SA'S GOAL: 30% WOMEN EXECUTIVES IN TOURISM BY 2022

DALLY NEVS AFRICA'S TRAYEL



Deputy Tourism Minister Elizabeth Thabethe (second from left) with dynamic female entrepreneurs Brownie-Lee Smith, Pinky Ndlovu and Ayanda Sibiya from the Africa!!gnite SME.

inister of Tourism Tokozile Xasa launched a campaign to increase the proportion of women in tourism management positions to 30% in the next five years, during the fourth annual Women in Tourism networking event at Africa's Travel Indaba last night.

The campaign, dubbed "WiT 30in5", will be chaired by Tourvest chief operating officer Judi Nwokedi in a collaboration between the private sector and the National Department of Tourism.

WiT 30in5 will target 30% female representation in executive management and board directorship positions by 2022, in line with the goals set out in the Tourism BBBEE scorecard.

Globally, the proportion of women participating in tourism at decisionmaking level is low, especially considering the high number of women working in the lower and entry levels.

This is also the case in South Africa.

where a 2011 transformation study showed that 77% of enterprises had no black female directors, and only 10% of large enterprises had the mandated 25% black women in senior management positions.

The National Department of Tourism has noted the slow pace of gender transformation in the sector, and will be focusing on increasing the representation of women in senior positions over the next five years.

INDABA ISSUE NO. 3

It has already initiated an executive development programme for women in partnership with Unisa, as well as a women's executive development forum. Flowing from these initiatives, the "30in5" campaign will take the target of 30% of women in leadership positions to the tourism industry and will mobilise for active transformation.

The campaign principals will now develop a project plan, and will seek strategic partnerships and to help create an enabling environment to attain the desired 30% target of women managers in the tourism industry.

AFRICA MOVES US

Africa never stops moving. Africa inspires us, and becomes a part of us. Africa changes us. Africa's Travel Indaba: Africa moves us.

Over the past few days, exhibitors and visitors have been introduced to the rebranding of Indaba, which will now be known as Africa's Travel Indaba. The repositioning more fully reflects the ownership of Indaba by the entire African travel industry.

Even President Jacob Zuma, when he officially opened Indaba on Tuesday, referred to it as "a wonderful way to celebrate Africa Month and to showcase the beauty of our country and our continent. This week we bring Africa and the world together at this homegrown trade show where Africa markets itself to the world."

The rebranding re-emphasises South Africa's commitment to partnering with the rest of Africa by showcasing the continent's tourism and contributing to the economic growth of the region.

To complement the rebranding of the trade show as Africa's Travel Indaba, a

Mpumalanga

number of improvements have already been introduced, such as a new luxury pavilion, an updated diary system and a new app.

Delegates are invited to look around to see how the new look and feel has already been incorporated into Africa's premier travel trade show, as we look forward to Africa's Travel Indaba 2018 sporting a brand new coat of paint.

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panel, each successful applicant will help

identify and reward the best of the best

in the tourism industry over the past year.

They will need to have at least three years'

working experience in the tourism industry,

an extensive knowledge and understanding

of the industry, and not be an entrant in

the category that they apply to judge.

Tourism businesses who wish to

throw their hat into the ring for the

Lilizela Tourism Awards are reminded

close on 31 May. Anyone wishing to

serve as a judge is invited to submit

their CV and motivation by 26 May.

Zimba at 011 895 3175 or email

mashoto@southafrica.net. Visit

that entries for these prestigious awards

To find out more, contact Mashoto

www.lilizela.co.za for more information.



Award-winning author Fikile Hlatshwayo is one of the exhibitors at the Sustainability Village.

AN OASIS OF DELIGHTS AT THE SUSTAINABILITY VILLAGE

f you have not discovered this treasure of Africa's Travel Indaba yet, it's not too late. The inaugural Sustainability Village hosts local businesses with products that are unique, hand-crafted and locally made.

An initiative of South African Tourism, the Sustainability Village comprises 14 local small businesses, explains Anna Savage, who was commissioned to set up and run the village, located in Hall 2, aisle 4 at the ICC.

"The businesses are all from the Moses Mabhida Stadium market that takes place on the first Saturday of every month. All of them were chosen because their products are relevant to tourism."

The feedback so far from both exhibitors and visitors has been excellent, she says. "Visitors are delighted with the village – this is the first year it has been done – as it gives them the opportunity to support local businesses."

The village participants have also been networking with the other exhibitors, she says. "Many of our participants have received interest from hospitality groups and lodges in their products."

To encourage interest in this initiative, more than 600 VIPs at the trade show have been given a R500 voucher that can only be spent at the Sustainability Village.

One of the exhibitors is Fikile Hlatshwayo, award-winning author of Blacks do Caravan. She says she is loving the show. "It is a great platform to showcase South Africa's unique holiday destinations and travel products. I love the warmth and positive energy of the event."

She is selling her book, which is about unifying the country, at her stand. "I want to encourage South Africans to travel in their own country. We have a rich cultural diversity and a natural heritage that we need to appreciate and enjoy, before we go explore other places."

This year has been declared the International Year of Sustainable Tourism for Development by the United Nations World Tourism Organisation.

In the South African context, sustainability in tourism does not only entail embracing eco-friendly business practices but also empowering small businesses and communities. This is especially true in the light of 2017 being the year of late struggle stalwart Oliver Reginald Tambo, whose legacy can be celebrated by eradicating inequality and embracing transformation.

The Sustainability Village plays a role in achieving this objective, with South African Tourism encouraging more black people to participate in the tourism industry and to be tourists in their own country.

WOULD YOU LIKE TO BE A LILIZELA TOURISM AWARDS JUDGE?

South African Tourism is inviting members of the tourism industry to apply to be part of the adjudication panel for the 2017 Lilizela Tourism Awards, regarded as South Africa's premier travel and tourism awards.

These annual awards recognise and celebrate the people who raise the bar in the industry, rewarding outstanding service at provincial and national level.

