

SOUTHERN AFRICA TOURISM SERVICES ASSOCIATION



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2003/006523/08

Membership Application Form *PRIVATE AND CONFIDENTIAL*

Company name: _____

Trading name: _____

Contact person: _____ Designation: _____

Telephone: _____ Cell: _____

Facsimile: _____

Email: _____

Internet address: _____

Postal address: _____
_____ Postal Code _____

Physical address: _____

Level of membership requested:

* Approved member status will be **provisional** for one year after which the membership is re-assessed

- | | | |
|-----------------------------|---|--|
| National Membership | ρ | Business must operate/ market internationally |
| Chapter Membership | ρ | No direct international marketing is undertaken |
| Branch Membership | ρ | National members who manage & market branches in different regions |
| Associate Membership | ρ | Tourism Associations/ Regional Tourism Authorities |
| Regional Membership | ρ | SADC countries (Zimbabwe, Botswana, Namibia) |
| Friends of SATSA | ρ | Foreign Exchange outlets/ Retail outlets |

MEMBERSHIP FEES

1. On application a non-refundable application fee of **R 627,00 (incl. VAT)** is required
Please note: No documentation will be processed without payment of this application fee

On approval: (All fees include VAT and are payable on receipt of invoice)

2. Annual **National/ Regional/ Associate** membership fee is **R2 850,00**
 3. Annual **Chapter** membership fee is **R 1 425,00**
 4. Annual **Branch** membership fee is **R684,00** (25 % of national fees)
 5. Annual **Friends of SATSA** membership fee is **R627,00**
- * **SATSA** reserves the right to charge 2 % interest per month 90 days after date of Invoice
* **ALL CHEQUE PAYMENTS** are to be payable to: Southern Africa Tourism Services Association

CATEGORY - (Select **ONE** category – and **ONE** sub-category e.g. ACCOMMODATION – Guest House)

1. Transport

Airline	ρ
Air Charter	ρ
Camper Hire	ρ
Rail	ρ
Taxi	ρ
Tour Operator	ρ
Transfer Company	ρ
Vehicle Hire	ρ
Water Charter	ρ
Other	ρ

2. Accommodation

Alternative Accommodation	ρ	Golf Resort	ρ
Backpacker Hostel	ρ	Group	ρ
Bed and Breakfast	ρ	Guest House	ρ
Caravan Park	ρ	Hotel	ρ
Camping	ρ	Hotel Group	ρ
Country House	ρ	Resort	ρ
Game Farm	ρ	Safari Lodge	ρ
Game Lodge	ρ	Self Catering	ρ
Game Reserve	ρ	Other	ρ
Game Resort	ρ		

3. Broker

Destination Man. Company	ρ
Incentive Company	ρ
Medical Tour Broker	ρ
Operator Hiring-in vehicles	ρ
Conferencing/ Events Org.	ρ
Tour Broker	ρ

4. Adventure Tourism

Adventure Operator	ρ
Scuba Diving Operator	ρ
Team Building – Incentives	ρ

5. Tourism Services

Associations	ρ	Guiding Services Association	ρ	Publishing	ρ
Attraction	ρ	Hospitality Software	ρ	Restaurant	ρ
Aviation Authority	ρ	Insurance	ρ	Retail Attraction	ρ
Communications	ρ	Internet	ρ	Security	ρ
Conference Venue	ρ	Legal	ρ	Tourism Assistance	ρ
Destination Marketing Org.	ρ	Marketing Organisation	ρ	Training Body	ρ
Exhibition Centre	ρ	Medical Assistance	ρ	Other	ρ
Exhibition Organiser	ρ	Port Authority	ρ		

Friends of SATSA (specify) _____

THE APPLICATION WILL ONLY BE PROCESSED WHEN THE COMPLETE APPLICATION PACK (INCLUDING APPLICATION FEE, ALL DOCUMENTATION & INFORMATION) IS RECEIVED.

NOTE: Updated information and/or copies of certain documents will be required annually.

OFFICE USE ONLY

NATIONAL APPROVAL/NON-APPROVAL **Date Received by National** _____ / _____ / _____

Signed (1) _____ Print Name: _____

Date: _____

NB: SATSA office should be advised of any changes in any of the aforementioned information. Failure to do so, may result in the termination of membership

DETAILS OF BUSINESS:

1. Full company name _____
 2. Registration number of company: _____ Registration type (e.g. cc): _____
 3. Date of registration of company: ____/____/____ VAT Reg No. _____
 4. Owner/s of company: Name: Shareholding% ID No: Tel No:

 5. Bank Account name: _____
 6. Bank where account held: _____ Telephone: _____
 7. Branch: _____
 8. Current Account Number: _____ Date opened: ____/____/____
 9. Name of Accountant/Auditor: _____ Telephone: _____
 10. Which other association does the business belong to: _____
- Signed at** _____ **this** _____ **day of** _____ **year** _____
- Signature:** _____ **Print Name:** _____

