## STANDARD / PREMIUM MEMBERSHIP AGREEMENT – NELSON MANDELA BAY TOURISM 2018/19

By signing this Membership Agreement, you are agreeing to the provisions of NMBT’s standard terms and conditions of membership (‘Terms’). Please read this Application Form carefully together with the attached Terms. *Mark with an* ***X***

**New:**

**Renew:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Member Information** (Fields that MUST be completed are marked with an asterisk (\*) | | | | | |
| **Name of Business ǀ Organization \*** |  | | | | |
| **Trading As \*** |  | | | | |
| **Type of Business \*** |  | | | | |
| **Principal Business Activity \*** |  | | | | |
| **VAT Registration Number** |  | | | | |
| **Primary Contract Person \* (First Name & Surname)** | |  | | | |
| **Designation \*** |  | | | | |
| **Telephone Number \*** |  | | | **Fax Number \*** |  |
| **Cellular ǀ Mobile Number \*** |  | | | **E-mail Address \*** |  |
| **Secondary Contract Person \* (First Name & Surname)** | | |  | | |
| **Designation \*** |  | | | | |
| **Telephone Number \*** |  | | | **Fax Number \*** |  |
| **Cellular ǀ Mobile Number \*** |  | | | **E-mail Address \*** |  |
| **Website Address \*** |  | | | | |
| **Street / Physical Address \*** |  | | | | |
| **Code \*** | | | | |
| **Postal Address \*** |  | | | | |
| **Code \*** | | | | |
| **Municipal ERF ǀ Property Number** |  | | | | |
| **Membership Fee** | From R66.67 p/m (Total annual fee of R800 or R1 600 if registered from 1 July 2018) | | | | **R** |
| **Joining Admin. Fee (once off) ˆˆ** | **R150 (VAT incl.)** | | | **From (date joined)** |  |
| **Method of payment of Membership Fee**  **(payment required up-front)** | | | | **Cash** |  |
| **Credit Card Payment** |  |
| **Electronic Funds Transfer** |  |

**ˆˆ**The joining admin. fee (in respect of new members only) shall be paid upfront in a once off payment, with proof of such payment being attached to the signed Membership Agreement to be sent by the member to NMBT. The joining admin. fee shall be payable by the member by way of an electronic funds transfer into the following bank account of NMBT (without any deductions, set off or charges): Name: **Nelson Mandela Bay Tourism, Bank: FNB. Account Number: 53413539067, Branch Code: 261 050. Please quote the account number shown on your membership; fax proof of payment to 041 582 2573**

**\*Please note that your website listing will be categorized as per the requirements of the Tourism Grading Council of South Africa.**

**Brief description of product (200-300 characters):**

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**Kindly complete sections below applicable to principle business activity.**

**Accommodation**

**No of Rooms if Accommodation: ………………………** **Sleeps if Accommodation: ………………………**

**Grading: …………………………………………………………………… (Attach copy of certification)**

**Disabled Facilities Available: Pet Friendly:**

**Nightsbridge BBID:** **………………………………………**

**Facilities: Shuttle Services Restaurant Room service Laundry**

**Breakfast Swimming Pool Business Facilities Parking**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Conference Venue** | | | | |
| **Venue Name:** |  |  |  |  |
| **Cinema:** |  |  |  |  |
| **School Room:** |  |  |  |  |
| **U – Shape:** |  |  |  |  |
| **Banquet:** |  |  |  |  |
| **Number of breakaway rooms:** | | | | |

**Tour Operator and Transport**

**Vehicle Seating Capacity: Tour Guide Accreditation :………………………….( Attach copy)**

**Name of PDP Driver: (Attach copy)**

**Passenger Liability Insurance Company: (Attach copy)**

**Coastal Marine Licenses (Boat Cruise Operators)………………………………………………………………….. (Attach copy)**

**Attractions and Activities**

**Type: Disabled Facilities Available:**

**Other Information:**

**Restaurants**

**Grill/steak House Continental Restaurant Traditional African Restaurants and Taverns**

**Oriental Restaurants Country Cuisine Tea Gardens**

**Seafood restaurants Café society In House and Buffet Restaurants**

**Seating Capacity…………………………………….**

**Disabled Facilities Available……………………………… Health and Safety Certification………………….. (Attach copy)**

**General Tourism Services and Associations**

**Service types…………………………………………………………………..**

**Accreditations and certifications…………………………………………….**

**BEE Status**

**Non-Compliant Level 1 Level 2 Level 3 Level 4**

**Exempt Level 5 Level 6 Level 7 Level 8**

For applications and further information regarding BEE status scorecards please visit [www.info.gov.za](http://www.info.gov.za) or [www.tep.co.za](http://www.tep.co.za)

