



*Zulu Kingdom. **Exceptional***

# **Small Towns in KwaZulu-Natal: Assessing their 'Tourism Readiness'**

[Phase 1: Report]

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## List of Acronyms

<b>ABW</b>	Anglo-Boer War
<b>AOP</b>	Annual Operational Plan
<b>APP</b>	Annual Performance Plan
<b>ATM</b>	Automated Teller Machine (Cash Withdrawal)
<b>EDTEA</b>	Economic Development, Tourism and Environmental Affairs (KZN)
<b>KSIA</b>	King Shaka International Airport
<b>Km(s)</b>	Kilometre(s)
<b>KZN</b>	KwaZulu-Natal
<b>KZNTA</b>	KwaZulu-Natal Tourism Authority
<b>MM</b>	Midlands Meander
<b>MTB</b>	Mountain Bike
<b>N3GTA</b>	N3 Gateway Tourism Association
<b>PMB</b>	Pietermaritzburg
<b>POE</b>	Portfolio of Evidence
<b>SAFE</b>	South Africa Far East
<b>Stats SA</b>	Statistics South Africa
<b>TD</b>	Tourism Development
<b>TKZN</b>	Tourism KwaZulu-Natal
<b>UNESCO</b>	United Nations Educational, Scientific and Cultural Organisation
<b>WESSA</b>	Wildlife and Environmental Society of South Africa

## List of Definitions

<b>Apartheid</b>	An ideology, supported by the National Party (NP) government, which was introduced in South Africa in 1948. It called for the separate development of the different racial groups in South Africa. The word was Afrikaans for “apartness”.
<b>Avitourism</b>	A form of tourism that focuses on local birding opportunities. Avitourism is one of the fastest growing types of environmental tourism, or ecotourism.
<b>Battlefield</b>	The piece of ground on which a battle is, or was, fought.
<b>Day Visitor</b>	A visitor who travels to a destination for less than one night (24 hours) and does not stay overnight – i.e. returns home after the trip on the same day.
<b>City</b>	A city would have abundant services, but not as many as a large city. The population of a city is between 100,000 and 300,000 people.
<b>Municipality</b>	A primarily urban political unit having corporate status and usually powers of self-government.
<b>Overnight Visitor</b>	A visitor who travels to a destination for more than one night (more than 24 hours). They do not return home on the same day as their trip.
<b>Town (Large)</b>	A large town has a population of 20,000 to 100,000 people.
<b>Town (Small)</b>	A town has a population of 1,000 to 20,000 people.
<b>Sangoma</b>	A traditional healer who are practitioners of traditional African medicines within Southern Africa. Sometimes referred to as ‘witch doctors’.
<b>Tourism</b>	Comprises the activities of persons travelling to, and staying in places outside their usual environment, for not more than one uninterrupted year, for leisure, business and other purposes. The usual environment of a person consists of a certain area around his/her place of residence, plus all other places he/she frequently visits.
<b>Twitcheer</b>	An avid bird-watcher or an ‘Avitourist’. Someone who travels outside of their place of residence for the chance of watching birds, most of the time it includes spotting a rare or unique species.
<b>Village</b>	A village is a human settlement or community that is larger than a hamlet but, smaller than a town. A village generally does not have many services, most likely a church or only a small shop or post office. The population of a village varies, however, the average population can range from hundreds to thousands.

**Visitor**

Any person travelling to a place other than that of his/her usual environment for less than 12 months and whose main purpose of the trip is other than the exercise of an activity remunerated from within the place visited.

**Voortrekkers**

The Voortrekkers (Afrikaans and Dutch for 'pioneers', literally "fore-pullers", "those in front who pull") were Boer pastoralists from the frontiers of the Cape Colony who migrated eastwards during the Great Trek (1835-1846).

## 1. Introduction

This study is primarily focussed on assessing the so-called “tourism readiness” of ten small towns (by definition) in KwaZulu-Natal (KZN). This report is considered as Phase 1 of the study in which five towns were selected and analysed. These towns include Howick, Nottingham Road, Winterton, Dundee, and Mtunzini. The further five towns, for Phase 2, have not yet been selected at this point.

Figure 1 shows the location of the five towns that were selected for this study along with other important features, such as the major highways that feed to the towns.

**Figure 1: Map of KZN**



Source: Rooms For Africa, 2017

This study was formed based on a request by one of the Board members of Tourism KwaZulu-Natal (TKZN), or the KwaZulu-Natal Tourism Authority (KZNTA). This member of the Board put forward the names of the first five towns, and thus this request was honoured in the writing of this report.

The reason behind this request is based on the fact that many tour operators pass through various towns in the province, on their way to some of the main destinations, and some of them have noted

that there are a number of “hidden gems” that are being missed while passing through in the area. In addition to this, they also noted that some of the towns are lacking in certain aspects, or others are in need of improvement in order for such small towns to be attractive to or ready to receive tourists. These include a lack of proper signage, poor road conditions, or insufficient facilities.

### **1.1. Background and Context**

KwaZulu-Natal, which is located on the east coast of South Africa, offers tourists a wide variety of places to visit, things to do, and destinations to see and experience. There is a total of two UNESCO World Heritage Sites which are found in the province – the iSimangaliso Wetland Park (natural heritage), and the uKhahlamba Drakensberg Park (mixed heritage).

There are, however, a large number of other attractions and activities in the “Zulu Kingdom” which attract a large number of foreign, and domestic, tourists year after year. Many of these destinations, and activities, are unknown to these visitors and are thus considered to be “hidden gems”. In other words, there are various attractions, towns, or activities that are on offer in the province but are not well supported due to various factors, such as that they are not well marketed, or they are in an area that doesn’t attract a large number of visitors as visitors may well be unaware of attractions associated with those destinations.

There are many unique experiences that can be found in KZN, many of which are “off the beaten track” in the more rural areas, or are located in close proximity to what is referred to as a “small town”. One such example of this is the Palm Nut Vulture Trail which is found in the Umlalazi Nature Reserve, in the town known as Mtunzini. Visitors (especially avid bird watchers or ‘twitchers’) have the chance of spotting a very rare bird known as the Palm Nut Vulture. Another example would be the historical Nottingham Museum which displays the history of Fort Nottingham, and it was also the home of the annual KZN Highland Games – this can be found approximately 15 minutes outside the town of Nottingham Road.

## **2. Aim of the Study**

The overall aim of this study is to explore means of increasing the geographic spread of tourism throughout KZN and particularly into the more rural areas. This could be done through the identification of a number of small towns which, though showing some possibilities to be developed as tourism destinations, require certain assistance, upgrading, support or developments, in order to realize that full potential.

## **3. Methodology**

This study has been conducted by using both primary and secondary research methods. The secondary research was made up of extensive desktop research whereby various websites, brochures, and books were consulted. In terms of the primary research, fieldwork was conducted whereby the researcher travelled to each of the five towns (included in this study) and, through thorough observations and exploration, compiled notes based on the trips. A “checklist” for each town was drawn up, with the assistance of TKZN’s Tourism Development (TD) department, prior to the fieldwork. This checklist allowed for extensive observations to be made based on all aspects relating to tourism in the selected town.

The fieldwork took place on the Tuesday, the 11<sup>th</sup> and Wednesday, the 12<sup>th</sup> of July 2017 (Howick, Nottingham Road, Winterton, and Dundee), as well as on Thursday, the 20<sup>th</sup> of July 2017 (Mtunzini). All notes from the fieldwork has been compiled and outlined in the various tables in Appendix 1. The original fieldwork notes (hand-written) will be submitted as part of the documents required in the Portfolio of Evidence (POE). The POE should require such documents in order to prove that actual fieldwork was conducted for this study and to substantiate the fact that budget was used for this work. A couple of the photographs that were taken during the fieldwork have been attached in Appendix 3 of this report. For the POE, there are electronic versions available which include the geo-tag data as well as the date on which the picture was captured.

The same methodologies and processes will be followed in Phase 2 of this study.

### 3.1. Research Outline

- Identify 10 'small' towns in KZN, spread throughout the province, which have the potential to become attractive tourism destinations. Phase 1 will include 5 towns, and Phase 2 will include 5 towns.
- By definition (Stats SA), such 'small' towns should house a population of less than 20 000 people.
- These towns should have an identifiable Unique Selling Point – an attraction (natural, cultural, man-made), or an activity which could be developed further in some manner so as to draw tourists to the area, or even the quaintness of the town itself.
- Assessments are required of the following, as regards the town itself:
  - Access, in terms of tar roads, rail links, air links
  - Signage indicating directions to the town, and also to the attraction/s, as well as to accommodation venues
  - High level of cleanliness – no litter, no graffiti, clear verges, municipal areas and sidewalk areas displaying cut grass, flowers
  - Lack of visual clutter – no large signs (advertising, political posters), no out of date posters, no illegal signs on poles, in public areas
  - Basic services – potable water availability, electricity availability, internet connectivity
  - Street lighting for aesthetic and safety purposes
  - A variety of accommodation options – listed, with size, grading, and pricing
  - A variety of food and beverage options – listed, with size, grading and pricing
  - An information office
- Assessments are also required of any attractions/activities associated with each town:
  - Access to the site/s – easy, safe, tarred
  - Signage, to and around the site itself
  - Facilities available at the site itself – ablution facilities, potable water, a tea room/café/refreshment stand, memorabilia, trained and registered tour guides
  - Site needs to be clean – no litter, no graffiti, no vandalism
  - Site needs to be safe – is there a site manager or someone who is responsible for maintenance?
- Background needs to be provided on each town – history, attributes etc.
- Three of the towns with the greatest potential for development as tourist towns or towns which could attract tourists, need to be highlighted (end of Phase 2). This would also need to be discussed with the tour operators to make sure that this is what they require as well.