CHECKLIST FOR DOCUMENTATION WHICH MUST ACCOMPANY APPLICATIONS:

In conjunction with items listed under All Applications – refer to the Detailed Category Requirements (pages 4 - 6) Categories are numbered 1 to 5 for easy reference

All Applications:

- ◆ Completed & signed application forms
- ◆ Signed SATSA Code of Conduct
- ◆ Payment of Application Fee R627.00
- ◆ Copy of **company registration documentation** (NO SOLE PROPRIETORS)
For: (Pty) Ltd Registered companies
 - A copy of the Certificate of Incorporation
 - A copy of the Contents of Register of Directors, Auditors and Officers (CM29)For: Close Corporations
 - A copy of the Founding Statement (CK1)
 - A copy of the list of Members (CK1)
- ◆ **Trading Name** – if the trading name differs to the registered company name – proof of ownership is required: either by way of a Trademark Registration/ Defensive Name Registration
- ◆ **Profile** of EACH DIRECTOR plus a copy of **Identity Document or Passport**. Copy of Residency and Work Permits to be submitted for non-South African Citizens
- ◆ **Two letters of recommendation** from existing SATSA members. Should the product be unknown, a site-visit must be requested and a report will be submitted by the committee member delegated to do the inspection. The Chapter Chairperson may approve an application with only one letter of recommendation, however two letters will be required when the member's provisional membership status is up for review.
- ◆ Auditors Reference letter, indicating that an auditor/accounting officer has been appointed and to include the wording **"the business is in good financial standing"**. (Financial statements are not required).
- ◆ **Copy of Tax Clearance Certificate** (reflecting Income Tax ref. No, VAT, PAYE etc.) or copy of last returns or Notice of Registration - reflecting the registered company name and trade name (if applicable).
- ◆ **SATSA Letter of Intent** - complete the details, sign and date (request a SATSA Standard letter)
- ◆ **Brochure** – Original, current Brochure
- ◆ A company profile – outlining services offered, itineraries if business is marketed via the internet
- ◆ Associated Business Interests &/or Branch Offices – List associated interests and/or branch offices. Highlight those which are a definite tourism industry product. (Complete the details - on Page 3 – Item 10)

CATEGORISED REQUIREMENTS - TO BE SUBMITTED IN CONJUNCTION WITH “All Applications”

1. TRANSPORT

Airline/ Air Charter: (Microlights/ Hot Air Ballooning)

- ◆ Copy of **Licence to Operate** (irrespective of whether you have an aircraft or not)
- ◆ Copy of **Operator’s Certificate** (renewable each year) reflecting whether company is fully licensed to operate I = International/ D = Domestic. **The name of the carrier should appear on the licence together with all** Aircraft registration numbers
- ◆ Insurance CSL: Combined Single Limit – Passenger Liability Insurance with the legal South African stipulated requirement of **R1 million per passenger seat**
- ◆ **Copy of tickets** which show licences and conditions of carriage

Rail Transport:

- ◆ General Public Liability (depending on size of train) , Food & Drink cover. An **actual copy** of the Insurance Policy is required, reflecting the policy number and sum insured, underwriter’s name and effective dates of cover
- ◆ Passenger Liability (minimum R1 million per passenger), & Emergency Medical Assistance

Tour Operator: (Taxi, Wheels Operator) - Owning & operating own vehicle/s

- ◆ **General Public Liability Insurance** – Minimum of R5 million is required, (R10 to R20 million is recommended depending on the size and nature of your business). An **actual copy** of the Insurance Policy is required, reflecting the policy number and sum insured, underwriter’s name and effective dates of cover. Details of any specific cover included in your policy must be copied. Any company providing food must be covered under food poisoning. **Tour Operators must be covered** appropriately in the areas in which tours are conducted under the “Territorial” clause in the policy. Defective workmanship is applicable if the company is undertaking their own repairs to vehicles, including changing brakes
- ◆ **Passenger Liability Insurance** for a minimum of R5 million cover per vehicle/ occurrence.. An **actual copy** of the policy document is required reflecting the policy number, underwriter’s name, effective dates of cover, vehicle registration numbers, make of vehicle and amount of cover.
- ◆ **Copies of all Motor Vehicle Licence Roadworthy Certificates for each vehicle utilised**
- ◆ **Legible copies** of relevant licences from the Operating Licence Board for each vehicle, **including annexures** showing permissible routes. Include licencess for operating inside National Parks if relevant. ***Licences** are required for **FARE PAYING PASSENGERS WHERE VEHICLES TRAVEL ON PUBLIC ROADS.**
- ◆ **Copy/ ies of PrDP** (Professional Driving Permit) for **all driver/s**