**Standard Membership Package**

**SMME’S, SMALL ACCOMMODATION ESTABLISHMENTS (1 – 8 rooms), BUSINESSES THAT RECEIVE DIRECT AND INDIRECT TOURISM BENEFITS AND COUNTRY PRODUCT OWNERS LOCATED OUTSIDE OF THE NMB METRO BOUNDARIES QUALIFY FOR THIS CATEGORY** I.e. Farm Stays, SMME’s, Restaurants, Small Businesses, Services, Attractions, Tourist Guides, Local Tour Operators, PCO’s, Event Organizers.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Monthly Costs: R R66.67** **p/month (incl. VAT) x 12 months (Financial Year Jul. - June) = R800** (*Please mark with an x)* | | | |  |
| **No charge for Charitable Organizations, NPO’s and Churches** *(Motivation letter from Organization required)* | | | | |
| **METHOD OF PAYMENT: The membership fee payable by the Member to NMBT shall be payable within 15 business days of the Acceptance of the Application by NMBT, on receipt of the invoice.** | | | | |
| **Annual Subscription Payment Method:** *(Please select your preferred payment method and mark with an x)* | | | | |
| **Annual:** | **Cash:** | **Cheque:** | **EFT:** | **Credit Card:** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SUPPORTING COMPLIANCY DOCUMENTS:** *(Please include a copy of the following with your application as applicable and mark with an x)* | | | | | |
| **ALL BUSINESSES** | | **RESTAURANTS & ACCOMMODATION** | | **TOUR OPERATORS** | |
| **Certified copy of owner’s ID** |  | **Fire Adherence Certificate** |  | **Operating License / Permit** |  |
| **Business Registration** |  | **Health Certificate** |  | **SATSA (if applicable)** |  |
| **Public Liability Insurance** |  | **Zoning Documentation** |  | **Transportation Carriers Permit** |  |
| **NPO STATUS** | | **ACCOMMODATION ONLY** | | **TOUR GUIDE** | |
| **Copy of NPO Status** |  | **TGCA (if graded)** |  | **Copy of Tourist Guide Card** |  |
| **Comment** *(in the event of compliancy documents not being available):* | | | | | |

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| **DESCRIPTION OF KEY REWARDS RECEIVED BY MEMBERS FOR MEMBERSHIP FEES** |
| **Free Listing on NMBT’s Website:** [www.nmbt.co.za](http://www.ibhayi.com/) (member can access their own page using their unique member login & password). Benefit from NMBT’s search engine optimization and advertising as well as other campaigns run on the destinations tourism portal. |
| **Display of brochures in NMBT’s Visitor Information Centers:** At Donkin Reserve, Airport, Boardwalk, Uit. & South End H.Office (R10 per site p/y). Exposure to over 30 000 walk-in visitors at the 5 NMBT offices per year via personal interaction with "walk-in visitors". |
| **Inclusion in one of NMBT’s various category product listings** (eg. tour operators, accommodation, etc.) which is used for telephonic, fax & e-mail enquiries and referrals. |
| **Invitation for members to attend Quarterly ‘Tourism Dialogue’ Sessions:** (tourism focused sessions & networking opportunities for all members) |
| **Opportunity to advertise in NMBT’s Visitors' Guide**: (publication is updated annually) & in any other publications produced by NMBT at greatly subsidized (25%) advertising rates |
| **Nelson Mandela Bay Pass:** Attraction / Activity products who agree to participate and sign a contract obtain free marketing in the pass booklet, additional marketing via NMBT web-site, generic additional marketing platforms and showcases attractions and activities on an equal basis. |
| **Access to limited supply of Visitors’ Guides, Tourist Maps**: and other generic material supplied by NMBT (subject to availability and the onus is upon the member to replenish stock) |
| **Quarterly electronic newsletter:** Communication tool to update members on information about current tourism-related news |
| **Membership Certificates:** Awarded to paid-up members for display to show affiliation with NMBT. |
| **Membership logo**: supplied which may be used on members marketing material and web-site. |
| **Access to a direct link from NMBT web-site and reciprocal link**: to your personal website and vice-versa (builds search engine visibility of product owners, increasing their ranks on search engines). |
| **Notifications / invitations to attend various tourism related workshops**: (eg. SA Tourism, Nat. Grading Council), networking sessions and educational awareness sessions. |
| **Marketing platform provided through various electronic (e-mail) and social media platforms:** such as twitter, facebook, instagram, etc. (in consultation with NMBT’s Marketing Manager) |
| **Annual Member Breakfast Function**:One per year, hosted by NMBT where the organizations strategy is shared with audience and special guest speaker arranged. |
| **Access to discounted offers and value added services:** Members benefit through discounted offered negotiated with service providers by NMBT |
| **Free Listing on NMBT's recently launched App:** Information taken from member page on NMBT’s website |

