- No Spam: Avoid unsolicited promotions or irrelevant messages

Moderation

- SATSA administrators oversee group compliance
- Members should report guideline violations to administrators
- Administrators may remove non-compliant content or members
- Posts violating rules may be removed without notice
- Repeated violations may result in membership termination

Disclaimers & Amendments

- Individual opinions expressed do not reflect SATSA's official position
- SATSA bears no responsibility for agreements or transactions facilitated through the group

These terms may be updated to address community needs and legal requirements. Members will be notified of significant changes. Participation in the group indicates acceptance of these terms.

Administrators

Hannelie, SATSA: 083 600 3555

Kim, SATSA: 076 825 5508

Natalia, SATSA Comms: 083 449 4334

Shanaaz, SATSA: 079 134 3524

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