Vehicle Hire Company/ Camper Hire/ 4x4 Hire:

- ◆ **General Public Liability Insurance** – Minimum of R5 million is required, (R10 to R20 million is recommended depending on the size and nature of your business). An **actual copy** of the Insurance Policy is required, reflecting the policy number and sum insured, underwriter’s name and effective dates of cover. Should include defective workmanship (applicable to any company undertaking their own repairs to vehicles (changing brakes/ minor repairs)
- ◆ A Copy of the **Conditions for Rental**

Water Charter:

- ◆ A **copy** of the **Marine Insurance** policy document - reflecting policy number, underwriter’s name, effective dates of cover, boat description, and amount of cover and **Passenger Liability (minimum R1 million per passenger)**
- ◆ A **copy of Licence** for vessel – specifying amount of passengers & crew, name of vessel and port of registration/ operation, length of vessel and radius in which boat may travel
- ◆ A **copy of Safety Certificate**
- ◆ **General Public Liability Insurance** – Minimum of R5 million is required, (R10 to R20 million is recommended depending on the size and nature of your business). An **actual copy** of the Insurance Policy is required, reflecting the policy number and sum insured, underwriter’s name and effective dates of cover. Details of any specific cover included in your policy must be copied. Any company providing food must be covered under food poisoning. A copy of the “territorial clause” – where cover is applicable.

2. ACCOMMODATION

All accommodation types (including Conference venues, Exhibition Centres):

- ◆ **General Public Liability Insurance** – Minimum of R5 million is required, (R10 to R20 million is recommended depending on the size and nature of your business). An **actual copy** of the Insurance Policy is required, reflecting the policy number and sum insured, underwriter’s name and effective dates of cover. Details of any specific cover included in your policy must be copied. Any company **providing food** must be covered under food poisoning. Defective workmanship is applicable if the company is undertaking their own repairs to vehicles, including changing brakes.
- ◆ **Where transport is offered** (Game viewing vehicles travelling on private property). **Passenger Liability Insurance** for a minimum of R5 million cover per vehicle/ occurrence. An **actual copy** of the policy document is required reflecting the policy number, underwriter’s name, effective dates of cover, vehicle registration number/s, make of vehicle/s and amount of cover.
- ◆ **Where transport is offered** (Courtesy vehicles for Hotels/ Lodges etc traveling on public roads)
Refer to Tour Operator Requirements (under no. 1 above)
- ◆ **Where transport is outsourced** - a list of companies utilised for providing transport

3. BROKER (Person “packaging tours” – utilising other operators/ outsourcing / not owning vehicles)

Tour Brokers, Professional Conference Organisers & Operators Hiring in vehicles:

- ◆ **Bank Guarantee** made in favour of SATSA for R10 000.00 (request a draft layout from the SATSA office) (**IATA members will not be required to submit a GT – kindly furnish proof of IATA membership**)
- ◆ To be prepared on a company letterhead - names of companies utilised for transport/ vehicle hire
- ◆ If the provider of transport is not a SATSA member – SATSA will require you to obtain a signed affidavit from the operator detailing the following:
 - All vehicles utilised are in possession of valid Licences from the Operating Licence Board
 - All drivers are in possession of valid Professional Driving Permits
 - All vehicles utilised for transportation carry adequate Passenger Liability Insurance cover. (Passenger capacities should be specified with the relevant amount of Passenger Liability Insurance cover applicable).

FOR TOUR BROKERS ONLY - General Public Liability Insurance – Minimum of R5 million is recommended but not enforced.

An **actual copy** of the Insurance Policy is required, reflecting the policy number and sum insured, underwriter’s name and effective dates of cover. Details of any specific cover included in your policy must be copied. A copy of the “territorial clause” – reflecting where cover is applicable.

4. ADVENTURE TOURISM

Incentive Companies, Team Building, Adventure Activities

Requirements when Adventure activity equipment is owned by the Applicant

- ◆ **General Public Liability Insurance** – Minimum of R5 million is required, (R10 to R20 million is recommended depending on the size and nature of your business). An **actual copy** of the Insurance Policy is required, reflecting the policy number and sum insured, underwriter’s name and effective dates of cover. Details of any specific cover included in your policy must be copied. A copy of the “territorial clause” – where cover is applicable. Any company providing food must be covered under food poisoning. Defective workmanship is applicable if the company is undertaking their own repairs to equipment.
 - Quad Biking, Sand Boarding, Mountain Biking, Sea Kayaking, Abseiling/ Kloofing, Bungi Jumping/ Bridge Swinging, River Tubing, *Paragliding and Microlighting, *River Rafting and Ocean rafting
- ◆ ***Paragliding and Microlighting - subject to SA Civil Aviation requirements – refer to Item No. 1 TRANSPORTATION**
- ◆ **River rafting/ Ocean rafting** – Marine Insurance should include **Passenger Liability of minimum R5 million** per occurrence. An **actual copy** of the policy document is required reflecting underwriter’s name, policy number, effective dates of cover, amount of passenger liability insurance cover and description of the vessel utilised.