**Premium Membership Package**

**ACCOMMODATION ESTABLISHMENTS (9 ROOMS OR MORE), TOURISM PRODUCT OWNERS & BUSINESSES THAT RECEIVE DIRECT TOURISM BENEFITS QUALIFY FOR THIS CATEGORY** E.g. Hotels, Conference Venues, Private Game Reserves, etc.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Monthly Costs:** **R133.33 p/month (incl. VAT) x months (Financial Year Jul. - June) = R1 600 (***Please mark with an x)* | | | |  |
| **METHOD OF PAYMENT: The membership fee payable by the Member to NMBT shall be payable within 15 business days of the Acceptance of the Application by NMBT, on receipt of the invoice.** | | | | |
| **Annual Subscription Payment Method:** *(Please select your preferred payment method and mark with an x)* | | | | |
| **Annual:** | **Cash:** | **Cheque:** | **EFT:** | **Credit Card:** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SUPPORTING COMPLIANCY DOCUMENTS: (***Please include a copy of the following with your application as applicable and mark with an x)* | | | | | |
| **ALL BUSINESSES** | | **RESTAURANTS & ACCOMMODATION** | | **TOUR OPERATORS** | |
| **Certified copy of owner’s ID** |  | **Fire Adherence Certificate** |  | **Operating License / Permit** |  |
| **Business Registration** |  | **Health Certificate** |  | **SATSA (if applicable)** |  |
| **Public Liability Insurance** |  | **Zoning Documentation** |  | **Transportation Carriers Permit** |  |
| **NPO STATUS** | | **ACCOMMODATION ONLY** | | **TOUR GUIDE** | |
| **Copy of NPO Status** |  | **TGCA (if graded)** |  | **Copy of Tourist Guide Card** |  |
| **Comment** *(in the event of compliancy documents not being available):* | | | | | |