- A development plan for each one needs to be drawn up - outlining what is required to enable the town to be 100% tourist-ready. This would largely consist of a list of recommendations, prioritized according to level of importance, and the effect of complying with each (end of Phase 2).
- Marketing and promotions plan needs to be drawn up to promote the town (end of Phase 2).
- Information on the town needs to be provided to travel agencies, tour operators, on websites, to and via the local tourism agency (end of Phase 2).
- Monitoring of the performance (level of success in terms of increased tourism flow to/through the town) also needs to be done. This can be achieved through the collection of monthly occupancy data from the accommodation establishments, and visitor statistics from the attractions/monuments/ museums/activities in/linked to the town (end of Phase 2).

### **3.2. Outline of the Study**

This report will include a detailed outline of each of the five towns that will look at aspects such as introductory note (climate, location, etc.), the history of the town, profile of the town, and the current state of tourism (e.g. number of attractions, restaurants, and accommodation). A detailed summary for each town is also provided in the section that follows. In addition to the above, the original fieldwork notes have been included in Appendix 1 for further reference.

## 4. Small Towns Analysis

### 4.1. Town 1: Howick

#### 4.1.1. Introduction

Howick is located in the Pietermaritzburg/Midlands region of KwaZulu-Natal (KZN) and is approximately 88 kilometres from Durban, and about 25 kilometres from the capital city, Pietermaritzburg (PMB). It is located in the uMgeni Municipality, which forms part of the uMgungundlovu District Municipality, and it is found at 1 050m above sea level. The town is found along the N3 highway, that connects Durban with Johannesburg, and it is easily accessible from three separate turn offs along this road (Umgeni Municipality, 2017). It also forms part of the Midlands Meander (MM) which is a well-known tourism route which stretches from Cedara (Hilton) all the way through to Giant's Castle in the Drakensberg (Midlands Meander Association, 2017).

**Figure 2: Map of Howick**



Source: Google, 2017

The weather in Howick is often very pleasant, but the winters can be quite cold – especially when there is snow falling in the area and on the Drakensberg Mountains. Howick receives an average of 843mm of rain per year, with most rainfall falling mainly during mid-summer (Dec-Jan). It receives the lowest rainfall (5mm) in June and the highest (141mm) in January. The average midday temperatures for Howick range from 18.9°C in June to 25.8°C in February. The region is the coldest during June when the mercury drops to 4.1°C on average during the night (SA Explorer, 2014).

In 2011, the population was measured to be in the region of 21 639 people within a total area of 29.32 km<sup>2</sup>, thus making the population density 740 people per km<sup>2</sup> (Stats SA, 2011). By definition,

Howick is thus considered as a “large town” - however it is still included in this study due to the request from a KZNTA Board member.<sup>1</sup>

The main population groups for Howick are outlined in Table 1 below:

**Table 1: Population Groups in Howick**

Black	47.0%
White	35.1%
Indian	13.5%
Coloured	4.1%
Other	0.3%

Source: Census, 2011

#### **4.1.2. History of the Town**

The town was established in November 1850 following a course of events from the 1840s onwards (Wikipedia, 2017). During the 1840s, travellers moving north from Pietermaritzburg crossed the Umgeni River, just west of the present-day Howick, at the Alleman's Drift. In 1849, Wesleyan Missionary James Archbell (a Wesleyan Missionary) bought three farms above the northern bank of the Umgeni River (Wikipedia, 2017). At that time, the town was referred to as "The Village on the Umgeni Waterfall". This is shown on some of the original title deeds of the original plots.

In 1850, the river crossing was moved to the dangerous but more convenient spot at the top of Howick Falls. This site was less than 200 metres from where the river plunged over the cliff's edge and it was a very treacherous spot for the settlers. With the increase in migrations to the north (i.e. the “Transvaal”), the National Government decided to establish a village at the crossing, and in doing so they purchased part of James Archbell's farm. In November 1850, a declaration appeared in the Natal Government Gazette, offering 36 village plots on the ‘Umgeni Waterfall Drift’ for sale. This marked the official beginning of the town (Wikipedia, 2017).

In choosing a name for the new town, the Government officials decided to honour their Secretary of State for the Colonies in London. The Secretary of State at the time was Earl Grey, and he had recently acquired the title of ‘Lord Howick’. The name derived from his ancestral home of Howick Hall in Northumberland, England. There were also two other towns that were named "Howick" at the same time - one in New Zealand, and the other was in Ontario, Canada (Wikipedia, 2017).

During the Anglo-Boer War (1899 – 1902), the British had established a concentration camp on the outskirts of the town. A monument, to the women and children who died during their incarceration in the camp, still stands today and it marks the location of this camp.

Not many people are aware that Howick (more specifically Karkloof) is considered to be the possible location of the first manned flight in the world. Some of the evidence that exists suggests that a man known as John Goodman Household flew a self-made glider in 1871 and again in 1875 on the outskirts of Howick, close to Karkloof. The actual distance flown, and altitude achieved, differs from source to source but the distance that was flown is confirmed as being further and the duration also longer, than either of the flights made by Lilienthal or the Wright brothers. It is said that a memorial

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<sup>1</sup> A ‘large town’ has a population of 20,000 to 100,000, while a ‘town’ has a population of 1,000 to 20,000.

to Household's achievement can be found at Curry's Post, a small distance outside Howick (Tracks 4 Africa).

In the 1970s, The Umgeni Valley Ranch (Nature Reserve) was established on the, then, outskirts of Howick by the Wildlife and Environment Society of South Africa (WESSA). WESSA was responsible for the introduction of game into the area, such as zebra and wildebeest, and they also developed a number of huts for overnight accommodation (WESSA, 2017).

The town also plays a major role in the history of South Africa, and more specifically the history of Apartheid and the rise of democracy in the country. On the 5<sup>th</sup> of August 1962, the late former president, Nelson Mandela, was arrested just outside of the town along the R103. This road stretches from Howick to Nottingham Road, and beyond, and it was the former main road that travellers took from Durban to Johannesburg (The Capture Site, 2017). This historical event was then commemorated by a small plaque on the side of the road, but it has since been revamped and developed into a large-scale monument and museum site known as the 'Nelson Mandela Capture Site'. In December 1996, some 34 years after his arrest, Nelson Mandela was awarded "The Freedom of Howick" (The Capture Site, 2017).

#### **4.1.3. Profile of the Town**

This historical town has been shaped and transformed by many historical events and developments over the years and it is now a town with real potential for further tourism development and growth. As it stands, the town thrives on the many retirement villages and facilities, and there are no less than five major retirement complexes existing along the Karkloof Road, in the vicinity of the Umgeni Valley Nature Reserve. Complimenting these 'estates' are a number of other facilities, such as the Howick Private Hospital. The town also thrives on the numerous agricultural activities that surround it, with some major dairy farms and timber plantations contributing to the growth of the local economy. Tourism is also another major economic driver, and this is discussed further in the section below.

#### **4.1.4. State of Tourism Readiness**

As mentioned before, not only is the town situated on the N3 highway which forms part of the N3 Gateway Tourism Association (N3GTA), but it is also along the Midlands Meander route and is one of the first major towns along the way. The history of the town has the potential to drive tourism on its own, but the natural resources and modern developments have also helped to grow the town's tourism potential.

As previously mentioned, the history of the town is a major role player in the development, and growth, of tourism within the local community. First of all, the Nelson Mandela Capture Site (or commonly known as 'The Capture Site') is probably the most significant and prominent attraction, in the vicinity of the town, that is responsible for attracting a large number of both foreign and local tourists. In 1962, on the 5<sup>th</sup> of August, this otherwise ordinary piece of road along the R103, approximately 5km outside Howick, was suddenly transformed into a site upon which history would be made (The Capture Site, 2017). Armed 'apartheid' police flagged down a car in which Nelson Mandela was pretending to be the chauffeur. After having successfully avoiding capture by apartheid operatives for 17 months, it was in this dramatic way, at this unassuming spot, that Nelson

Mandela was finally arrested. As one of the most historically important moments in the struggle against Apartheid, a more appropriate and exciting marking of the site was needed. The site, sculpture, and the (apartheid satellite) museum were officially opened to the public on the 4<sup>th</sup> of August 2012, by President Jacob Zuma (The Capture Site, 2017).

