

## EMERGENCY NUMBERS

Police (SAPS) Emergency Number  
10111

Mobile Phone Emergency Number  
112

Ambulance  
10177

Wilderness Search & Rescue  
021 948 9900

SATSA Tourism Safety Initiative  
(TSI) 24/7  
0861 874 911

Office of the Consumer Protector  
Department of Economic  
Development and Tourism  
0800 007 081

## ACCOMMODATION

It is recommended that you:

- Never leave your luggage unattended.
- Store valuables in your hotel's safety deposit box.
- Keep your room locked at all times.
- Hand in the room keys or cards whenever you leave your hotel.
- Tipping is normally at a rate of 10% in restaurants.

## IN THE STREET

- Obtain a map, and plan your route before you set out on an excursion.
- Consult your hotel or nearest Visitor information Centre for a reliable taxi service, if required.
- When crossing the street, use pedestrian crossings where possible and be aware of oncoming motorists at all times. Look right, left and right again before crossing.
- Please do not give money to street children. If you wish to assist them in a meaningful way, contact any Visitor Information Centre to obtain a list of organizations that would be most grateful for the assistance.

## ON THE ROAD

- Familiarise yourself with local rules of the road. Remember, South Africa is a left-hand drive country.
- Plan your route and fuel consumption in advance. Fuel can only be paid for with cash. Credit cards are not accepted.
- Have your destination phone numbers on hand, in case you get lost.
- Keep the car doors locked at all times, the car windows wound up and any valuables locked in the boot.
- Never pick up strangers or ask them for directions. Rather go to the nearest business or petrol station, if you get lost.
- Pay special attention to speed limits, road signs and traffic markings.

## AT THE BEACH

- Always swim in areas supervised by a life guard.
- Never swim alone.
- Do not dive into unfamiliar waters, what may seem deep could be very shallow. Feet first is safer.
- Protect your skin from over exposure to UVA & UVB rays by wearing waterproof sunscreen with a high protection factor of 20+. Avoid the sun between the hottest times of the day between 11:00 - 15:00.
- Drink plenty of water regularly to avoid dehydration even if you do not feel thirsty. Your body needs water to keep cool & to replace lost salts through sweating.

## MOUNTAIN TIPS

- Do not walk alone. Always ensure that you are in a group of at least 4 people.
- Take your mobile phone with the emergency number punched in. Ensure it is hidden.
- Always let someone know which route you will take and how long you will be.
- If you get lost, stay where you are.
- Be aware of your surroundings.
- Always take rain gear and a jersey.
- Take water, sun block, wear a hat and take a snack.
- Maps: these are available at leading bookstores.
- If a criminal confronts you do not resist. Handover your goods & remain calm.



# Travel Tips



 **CapeNature**  
[www.capenature.co.za](http://www.capenature.co.za)

  
**CAPE TOWN  
& Western Cape**

[www.tourismcapetown.co.za](http://www.tourismcapetown.co.za)

## WE WELCOME, WE CARE...

Anything can happen while you are on holiday and as a guest in the Western Cape, your enjoyments and well-being are of the utmost importance. The Department of Economic Development and Tourism strives to make your visit special, so that you leave with great memories and return many times in the future. As in other countries, however, there are a few basic precautions all tourists should take, to ensure their stay is as pleasant and safe as possible.

## ENJOYING SOUTH AFRICA AND WESTERN CAPE

South Africa and the Western Cape boast a diversity of cultures, communities, sites and attractions. Tourists can visit most areas safely, provided they take basic common sense precautions. However, some areas should be visited in groups, or with recommended tour operators, details of which can be found through the extensive Visitor Information network, in place throughout the region.

## MONEY AND TRAVEL DOCUMENTS

- Travel with certified copies of your documents, and keep originals in a safe place.
- Separate your cash and credit cards, and do not carry all your cash/travelers cheques with you during the day.
- Keep a note of your credit card numbers and bank contact details.
- Do not allow strangers to assist you with ATM transactions, if your card gets stuck, immediately call the ATM's helpline number.
- Be alert, and never turn your back while your ATM card is in the machine.
- Report lost passports and visas, without delay to the South African Police Services (SAPS). Your country's embassy or consulate can be contacted through the Tourism Safety and Support Programme.

## BANKING FACILITIES

South Africa has a world class banking system. We have banks, bureau de change and automatic teller machines in most parts of the country. Banks are open from 09:00 to 15:30 Mondays to Fridays, and 08:30 to 11:00 on Saturdays, but those at the airports adjust their hours to accommodate international flights. We have four major banks that have branches as well as automated teller machines (ATM's) in most large towns and all over the cities.

## MEDICAL

- Take out medical insurance with your agent when you buy your air tickets.
- If you take prescription medication carry your doctor's certificate so you do not experience problems with customs
- If you have prescription spectacles, carry a copy of the prescription for easy replacement should you lose or break them.
- Medical facilities in cities and larger towns are world-class.
- In the rural areas hospitals and clinics deal mostly with primary and secondary health needs.

## IN CASE OF AN UNFORTUNATE INCIDENT

Although incidents of crime against tourists happen rarely in South Africa, tourists should still be aware of the basic emergency procedures to follow should anything happen. It is recommended that you:

- Go to the nearest safe & public place.
- Call the Police Emergency Number (10111), which is free from a phone box or landline, & briefly explain what happened.
- If you are using a mobile phone, call 112 & your call will be transferred to the appropriate emergency service.
- If you have been injured, the call centre will dispatch an ambulance to take you to the nearest hospital. Alternatively, you can call the National Ambulance Service (10177).

## TOURISM VISITOR INFORMATION CENTRES

V&A Waterfront Tourism Gateway	021 405 4500
Cape Town Tourism	021 487 6800
Cape Winelands	021 888 5102
Cape Overberg	028 425 1157
Cape Garden Route	044 873 6314
Storms River Tourism Gateway	082 903 1125
Cape West Coast	022 433 8505
Vanrhynsdorp Tourism Gateway	027 219 1552
Beaufort West Tourism Gateway	023 414 4320
Weather Hotline	082 162
National Tourism Information	083 123 2345



**CAPE TOWN**  
& Western Cape

For further information visit  
[www.tourismcapetown.co.za](http://www.tourismcapetown.co.za)