

SATSA ADVICE NETWORK

TERMS OF REFERENCE



Date: 22 March 2024

Introduction

Welcome to the SATSA Advice Network! This WhatsApp group is an innovative platform designed to empower members by facilitating the exchange of advice, insights, and best practices. Our goal is to support each other in navigating the complexities of the tourism industry, enhancing operational excellence, and delivering unparalleled experiences to guests.

The SATSA Advice Network is more than a WhatsApp group—it's a community of dedicated professionals committed to elevating the Southern African tourism industry. Together, let's build a space where advice and support flow freely, strengthening our collective ability to face challenges and seize opportunities.

Purpose

- Serve as a central hub for sharing practical advice, solutions, and industry insights.
- Foster a collaborative environment where members can seek guidance, ask questions, and share experiences.
- Enhance the overall quality and competitiveness of the Southern African tourism industry through collective knowledge sharing.

Administrators

1. Hannelie, SATSA - 0836003555
2. Sharon, SATSA - 0767647481
3. Shanaaz, SATSA - 0791343524
4. Tintswalo, SATSA - 0676239365
5. Virginia, SATSA - 0735023396
6. Natalia, SATSA Comms - 0834494334
7. Kim, SATSA Comms - 0768255508
8. Zania, NFTGA - 0824548733

Membership

Open to all SATSA members

Content Guidelines

To ensure the group remains a valuable resource for all members, the following content guidelines will apply:

- Content shared should be directly related to providing advice, insights, and solutions relevant to the tourism industry. All discussions should aim to be constructive, fostering a positive atmosphere of learning and improvement.
- Members are encouraged to share information that is accurate and verified. When in doubt, verify the credibility of your sources before posting.
- Maintain a professional demeanour in all interactions. Respect for all members is paramount, and diversity of opinions should be treated with consideration and kindness.
- Posts that are derogatory, harmful to an individual's or organisation's reputation, or otherwise negative in nature are strictly prohibited.
- Inappropriate posts including profanity / abusive language / political views & opinions / racial statements / adult & illegal content will be deleted.

Rules of Engagement

- Members are expected to actively contribute to discussions in a manner that upholds the group's standards and encourage open, respectful dialogue that adds value.
- Respect the privacy and confidentiality of information shared within the group. Do not share discussions sensitive information outside the group without permission.

Moderation

- SATSA administrators will oversee the group to ensure compliance with these terms.
- Members are encouraged to report any content that contravenes these guidelines to any of the administrators.
- Administrators may remove any content or members that fail to adhere to these guidelines.

Disclaimers

- Views expressed in the group represent individual opinions and do not necessarily reflect the positions of SATSA.
- SATSA does not bear responsibility for any agreements or transactions facilitated through this group.

Amendments & Acceptance

These terms are subject to amendment to address the evolving needs of our community and legal landscape. Members will be notified of significant changes. By participating in this group, members agree to abide by these Terms of Reference.