Another site/attraction with historical significance, although not in the same 'league' as the Capture Site, is the Anglo-Boer War memorials that are found just off of the main road through the southern area of the town (near to Merrivale). As mentioned above, the monument stands as a memorial to the women and children who died during their imprisonment in the concentration camp that stood in this area of the town.

In addition to these historical attractions, the town is also famous for its natural attractions and beauty. The Howick Falls, which is a 95 metre cascade of water, is one of the landmark features in the town (SA Venues, 2017). The local Zulu name is *KwaNogqaza*, which means the "place of the tall one". This beautiful falls are regarded by the local Zulus with grave superstition, and it is said to be the place of the spirits of ancestors. Further to this, local legend believes that a giant snake-like creature lives in the main pool lives and only '*Sangomas*' are regarded to be safe when standing close to the falls (SA Venues, 2017).

Other prominent natural attractions are the Umgeni Valley Nature Reserve, and the Karkloof Valley, The Umgeni Valley Nature Reserve, which is the home of the Wildlife and Environmental Society of South Africa (WESSA), offers visitors comfortable self-catering accommodation and a wide range of hiking trails (WESSA, 2017). The Karkloof Valley (approximately 10 minutes outside of Howick) boasts a wide range of activities for both foreign and local tourists. First of all, the well-known Karkloof Canopy Tours are located here and this attraction allows visitors to explore the lush canopy-topped forests of Karkloof. Visitors are given their own safety gear and are assisted in 'swinging' from various platforms for at least two hours (Karkloof Canopy Tours, 2017). The Karkloof Sappi MTB Trail network is also a popular attraction, and is growing day-by-day in terms of development and visitor numbers. Visitors can report to the Karkloof Country whereby they will pay a small fee to make use of the trails – either for mountain biking, trail running, or simply taking a short walk amongst the natural beauty (Karkloof MTB Trails, 2015). The Midmar Dam and Nature Reserve is another popular spot for water sports and other leisure activities (KZN Wildlife), and the annual Midmar Mile – which is one of KZN's flagship sporting events (Midmar Mile, 2017).

There is plenty on offer within, and surrounding the town, and visitors are truly spoilt for choice with additional attractions and activities found further along the Midlands Meander. In terms of its attractions, Howick is considered to have a high rating in terms of its tourism 'readiness' – see Appendix 1 for further discussion.

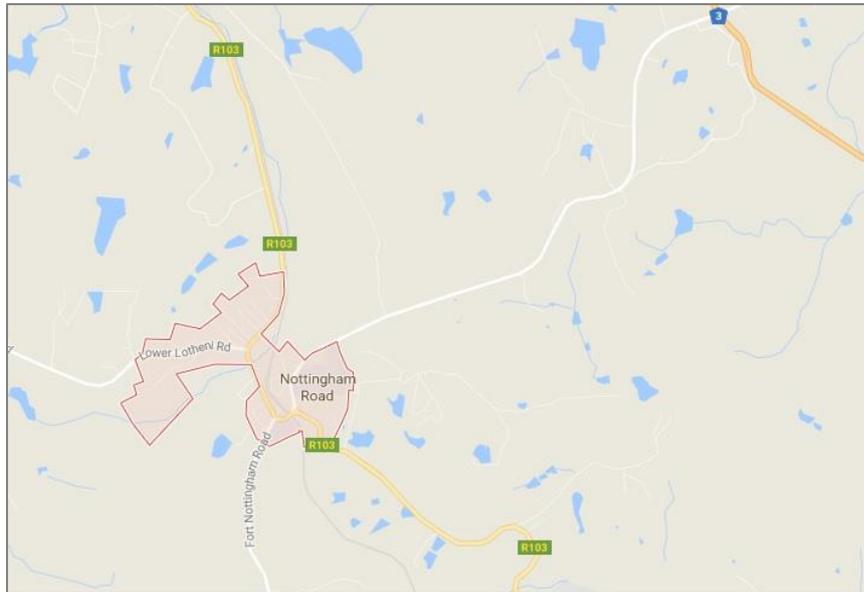
## **4.2. Town 2: Nottingham Road**

### **4.2.1. Introduction**

The small town of Nottingham Road is found along the Midlands Meander, on the R103 that runs from Howick all the way to Mooi River and beyond. It is situated 59 kilometres from Pietermaritzburg and 19 kilometres from Mooi River (via the R103). The town is also located in the

uMgeni Municipality, which forms part of the uMgungundlovu District Municipality (the same as Howick) (Wikipedia, 2017).

**Figure 3: Map of Nottingham Road**



Source: Google, 2017

The weather in Nottingham Road, similar to Howick, is considered to be very pleasant. The town normally receives about 799mm of rain per annum, with most rainfall occurring mainly during mid-summer (December – January). It receives the lowest amount of rainfall (4mm) in June and the highest amount (139mm) in January. The average midday temperatures for the town/area range from 16.8°C in June to 24.6°C in January. The region is the coldest during June when the mercury drops to 1.4°C, on average, during the night. There have been cases where snow has fallen in and around the town during the winter months – thus, it can be extremely popular with day visitors (and overnight visitors) during these snow falls (SA Explorer, 2015).

The town has an estimated population of 1 277 (Stats SA, 2011), which thus makes it a “small town” by definition. With the total area being 3.07km<sup>2</sup>, the population density of the town is estimated to be 420 people per km<sup>2</sup>. The breakdown in terms of population group is outlined in Table 2 below:

**Table 2: Population Groups for Nottingham Road**

Black	68.2%
White	26.9%
Indian	3.7%
Coloured	0.8%
Other	0.5%

Source: Census, 2011

#### 4.2.2. History of the Town

The town has its roots in what is often referred to as the 'old families' territory. The area is characterised by vast cattle and sheep farms, and horse studs which uphold lines of inheritance dating back to our 'pioneering' days (i.e. the 'Voortrekkers'). During the early 1830s, the English

settlers based at Port Natal-Durban had begun to unlock the Midlands region, and the governors of the Natal Colony allocated generous expanses of land to unite this expansion from the coast (Tourism KwaZulu-Natal, 2017). These new developments not only impacted on the relatively new Zulu realm (or 'Kingdom') forged by King Shaka, but it also infringed on the already-diminished domain of nomadic San hunter-gatherers. The San people were indigenous Stone Age people who were eventually confined, by Zulu imperialism, to the foothills and peaks of the nearby Drakensberg Mountains.

The San people, often degradingly referred to in European-based history as 'Bushmen', saw the arrival of domesticated animals as a welcome new source of food. The English, however, did not welcome this idea from the San and thus the Colonial authorities dispatched an ex-Nottinghamshire regiment to control any stock raids/theft by the indigenous San, and later on, the Basotho (Raper, 1987). The aptly-named 'First Sherwood Foresters', who were now playing 'Sheriff of Nottingham' to the San's 'Robin Hood', completed their garrison in 1856 and named it after their English Midlands home (Raper, 1987). The village that evolved alongside the Fort's approach was duly called Nottingham Road.

The Nottingham Road settlement grew during 1866, when a bunch of Voortrekkers arrived in the area with the first flocks of sheep, which came at the end of a thousand-plus kilometre overland journey from the Cape Colony. The San almost saw this as a "new addition to the menu", and they continued to largely outwit the English forces, and there were instances of ever-increasing stock theft in the area (Tourism KwaZulu-Natal, 2017). The colonial Government thus responded with the lethal 1869 'Reprisal', which had been launched from Fort Nottingham. This all occurred during what is referred to as the Frontier War, and these actions finally turned war in the settlers' favour. The war has been vividly portrayed among the San's last examples of world-famous rock art as there are images and depictions of the 'fire-sticks' of white men on horseback. These images are no doubt the only evidence of the "final nail" in San people's collective coffin.

Trout fishing, which has always been synonymous with the town, is another important part of the town's history. What has been referred to as a 'gentle art', the town (and its surrounding areas) boast a number of well-stocked waters that has been in existence since 1884 - three years before the beginning of the Nottingham Road Farmers' Association (Tourism KwaZulu-Natal, 2017). Considering the area's pastoral foundations, this organisation is one of the most sought after of its kind, and visitors with a keen interest in agriculture will definitely have luck in finding advice about farming activities, stock sales, and other matters of agricultural practices (Tourism KwaZulu-Natal, 2017).

#### **4.2.3. Profile of the Town**

Nottingham Road is known as the 'heart' of the Midlands Meander due to its outstanding hospitality in truly beautiful surroundings. The town offers a wide range of accommodation establishments, function facilities, fascinating local calendar of events, invigorating outdoor recreation, adrenalin-pumping adventure sports, historic landmarks, 'arts 'n crafts' stores, and the famous "Notties" beers (Tourism KwaZulu-Natal, 2017).

