

## **GUIDELINES FOR REGISTRATION**

**PLEASE NOTE:** It is important to take note of these guidelines for the registration of tourism establishment and tourism operators. Failure to comply with these guidelines could result in FSTA not accepting your application.

Tourism related enterprises may **voluntarily** register with Free State Tourism Authority before “**30 August 2011**”. However registration is **mandatory** for enterprises whose primary objective is to provide services and facilities to tourists in the Free State Province.

### **THE FOLLOWING DOCUMENTS MUST BE SUBMITTED WITH YOUR REGISTRATION**

1. A completed and signed registration form for each sub-category in which you wish to register as per the category list attached
2. A signed code of conduct
3. Proof of business licence (certificate of business registration from Registrar of Companies if a Cc, Pty Ltd, etc.
4. Proof of public liability insurance (If applicable to your business)
5. Proof of membership with at least one local Community Tourism Organisation or Publicity Association (If applicable to your business)

Please provide as much detail as possible regarding your service in the description field on your registration form e.g. if an accommodation establishment, please indicate if you provide conferencing facilities and how many delegates can your facility host, or a tour operator can specify his field of specialisation etc.

### **COMPLETED APPLICATIONS**

Completed registration forms must be sent to:

Postal Address: Private Bag x 20805  
Bloemfontein  
9300

Email Address: [tshediso@freestatetourism.org](mailto:tshediso@freestatetourism.org) or [lebos@freestatetourism.org](mailto:lebos@freestatetourism.org)

Physical Address: Mimosa Mall  
2<sup>nd</sup> Floor - Office Tower  
131 Kellner Street  
Brandwag  
Bloemfontein

Fax: 086 696 1461/ 051 444 0296/7

## FREE STATE TOURISM AUTHORITY BUSINESS REGISTRATION FORM

**When completing the following form please take note of the following:**

Your establishment may be providing a number of tourism related services and you may need to register in terms of a number of categories or sub-categories. A list of these categories and sub-categories is attached. **You must refer to this list when filling the form. Please fill a separate form for each category or sub-category you wish to register.**

### REGISTRATION DATA

<b>Name of Business</b>							
<b>Business Category</b> <i>(Refer to attached list and write in full)</i>				<b>Sub-category</b> <i>(Refer to attached list and write in full)</i>			
<b>Grading status</b> <i>(If Accommodation establishment)</i>		<b>Graded</b>		<b>Grading Authority</b> <i>(TGCSA, AA, SABS, etc)</i>			
		<b>Yes</b>	<b>No</b>	<i>(State # of stars)</i>			
<b>City/Town</b>				<b>Sub-urban</b>			
<b>CEO/ Managing Director</b>							
<b>Contact person</b>							
<b>Tel Code</b>	<b>051</b>	<b>Tel. No</b>	<b>411 4300</b>	<b>Fax Code</b>	<b>051</b>	<b>Fax. No</b>	<b>444 0297</b>
<b>Physical Address</b>				<b>Postal Address</b>			
<b>Website Address</b>				<b>Booking Address</b> <i>(If different from website)</i>			
<b>Email Address</b>							

<b>Description of services/facilities:</b>			
<b>No. of permanent employees</b>		<b>No. of temporary employees</b>	

**ADDITIONAL DATA**

**For Accommodation Establishments only:**

	Number	Rates
No of single rooms		
No of Double rooms		
No of family rooms		
No of suites		
No of rooms or camping & caravan sites		
Total number of beds in establishment		

**COMPLIANCE CLAUSE**

I/We confirm that my/our undertaking complies with all relevant laws, regulations and by-laws including industry practice pertaining to its business. I/We also confirm (If relevant) that we are a member of a local Community Tourism Organisation (CTO) or Publicity Association.

Name of CTO or Publicity Association: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Contact Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Names: \_\_\_\_\_

Designation: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**CODE OF CONDUCT FOR FREE STATE TOURISM OPERATORS/ SERVICE PROVIDERS**

**I/We, as tourism operator/s or service provider/s, registered with the Free State Tourism Authority, agree and undertake:**

- i.** To provide services of excellent standard and quality to all tourists regardless of their race, gender, religion and or place of origin.
- ii.** To do all virtually possible to ensure the safety and security of tourists who utilise our services or our premises.
- iii.** To treat all people, cultures and the environment with utmost respect.
- iv.** To be an ambassador of the Free State and South Africa at all times and
- v.** To give permission to the FSTA to utilise information provided on all domestic and international pavilions.

