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**MINISTER OF TOURISM**

**REPUBLIC OF SOUTH AFRICA**

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**NATIONAL ASSEMBLY:**

**QUESTION FOR WRITTEN REPLY:**

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**Mr H S Gumbi (DA) to ask the Minister of Tourism:**

1. What (a) is the official purpose for the introduction of the Tourism Amendment Bill by her department, (b) number of registered tourism travel agencies exist in (i) the Republic and (ii) each province as at 1 September 2019 and (c) legislation governs and regulates the operation of tourism travel agencies in the Republic;

(2) whether any unregistered tourism travel agencies have been reported to her department since 2014; if so, what (a) number of unregistered travel agencies and (b) steps did her department take to deal with each complaint? NW1941E

**Reply**

**(1)(a) what is the official purpose for the introduction of the Tourism Amendment Bill?**

To amend the Tourism Act, 2014, so as to provide for certain definitions; to provide for the determination of thresholds for short-term home sharing; to provide for the renaming of the South African Tourism Board as South African Tourism; to provide for additional competence requirements of tourists guides; to provide for the regulation of safety in relation to tourist guiding and the improvement of the tourist guiding experience; and to provide for matters connected herewith.

**(b) Number of registered travel agencies that exist in**

**(i) Republic & (ii) Each Province**

The Department does not register or keep records relating to tourism travel agencies either in the Republic or in Provinces.

**(c) What legislation governs and regulate the operation of tourism travel agencies**

Tourism Act, 2014, does provide for matters relating to tourism travel agencies. Section 28(1) of the Tourism Act, 2014, states that the Minister may develop a National Grading System for tourism with a view to maintaining or enhancing the standards and quality of tourism services (which includes tourism travel agencies), facilities and products. Again, tourists can, in terms of section 45(2)(b) of the Tourism Act, 2014 refer any complaint in respect of tourism services (which will include tourism services offered by travel agencies to the Tourism Complaints Officer for referral to relevant authorities for resolution.

1. **Whether any unregistered travel agencies have been reported since 2014 ,If so**

**(a)What number of unregistered agencies?**

The Department does not keep registration details of travel agencies.

**(b) steps taken to deal with each complaint**

Six complaints were received from tourists against travel agents. Each complaint was referred to the travel agent responsible for an amicable resolution. In cases where a complaint remained unresolved, the department referred it to a relevant regulator for further processing and resolution.