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| **DESCIRPTION OF KEY REWARDS RECEIVED BY MEMBERS FOR MEMBERSHIP FEES** |
| **Free 5 line listing in NMBT’s Visitor’s Guide**: (applicable to members who join before the end of October due to print runs) Valued at R627 per print run |
| **Free Listing on NMBT’s Website:** [www.nmbt.co.za](http://www.ibhayi.com/) (member can access their own page using their unique member login & password). Benefit from NMBT’s search engine optimization and advertising as well as other campaigns run on the destinations tourism portal. |
| **Display of brochures in NMBT’s Visitor Information Centers:** at Donkin Reserve, Airport, Boardwalk, Uit. & South End H.Office (R10 per site p/y). Exposure to over 30 000 walk-in visitors at the 5 NMBT offices per year via personal interaction with "walk-in visitors". |
| **Inclusion in one of NMBT’s various category product listings** (eg. tour operators, accommodation, etc.) which is used for telephonic, fax & e-mail enquiries and referrals. |
| **Invitation for members to attend Quarterly ‘Tourism Dialogue’ Sessions:** (tourism focused sessions & networking opportunities for all members). |
| **Opportunity to advertise in NMBT’s Visitors' Guide**: (publication is updated annually) & in any other publications produced by NMBT at greatly subsidized (25%) advertising rates |
| **Nelson Mandela Bay Pass:** Attraction / Activity products who agree to participate and sign a contract obtain free marketing in the pass booklet, additional marketing via NMBT web-site, generic additional marketing platforms and showcases attractions and activities on an equal basis. |
| **Access to limited supply of Visitors’ Guides, Tourist Maps**: and other generic material supplied by NMBT (subject to availability and the onus is upon the member to replenish stock) |
| **Quarterly Electronic Newsletter:** Communication tool to update members on information about current tourism-related news |
| **Membership Certificates:** Awarded to paid-up members for display to show affiliation with NMBT. |
| **Membership Logo:** Supplied which may be used on members marketing material and web-site. |
| **Access to a direct link from NMBT web-site and reciprocal link**: to your personal website and vice-versa (builds search engine visibility of product owners, increasing their ranks on search engines). |
| **Notifications / invitations to attend various tourism related workshops**: (eg. SA Tourism, Nat. Grading Council), networking sessions and educational awareness sessions. |
| **Marketing platform provided through various electronic (e-mail) and social media platforms**: such as twitter, Facebook, Instagram, etc. (in consultation with NMBT’s Marketing Manager) |
| **NMBT’s Online Reservations System:** Free listing on NMBT’s on-line reservations system on condition that a contract is signed by the product owner (a 10% commission will be payable to NMBT for this service) as well as free Nightsbridge room management software that will enable accommodation facilities to have their availability on NMBT’s website for online bookings 24/7. |
| **Trade & Consumer Shows:** Exposure through NMBT attending at least 4 Consumer and 2 National Trade shows (amongst others) to promote the destination and tourism products / services. |
| **Specials and packages profiled on NMBT website on a rotational basis**: (and for inclusion on specific marketing campaigns) |
| **Educationals**: For NBMT staff will be carried out to the members place of business in order to assist in the promotion and marketing of the establishment by broadening product knowledge |
| **Access to visitor statistics, market insights and research:** Includes analyses of SA Tourism annual statistics for South Africa as well as breakdown for the Eastern Cape and data for Nelson Mandela Bay. |
| **Annual Member Breakfast Function:** One per year, hosted by NMBT where the organizations strategy is shared with audience and special guest speaker arranged. |
| **Access to discounted offers and value added services:** Members benefit through discounted offered negotiated with service providers by NMBT |
| **Event and Business Tourism exposure:** through NMBT’s attendance at tradeshows like Meetings Africa, SAACI, etc. (promotional material) |
| **Free Listing on NMBT's recently launched App:** Information taken from member page on NMBT’s website |