Whether they do authentic South African tours, do accommodation exceptionally or do events that put South Africa on the map – these tourism businesses all do tourism and help advance the industry, in line with South African Tourism's new I Do Tourism domestic campaign. As a member of the adjudication

⁴⁴ These annual awards recognise and celebrate the people who raise the bar in the industry, rewarding outstanding service at provincial and national level.





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HIDDEN 'GEMS' ADD LUSTRE TO SA'S TOURISM OFFERING

In this, the final part of our series on the Hidden Gems exhibiting at Indaba as part of the SME Market Access programme, we profile four more small tourism businesses from around the country.



Tiveka Game Lodge's rondavels are set among the picturesque hills outside Polokwane.

Limpopo: Tiveka Game Lodge

Tiveka Game Lodge, a three-star establishment located 40km from Polokwane, invites guests to experience the tranquillity of nature just a stone's throw from the city.

The lodge offers 72 en-suite rooms on its 332-hectare farm, plus a conference hall that accommodates up to 800 people for events such as team-building. Guests can go out for an exhilarating game drive before cooling down in the swimming pool.

This thriving small business has been in operation for 12 years, and employs 26 full-time employees.

"We are so proud of our comfortable rondavels, the mountainous view, the quiet environment and traditional food is what our clients like the most," says marketing manager Joseph Mabote.

One of the hurdles Tiveka has encountered is getting international guests and corporates to sample its warm hospitality, but is hoping that Indaba will put them in touch with more international tour operators.

"My hopes and my ambition is to see Tiveka Game Lodge be the best lodge in Polokwane and to give our clients the type of service they will never forget," says Mabote. Visit www.tiveka.co.za

Eastern Cape: Drifters Raceway Theme Park

East London-based Drifters Raceway

Theme Park is an outdoor adventure and amusement park that offers gokarting, paintball, quad biking, teambuilding and conference facilities.

Heart-pumping adventure and Xhosa culture collide in a unique 21st-century offering that has rapidly gained traction since opening its doors in 2014.

The theme park has already scooped a provincial Lilizela Tourism Award as well as being named second runner-up at the national awards.

Says Luvuyo Mpambani: "Drifters is the only outdoor go-kart dirt race track in the Eastern Cape, but. We employ six people, all from previously disadvantaged groups."

He says the business has faced obstacles when it comes to marketing and funding, but is confident that participation in the SME market access programme will assist in this regard – and in fully understanding the market's needs and expectations.

"Drifters hopes to become one of the most iconic tourist places in the Eastern Cape, South Africa and Africa as a whole," he says.

Visit Drifters Raceway Theme Park on Facebook, or follow them on Instagram and Twitter

KwaZulu-Natal: WOWZulu Responsible Tourism

WOWZulu is a project of Africa!Ignite, which markets community-based experiences

to tourists, enabling them to engage with South Africa's people, cultures and nature.

This non-profit rural development agency offers adventures to tourists who care about sustainability, community development and trading fairly, and who want to have fun, interactive experiences.

About 460 emerging entrepreneurs work with WOWZulu as guides, hosts, crafters and producers – all from previously disadvantaged groups.

"The activities and experiences that we have developed with these rural communities offer tourists a unique opportunity to get to know our people, feel our beat, taste our culture," says Africa!Ignite founder and executive director Wilna Botha.

"The experiences take you into the heart of KZN and are designed to help communities be more self-reliant." Visitors can taste the local food, buy locally made crafts and hear stories about the area.

"We hope to use this Indaba experience to become familiar with tour operators across the spectrum and drive feet into the communities in which we are based. This will prove the financial viability of the model and its job creation potential, and thereby help us to motivate to expand and replicate it across South Africa." Visit www.wowzulu.co.za

Western Cape: Durbanville Wine Tours

Durbanville Wine Tours is a wine tasting company that delights in sharing the

abundance of Cape Town's Durbanville Wine Valley with visitors.

"Our clients get to experience hand-crafted premium and flagship wines only found at the 'source'," says Jennifer Malinga. "We are for the wine aficionado who wants an intimate and exclusive experience, drinking good wine with good food and good company."

She says the Durbanville wine route is gaining in popularity. "We have taken it upon ourselves to make it a tourist destination instead of a 'pass-through' tasting stop. We have also added activities that enhance the tasting experience."

Visitors can experience a diverse group of Durbanville wine producers, including Africa's first and only Grüner Veltliner white wine grape variety. Malinga explains: "Durbanville's wines are characterised by very intense and often diverse fruit flavours. Due to the cool climate of the region, the wines are elegant and balanced, and extremely food-friendly."

Malinga says it's been tough accessing the market as a "new kid on the block", but hopes the Indaba experience will change this.

"We want to be a wine tourism company to be reckoned with when it comes to all things Durbanville wine-related. I'm also looking forward to establishing a wine therapy 'getaway' package in the future involving a wellness spa." Visit www.durbanvillewinetours.co.za

PROGRAMME FOR TODAY, THURSDAY 18 MAY 2017

Time	Schedule
10:00 - 17:30	Indaba 2017 - Day 3 Indaba Day 3 Durban ICC, DEC and Walnut Road • all INDABA Delegates
10:30 - 11:30	Media Conversation #4 Topic: Indaba Wrap up by the bid parties, highlighted on statistics for the show and throw forward to Indaba 2018 Media Centre • all INDABA Delegates to RSVP limited seats • Funeka: funeka@southafrica.net
17:00 - 17:30	Show Closes Thank you for attending Indaba, see you again in 2018 All exhibition areas, ICC, DEC and Walnut Road • all INDABA Delegates

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Bevan and Jill Langley from Stray Along the Way documenting their findings at !Khwa ttu Cultural Centre

TO BLOG OR NOT TO BLOG?

n ever-changing technological landscape, smart devices and wi-fi enables tourist across to the globe to access and obtain information instantly. E-marketing makes it affordable and easy for hospitality establishments to promote their offerings and sell their products.

Using innovative and user-friendly marketing strategies and tactics has become central to the tourism industry. With this in mind West Coast Tourism Organisation has been accommodating local and international bloggers in the region with great success. Travel bloggers have an authentic voice. Their honest reviews and evaluation about a region makes them a credible source of information for tourist and prospective visitors. Additionally, bloggers produce and capture content, photos and videos which

you can use and share on a variety of media platforms. Publishing blog posts on your website and social media has an unlimited shelf life that may accrue value through long-term Search Engine Optimization.

