Sanibonani and welcome to the province of KwaZulu-Natal. It is here that you will enjoy the most African experience the country has to offer. KwaZulu-Natal is a melting pot of rich African, Indian and European cultures set among the splendour and beauty of warm tropical beaches, unique natural treasures and year-round sunny weather.

Explore a world within one province, from the awarding-winning blue flag beaches to natural World Heritage Sites.

Accommodation ranges from luxurious, five-star hotels, to self-catering resorts, bed and breakfast establishments and guest houses, while the conference facilities for the business community are of world-class standards.

We hope you have a fabulous stay in our beautiful province and discover some of our unique attractions and varied activities. May you take home with you an experience beyond your highest expectations; one which will surely remain etched in your mind for a long time to come!
As a Responsible Tourist and Traveller, you should:

- Respect all human rights: the sexual exploitation of children is a crime punishable in the destination or in the offender’s home country.
- Help preserve natural environments. Protect wildlife and habitats and do not purchase products made from endangered plants or animals.
- Purchase local handicrafts and products which are manufactured using the principles of fair trade, to support the local economy.
- Learn about the destination’s current health situation and access to emergency and consular services prior to departure.
- Learn as much as possible about your destination and take time to understand their customs, norms and traditions.
- Familiarise yourself with the laws so that you do not commit any act considered criminal by the law of the country visited.
- Refrain from all forms of trafficking, including illicit drugs, arms, antiques, protected species and products or substances that are dangerous or prohibited by national regulations.
- The use of bottled water is only a responsible option to South African tap water if you recycle every bottle.
Always keep your bags where you can see them and be aware of them.

If the people around you make you uncomfortable or behave in a stranger manner, please report to the nearest security office.

Do not allow other people to tamper with your bags.

Please ensure that your bags and luggage are locked.

Wilful interference with/obstruction of any security official constitutes a criminal offence for which you may be arrested and prosecuted.
In the car

- Drive on the left side of the road.
- Your safety is strongly dependent upon you, no matter where you are visiting.
- Always know where you are going.
- Fasten your seat-belt, lock your doors and only leave your windows open about 5cm.
- Never pick up strangers and do not stop along the road at deserted areas.
- Do not use your cell phone while driving, unless you have a “hands-free” kit.
- Never display your valuables in the car, e.g. handbags, clothes, cell-phones. Lock them in the boot.
- Beware of your surroundings when you stop at a robot or stop street.
- Driving under the influence of alcohol or drugs is a criminal offence.
- Consumption of alcohol in public places also constitutes a criminal offence.
- Speed limits are strictly enforced. The KwaZulu-Natal Traffic Authority practices a strict ‘Zero Tolerance’ road safety campaign. Please follow all regulations diligently for your own safety and that of others.
- All fire-arms must be stored in a safe when not in your possession. Steel trunks and cupboards are not regarded as safe or suitable storage spaces.
- Always keep your fire-arm licence together with the fire-arm.
- Fire-arms should never be stored in a glove compartment, under the seat or in the boot of the car.
Accommodation

- Use reputable exchange bureaux or banks to exchange money or travellers cheques.
- All tap water in South Africa is safe to drink.
- Just like anywhere else in the world, please do not leave your luggage unattended.
- Store valuables in the safety deposit box at your hotel’s reception.
- Keep your room door locked, whether you’re in or out.
- If someone knocks on your door, check who it is before allowing them to enter.
On the street

• Do not publicise your valuables, e.g.: jewellery, camera, cell-phones.
• Use credit cards or, if not possible, carry only small amounts of cash.
• At night, avoid isolated, dark places.
• If you require any information, policemen or tourism information officers will gladly assist you.
• Metered taxis are a good, safe way to travel at night, especially in areas you are unfamiliar with; your hotel or nearest tourism information office could recommend a reliable taxi service.
• Beware of your surroundings.
• Obtain advice from your hotel prior to embarking on foot.
Accredited Metered Taxi

- Visitors are encouraged to use taxis accredited by local Metro Police/eThekwini Transport Authority and the professional fleets.
- Look for an accreditation sticker on the side window of accredited taxi cabs.
- Taxi meters display fares in South African Rands.
- Look for the rate per kilometre displayed on the window of the vehicle.
- Ensure your cab has a taxi meter; for your protection use metered taxi cabs only.
- Fares are calculated per vehicle - up to 4 passengers (Sedans) and 6 - 8 pax (larger vehicles).
- A gratuity fee is payable at the discretion of the passenger. 10 - 20% is recommended for good service.
- Ensure that you have on-hand your cab’s registration number, name and contact number of the company or private operator and, if possible, name and code of driver.
- Accept only fixed quotes if the taxi meter is set in motion, so that you may compare the fixed quote with the fare calculated by the taxi meter to ensure fairness.
Accredited Metered Taxi