**Other Optional Add-On Value Packages**

|  |  |  |
| --- | --- | --- |
| **DESCRIPTION OF OPTIONAL ADD-ON** | **Cost** | **Tick if interested** |
| * **Speed Marketing Workshops:** One (1) per year in the form of a cocktail & snacks networking function where members get 10 min. to profile their product to audience of tourism stakeholders such as Travel Agents, Tour Operators and Destination Management Companies amongst others. | **R1 000** |  |
| * **Banner Advertising on NMBT Website & Electronic Newsletter:** Opportunity to purchase banner advertisements at an additional rate of R1 500 per month. This includes one (1) website banner and 1 newsletter banner per month. | **R1 500** |  |
| * **Electronic Communication Service:** Bulk e-mailing on behalf of members limited to four (4) per Annum. | **R250 p/a** |  |
| * **Print Marketing Opportunities:** Includes co-operative advertising opportunities in both Getaway Magazine and Weg Tydskrif twice a year (equivalent to four inserts). | **R5000 p/a** |  |
| * **Exposure at Consumer Shows (National):** Min. of four (4) p/a where member’s brochures will be profiled at the show and exposed to consumers attending. A database of attendees to stand will also be supplied to those who participate. | **R500 p/a** |  |
| * **Exposure at Trade Shows (National):** Includes Sharing Exhibitor registration, badges, meeting space, display of brochures, negotiated travel and accommodation rates (*flights and accommodation for own account)*, free courier of promotional material, access to meetings database amongst others at WTM Africa in Cape Town as well as the Tourism Indaba in Durban. First option for pre- and post tours to trade platforms. | **R20 000 p/a** |  |
| * **Media Site Visit Exposure:** Host visiting journalists, feature writers and editors on media visits, which creates exposure and marketing platforms for the destination and members. Please indicate if you are willing to host free of charge. Those indicating will be approached first with opportunities. | **Trade Exchange Opportunity** |  |
| * **Industry Stakeholder Site Visits:** Co-Ordinate travel site visits for travel agents and tour operators. Please indicate if you are willing to host free of charge. Those indicating will be approached first with opportunities. | **Trade Exchange Opportunity** |  |
| * **Event Support Service:** Listing events onto events calendar, profiling of event on NMBT website & newsletter, branding at event, banner advertisement on NMBT website, tourism welcome letter to participants, e-marketing on social media, provision of v.guides & maps to participants, welcome done by NMBT CEO (subject to availability), site visits according to clients specs., booking of bill-board (flighting valued at R1 000 p/d – subject to availability). *Includes one (1) year free membership in the year the event takes place.* | **R1 500 – free to members** |  |
| * **Provide Marketing Platform for Business Events Industry Services / Service Providers:** Conference support in the form of listing conference onto events calendar, website link exchange, banner advert on NMBT website, branding at event, tourism welcome letter to delegates, e-marketing on social media, profiling of conference on NMBT website and newsletter, provision of v.guides & maps to delegates, welcome done by NMBT CEO (subject to availability), site visits according to clients specs., and NMBT pass at negotiated rates for pre- and post tours. *Includes one (1) year free membership in the year the event takes place.* | **R1 500 – free to members** |  |
| * **Business Events (Meetings, Incentives, Conferencing & Exhibitions):** Includes Sharing Exhibitor registration at Business Event Trade Platforms such as Meetings Africa, Johannesburg, includes listing in meetings planner guide (if & when printed), badges, meeting space, display of brochures, negotiated travel and accommodation rates (*flights and accommodation for own account)*, free courier of promotional material, access to meetings database. First option for pre- and post tours to trade platforms. | **R10 000** |  |
| * **Advertising in Visitors Guide:** Separate Advertising Contract to be signed – see below |  |  |
| * **Free 5 line listing in NMBT’s Visitor’s Guide:** (applicable to members who join before the end of October due to print runs) | **free to Primary Members** |  |
| **SUB-TOTAL** | **R** |  |
| **TOTAL (VAT INCLUSIVE)** | **R** |  |

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| --- | --- | --- |
| **DECLARATION** | | |
| **I, the undersigned, wish to be considered for membership of Nelson Mandela Bay Tourism and acknowledge and agree to be bound to the Agreement.** | | |
| **Signature of the Applicant:** |  | Date: |
| **ACCEPTANCE BY NELSON MANDELA BAY TOURISM** | | |
| **Authorized Signature:** |  | Date: |

**Payment of membership fees are due once the application is approved. NMBT will invoice the member accordingly. Payment for membership fees need to be made directly into NMT’s Banking Account within 30 days:**

**Bank – FNB Branch 261050**

**Account No.: 53413539067**

**E-mail proof of payment to** [accounts@nmbt.co.za](mailto:accounts@nmbt.co.za)

I, the undersigned, herby undertake to pay the stipulated fees and abide by the terms and conditions contained herein by the Board of Nelson Mandela Bay Tourism. I, accept that membership is subject to approval by Nelson Mandela Bay Tourism and payment of the above fees.