Using innovative and user-friendly marketing strategies and tactics has become central to the tourism industry.))

HELPING TOUR OPERATORS SELL RWANDA



he Rwanda Development Board has created a remarkable website at *www.rwandaresources. com* to assist tour operators and travel agents in selling Rwanda to their clients.

Resources include rates and information on accommodation providers, transport providers and tours and safari ground handlers. Perhaps most valuable is the comprehensive image library. Tour Operators can download all the resources in one go, or just visit the site and view/download whatever they want as they need it. Resources are stored on Dropbox to ensure that access to available information is as up-to-date as possible.

Meet Remarkable Rwanda at Indaba 2017

Meet the Rwanda Development Board team at Stand No. DEC2A2 to discover more about selling Remarkable Rwanda. To book an appointment, contact Chantal Atukunda on +250 252576514 or email *chantal.atukunda@rdb.rw* or visit www.rwandaresources.com.



Discover New Experiences in Cape Town & Western Cape 2016-17

Cape Town / Cape West Coast

Cape Overberg / Cape Winelands / Garden Route & Klein Karoo / Cape Karoo

The Silo

MOJO Marketplace

Art @ Estates

Art@Almenkerk in the beautiful Elgin Valley is situated in the east on the award winning Almenkerk Wine Estate, the main focus is avant-garde and pop art. Art @ Durbanville Hills will leave you feeling amazed as you discover classical and contemporary art fill the space as the venue overlooks the beautiful Table Bay, Table Mountain and Robben Island. The first exhibition runs until 24 June 2017.

www.art-at-almenkerk.com www.art-atdurbanvillehills.com

Bosjes

Located near the historic town of Worcester lies something truly magical and unique surrounded by the inspiring Slanghoek and Waaihoek mountain ranges. Bosjes meaning "small bushes" in Dutch is the new name given to the old Bosjes-man's Valley Farm dating back to 1790. Bosjes opened its doors to the public on the 15 March 2017. The striking new chapel designed by Coetzee Steyn from Steyn Studio is the highlight to many visiting. www.bosjes.co.za

Tuinplaas

The relatively new Tuinplaas opened its doors in December 2016, located just off the N2 cannot be missed with colourful flags and comic ostriches leading up to the entrance entices you to stop and want to discover more. With many different 'things to do' you will be occupied for hours exploring. Clay pots can be bought at affordable prices as the artist creates and moulds these on the premises. The Labyrinth walk will offer relaxation, the coffee shop will entice you with delicious homemade cakes and dishes. The 'must see' when visiting has to be the 'World's Largest Jersey' knitted by 22 women of Alberitnia, be sure to have you picture taken 'wearing' this wonder. Many of the hand knitted products can be bought on the premises.

Benguela Cove – Pontoon Boat Cruise

Located between lush vineyards and olive groves, the estate finds itself surrounded by a shimmering lagoon which hosts the Lady Bonnie pontoon boat. As an added feature to the many facilities on the estate, the pontoon boat is the essence of maritime leisure. Seating up to 12 passengers making it ideal for a leisurely day out with friends and family. After basking on the lagoon, patrons are invited to dine on a mouth-watering 2 or 3-course menu in the opulent Benguela Cove Restaurant. www.benguelacove.co.za

Scootours

Franschhoek Adventure Scootour is where you will freewheel along sections of the historic 1825 Holloway Pass and 1819 Cats Path ox wagon trail that ends at Haute Cabrière Cellar Restauran. Scootours can be done in vibefilled Cape Town and lush forests Knysna. www.scootours.co.za

Cango Caves Zip line

Cango Caves Zip line near Cango Caves in Oudtshoorn is a new experience that launched the 01 September 2016 at the Cango Caves Estate. Look forward to beautiful views of the estate and surrounds. One of the longest being up to 180m.

Silo Hotel is one of the newest additions to the city's diverse portfolio of luxury accommodation. Towering above the iconic V&A Waterfront, The Silo Hotel is a magical – and opulent – space built in the grain elevator of the historic grain silo complex and occupies six floors above what will soon be the Zeitz Museum of Contemporary Art Africa (MOCAA). www.theroyalportfolio.com

Zeitz Museum of Contemporary Art Africa (MOCAA)

Opening its doors to the public in September 2017, the Zeitz Mocaa will boast the largest collection on the continent and rival the likes of the Tate Modern in London, MoMA in New York and Museo Nacional del Prado in Madrid.

www.zeitzmocaa.museum

Mojo Marketplace is Sea Point's exciting new urban food and retail hub. This is the perfect spot for all foodies. Open seven days a week with 15 food vendors, three bars, 40 designer retail stalls and a live entertainment stage.

City Sightseeing Red Bus Route -Cape Point Explorer

Spend the day exploring Cape Point nature reserve, part of the Cape Floral Kingdom World Heritage Site, with a stop en route at Boulders Beach visit the African Penguins. This day tour to the Cape of Good Hope, which includes your pass into the Cape Point, is a must see for visitors and locals.

www.citysightseeing.co.za

www.web.facebook.com Tuinplaas www.tuinplaas.co.za

Heuningland Karoo Trail - Karoo Camino

Follow in the footsteps of Sylvester the lion, by walking a circular route for about 100 km over four days through the beautiful and tranquil Karoo. This trail will revitalise your soul as you take in the natural surrounds and clear starry night skies. The hiking trail will be clearly marked and every one walks at their own pace. www.heuningland.com www.cangocavesestate.co.za

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Cape West Coast Foodie Route

The new Foodie Route has a theme "culture on my plate" the route showcases the countless flavour sensations found in the area. The self-drive circular route was created by West Coast Way and includes 10 unique stops taking you on a food and wine journey through the Cape West Coast. www.westcoastway.co.za

UNITING AFRICA THROUGH ART AND HERITAGE

he third Media Conversation dug into the art world with a spirited debate called "Uniting Africa Through the Arts: The Common Thread That Binds Us as Africans". On the panel were Seed Capital Founder, and Director of the FNB Joburg Art Fair, Mandla Sibeko; Writer, Film Director and Actor Akin Omotoso; and Advocate Sonwabile Mancotywa of the National Heritage Council. Vanessa Marawa moderated the session.