Where the activity is self drive – No passenger liability is required (Sea Kayaking, Abseiling, Bungi, Quads – single seater)

When the activity requires a “driver/ driver guide”

- ◆ **Passenger Liability Insurance** for a minimum of R5 million cover per vehicle/ occurrence. An **actual copy** of the policy document is required reflecting the policy number, underwriter’s name, effective dates of cover, vehicle details registration numbers/ make of vehicle and amount of cover.
- ◆ In conjunction with the above, if the operator transports passengers in a vehicle on public roads to & from the activity: Refer to Passenger Liability Insurance cover & Licence issued by the Operating Licence Board requirements listed under 1. TRANSPORT – Tour Operator

Requirements when Adventure activity equipment is not owned by the Applicant:

- ◆ Bank Guarantee made in favour of SATSA for R10 000.00
- ◆ Names of companies utilised for adventure activities/ transport
- ◆ **Copies** of relevant **Licences** with annexures, plus a letter from the company utilised stating that Passenger Liability insurance cover is in place - if the operator hired is not a SATSA member.
- ◆ Copies of relevant insurances from the operator providing the adventure activity of the operator is not a SATSA member
- ◆ **General Public Liability Insurance** – Minimum of R5 million is recommended but not enforced. An **actual copy** of the Insurance Policy is required, reflecting the policy number and sum insured, underwriter’s name and effective dates of cover. Details of any specific cover included in your policy must be copied. A copy of the “territorial clause” – where cover is applicable

Scuba Diving Operator

- ◆ **General Public Liability Insurance** – Minimum of R5 million is required, (R10 to R20 million is recommended depending on the size and nature of your business). An **actual copy** of the Insurance Policy is required, reflecting the policy number and sum insured, underwriter’s name and effective dates of cover. Details of any specific cover included in your policy must be copied. A copy of the “territorial clause” – where cover is applicable. Any company providing food must be covered under food poisoning. Defective workmanship is applicable if the company is undertaking their own repairs to equipment.
- ◆ **Where transport is offered**
- ◆ **Refer to Tour Operator Requirements (under no. 1 above)**
- ◆ **Copy of highest certification achieved**
- ◆ **Boats - Skippers licences, Certificate of Seaworthiness, Passenger Liability (min. R5million) – if privately owned**

5. TOURISM SERVICES

Attractions, Conference Venue, Exhibition Centre, Retail Attraction, Port & Aviation Authority, Restaurants:

- ◆ **General Public Liability Insurance** – Minimum of R5 million is required, (R10 to R20 million is recommended depending on the size and nature of your business). An **actual copy** of the Insurance Policy is required, reflecting the policy number and sum insured, underwriter’s name and effective dates of cover. Details of any specific cover included in your policy must be copied. A copy of the “territorial clause” – where cover is applicable. Any company providing food must be covered under food poisoning”.

Associations, Communications, Insurance, Marketing Organizations, Training Bodies etc:

- ◆ Refer to “All Applications” only

GENERAL

Requirements for Branches (Hotel Groups/ Car Rental companies)

Only applicable if the supplier is **managed and marketed** by a head office or central body

The Head office/ central body must be a National Member

Not applicable to Franchises as they are independently owned

- ◆ No application fee
- ◆ Fully completed application forms
- ◆ Copy of company registration documents to include a list of directors/ members (minimum CC or Pty/ Ltd – NO SOLE PROPRIETORS) only required if the director/owner is different to the directors / shareholders of the Group/ Head office
- ◆ If the product is “trading as... proof that the name is legally registered as a defensive name/ trademark
- ◆ Tax Clearance Certificate reflecting the exact name of the company OR a Copy of Notice of Registration of Income Tax, VAT(if applicable) PAYE etc.
- ◆ Signed - SATSA Code of Conduct
- ◆ Signed - SATSA Letter of Intent
- ◆ An original company brochure
- ◆ Copy of ID/ Passport of contact person with a brief profile (mini cv) could include responsibilities within the branch

Friends of SATSA - ONLY the following documents are required:

- ◆ Completed & signed Application form
- ◆ Application fee of R627
- ◆ Copy of company registration documents to include a list of directors/ members (CC/ (Pty)/ Ltd / Sole Proprietor)
- ◆ Tax Clearance Certificate
- ◆ Profile & copy ID of the contact person
- ◆ Signed - SATSA Code of Conduct
- ◆ An original company brochure