



**Western Cape
Government**

Economic Development
and Tourism

BETTER TOGETHER.

TOURISM SAFETY AND SUPPORT PROGRAMME

What is the Tourism Safety and Support Programme

The Tourism Safety and Support Programme provides assistance to visitors who may be in distress during their stay in the Western Cape. We aim to assist them in their time of need and show them that we care.

The **OBJECTIVES AND PURPOSE** of the TSSP are:

- Practical and emotional support for tourists in need.
- 24-hour response capability, 7-days a week.
- Facilitation and liaison with all key role-players and tourism stakeholders.
- Awareness and lobbying.
- Intervention or representation at different levels.



What is the Tourism Safety and Support Programme

The Programme has two components:

1. **Proactive Communication**, which can be utilised to assist in preventing crime against tourists and can improve perceptions that South Africa is an unsafe destination. It encourages tourists to see and believe that we are a caring nation in their time of need.
2. **Reactive Communication** which is handled through our strong relationship with SAPS Communications and the various SAPS stations throughout the Western Cape. The Tourism Safety and Support Programme will be activated in the event of a crime or serious motor vehicle accidents which involves tourists, and will provide caring and the support needed to get their holiday back on track.



Tourism Safety and Support Programme

SUPPORT PROVIDED TO TOURISTS:

- Medical/emotional trauma, visiting hospitals.
- Advise on short-term temporary accommodation.
- Help with basic necessities, where possible.
- Help with contacting family or friends.
- Facilitate counseling.
- Advise on with short-term transport arrangements.
- Contacts embassies in case of lost passports and visas.

WHAT WE DON'T OFFER

- Financial assistance.
- Replace lost items.
- Provide medical attention.
- Compensate for loss.
- Offer legal advice.



Tourism Safety and Support Programme

Key-role players we work with:

- SAPS
- Wesgro
- Cape Nature
- NSRI
- Hospitals
- FEDHASA
- SATSA
- Cape Nature
- Consulates and Embassies
- Local Tourism Authorities
- Emergency centres
- SA Tourism
- Car Rental companies
- To name a few.



Tourism Safety and Support Programme

What can you do:

- Familiarise yourselves with the Tourism Safety and Support Programme.
- Advise your visitors to take caution to leave their original travel documents in a safe place.
- Save the Tourism Safety and Support Programme 24/7/365 contact numbers on your phone.
- Assist the Tourism Safety and Support Programme with proactive Communication.
- We would like you to assist us if a visitor is in distress and need of support.



Tourism Safety and Support Programme

What to do in an Emergency if a Visitor is in Distress:

1. Call the Police Emergency Number from a landline(10111) or (112) from a cellphone and briefly explain what happened.
2. Call the National Ambulance Service (10177), if there is an injury.
3. Contact the Tourism Safety and Support representatives:

Neo Mocumi: Cape Town, Overberg and Winelands, West Coast
082 554 2010

Cynthia Makweya: Cape Town, Overberg and Winelands, West Coast
072 447 1504

Ilze Jacobs: Garden Route and Karoo, 082 972 2507

E-mail: tourismsafety@westerncape.gov.za



Cape Town Tourism Band Aid Programme

In addition to the Tourism Safety and Support Programme, Cape Town Tourism runs a programme that is designed to offer support services.

What is included :

1. Help with short term accommodation
2. Providing the basic necessities
3. Contacting family or friends
4. Dealing with Embassy requirements
5. Re-Issuing of credit cards and other banking issues
6. Counselling support
7. Making transport arrangements

Contact Us



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