The session opened with the trailer for *Tell Me Sweet Something*, one of Omotoso's recent filmic successes. The film showcases the City of Johannesburg in a unique way – highlighting how film can be used as an indirect driver for tourism. "We can never underestimate the power of images and film," he said. His latest film *Vaya*, which will be released in October this year, showcases the grittier side of the country but, he says, this portrayal does not necessarily reflect badly on the tourism sector. Rather as a low-budget film, it showcased South Africa's resourcefulness and film potential, leaving international filmmakers impressed.

"We've done an amazing job in showcasing our tourism crafts to the world," said Sibeko, adding that although South African contemporary artists are seen as

We can never underestimate the power of images and film.))



Akin Omotoso, Vanessa Marawa, Mandla Sibeko and Advocate Sonwabile Mancotywa.

progressive and dynamic internationally, they do not receive the recognition they deserve at home. "What is our strategy for developing local visual arts?" he asked.

According to Adv. Mancotywa, SA has not fully realized its potential in heritage tourism and the arts. "Arts is the fastest way of creating jobs," he said. Heritage is a strategic resource, and it also inspires future generations and grounds them in their identity and history. "Heritage is the DNA of our society," he explained, stressing the importance of educating the tourism operators of tomorrow – our youth – not only in their background but also in their indigenous languages. Our indigenous languages are dying, and if we do nothing to develop and nurture a love for our home languages, they will be lost. Omotoso then asked a pertinent question for the media: how much of the arts is covered as front page news? "We don't give it the attention it deserves," he said, citing the many awards and accolades of the local film industry and how it is rarely reported on. Additionally, he asked that we consider the bigger picture because although there are areas of South Africa's arts and culture sectors that need work, but the government has been doing an excellent job in promoting and developing the industry. An example of this is the local film rebates and funding through the National Film and Video Foundation and the Department of Trade and Industry

44 Arts is the fastest way of creating jobs.))

- there are very few countries who can boast this kind of support, he said.

Another valid point made, this time by Sibeko, was the fact that we as a country still see the arts as Corporate Social Investment. It should be seen as a viable economy and should be marketed as such, he said. The session closed on a positive note despite a number of issues raised around the changing of attitudes and mindsets towards arts, with Omotoso saying, "We should all be better at marketing South Africa."



Durban Township Experience





UMLAZI

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Comfort Zone - 061 319 6314 Shadows Tarven - 083 553 7898 Meat Cafe - 083 354 3985 Tate's Kasi Grill - 082 833 1810 INANDA

Under the Moon - 031 519 0841 KWAMASHU

One & Only - 082 964 3289 **Artizen Lounge** - 082 970 7475 **DURBAN WEST**

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Engage with our 9 Community Tourism Organisations (CTO's) that will be based at the Durban Tourism Stand:

Sapphire Coast Tourism, Umlazi Tourism, Sodurba, Durban Central CTO; Woza eNanda, Umhlanga Tourism, 1000 Hills Tourism, Clermont KwaDabeka Tourism Development, Durban West Community CTO & The Durban Green Corridor. Visit us at the Durban Tourism Stand No DEC1A01 Mpumalanga Township Magaba Lounge - 083 650 2789 Seaman's Lounge - 081 733 5032 Casablanca Lifestyle- 072 390 7278

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THESE STANDS ARE A CUT ABOVE THE REST

Africa's Travel Indaba yesterday announced the 2017 Exhibition Stand Awards winners in six categories, with stands judged according to their design aesthetic and functional aspects.

STAND AWARDS

Kenyo

CATEGORY: Transport				
The Blue Train	ICCK12	Platinum		
South African Airways	ICCI01	Gold		
Europcar Southern Africa	ICCK01	Silver		
CATEGORY: SADC				
INATUR-Mozambique Tourism Authority	DEC2C11	Platinum		
Malawi Tourism	DEC2B02	Gold		
Swaziland Tourism Authority	DEC2B14	Silver		
CATEGORY: Tour Operator				
Featherbed Co	ICCB17	Platinum		
Tourvest Destination Management	ICCD01	Platinum		
South African National Biodiversity Institute	ICCA06	Silver		
CATEGORY: Outdoor				
Canvas and Tent	ODB13	Platinum		
Tanzania-Experience	ODB15	Gold		
Rovos Rail (Pty) Ltd	ODG02	Silver		
CATEGORY: Provincial				
Free State Tourism Authority	DEC1B10	Platinum		
Northern Cape Tourism Authority	DEC1B03	Gold		
Tourism KwaZulu-Natal	DEC1A05	Silver		
CATEGORY: Accommodation				
Winchester Mansions	ICCE04	Platinum		
Sun International Management Limited	ICCR01	Gold		
aha Hotels & Lodges	ICCO01	Silver		



The Canvas and Tent exhibit was judged to be the best in the Outdoor category.



Swaziland's stand earned a silver award in the SADC category.



#AsambeeKenya

This Indaba, tag @MagicalKenya on Twitter or Facebook and get lovely Kenyan treats from our Mobile Vending Machine. And after that, why not pass by Stand DEC2A 24A to experience some more of Kenya's abundant

magic? See you there!



www.magicalkenya.com

SOUTH AFRICA'S VAST SCENIC BEAUTY UNVEILED AT SPEED MARKETING SESSION



MC Ntokozo Dlamini kept delegates enthralled.

n the second Indaba Speed Marketing Session, buyers, exhibitors and delegates were treated to the diverse, scenic offerings of South Africa's abundant and beautiful landscapes. From God's Window and the Blythe River Canyon in Mpumalanga, to the marine experiences and blue flag beaches of the Wild Coast; this session was a feast for the eyes. The room was in high spirits, and the session also proved to be very informative. We learned that Blythe is the third-largest canyon in the world, that Table Mountain Cableway was built in 1929, that Cape Point sees 1.1 million visitors a year, that there are cheesemakers, fudgemakers

and modern day blacksmiths hidden in the Midlands Meander, that the Kalahari Red Dune Route along the R360 has some of the best, well-maintained roads in the country, that the Tsitsikamma area is home to the world's largest Protea farm...and the list goes on.