#### **4.2.4. State of Tourism Readiness**

In a similar fashion to Howick, Nottingham Road is at an advantage due to its location on both the N3GTA and along the Midlands Meander. As described above, the town is known as the “heart” of the Meander and this is due to its proximity to a wide variety of attractions and tourism amenities. The town has a number of famous tourism “icons”, as well as a couple of “hidden gems” and new developments.

First of all, the town has been put on the map by a couple of long-standing attractions – namely The Rawdons Hotel, the Nottingham Road (“Notties”) Brewery, the “Notties” Hotel (and its ghost), and the Bierfasel restaurant (SA Venues, 2017). All of these attractions have been around for years and, as discussed in Appendix 1, the town relies heavily on these for its reputation and for attracting a number of self-drive tourists, as well as bigger tour groups. Notably, the “Notties” Brewery has become a well-established craft brewery that has won a number of prestigious awards for their beers (The Nottingham Road Brewing Company, 2016). The “Notties” Hotel is famous for its ghost that still haunts the passages and visitors come from all over to see it for themselves (Nottingham Road Hotel, 2017).

The Fort Nottingham Museum, and the little ‘town’ itself, is considered to be a real “hidden gem” that could possibly increase the awareness of the town along with an increased number of visitors. The museum and the grounds upon which it stands used to host the KZN Highland Games, which sadly ended in 2012 – mainly due to a lack of support and funding. The museum and its exhibits are truly very unique, and they display the remarkable history of the British, San, and other cultures that used to inhabit this area (SA Venues, 2017). It is, however, in need of major support and upliftment as it is truly one of a kind experience. It is considered that the revival and upliftment of the museum, and the reintroduction of the games, will certainly add to the general appeal of the town and thus aid in the growth of tourism.

There are also a number of new developments that have aided in the further development of tourism, and thus the economy, in the town. The newly built Gowrie Village which includes shops and residential facilities has aided in the number of holiday homes being bought which in turn drives the local economy through levies and rates (SA Venues, 2017). The shops also increase direct value of tourism through spending by tourists. The Windmills, and Midlands Kitchens, which are found next to the N3 on the off-ramp to the town have also recently been developed and these too add to the direct value and over satisfaction of tourists (SA Venues, 2017). Furthermore, the Gowrie Golf Course (9-hole course) has also been added to the number of activities in the town and it has been rated extremely well during the short period of existence (SA Venues, 2017) – which is extremely positive as its reputation should increase the number of visitors to the town.

### **4.3. Town 3: Winterton**

#### **4.3.1. Introduction**

Winterton is a small town situated on the banks of the Tugela River in the foothills of the Drakensberg (Wikipedia, 2017). This picturesque town serves as the major gateway to the Central Drakensberg region (some 14kms away from the town) and it is one of the largest inhabited towns in

the area (SA Venues, 2017). The town is situated on the R74 between Bergville and the N3 highway, as well as the R600 between Ladysmith and the Central Drakensberg – this makes it easily accessible to tourists coming from both Durban and Johannesburg along the N3. Winterton is located in the Okhahlamba Municipality, which forms part of the uThukela District (Wikipedia, 2017).

**Figure 4: Map of Winterton**



Winterton also serves as an entry point to the 'Champagne Valley', as well as the Cathedral area of the central Drakensberg. This area is well-known for mountain peaks such as Champagne Castle and Cathedral Peak, and these mountains have been considered to be among the most spectacular sights in the whole of Southern Africa (SA Venues, 2017). The world-renown Drakensberg Boys' Choir School is also just outside the town, about 30kms away, and it attracts visitors from all over the country and across its borders. The town has also grown to become a popular tourist destination for both domestic and foreigner visitors due to the various activities (e.g. hiking, abseiling, rafting) on offer, as well as the unique natural beauty (e.g. unique bird and plant life) and cultural history (e.g. San rock art) (SA Venues, 2017).

The climate in Winterton can be described as having warm, fair summers with mild to cold winters. Winterton normally receives about 624mm of rain per year, with most of this rainfall occurring mainly during the mid-summer months (i.e. December-February). It receives the lowest rainfall (1mm) in June and the highest (122mm) in January. The average midday temperatures for Winterton range from 20.2°C in June to 28.4°C in January. The region is the coldest during July when the mercury drops to 2.9°C on average during the night, and snow often occurs during the winter months (SA Explorer, 2015).

The town has an estimated population of 276 (Stats SA, 2011), which most definitely classifies it as a "small town" by definition. With the total area being 0,86km<sup>2</sup>, the population density of the town is estimated to be ±320 people per km<sup>2</sup>. The breakdown in terms of population group is outlined in Table 3:

**Table 3: Population Groups for Winterton**

Black	22.8%
White	71.0%
Indian	3.6%
Coloured	0.4%
Other	2.2%

Source: Census, 2011

#### **4.3.2. History of the Town**

The town was initially founded in 1905 as Springfield when the Natal government built a weir across the Little Tugela River. The town then later changed its name to Winterton in honour of the secretary for agriculture, HD Winter (Wikipedia, 2017).

The town is situated close to a few battle sites of the South African War, or the Anglo-Boer War (also, the Second Boer War) which took place during the late 1890s and early 1900s. Some of the most famous battle sites that have formed part of the town's history include the Battle of Vaalkrans, and the Battle of Spioenkop (SA Venues, 2017).

It was at the Battle of Spioenkop whereby the history of three very prominent nations could have been very different if the events of the battle were not as they were. First of all, General Louis Botha, who would later go on to become the first prime minister of the Union of South Africa in 1910, arrived to survey the massacre and to pay tribute to his men (Wyllie, 2014). Then a 23-year-old war correspondent by the name of Winston Churchill, who later became the prime minister of Britain, was also on the summit following the battle (Wyllie, 2014). Finally, a young Indian man known as Mahatma Gandhi, who was a volunteer for the ambulance corps and later went on to lead India to independence, was also present the summit to bury the dead (Wyllie, 2014). These three men were all at the summit at the same time and were all in the vicinity of the battle while it was being fought. The convergence of these three historically significant men on Spioenkop adds to its profile as a historically significant place – giving visitor to the site much to speculate about (Wyllie, 2014).

There are also a number of museums and monuments that are worth a visit in terms of understanding the history of the town. These include the Marianne Church ruins, which are named after the wife of the Dutch Reformed Minister, Dr Faure, and they are located on the farm known as Doveton, just outside of Winterton (SA Venues, 2017). The Winterton Museum, which is found on Church Street, has a various displays which include one the history of farming and agriculture in the area. The museum also houses a unique gallery of San rock art, and it also includes some interesting displays on the history of the battles fought in vicinity of the town (such as Spioenkop) (SA Venues, 2017).

#### **4.3.3. Profile of the Town**

The town is considered to be a quiet, "sleepy hollow" type agricultural town which not only provides a base and amenities to many of the farm workers around the area, but it is also a 'gateway' town to the Central Drakensberg. Due to these features, the town itself is not much to write home about and it is not solely responsible for attracting the number of visitors it receives per year – it is more likely

that the surrounding Drakensberg resorts are responsible for this. The town, much like Howick, does have the basic facilities and infrastructure to support the local community, as well as visitors.

#### **4.3.4. State of Tourism Readiness**

As previously mentioned, the town acts more of a support to the local farming community in addition to the fact that it ‘feeds’ tourists to the various resorts in the Central Drakensberg. The town itself does not boast much in terms of tourist attractions, apart from some museums and monuments, but it does have infrastructure and facilities that aid in the development and growth of tourism in the area. For example, there are a number of petrol stations, grocery stores, and local banks that assist tourists in obtaining essential items during their trip. However, most of the more recognised restaurants and accommodation establishments are not found in the town itself. This is outlined in more detail in Appendix 1.

Some of the more recognised, or popular resorts include Champagne Sports Resort, Monks Cowl Golf Resort, The Nest Drakensberg Hotel, and Cathedral Peak Hotel – amongst others (SA Venues, 2017). These resorts usually achieve the highest occupancy rates during peak holiday seasons such as Easter, July school holidays, and the Christmas period. This based on the seasonality of travel in KZN, which shows that these are generally the peak periods of travel – mainly for the domestic market (TKZN, 2016)

The most common attractions, or activities, in the area of the town include visits to historical, cultural, and natural resources. For example, the world renowned Spionkop Battlefield (found within the Spionkop Dam and Nature Reserve) is located just outside of the town and is in close driving distance. As discussed above, this site has a very unique appeal and attracts a large number of tourists from the UK, as well as a contingency of domestic battlefield tourists (Battlefields Route KZN, 2017). The well-known Spionkop Lodge, as well as Three Tree Hill, are two accommodation establishments that are heavily linked to the battlefield. There are also a number of other sites associated with this battle in the area (e.g. Spearman’s Farm), as well as other attractions from the Battlefields Route (Battlefields Route KZN, 2017).