- If you are not happy with the service or standard of a taxi used, or if you feel you have been overcharged, contact the company or owner of the vehicle and/or report to the conference organisers (if applicable) and to Tourism KwaZulu-Natal.
- Passengers should insist on the meter being switched on when they enter the taxi, even if they have already negotiated a price with the driver. This will enable the passenger to compare the fixed quote with the fare calculated by the taxi meter to ensure fairness. It is also required by law for a metered taxi to switch on the meter upon the commencement of a journey.

*THE GOLDEN RULE IS: THE CUSTOMER HAS THE FREEDOM OF CHOICE.*
At the beach

- Swim at beaches manned by lifeguards.
- Swim between the beacons.
- Obey instructions of lifeguards.
- Do not take valuables to the beach; always leave them in a safety deposit box at your hotel.
- Use adequate sun protection cream.
- When encountering difficulties while out at sea, raise one hand above your head.
- Do not take glass bottles to the beach.
- Avoid consuming alcohol before swimming.
- When you are swimming out at sea, consider asking your neighbour/friends to look after your belongs or leave belongs in lockers or with lifeguards.
Visiting Sites In Rural Areas

- Visit traditional areas with registered tour operators or guides and enquire about the cultural protocol of the area if possible.
- Use registered, qualified tour guides.
- Obtain advice from your local tourism office in the region for the best routes to follow.
- Do not stop to pick up strangers.
- When hiking, ask the conservation or camp manager about any current security risks in your selected hiking area.
- Always sign the Mountain Rescue Register in full before you embark on a hiking trip, or even for a day walk.
- Plan your route, describe this accurately in the Mountain Rescue Register you fill out and stick to your plan.
- Ensure you have adequate warm clothing and rain gear - mountain weather can change in minutes.
In the event of an emergency:
10111

Vodacom, Cell C and MTN cell-phone users:
112

This is a 24-hour emergency number, throughout South Africa, Swaziland and Lesotho:
082 911

Mountain Rescue:
080 000 5133

Durban Metro Police Control Room:
+27 (0) 31 361 0000

South African Police Service Delivery Line:
080 000 0596

Ambulance:
10177

Fire Brigade:
+27 (0) 31 361 0000

Business Against Crime:
+27 (0) 31 332 0437

Tourism KwaZulu-Natal:
+27 (0) 31 366 7500
+27 (0) 86 010 1099

Airport:
+27 (0) 32 436 0031

Travel Doctor:
+27 (0) 31 360 1122
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Zulu is the most widely spoken language in South Africa. It is dominant in KwaZulu-Natal and fairly prevalent in the Free State, Gauteng, Mpumalanga provinces. isiZulu belongs to the Nguni group of Southern African languages, along with Xhosa and Swazi.

PRONUNCIATION VOWELS
A - pronounced as the “a” in a “car”
E - pronounced as the “e” in “let”
I - pronounced as the “ee” in a “beer”
O - pronounced as the “aw” in a “saw”
U - pronounced as the “oo” in a “look”

HERE ARE SOME USEFUL ISIZULU WORDS AND PHRASES TO HELP ONE GET STARTED WITH THE LANGUAGE:
Hello - Sawubona
How are you? - Kunjani?
I am well - Ngiyaphila
We are well - Siyaphila
Goodbye - Sala kahle
Where are you going? - Uyaphi?
How much does this cost? - Kubiza malini lokhu?
Where do you work? - Usebenzaphi?
We are learning to speak Zulu - Sifunda ukukhuluma isiZulu
Speaking Zulu is difficult - Kunzima ukukhuluma isiZulu
The sun is hot - Ilanga liyashisa
Today - Namuhla/Namhlanje
Tomorrow - Kusasa
We are on holiday - Sivakashile
Thank you - Ngiyabonga/Siyabonga

“Enjoy your visit and be a good and responsible tourist.”
An integrated initiative between Tourism KwaZulu-Natal, the South African Police Service and the Department of Economic Development and Tourism.