Uzalo actor Ntokozo Dlamini once again brought his charisma to the stage as MC, setting the audience at ease and even going so far as to teach them some local lingo. Many of the marketers found it impossible to keep within the strict 'speed marketing' time limits as there were so many incredible tourism products, experiences and offerings to speak of.

Scenic Highlights

The following destinations and experiences shared their unique selling points at the speed marketing session:

- The Panorama Route (Blythe River Canyon Nature Reserve) "It looks like God has created his own house." The route will soon have a Kruger entry point, skywalk and hotel.
- Table Mountain Aerial Cableway The 87-year-old cableway will be launching two new audio tours and a Wi-Fi lounge.
- Cape Point Historic and beautiful, it has 1 100 indigenous plants, and is a staple for tourists.
- Eagle Route Home to one of SA's highest peaks, the Drakensberg Escarpment, and the Golden Gate.
- Witsieshoek Mountain Lodge Situated at 2 165m above sea level, it is ideal for exploring the region's natural beauty.
- Midlands Meander Association Made up of five scenic routes, it is home to the Nelson Mandela Capture Site.
- The Drakensberg Experience Majestic mountains and the famed Drakensberg Boys Choir School is located here, too.
- Street Scene Tours Telling the stories of everyday folk, discovering the unique South African urban experience.
- Namaqua Coastal Route Unforgettable wildflower displays and the world's largest variety of succulents.
- Kokerboom Food and Wine Route Ideal for foodies, photographers and those with a taste for brandy.

- Kalahari Red Dune Route It includes Africa's first Transfrontier Park, and will have special itineraries for 2018/19 tours.
- Tsitsikamma Tourism Association Award-winning tourism products, and big on adventure, with 60km of coastal reserve and delightful trails.
- Wild Coast South Africa Home of the annual Sardine Run, Nelson Mandela's birthplace (Qunu) and one of the most affordable routes in SA.
- Lion and Safari Park Includes three hour private tours with rangers, white water rafting, abseiling and fine dining.
- Maboneng Precinct An upmarket district in central Joburg that offers a truly authentic African urban experience.
- Freedom Park Spanning 52 acres, this iconic site preserves history and culture and fosters nationbuilding.
- Open Africa Ribola and Rixile Routes Explore the fascinating stories of rural artisans, discovering SA's rich cultural heritage.
- Q&M Tours Find out who the Rain Queen is and how a traditional rain ritual is done in the Limpopo Valley.
- Harties Boat Company Hartebeesport is "close to the city, but out of this world". The boat company is a favourite with locals and internationals.
- Harties Cableway Revamped and relaunched in 2012, the cableway offers unparalleled views and is disability-friendly.



BIG reason's to visit the Free State...



Nestled between the mighty Orange and Vaal Rivers, the Free State is an authentic 'big sky' country. Come visit the pristine Golden Gate Mountains, the majestic Witsieshoek Mountain Resort, our very own artist haven, Clarens or vibrant Parys on the banks of the Vaal.

If history is your preference come to Bloemfontein, the capital of the old Boer Republic and the birthplace of the ANC. Visit one of our famous landmarks including the Raadsaal, Old Presidency or the majestic 8m statue of Nelson Mandela, standing guard over southern Africa's largest Planetarium on Naval Hill.

The province also has two of the largest dams in South Africa, Sterkfontein in the east and the Gariep, both boasting a host of activities including water sports, birding and game viewing. For culture buffs take in true Africa at the Sotho Cultural Village or partake in 'kasi tourism' with some delicious 'chisa nyama' at Botshabelo or Thaba Nchu.

Whatever you desire we have something for you on our Big 5. So take a 'shot right' to the Free State - and expect a taste of fun, excitement and true, homegrown hospitality.

www.freestatetourism.org ilovefreestate

TOURVEST DESTINATION MANAGEMENT (TDM) ANNOUNCES THE LAUNCH OF TOURVEST DMC



Martin Wiest

t gives us great pleasure to announce the merge of Welcome Tourism Services, Your Africa, SST and Focus Tours to form Tourvest DMC. This union follows a long legacy of combining forces through consolidating market-specific inbound travel brands and forming greater operating capacity in more markets, including Italy, North America, Australia, New Zealand, United Kingdom: Scandinavia and other European German-speaking countries (such as Switzerland and Austria).

The rich history shared, a growing global footprint and collective expertise serves to sharpen Tourvest DMC's edge in all aspects of the incoming travel experience. The new brand's vision is to take its place as the leading inbound tour operator in Southern Africa & the Indian Ocean Islands.



Martin Botha

The merge serves to consolidate the four independent brands and their many moving parts into one entity, simplifying both relationships and operating procedures into one synergistic business. Already sharing the same goals and working ethos, it stands to reason that they are stronger together. Savs Martin Wiest (CEO TDM) "The

Tourvest Destination Management inbound business pillars Welcome Tourism Services, Your Africa, SST and Focus Tours have, over the years, developed distinctive core strengths, learnings, cultural variations and knowledge. Combined, they give us an eclectic mix of unbeatable strengths. While this will undoubtedly make us a better business, more importantly, it will directly benefit our suppliers and clients

in the classical synergistic fashion."

Tourvest DMC's winning formula combines technical travel expertise with intimate knowledge of the country's cultural practices, which gives their team the ability to accurately tailor-make experiences that fulfil travel aspirations. Long-standing relationships with their clients and a strategic network of industry stakeholders are a testament to the professionalism of their service and dedication to offering only the best.

The Sales & Marketing Directors across the brands, Alessandra Allemann, Suzanne Benadie and Simona Battani share the same view; "We have continually evolved to support the growing demands of our international client base. We recognise the need to constantly adapt to our dynamic travel trade industry and make every effort to understand changes in our client's needs. We will continue to ensure that expectations are met at every touchpoint, in both a technological and human to human capacity."