Some of the other attractions and activities that visitors may also experience include, naming a few: Falcon Ridge Bird of Prey Sanctuary, Drakensberg Boys Choir, Drakensberg Canopy Tours, the Cathedral Peak Wine Estate, and the Spionkop Dam and Nature Reserve. There are a plethora of activities that are associated with the ‘Berg, and these include hiking, photography, para-gliding, abseiling, mountain biking, San rock art visits and many others as well. Smaller attractions in the town itself, such as the Winterton Museum, are other examples of attractions that may have a certain appeal to both foreign and local visitors, yet they may need some form of upliftment or refurbishment to be able to attract more visitors than they currently do.

The town therefore relies upon all the activities and attractions in close proximity to it, yet a lot more can be done in terms of increasing the overall appeal of the town itself. This is discussed further in other sections following this, such as Appendix 1 and the recommendations.

## 4.4. Town 4: Dundee

### 4.4.1. Introduction

The old coal mining town of Dundee is located in a valley of the Biggarsberg Mountains in KwaZulu-Natal (Wikipedia, 2017). It forms part of the Endumeni Municipality, which is a part of Umzinyathi District. It is located approximately 325 kilometres from Durban and is accessed from the R68, which turns off from the N11 to Ladysmith/Newcastle – making it a ±30 minute from these nearby towns (SA Venues, 2017). The N11 can be accessed from numerous turn offs and/or interchanges from the N3 – thus making it a town with good road access. The town’s history, as a coal mining town, has characterised it as one with a certain rustic aesthetic appeal and there are still many historical buildings (dating back to over 100 years) throughout the town which give it a unique sense and feel. The town has a unique appeal to it due its long connections with coal mining, military conflict, and a rich and varied cultural history (Dundee Tourism, 2017) .

**Figure 5: Map of Dundee**



The town forms part of the well-known KZN Battlefields Route, which certainly serves as an advantage for its tourism. This route connects KZN many famous battle sites and attractions and is a key driver in the growth and development of tourism, and effectively – the local economy (Dundee Tourism, 2017).

The climate in Dundee can vary from hot summers, to cold and dry winters. Dundee receives about 684mm of rain per year, with most of the rainfall occurring mainly during mid-summer. The town receives the lowest rainfall (1mm) in June and the highest (134mm) in January. The average midday temperatures for Dundee range from 18.6°C in June, to 25.9°C in January. The region is the coldest during July when the mercury drops to 2.7°C on average during the night (SA Explorer, 2015).

In 2011, the population was measured to be in the region of 34 924 people within a total area of 48.60 km<sup>2</sup>, thus making the population density 720 people per km<sup>2</sup> (Stats SA, 2011). By definition, Dundee is thus considered as a “large town”, however it is still included in this study due to the

request from a KZNTA Board member. This was the same case with Howick in section 4.1 above (see also definitions).

The breakdown in terms of population group is outlined in Table 4 below:

**Table 4: Population Groups for Dundee**

Black	81.2%
White	7.2%
Indian	7.0%
Coloured	4.1%
Other	0.5%

Source: Census, 2011

#### **4.4.2. History of the Town**

Dundee was established in 1882 following the discovery of coal close to the surface by the ‘Boer’ farmers. It was officially named after the hometown of a pioneering Scottish settler known as Peter Smith. At first, Dundee was established as a farm (originally known as Talana farm). It was the property of Peter Smith, which he had bought from a Voortrekker settler, only known as Mr Dekker (Dundee Tourism, 2017). Three other men are associated with the founding of Dundee and they are Peter Smith’s son, William Craighead Smith, his son-in-law Dugald McPhail, and a close family friend, Charles Wilson (Wikipedia, 2017).

After Smith placed his Dundee Coal Company on the London Stock Exchange, in 1899, the town became a ‘boomtown’ giving rise to beautiful, graceful homes, as well as a theatre (which was the first to be built north of Port Natal (Durban). Dundee was also the meeting place of seven roads leading inland, and to the coast, and it soon became a very popular town as the years went by (Wikipedia, 2017).

The town also has a rich military history which adds to its appeal for visitors. The British forces in Natal were concentrated at Dundee and Ladysmith, which has made it one of the major highlights of the Battlefields Route, and this also gives Dundee a unique sense of history. One of the most famous historical and military aspects of the town is the fact that the first shots of the Anglo-Boer War (1899-1902) were fired at Talana on a hill just outside Dundee (Dundee Tourism, 2017). This site now houses the well-known Talana Museum. It is set in a 20 acre heritage park, which opened its doors in 1979 to commemorate the Anglo Zulu War, and it also displays the fascinating history of coal mining in Dundee. Although coal mining is no longer as prominent as it once was, the history and scenery of the area provides a wealth of interesting activities for visitors, and the Talana Museum adds to that (SA Venues, 2017).

Dundee is also an excellent base for visits to other fascinating battlefields such as Rorke’s Drift, Isandlwana, Fugitives Drift, Blood River/Ncome, and a host of other interesting sites (Dundee Tourism, 2017).

#### **4.4.3. Profile of the Town**

Today, the town and its surrounding areas are more known in terms of the agricultural industry, particularly dairy, beef, sheep, and game ranching. The agriculture industry in the town is now the

main form of economic development, as opposed to the early days of coal. In addition to this, a number of artists and crafts people have also made this part of the world their home (SA Venues, 2017).

#### **4.4.5. State of Tourism Readiness**

The town is advantageously located along the KZN Battlefields Route and it therefore thrives from this in terms of its tourism offerings. Not only are there battlefields, and associated attractions, within the town itself (Talana battlefield), but it is also in close proximity to other high profile battlefields – such as Isandlwana and Rorke’s Drift (including Fugitive’s Drift), the Battle of Elandsplaagte, and the Blood River battlefield which includes both the Voortrekker and Ncome Museums (Battlefields Route KZN, 2017).

All of these sites, and their associated attractions, are some of the most sought after attractions along the route and they attract both local and international tourists throughout the year. The Talana Museum and Heritage Park, found within the town’s borders, is particularly a unique attraction as it not only allows visitors to experience the history of the battlefield and visit a number of graves, but it also takes them back in time to eras such as the coal mining ‘boom’ of the town (Talana Museum, 2014). Another example of how significant these sites are is found at Isandlwana and Rorke’s Drift. It was not only the first major encounter in the Anglo–Zulu War (1879) between the British Empire and the Zulu Kingdom, but it also where the British Army suffered its worst defeat against an ‘indigenous’ enemy with vastly inferior military technology (Knight, Isandlwana 1879: The Great Zulu Victory, 2002). The British did seem to “save some face” at Rorke’s Drift, which is just as fascinating to tourists who care to visit the site (Knight, Isandlwana 1879: The Great Zulu Victory, 2002). In addition to this, the chance to walk Fugitive’s Drift is also a sought after activity by visitors to the battlefields. It was here that the British soldiers fled across the river to reach Rorke’s Drift, where the medical hospital was established during the war (Knight, 2008).

In addition to the historical and cultural attractions, there are also a number of game reserves in the vicinity of the town, the closest one being Ingudlane Lodge. The lodge is situated on a 1900 hectare reserve merely 2 km outside the town. This four star lodge caters for both overnight and day visitors and those who wish to stay overnight can enjoy secluded self-catering chalets and en-suite rooms. The reserve offers excellent game viewing opportunities, either self-drive or guided drives, where visitors can view some of South Africa’s most unique and beautiful game, such as Eland, Giraffe, Hippo, and birds of prey such as the African Fish Eagle. The area as a whole also allows walkers/hikers and ‘twitchers’ to enjoy the various pockets of nature in the hills and valleys beyond the town.

### **4.5. Town 5: Mtunzini**

#### **4.5.1. Introduction**

Mtunzini is a small coastal town that is situated almost exactly halfway along KwaZulu-Natal’s coastline and it is found approximately 140 kilometres north of Durban. The next closest towns, Empangeni or Richards Bay, are about 35-40 kilometres away to the north. The name of the town is a Zulu word meaning “Place in the Shade” (Mtunzini.co.za, 2016). This name also is also derived from the “place under the Milkwood Trees” which was found near the Umlalazi River. This is where the

‘White Zulu’ chief, John Dunn, would meet with the tribal elders of the area. The town is located in the Umlalazi Municipality, which forms part of the King Cetshwayo District Municipality (formerly known as the uThungulu District Municipality). The town is found in the Zululand region of the province (Mtunzini.co.za, 2016).

**Figure 6: Map of Mtunzini**



The climate in Mtunzini is such that it normally experiences hot and humid (sub-tropical) summers with pleasant, mild winters. The town normally receives about 1067mm of rainfall per year, with most occurring mainly during summer. It receives the lowest rainfall (35mm) in July and the highest (136mm) in February. The average midday temperatures for Mtunzini range from 22.9°C in July to 28°C in January. The region is the coldest during July when the mercury drops to 11°C on average during the night (SA Explorer, 2015).