**Important information to suppliers when getting bookings from NMBT**

As a member of Nelson Mandela Bay Tourism, you agree to pay 10% commission and to abide to the below policies, for all fully paid bookings received directly by Nelson Mandela Bay Tourism whether it be accommodation, tours etc. When receiving bookings directly through Nelson Mandela Bay Tourism please note the following important information:

* Please notify NMBT as well as guest when deposit and final payment is due.
* It is always important to send NMBT confirmation of the booking for us to determine the terms and conditions, due dates and to double check that the information is correct.
* Please make sure that you have the full contact details of the guests including Cell number, e-mail address, physical address as well as a land line telephone number.
* Please note that NMBT is not responsible for any payment, cancellation fees or no shows.
* It is the responsibility of the establishment to obtain payment and if payment has not been received before arrival, it is up to the establishment to decide if they want to keep the booking or not.
* If your terms and conditions have not been met you are welcome to cancel the booking, but you will have to notify NMBT and the guest to avoid disputes. Please notify us in writing for record keeping purposes.
* Please note that your rates should always include our 10% commission, and this should not be added on top of your rack \*a rate is profiled on the reservations system, this is the rate which must be used.
* Please notify NMBT when there are any changes to bookings or no shows to avoid getting invoiced wrongly for commission.
* If guest chooses to settle the account direct, NMBT will invoice for commission, irrespective if the guest has paid you or not, for which you would be held liable.

**Signature:** ……………………………………………………………… **Date:** …………………………………. **Company Stamp:**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Entry Level** | **Rate** | **15% Vat** | **Total** | **Standard /Country** | **Rate** | **15% Vat** | **Total** | **Premium** | **Rate** | **15% Vat** | **Total** |
| July | R217.39 | R32.61 | R250.00 | July | R695.65 | R104.35 | R800.00 | July | R1 391.30 | R208.70 | R1 600.00 |
| August | 199.32 | R29.90 | R229.22 | August | R637.68 | R95.65 | R733.33 | August | R1 275.36 | R191.30 | R1 466.67 |
| Sept. | R181.20 | R27.18 | R208.38 | Sept. | R579.71 | R86.96 | R666.67 | Sept. | R1 159.42 | R173.91 | R1 333.33 |
| Oct. | R163.08 | R24.46 | R187.54 | Oct. | R521.74 | R78.26 | R600.00 | Oct. | R1 043.48 | R156.52 | R1 200.00 |
| Nov. | R144.96 | R21.74 | R166.70 | Nov. | R463.77 | R69.57 | R533.33 | Nov. | R927.54 | R139.13 | R1 066.67 |
| Dec. | R126.84 | R19.03 | R145.87 | Dec. | R405.80 | R60.87 | R466.67 | Dec. | R811.59 | R121.74 | R933.33 |
| Jan. | R108.72 | R16.31 | R125.03 | Jan. | R347.83 | R52.17 | R400.00 | Jan. | R695.65 | R104.35 | R800.00 |
| Feb. | R90.60 | R13.60 | R104.20 | Feb. | R289.86 | R43.48 | R333.33 | Feb. | R579.71 | R86.96 | R666.67 |
| March | R72.48 | R10.88 | R83.36 | March | R231.88 | R34.78 | R266.67 | March | R463.77 | R69.57 | R533.33 |
| April | R54.36 | R8.16 | R62.52 | April | R173.91 | R26.09 | R200.00 | April | R347.83 | R52.17 | R400.00 |
| May | R36.24 | R5.44 | R41.68 | May | R115.94 | R17.39 | R133.33 | May | R231.88 | R34.78 | R266.67 |
| June | R18.12 | R2.72 | R20.83 | June | R57.97 | R8.70 | R66.67 | June | R115.94 | R17.39 | R133.33 |

**Name of Account: Nelson Mandela Bay Tourism**

The above grid is a 12-month pro-rata membership fee breakdown. Nelson Mandela Bay Tourism’s financial year runs from 01st July – 30 June – refer to grid. Please note that Country membership rates are only applicable to products outside of the Nelson Mandela Bay region. E.g.: should you join as a Premium Member (business in NMB region) during the month of March – the fee applicable would be R 533.33 which will cover you until the end of June for the current financial year.

**\*Pro-rata rates only apply to new membership applications and not renewals.**

**OFFICE USE ONLY:**

N.M.B.T. Representative: ……………………………………….. 🞎 Membership Database

Signature : ……………………………………………………………… 🞎 Category Listing / PE Product Manual

Date: …………………………………………….……………………… . 🞎 E-mail Database

Membership Number / Log-In: ……………………………….. 🞎 Member Login & Password

Password: …………………………………………………………….. 🞎 Website Listing

Accounts Representative Name: ………………………………. 🞎 Welcome Letter

Accounts Representative signature: ………………………….