But it is ultimately Tourvest DMC's people that take the business from just being a well-oiled machine to an intensely personal, highly motivated and passionate collection of skilled individuals. The business understands that this industry is really about one thing; impacting the lives of travellers through extraordinary experiences.

The new consolidated brand will commence operation 1 September

2017. Naturally, a change like this comes with necessary internal structural changes, which will be the core focus leading up to the official launch date.

Says Martin Botha, COO of the Tourvest Inbound division; "We understand the value of relationships, and wherever possible we will preserve the status quo. In this fastchanging world of travel distribution, we have to adapt to better serve our clients."

Specifics in terms of company structure (including key executives, account managers, administrative and support teams) will be communicated to partners in due course, well in advance of the official changeover.

For enquiries, please contact Martin Botha mbotha@tourvestdm.com

We have continually evolved to support the growing demands of our international client base. We recognise the need to constantly adapt to our dynamic travel trade industry and make every effort to understand changes in our client's needs.

UISIT US AT STAND NUMBER: ICCA27 UNDERSTANDING HOMO NALEDI IN PICTURES

How hard is it to read the story of the human family tree?





The Rising Star Cave system and discovered human like fossils in



and the Lesedi Chamber



Dr. Marina Elliot and her team unearthed hundreds of fossil fragments











	4		The Kabwe fossil	Paul Dirks and his dating team		You can see these fossils
	John Hawkes and	Lee Berger led teams to interpret the anatomy of	The Habove Tobolic	found that Homo naledi lived	Makhura was delighted to	yourself and learn a whole lot
		these species		335 000 and 236 000 ago, so was contemporaneous to	present "Neo" to the world on 09 May 2017	more from an exhibition that opens at Maropeng on 25 May
SULL.				early modern humans.		2017.

DON'T MISS THE "ALMOST HUMAN" EXHIBITION OPENING ON 25TH MAY AT MAROPENG. THE OFFICIAL VISITOR CENTRE FOR THE CRADLE OF HUMANKIND WORLD HERITAGE SITE.

We have been waiting for you for 236 000 years.

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VOX POPS



Jeff Mabunda, North West Tourism Board

"I've met the other tourism authorities, and I am particularly impressed with the Free State Tourism Authority. What caught my eye was their stand design. It is out of this world with the colours and the screens. Next year, the North West Tourism Board will break tradition and go bigger and better."



Dhilosen Pillay, Free State Tourism Authority

"We have exhibited at other travel shows in South Africa, and Indaba is traditionally an African show. Around the world, people know that when they visit Indaba, they get a fuller perspective of tourism in Africa, not just South Africa. For the buyers, they can view the entire African product."



Bongani Mthiyane, Tourism KwaZulu-Nata

"Indaba 2017 has been so busy, and we've had a lot of meetings with international buyers from Germany, the USA, France and the UK. We are the host province, so it's our responsibility to ensure that the show is successful by both participating in and actively marketing the show in partnership with South African Tourism."



Archana Biyani, India

"Indaba is very informative and we are spending more than 20 minutes at each stand. We want to sell SA more and more [to India] and Africa has so much to offer. I enjoy the speed marketing because you're meeting products and services and getting to know them."



Massimo Evangelista, The Wilderness Society, Italy

"I haven't been here for a long time; my last Indaba was ten years ago. I think there are fewer exhibitors but it has been good."



Heidi Helm, Access Southern Africa, SA

"Whether it's Zambia or Botswana or Namibia or South Africa, I find a good variety of products. I'm a destination management company, and I'm not exhibiting, but I'm shopping."



Zaitoon Maziya, Get Travel Africa, SA

"Indaba is very lively – it might have something to do with the weather – and it's nice to meet so many interesting people. It's been very productive, I've had a lot of meetings."



Susan Wilson, Eastern Cape Parks and Tourism Agency

"We've had incredible meetings, and connected with our SA counterparts, from within our target markets. Indaba is a truly African showcase."











ashutti Country Lodge is a privately owned and run lodge for tourists and corporate clients alike. It is a unique, upmarket sanctuary for the modern-day traveler. The lodge is conveniently located just outside Tzaneen in the Agatha Mountains. Mashutti Country Lodge has 180-degree views of the Wolkberg and Drakensberg Mountains as well as the Tzaneen dam. Take a refreshing swim, after taking a stroll down to our very own rainforest.

Our details are as follows:

Email: info@mashutti.co.za Contact numbers: 015 307 4808/4315 or 073 336 6489 Website: www.mashutti.co.za



DOES SOCIAL MEDIA MARKETING FORM PART OF YOUR TOTAL **MARKETING STRATEGY?**

s a leading full-service digital marketing agency since 2010, Zebra 360 Online works with small-to-medium-sized businesses across Southern Africa and Australia, to create meaningful online marketing campaigns, using social media. All campaigns are completely measurable, highly effective and memorable. Our bespoke and integrated digital marketing strategies employ the right mix of online platforms and tools to drive business results, focusing on your business goals. We understand our customers and their mindset and work to engage with them as we create strategies and campaigns that drive conversation and engagement around their brands.

"Social media platforms have become the marketing 'must-haves', allowing businesses to know exactly who their customer is and a clear way to reach them. Companies are more interested in receiving a measurable return on investment that online marketing offers, than the hopeful 'guesstimate' of traditional marketing, and they want to be able to see instant results." MD Dave Bunvard had this to say about the current changes digital marketing

is having on the travel industry. "The world is no longer looking up

at billboards - we are all looking down. at our smart phones, and living through the technology in the palm of our hand. The culture around online marketing is changing the way we pick our holidays, the clothes we wear, the areas that we live in and how we decorate our homes. Use visual content to speak to your customer."

How does social media work for you?

Social Media Marketing allows you to control, advise and get involved in the conversation around your brand. You can track, optimise and listen to what your customers are staying about you, and be able to engage with them immediately. It has added a human element to marketing. The focus of marketing has shifted from the 'business to business' concept that managed Traditional Marketing for years. This has drastically moved to a 'person to person' sales tactic - people buy from people.