The town has an estimated population of 2 199 (Stats SA, 2011), which most definitely classifies it as a “small town” by definition. With the total area being 10.43km<sup>2</sup>, the population density of the town is estimated to be ±210 people per km<sup>2</sup>. The breakdown in terms of population group is outlined in Table 5 below:

**Table 5: Population Groups for Mtunzini**

Black	25.1%
White	72.0%
Indian	1.3%
Coloured	1.2%
Other	0.4%

Source: Census, 2011

#### **4.5.2. History of the Town**

During the late 1890s, the ‘Zulu Kingdom’ began to break up following the Anglo-Zulu War (ending in 1896). During this time, a colonialist, Sir Garnet Wolseley, went about creating 13 'kinglets' - with two that were strategically located as ‘buffer zones’ between what known as Port Natal (Durban)

and Zululand (Wikipedia, 2017). One of these kinglets was governed by John Dunn and he used Mtunzini as his capital.

In 1948, a total area of 9 square kilometres (of dune forests, lakes and lagoon) at Mtunzini was proclaimed as a nature reserve, which is known as the Umlalazi Nature Reserve (Mtunzini.co.za, 2016). This area falls under the protection and administration of Ezemvelo KZN Wildlife (previously known as the Natal Parks Board).

In terms of more recent history, Mtunzini became a landing point for the *South Africa Far East (SAFE)* submarine communications cable in 2002. This state of the art optical fibre cable was established as a link between Melkbosstrand to the West, with Saint Paul (Réunion Island), Baie Jacotet (Mauritius), Cochin (India) and Penang (Malaysia). In 2009, the town also became a landing point for the *SEACOM*<sup>2</sup> cable, and in 2010, it became the landing point for the *EASSy*<sup>3</sup> cable (Wikipedia, 2017).

#### **4.5.3 Profile of the Town**

The town is a typical small coastal town with one main street stretching from the entrance to the town, right through to the end of the town. A number of small streets branch off from this main street and they lead to the various attractions and holiday homes which are found in the town. Apart from the sugar cane plantations that surround the town, there is not much in terms of other industries that operate in the town. It is very much a recreational town which thrives on the fishing and other recreational activities in the town. This shows that the town has a massive potential to become a small town whose economy is purely driven by tourism.

#### **4.5.4 State of Tourism Readiness**

Mtunzini is considered to be a bird-watchers' paradise, and it is also one of the few places where one of South Africa's rarest birds of prey, the palm-nut vulture, is found. These birds feed on the fruit of the 'Rafia Palm' - which produces its fruit once every twenty years before dying (Mtunzini.co.za, 2016). Visitors are given the opportunity to walk through the lush vegetation at the Rafia Palm Monument, which features a raised boardwalk that meanders through to the magnificent palm trees.

Mtunzini boasts, among other attractions, untouched beaches, a 9-hole golf course at the Mtunzini Country Club, numerous bed-and-breakfast establishments as well as a range of camping, caravanning, and other self-catering holiday accommodation establishments (Mtunzini.co.za, 2016). The beach is not protected by shark nets, such as the ones in Durban, and this is due to Mtunzini's proximity to a shark breeding ground which is populated by Zambezi sharks as well as many other key species. The waves at Mtunzini are considered, by many surfers, as being some of the better ones to surf on the North Coast of KZN (Wikipedia, 2017).

Further to this, the Umlalazi Lagoon is also a popular tourist attraction for water sports enthusiasts and fishermen. Recreational and commercial ski-boat fishermen also launch their boats in the lagoon to head out into the Indian Ocean via the mouth of the Umlalazi River (Wikipedia, 2017).

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<sup>2</sup> **SEACOM** is a submarine cable operator with a network of submarine and terrestrial high-speed fibre-optic cable that serves the East and West coasts of Africa (Wikipedia, 2017).

<sup>3</sup> **EASSy** is a 10,000km submarine fibre-optic cable system deployed along the east and south coast of Africa to service the voice, data, video and internet needs of the region (EASSy, 2010).

## 5. Summary of Findings

It is well-known that KwaZulu-Natal has a lot to offer both foreign and domestic tourists, but there are still a number of “hidden gems” across the province. As previously mentioned, many of these are found in close proximity to small towns that are often considered to be “off the beaten track”. The findings from this report are summarised below.

### Town 1: Howick

1. Although the population is slightly more than that of a ‘small town’, the town was still considered to be a part of this study due to its potential for tourism.
2. The town is well placed from the N3 highway (Durban to Johannesburg), and it is also forms part of the N3 Gateway Tourism Association and the Midlands Meander.
3. In terms of road infrastructure, there is no need for major improvements. The signage, condition of the roads, and traffic lights and road markings are all suitable at present.
4. The facilities on offer are also all up to a good standard. For example, there is good cell phone reception, plenty of petrol stations available, and all major SA ATMs are available. There are also very good health facilities available. There are a number of super markets in the town.
5. In terms of tourism amenities, there are a number of restaurants and accommodation establishments that are available in the town and the surrounding areas.
6. There is a tourism information office available in the town, but improvements are needed in this regard. One such issue that was discovered is that it was not open on a normal working day.
7. The town is a gateway, and host, to a number of sought-after tourist attractions – such as the Mandela Capture Site, Karkloof Canopy Tours, and Midmar Dam and Nature Reserve. This has increased its rating in terms of ‘readiness’.
8. Overall, the town was rated to be 70% ready for tourism with the general infrastructure and attractions contributing greatly to this score. There are minor improvements needed for the roads, and there are major improvements needed for the cleanliness of the town along with the addition of foreign exchange services and Wi-Fi facilities.

### Town 2: Nottingham Road

1. The town is easily accessible from the N3 highway that links Durban and Johannesburg. It is also located on the N3 Gateway as well as the Midlands Meander.
2. The roads in and out of the town are in need of attention as there are a number of noticeable and dangerous potholes. Apart from this, the signage leading to the town is sufficient and the road markings are visible to all road users.
3. The facilities on offer are in need of minor improvements. For example, there is average cell phone reception, only a one petrol station available (in the town), and there are few ATMs available. There is no evidence of major health facilities that are available.
4. In terms of tourism amenities, there are a few restaurants and accommodation establishments that are available in the town and the surrounding areas. There are no major improvements needed here.
5. There is a tourism information office available in the town, but it is not well marketed or prominent in the town.

6. The town is a gateway and host, to a number of sought-after tourist attractions – such as the ‘Notties’ Brewery and Fort Nottingham Museum. This has increased its rating in terms of ‘readiness’.
7. Overall, the town was rated to be 61% ready for tourism with the infrastructure and attractions contributing to this score. There are minor improvements needed for the facilities and amenities that are found in the town. For example, there is a need for more petrol stations and supermarkets, as well as more ATMs and Wi-Fi facilities.

#### Town 3: Winterton

1. The town is easily accessible from the N3 highway that links Durban and Johannesburg. It is also located on the N3 Gateway, and along the KZN Battlefields Route that stretches across most of the northern part of the province.
2. The roads in and out of the town are in need of serious attention as there are a number of noticeable and dangerous potholes. In addition to this, there is a need for major improvements with regards to the signage in and out of the town. The traffic lights and road markings in the town are of an acceptable standard.
3. The facilities on offer are in need of minor improvements. For example, there is average cell phone reception but no Wi-Fi facilities. There is a need for at least one petrol station (in the town). There is a health facility situated opposite the main bridge in town, on the way to the cathedral.
4. In terms of tourism amenities, there are not a lot restaurants available in the town itself nor are there many accommodation establishments that are available in the town. Most of these can be found in the surrounding areas.
5. There is a tourism information office available in the town, but it is not well marketed or prominent in the town. It is also in need of refurbishment.
6. The town is a gateway to a number of sought-after tourist attractions in the Central Drakensberg. These include the Falcon Ridge Bird of Prey Sanctuary, and the Drakensberg Boys’ Choir School. These have contributed greatly to its rating in terms of ‘readiness’.
7. Overall, the town was rated to be 57% ready for tourism with mainly the outlying attractions contributing to this score. There are major improvements needed for the facilities and amenities that are found in the town. For example, there is need for a major refurbishment of the roads and signage to that lead in and out of the town.

#### Town 4: Dundee

1. The town is not as easy to access as the other towns that have been analysed in this study. The town is accessed from the N11 that comes off of the N3. Then the R68 is followed into the town. Distance and travel time could be an issue. It also forms part of the KZN Battlefields Route and is a popular destination along this route.
2. The roads in and out of the town are up to standard and there are no improvements needed. However, there is a need for major improvements with regards to the signage in and out of the town. The traffic lights and road markings in the town are of an excellent standard.
3. The facilities on offer are of a good standard and there are no major improvements needed. There are a number of supermarkets, petrol stations, ATMs, and other facilities on offer.