Date of invoice generated: ……………………………………….

Invoice Number: ……………………………………………………..

**TERMS AND CONDITIONS**

1. Requests for resignations of membership must be in writing and received by Nelson Mandela Bay Tourism one month prior to renewal date (30th June of a year). PLEASE NOTE that membership is NOT automatically renewed on 1st July every year.
2. It shall be the members’ responsibility update their information on the website and inform Nelson Mandela Bay Tourism, in writing, of any changes within the members’ organization viz. change of address, telephone numbers, staff changes, etc.
3. It shall be the members’ responsibility to ensure that Nelson Mandela Bay Tourism’s Tourist Information Office has adequate supplies of brochures on display, as well as brochures in stock.
4. It shall be the member’s responsibility to inform Nelson Mandela Bay Tourism, in writing, of any changes in tariff and/or special offers available.
5. Members will be invited to attend regular membership feedback sessions. These will serve as informal information sharing sessions whereby members can be informed about the organizations activities as well as stay abreast with what is happening in the tourist industry. Membership enquiries should be directed to the Membership Consultant.
6. When joining initially, **fees are payable immediately.** Subscriptions shall be calculated on an annual basis from 1st July of a year to 30th June the following year. The membership fee cannot be refunded.
7. Fees are payable thereafter within 30 days of issue of the annual membership application form and invoice. Should membership fees not be paid timously, all benefits will be suspended.
8. Membership shall be approved subject to and in terms of the constitution of Nelson Mandela Bay Tourism and shall be subject to Board approval.
9. Members shall only be entitled to receive the benefits for which they have subscribed. Nelson Mandela Bay Tourism does not guarantee reservations or referrals.
10. Nelson Mandela Bay Tourism requires a copy of the “Special Letter of Consent" from all tourism-related product owners who wish to operate their business in a residential area. Applications for Council’s Special consent are to be done prior to commencing business activities. For further information, contact Director: Administration (Estates Division), Nelson Mandela Metro, Mr Danie Welgemoed, Tel: (041) 506 3212.
11. Nelson Mandela Bay Tourism requires a copy of your products fire adherence certification. For assistance with regards to obtaining this approval contact the Fire Safety Enquiries department on 041 508 5541.
12. Nelson Mandela Tourism requires a copy of a “Certificate of Acceptability for food on premises” if you are a restaurant or accommodation facility which serves meals. For further assistance to obtain the certificate contact Environmental Health Services on: 041 506 5400 / 5413.

Download from <http://www.nmbt.co.za/uploads/1/files/doc_certificate_of_acceptability_for_food_on_premises.pdf>.

1. Nelson Mandela Bay Tourism requires a copy of the letter of authorization from the Eastern Cape Tourism and Parks Agency which permits the retail sale of liquor for consumption on your premises if you sell or serve alcoholic beverages. 041 364 2570.
2. Nelson Mandela Bay Tourism strongly recommends that all accommodation establishments be assessed on an annual basis in terms of the minimum requirements as determined by the Tourism Grading Council of South Africa. For further information regarding grading, contact the Tourism Grading Council of South Africa, Tel: (011) 895 3108 or visit their website: [www.tourismgrading.co.za](http://www.tourismgrading.co.za)
3. Tour Operators are required to use THETA or FGASA accredited Guides and Drivers to possess Professional Driver Permit (PDP). It is illegal for any business to utilize the services of unregistered tourist guides. Tour Operators to supply copies of Road Transportation Carrier Permits for each vehicle as well as proof of General Public Liability Insurance.
4. All tourism product owners are to provide a copy of their public liability insurance Certificate. For further information visit SATIB at [www.satib.co.za](http://www.satib.co.za).
5. Applications for tourism signage can be made to Eastern Cape Tourism and Parks Agency, Mr Mbulelo Siyo (Tel. No.: 041 364 2570). The Application form for tourism signage can be downloaded here: <http://www.nmbt.co.za/uploads/1/files/doc_tourism_road_signage_application_form.doc>.
6. Members who wish to renew need to supply updated relevant compliancy documents.
7. NMBT reserves the right to waiver costs for specific organizations and products at our discretion**.**