If social media is not already the main component of your marketing strategy you are already behind. Where are you? Come and visit our stand ICCL01

NEW KID ON THE BLOCK IN LIMPOPO!

&M Tours was established by Marga Hagens in 2016 to tell the stories of Limpopo. They operate from Magoebaskloof - between Polokwane and Tzaneen and focus on packaging experiences in Limpopo for the international market.

"I am passionate about the Limpopo province and believe that there is a wealth of experiences that have not yet been sufficiently promoted," says Marga.

Marga is an old hand in the tourism industry, who grew up in Limpopo. When her dad was a professional hunter in the early 1980s, Marga cultivated her love for the tourism industry by practicing on the visiting American hunters that made use of his services.

Marga started her working career at the iconic Ranch Resort near Polokwane. She worked in various hospitality establishments in South Africa before heading to the UK, where a summer with Trafalgar Tours sparked her interest in the tour operator business. Back in South Africa she worked as a consultant for Grant Thornton for many years before starting her own

tourism consulting business in Limpopo following a year-long management contract position with her husband at Tzaneen Country Lodge. She helped many budding entrepreneurs in Limpopo before deciding to start Q&M Tours.

Marga saw a gap in the market. "Not many tour operators focus exclusively on Limpopo, and we plan to fill that gap. We are locals in the province and therefore sell from personal experience. We use local guides wherever possible to ensure that the stories are told from a local perspective."

Q&M Tours have standard packages available, but can also package experiences based on client requirements and interests, including birding, golf, cultural experiences and nature experiences. They also provide half-day and day-trips from their base in Magoebaskloof.

Q&M Tours will attend Indaba 2017 and will be exhibiting on the Limpopo Tourism stand. Marga will be working hard over the

next couple of years to ensure that Q&M Tours is the first operator you think of when you plan a trip to Limpopo.

We are locals in the province and therefore sell from personal experience. We use local guides wherever possible to ensure that the stories are told from a local perspective.



Discover ... Camping

Visit us at ICC Hall, Stand ICC L11 & **DEC Hall, Stand DEC1A05**

With Ezemvelo KZN Wildlife, campers are spoilt for choice,

with a variety of camping and caravanning sites in stunning holiday destinations throughout the Province, ranging from the Drakensberg with its beautiful scenery and starry night skies, to dams, to bushveld experiences with the sounds of Africa. Whether you prefer to "rough it" or "camp in style", with us there is a journey, a destination and an adventure...

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Conservation, Partnerships & Ecotourism

SERVICING THE MODERN TRAVELLER

e are all aware that the impact of technology on travel compels us to adapt the way we work in order to remain competitive in the trade or grow our market share. Our response to this is best guided by what the modern traveller now expects of us in terms of the level of service and the holistic travel purchasing experience we offer. There's a lot that travellers can now do for themselves with a bit of tech savvy but they still want our knowledge of travel and destinations - they just need us to share it with them at the speed of technology, they want access anywhere and at any time, and they also want an experience that is personal and memorable. The human touch, an experience that speaks directly to traveller needs. and efficiency, are what constitute the new value for money that keeps them coming back to us and defines what our brands represent. Travel professionals need to be able to spend more time with their clients and respond to client enquiries faster.

Communication and response time between client and travel professional are both crucial - travellers appreciate real-time satisfaction of their travel queries and technology helps us meet that need. Support that end with a built-in chat functionality in your client itinerary to go that extra

mile with your customer service. The practice of laborious content sourcing, cutting and pasting images, repetitive emailing of the same documents is passé and takes too much time away from the client. Travel content needs to be presented to clients attractively, in a convenient, user-friendly format that makes it easier for them to make a decision. Centralised, aggregated quality travel content, managed and updated by suppliers themselves is a key component in this process. Technology that empowers simple and efficient distribution of sales and marketing collateral should become standard.

So we can now give modern travellers what they need, namely: our time, service that exceeds expectation, our travel expertise and accurate, engaging content, personalised and beautifully showcased, all driven by smart, efficient technology. Wetu supports this travel journey and the crucial role the trade plays in it. Visit us at Stand C14 to learn more about how we can help you service the modern traveller better.

Visit us at Stand C14 to learn more about how we can help you service the modern traveller better.

TOURISM HAS THE POWER TO CREATE JOBS.



Family fun & adventure are just around the former...



Each year the magnificent North West Province welcomes thousands of visitors to discover all that it has to offer. Especially during the months of November and December, it truly comes alive with the magic of the Festive Season.

The 7 Tourism Icons of the North West Province offer travellers a vivid contrast between lavishly luxurious lodgings and the untamed splendour of its wildlife offerings, which include the renowned Madikwe Game Reserve and the Pilanesberg National Park.













www.tourismnorthwest.co.za





THE MANOR HOUSE AT THE QUEEN **VICTORIA HOTEL JOINS THE NEWMARK V&A WATERFRONT FAMILY**

he Queen Victoria Hotel has expanded and opened The Manor House in the V&A Waterfront, Cape Town with a unique offering. Newmark Hotels, Reserves & Lodges has created an annexure to the Queen Victoria Hotel (recently named in the TripAdvisor Travellers' Choice Awards as one of the top five hotels in South Africa) of just four unique butler-serviced, executive suites to complement their Waterfront properties. This is a wonderful addition to the Newmark Waterfront family which also includes the iconic Dock House Boutique Hotel and Victoria & Alfred Hotel all situated in the bustling V&A Waterfront.

Not only are the four super-luxury suites at The Manor House supported by the dedicated team at the Queen Victoria Hotel,

the butler service here is second to none. From booking theatre tickets to unpacking luggage, the butlers at The Manor House are all specially trained to perform a wide range of duties for the discerning guests that these suites appeal to. The suites enjoy unrivalled and uninterrupted views of Table Mountain, each with their very own private patio or Juliet balcony. Guests can expect opulent in-room amenities by Molton Brown - made from the world's most precious ingredients. A private dining room is also be available for up to six guests at a time for that extra exclusive dining experience. All menus can be tailored to specific guests' preferences and prepared by the Queen Victoria Hotel's top-rated restaurant, Dash. Staying at one of Newmark's Waterfront properties certainly has its perks, as guests can use

either of the sister hotels' facilities: their new artisanal-style all day dining restaurant Ginja ,fully functional gym (available 24 hours); to relaxing spa treatments at the Sanctuary Signature Spa next door, as well as full conference facilities at The Forum.