4. In terms of tourism amenities, there are a few restaurants available in the town itself and there are also a few accommodation establishments that are available in the town itself. There are some of both of the above that can be found in the surrounding areas.
5. There is a tourism information office available in the town that is well established, well marketed, and fully functional. There is only a need to replace old TKZN branding (i.e. Zulu Kingdom branding).
6. The town, as previously mentioned, is a prominent part of the Battlefields Route and this contributes greatly to its tourism readiness. There are also a number of other historical attractions, such as the Talana Museum, that attract both local and foreign visitors. It is also a gateway to other key battlefields such as Blood River, Isandlwana, and Rorke's Drift.
7. Overall, the town was rated to be 65% ready for tourism with the mainly the attractions and the town's infrastructure contributing to this score. There are major improvements needed for the signage along the route into the town. There are not many other improvements that are of such a high priority.

#### Town 5: Mtunizini

1. The town is easily accessible from the N2 highway that links Durban and Richards Bay, and Mozambique. It is also located along the Zululand Birding Route.
2. The roads in and out of the town are in good condition but they could do with resurfacing. There are no traffic lights in the town, but there is no need due to its size and the fact that there are very clear road markings. The signage in, and around the town, is of an excellent standard.
3. The facilities on offer are in need of improvements. For example, there are not enough health facilities or foreign exchange facilities. There are an ample amount of shops as well as Wi-Fi facilities. There is a need for at least two more petrol stations as well.
4. In terms of tourism amenities, there are a few lot restaurants available in the town itself and there are enough accommodation establishments that are available in the town. There are also a number of holiday homes and flats, as well as new residential developments.
5. There is signage leading to a tourism information office in the town, but an actual tourism office could not be found.
6. The town is considered as a "cousin" to St Lucia due to many similarities. There are a few major tourist attractions, but there needs to be more activities based around these existing ones. For example, these would horse riding on the beach in the Umlalazi Nature Reserve on offer.
7. Overall, the town was rated to be 64% ready for tourism with the mainly the general facilities, infrastructure, and tourism amenities contributing to this score. There are some improvements needed for tourist attractions and activities that are found in the town. For example, there is need to enhance the current stock of attractions and increase the number of activities for tourists.

#### **6. Recommendations and Way Forward**

1. It is recommended that the findings from this report is presented at various forums at TKZN (e.g. EXCO or Board meetings). In addition to this, the findings should be presented to the key stakeholders that have some connection to these towns and the tourism sector within these areas – e.g. local CTOs, N3 Gateway, as well as others. It is also recommended that the report is circulated to stakeholders who cannot attend any of the above engagements.

2. It is recommended that, upon completion of the Phase 2 report (the completed study) an 'action plan list' be drawn up to highlight the main organizations which need to assist in attending to all of the noted issues in each town. In other words, a document should be created to list the main issues and then indicate who is responsible for the solution. For example, for issues with roads, the Roads Department should be consulted and for signage issues, the Tourism Development department of TKZN should be engaged.
3. It is recommended that the objectives in the research outline are reassessed upon completion of the Phase 2 report, and are then addressed and included in the final report of the study. Aspects, such as point 2 above, will be included.

## **7. Conclusion**

Due to the fact that this report has focussed on Phase 1 of the study, and there is still the need to complete Phase 2, there are not many major decisions or recommendations that are included in this report. These shall only be established and included in the final report which will merge both Phase 1 and Phase 2. This phase has assisted and acted as a 'pilot study' for *Small Towns in KZN* and the same methodologies will be also is used in the way forward. Any improvements and additions to these methodologies can be noted at stakeholder forums or feedback from stakeholders who have read the report. The Phase 2 report/study should be included in TKZN's 2018/2019 APP and AOP. The timeline for the overall completion of the study should also be noted in the APP and AOP.

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## **APPENDIX 1**

### **Fieldwork Notes**

HOWICK	RATING (%)	NOTES
Nearest Highway (condition)	90	The N3 toll road is the nearest main highway to the town. The road is in good condition, and the town is easily accessible from three turn-offs (south, central, and northern areas of the town).
Main Road into the Town (condition)	70	The main road into (and out of) town (i.e. the R103) is in an average state/condition and there is a need for resurfacing in most places across the town. There is no need for major work, but a little attention will go a long way.
Robots in town, traffic markings, parking	60	The robots in town are in need of an upgrade but they do their job and are good enough at the moment. The road markings could do with a touch up but they are mostly visible to drivers. There are a number of areas in town whereby people can park their vehicles and walk around town.
State of Town infrastructure	80	The infrastructure of Howick is considered to be above average and there is no need for major developments or upgrades. The local municipality should be responsible for the current state – i.e. minor touch-ups of buildings and roads.
Cell reception and internet facilities	80	The cell phone reception in town is very good. The availability of Wi-Fi / internet facilities is a bit unknown as there is no signage pointing this out.
Cleanliness of town/ablutions	50	The town, in most places, is full of litter and pollution and this should be a priority in terms of getting the town “ready” for more tourism. Not only is this problem detrimental to health and well-being, but it is also an eye sore for tourists.
Restaurants available	90	There is a good selection of restaurants across the town, offering quality, quantity and variety.
Petrol stations available	100	There are plenty available throughout the town.
Shopping centres/supermarkets/convenience stores	90	There is a good amount available and most of them cater for the necessities that are required by both tourists and local residents.
Health facilities (e.g. clinics/pharmacy etc.)	100	There is a substantial amount of clinics and pharmacies available in the town, and there is also a private hospital ( <i>MediClinic</i> ) situated in the northern area.
Banking and ATMs, and Foreign exchange	90	All of SA’s major banks can be found in the town, with both branches and ATMs available throughout. The availability of foreign exchange outlets is unknown.

<b>Accommodation establishments</b>	90	There is a substantial amount available both in the town, and in the peripheral areas e.g. Midmar, Merrivale, New Hanover.
<b>Signage in and out of town</b>	90	The signage in and out, and around, the town is most excellent but one or two of the attractions need improved signage (e.g. Anglo Boer War monuments)
<b>Tourism information/ Info Office</b>	30	There was a Tourism Information Office available, but it was not very welcoming, it was almost hidden away, and it was not even open (on a Tuesday).
<b>Tourist attractions</b> E.g. Mandela Capture Site; Karkloof Canopy Tours; Howick Falls.	80	The most popular sites are the Mandela Capture Site, Howick Falls, and the Karkloof Canopy Tour. Most of these are easily accessible with fairly decent roads. Most potholes are found on the R103. The majority of the attractions are well sign posted, apart from the ABW <sup>4</sup> monuments and other memorials. There is an issue of both cleanliness and security at all, barring the Capture Site, and most of them can improve as well. The attractions in close vicinity to the town allow the high scoring, the ones just out of town add to this.
<b>Additional Notes</b>  <b><u>The following aspects were also considered:</u></b>		The town is well suited for tourism and it is, at the moment, considered to be “ready” for tourism. There is, however, huge potential for further development and growth. The town is responsible for serving a residential (e.g. large amount of retirement villages) and farming community but it can grow even further through increased tourist arrivals. The vicinity of the town to other key areas, facilities and attractions is a major plus and the ease of access to the town makes it even more ready for tourism growth. The town is also found along the Midlands Meander which is another positive for future development. Aspects such as cleanliness, roads, universal accessibility, and responsible tourism all need attention.
– Tourism friendliness	50	
– Universal accessibility	30	
– Responsible tourism	20	
– Routes	100	
– Facilities on route (e.g. Ultra City)	(No score)	
		<b>OVERALL RATING: 70%</b>

<sup>4</sup> ‘ABW’ – Anglo Boer War

<b>NOTTINGHAM ROAD</b>	<b>RATING (%)</b>	<b>NOTES</b>
<b>Nearest Highway (condition)</b>	90	The N3 toll road is the nearest main highway to the town. The road is in good condition, and the town is easily accessible from a turn off ramp from the highway.
<b>Main Road into the Town (condition)</b>	70	The R103 is the main road that leads in, and through, the town. The condition of the road is up to standard but improvements are needed and minor upgrades are necessary.
<b>Robots in town, traffic markings, parking</b>	70	The size, and layout, of the town does not allow for many robots (traffic lights), but there are a number of clearly traffic signs on the roads at all of the major intersections. Most of the 'Stop' signs are clearly marked and visible to all traffic.
<b>State of Town infrastructure</b>	70	Based on its size, the town is seen to be adequately developed with a few major residential developments in progress. The Gowrie Village development is one such example of this. There is no evidence of over development which is positive to note.
<b>Cell reception and internet facilities</b>	50	The reception for cell phones is good and there are no issues with the quality of the reception for most networks. The lack of Wi-Fi facilities is of concern. It could, however, be that there are Wi-Fi facilities available but there is very poor advertising if this is the case.
<b>Cleanliness of town/ablutions</b>	70	The town is considered to be very clean and there is no major concern with regards to excess amounts of litter and/or pollution. The ablution facilities, in and around the town, were also considered to be of a good standard.
<b>Restaurants available</b>	70	There are a limited number available, but the standards thereof are reasonably high. There are also a number of restaurants outside of the town, in close proximity.
<b>Petrol stations available</b>	50	There is only one main petrol station in town, while there are others at the on/off-ramp to the N3. There is a need for at least one more in town.
<b>Shopping centres/supermarkets/convenience stores</b>	60	There are stores available in the town at the Junction, Gowrie Village, and there is also a local Spar next to the petrol station. There are also new developments at the Windmills (next to the N3), but this is just outside of the town.
<b>Health facilities (e.g. clinics/pharmacy etc.)</b>	30	There is signage for a medical centre, but it seemed to be out of the way. There is not enough signage for anything medical-related – even if they do exist.