**Name of Tourism Operator/Service Operator** \_\_\_\_\_

**Contact Person** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

**COMPULSORY CATEGORY LIST**

<b>Category of facility or service</b>	<b>Sub-category of facility or service</b>
<b>1.Accommodation</b>	Bed and Breakfast Back-packers Guesthouse Hotel/Motel/Inn/Lodge Self catering Caravan and Camping Youth Hostel Accommodation booking agent
<b>2. Conference Venues and Conference Organisers</b>	Conference Organiser Hotel Country House Country Lodge Farm Venue Guest Lodge Municipality Restaurant Museum Showground Theatre Training Centre Turf Club University/Technikon
<b>3. Historical/ Cultural Centres</b>	Art gallery Museum Cultural Village
<b>4. Recreation and Entertainment Attractions</b>	Animal Farm Bird Park Boat/ Fishing Charter Aquarium Crocodile Park Fun Fair Go-Karting Mini Train/Railway Route/Meander Snake Park Steam Train Theme Park Zoo
<b>5. Travel Services</b>	4X4 Hire Air Service (Charter) Bike Hire Booking Service Tourism Related Associations Bus Service (City/Town) Bus Service (Coach/Charter) Bus Service (Scheduled) Car Hire Caravan/ Camper Hire Foreign Exchange Promotional Authority Rail Service Tour Bus (Scheduled) Tour Operator Tourist Information

	Tourist Protection Service Travel agent Service (Airport)
<b>6. Botanical features</b>	Botanical garden Herbarium Nursery Park
<b>7. Built features</b>	Border post Dam Historical Building Industrial Site Mission Station Sugar Mill
<b>8. Conservation Areas</b>	Biosphere reserve Bird Sanctuary Game Reserve Nature Reserve/ Wilderness Area
<b>9. Historical/ Cultural centre</b>	Theatre
<b>10. Restaurant</b>	A La Carte Cafe` Restaurant Californian Caribbean Chinese Coffee shop Continental Eastern English Pub fare Family French German Greek Haute Cuisine Indian International Italian Japanese Light meals Mexican Oriental Portuguese Pub Pub restaurant Sea food South African Speciality Sports bar Steak house Tavern/ shebeen Tea Garden Thai Novelle Cuisine Polynesian Fast Food Outlet

<b>11. Recreation and Entertainment Attractions</b>	Casino Societies/Tourism Association (Tourism related) Craft Market Dance Club Entertainment Centre Factory Tours Farm Stall/ Farm Produce Flea Market Health Hydro/Spa Library Miniature Golf Movie Theatre Night Club Science Centre Shop or Shopping Centre Waterfront Wine Estate
<b>12. Sports Venues, Clubs, Facilities, Trails</b>	4X4 Trail/Racing Acrobatics Action Cricket Adventure Sport Air Flight Angling/ Fishing Archery Athletics Aviation Badminton Baseball Basketball Biathlon Bowls Boxing Bungy Jumping Canoeing Chess Clay Pigeon Shooting Cricket Croquet Cycling Dancing Darts Diving Drum Majorette Duathlon Equestrian Fencing Football Gliding Golf Gymnastics Hang Gliding Hiking High Board Diving Hockey Ice Skating Jet Skiing Judo Karate

	<ul style="list-style-type: none"> <li>Kick Boxing</li> <li>Korfball</li> <li>Lifesaving</li> <li>Martial Art</li> <li>Motor Racing</li> <li>Mountain Biking</li> <li>Mountain Climbing</li> <li>Multiple Sport</li> <li>Netball</li> <li>Other Aviation Sport</li> <li>Parachuting</li> <li>Parasailing</li> <li>Pentathlon</li> <li>Polo</li> <li>Power Lifting</li> <li>Race Walking</li> <li>River Rafting</li> <li>Road Running</li> <li>Rock Climbing</li> <li>Rowing</li> <li>Rugby</li> <li>Sailing</li> <li>Scuba Diving</li> <li>Shooting</li> <li>Show Jumping</li> <li>Ski-Boating</li> <li>Snorkeling</li> <li>Soccer</li> <li>Softball</li> <li>Sport Climbing</li> <li>Sports for Disabled</li> <li>Squash</li> <li>Surf Ski</li> <li>Swimming</li> <li>Table Tennis</li> <li>Tennis</li> <li>Tenpin Bowling</li> <li>Triathlon</li> <li>Volleyball</li> <li>Walking</li> <li>Water Skiing</li> <li>Water Sports</li> <li>White Water Canoeing</li> <li>Wrestling</li> </ul>
<b>13. Other Travel Services</b>	<ul style="list-style-type: none"> <li>Consultant</li> <li>District Councils</li> <li>Media</li> <li>Rail Service</li> <li>Shuttle/Taxi Service</li> <li>Tourism Training Institution</li> <li>Travel Insurance</li> <li>Tourism Insurance</li> </ul>
<b>14. Other Services</b>	<ul style="list-style-type: none"> <li>Butcheries</li> <li>Catering Services</li> <li>Cellular Rentals</li> <li>Cleaning and Gardening Services</li> <li>Freight Services</li> <li>Furniture Shop/Manufactures</li> </ul>

	Garages Hospitality Recruitment Internet Cafe` IT Services Security Services Sporting Equipment Real Estate
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