Newly renovated and decorated, the interiors were designed by the renowned Francois du Plessis. The Queen Victoria Hotel's General Manager, Theunie Marais says: "The Manor House is elegant and modern with understated luxury and glamour, offering every comfort for our guests". In close proximity to the hustle and bustle of the Waterfront, The Manor House is tucked away, quietly exclusive and provides an appealing and contrasting haven of luxury.

Neil Markovitz, Newmark's Managing Director adds that: "The Manor House

completes our vision of creating the Newmark resort-like offering at our Waterfront properties - where guests feel like they get more value, because they chose to stay with us."

For bookings contact: reservations@newmarkhotels.com Tel: +27 21 427 5900

11 The Manor House is elegant and modern with understated luxury and glamour, offering every comfort for our guests. 11



Total Water Saved	Rainwater Harvested	# Cars Washed	
856 156 973	22 086 652	5 945 445	

SCENES FROM THE FLOOR









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ANEW EXPERIENCE – COMING 1 JULY



Ingeli Forest Resort, Pool Bar



Ingeli Forest Resort, Family Log Cabin.

s of 1 July 2017, Protea Hotel Hluhluwe and Safaris as well as Ingeli Forest Resprt will fall under the hotel group Anew Hotels. The properties will be renamed to Anew Hotel Hluhluwe and Safaris and Anew Hotel Ingeli Forest and Spa.

This is a newly established hotel group by CEO Clinton Armour and Patrick Eliot.

The properties' services and standards will remain as is with our vision being to develop a unique and personalised hotel group that focuses on the guests. Both properties will remain graded as 3-star with a focus on constant improvement. All current contracts and negotiated rates for 2017/18 will remain as is, and will not impact any business that is already booked and confirmed.

Going forward. All new rate agreements and rate negotiations will be handled by our Sales and Marketing Manager Donná Louw.

Should you require further information on Anew Hotels, please do not hesitate to contact us.

We look forward to continuing to work with you and building on our existing relationships. Tel: 033 343 4966 Email: *smm@ingeligroup.co.za*

CATHSSETA BOARD ANNOUNCED

ollowing a two-year administration period, CATHSSETA is pleased to welcome the newly appointed board members, who will provide an oversight function for the running of the organisation. Their appointment is effective from 31 March 2017 to 31 March 2018 - a term set out by the Department of Higher Education and Training for all SETA board members and Chief Executive Officers.

Representing labour unions, employer groups and government, the following are the newly appointed board members:

- Mr Pumzile Kedama -
- Chairperson of the Board
- Mr Eddy Khosa
- Dr Victor Ramathesele
- Ms Leela Reddy
- Mr Michael Sikani
- Mr Carva Pop
 - Ms Phelisiwe Sithole
- Ms Bulelwa Seti
- Mr Barry Hendricks

Last week these board members got an opportunity to meet with CATHSSETA's executive team during their induction. It is at this meeting that the executive team took turns to present to the board about their functions and what their respective departments are tasked with.

The board is expected to bring infused energy accompanied with their extensive experience to help channel the organisation into greater heights. In the 2016 financial year, CATHSSETA obtained a clean audit finding from the Auditor-General. The Chairperson of the Board, Mr Pumzile Kedama adds, 'This was a first in the history of CATHSSETA and an achievement we want to maintain it for many years to come." He says he has great confidence in the newly appointed board members and believes that they are well capable to champion plans that will see CATHSSETA achieve its mandate - that of being a leader in skills development within our diverse sector.

The new board members will also help facilitate possible partnership opportunities CATHSSETA had not explored. The management is ready and excited at the prospect of working with the new Board to take Cathsseta to greater heights. We are certain the Board appointment will bring impetus to our quest to bring about development and transformation in our sectors, especially in the rural areas.

Please join us at the CATHSSETA stand ICN04 and get an opportunity to greet and meet our board members.

MAGICAL KENYA TRAVEL EXPO HAS SET THEIR 2017 DATES FOR 3 TO 5 OCTOBER AT THE KICC IN NAIROBI

e part of one of the fastestgrowing tourism events in Africa; register now for the leading travel trade r in East Africa.

Kenya Tourism Board has appointed international exhibition and events management company, On Show Solutions, as the exhibition management company to grow KTB's flagship event over the next five years.

'We have some exciting initiatives

for MKTE,' said Amanda Margison, Co-owner of On Show Solutions. 'A high impact matchmaking programme for exhibitors and hosted buyers, greater involvement from DMCs and operators for hosted buyer fam trips and more experiential exhibits to highlight the region.'

Exhibitor applications are now open, early bird specials are valid until end of June. Hosted buyer applications will open shortly.



DURBAN MAJOR FORTHCOMING EVENTS Comrades Marathon – 4 June 2017 Vodacom Durban July – 1 July 2017 International Jazz Extravaganza – 17 June 2017 Loeries Creative Week – 14 – 20 August 2017 Durban Fashion Fair – 23 - 26 August 2017 Durban Business Fair – 26 September – 1 October 2017 Essence Festival Durban – 26 September – 1 October 2017



Limpopo, a warm holiday awaits.

Visit Limpopo and experience a funfilled family holiday. With excellent facilities and attractions, you will never run out of choices and options - from the scenic beauty of the Olifants River basin to the majestic northern Drakensberg Mountains. A plethora of birding sites and animal spesies. That is Limpopo. Family holiday FUN starts here! For more information,

go to www.golimpopo.com



Inspiring new ways





Break away and make Limpopo your fortress. Enjoy the culture, explore nature and chase the adventure. Visit www.golimpopo.com or call 015 293 3600 to discover the beauty that Limpopo has to offer.

#GoLimpopo