<b>Banking and ATMs, and Foreign exchange</b>	40	There are a few available in the town, e.g. at the Junction. There don't seem to be any facilities for foreign exchange and there are also not enough local ATMs on offer as well.
<b>Accommodation establishments</b>	60	There are a number of accommodation establishments in the close vicinity of the town (e.g. Rawdons Estate, The Bend etc.), yet there are not many options in the town itself. It also depends on what boundaries are considered to exist for the town.
<b>Signage in and out of town</b>	70	The current amount, and quality, of signage is considered to be sufficient but there could be a few more added to the current amount. A lot of the signs, however, seem to be old and "tatty" and a couple of new ones could help.
<b>Tourism information/ Info Office</b>	30	There is not much signage or advertising of a proper information office, and it does not seem to be very prominent. It is situated at the Junction.
<b>Tourist attractions</b> E.g. "Notties" Brewery, Gowrie Golf Course, "Notties" Hotel, Rawdon's Country Estate	70	The large majority of the major attractions are responsible for putting Nottingham Road on the map (such as the Brewery), and they thrive on this reputation. Apart from the Brewery and Gowrie Village/Golf Club, most of the attractions need attention. The Junction, having been a prominent attraction, has lost a bit of its appeal and has the potential to improve. Another suggestion is to bring fly-fishing back to Rawdons, within reason. The Fort Nottingham Museum is a real hidden gem and needs more attention as well. The Highland Games stopped being run in 2012 and these could be reintroduced. The "Notties" Hotel Ghost Stories need to be 'punted' more. The potential is there, and not much more effort is needed.

<p style="text-align: center;"><b>Additional Notes</b></p> <p><b><u>The following aspects were also considered:</u></b></p>		<p>The town has almost slipped into being a “sleeping giant” and has become a bit complacent and it needs a big push to revive its full potential again. It is fortunate to still exist along the Midlands Meander and its reputation, but it can do so much more in terms of its history and resources – as well as the facilities and attractions that are still on offer. The town is considered to be ready, but it just needs a bit more support to achieve the potential growth in tourism arrivals – both domestic, and foreign.</p>
<ul style="list-style-type: none"> <li>– Tourism friendliness</li> <li>– Universal accessibility</li> <li>– Responsible tourism</li> <li>– Routes</li> <li>– Facilities on route (e.g. Ultra City)</li> </ul>	<p>50</p> <p>40</p> <p>40</p> <p>100</p> <p>90</p>	
		<p><b>OVERALL RATING: 61%</b></p>

<b>WINTERTON</b>	<b>RATING (%)</b>	<b>NOTES</b>
<b>Nearest Highway (condition)</b>	90	The N3 toll route/highway is in a good condition up to, and including, the turn off that leads through to the town.
<b>Main Road into the Town (condition)</b>	50	The road is not in the greatest condition and there are a number of potholes and other hazards, such as uneven surfaces. Improvements are needed.
<b>Robots in town, traffic markings, parking</b>	60	There are robots and traffic markings throughout the town, but they are confusing at times – especially for potential foreign tourists.
<b>State of Town infrastructure</b>	60	Overall, the town's infrastructure is in good condition and there is nothing that is calling for major improvements. In saying that however, there is room for improvements – re-tarring the roads, re-painting the markings, and a general clean-up of the facilities.
<b>Cell reception and internet facilities</b>	50	There is decent cell reception in and around the town. There is no indication (i.e. no advertising) of internet or Wi-Fi facilities.
<b>Cleanliness of town/ablutions</b>	50	The town is not considered to be entirely clean and there is a lot of rubbish and pollution in the town, especially in the outer region which leads out to the 'Berg resorts. There is a need for the local municipality to address this issue.
<b>Restaurants available</b>	50	The number of available restaurants that are found in the town are not sufficient and there are very few that are actually advertised.
<b>Petrol stations available</b>	70	As the town feeds a number of sub-destinations, there are a good number of petrol stations available. There is, however, a need for at least one more in the town or even on one of the route that exit the town.
<b>Shopping centres/supermarkets/convenience stores</b>	70	There are a sufficient number of supermarkets in the town, or outlets that supply both locals and visitors with necessities. One improvement that is suggested is that there is a need for a bit more variety in terms of offerings.
<b>Health facilities (e.g. clinics/pharmacy etc.)</b>	50	There are not enough medical facilities that are available in the town, or advertised in the town. This is definitely one issue that requires attention.
<b>Banking and ATMs, and Foreign exchange</b>	60	There are a sufficient number of ATMs in the town, but the options are limited (not all of the SA banks are represented). There is a lack of foreign exchange services.

<b>Accommodation establishments</b>	60	There are not many options available in town, and those that are, are not of a high standard and they do not show any sign of being officially graded.
<b>Signage in and out of town</b>	20	The signage in and out of the town is considered to be very poor and is in need of major improvements. There are a number of signs which are so faded and old that one cannot even read what is on it. There is also the need for signs that warn people of potholes and other hazards.
<b>Tourism information/ Info Office</b>	40	The office that was spotted, at the Winterton Museum, is well sign posted but is not up to standard. One of the major issues is the fact that it is almost hidden behind the Museum and was not even open during the day, on a Wednesday.
<b>Tourist attractions</b> E.g. Central Berg (Falcon Ridge), Winterton Museum, Spionkop Nature Reserve, Dam, and Battlefield	75	The attractions in town are limited and the majority are found in close proximity or the surrounding areas that lead away from the town. The Winterton Museum is basically the only point of interest, but it does need some attention. The town is therefore seen as a “feeder” to other attractions in the Central Berg. The distances to these attractions, from town, doesn’t have an impact on the rating. Opportunities exist in terms of somehow linking the attractions into some sort of experience. Also, tour operators or transport businesses could create packages or assist in easing the access to all of these attractions.
<b>Additional Notes</b>  <b><u>The following aspects were also considered:</u></b>		The following is based on the opinions and observations of the fieldwork – the town relies heavily on the fact that it “feeds” other areas and attractions, and a lot more can be done in terms of turning the town itself into an attraction. There are opportunities, and the potential is there, but more support is needed, and so to development, in order for the town to become more “ready”. <b>Recommendations will be drawn from this, and more input is needed from key stakeholders from the town and its municipality (and CTOs).</b>
– Tourism friendliness	50	
– Universal accessibility	40	
– Responsible tourism	30	
– Routes	80	
– Facilities on route (e.g. Ultra City)	70	
		<b>Overall Rating: 57%</b>

<b>DUNDEE</b>	<b>RATING (%)</b>	<b>NOTES</b>
<b>Nearest Highway (condition)</b>	70	The N11, which branches off from the N3, is in a decent condition but there is room for improvement. With that being said, there were major roadworks happening at the time of the fieldwork.
<b>Main Road into the Town (condition)</b>	60	The road into the town (R68) is in a good condition and there is no need for any major developments or improvement.
<b>Robots in town, traffic markings, parking</b>	80	There are a lot of robots and clearly marked traffic signs on the roads in the town. Most of which are easy to follow and the robots are in good working order.
<b>State of Town infrastructure</b>	80	As was the case with Howick, the general infrastructure of the town is very good and it supports a thriving local community, as well as visitors to the town.
<b>Cell reception and internet facilities</b>	60	The reception for cell phones is up to standard. There is no advertising or indication of Wi-Fi or internet facilities.
<b>Cleanliness of town/ablutions</b>	80	The general state of cleanliness in the town is considered to be up to standard, but there is some room for improvement – most of which can be alleviated through efforts from the local community and municipality.
<b>Restaurants available</b>	70	There is a good presence of restaurants in and around the town, but there is a need for more of a variety. Also, the existing establishments could market themselves a bit better as well.
<b>Petrol stations available</b>	90	A number are available throughout the town, as well as coming in and going out of the town. There is also a good variety of different petrol companies.
<b>Shopping centres/supermarkets/convenience stores</b>	90	There is a substantial amount of shopping centres and supermarkets and no improvements are considered to be necessary, or a priority.
<b>Health facilities (e.g. clinics/pharmacy etc.)</b>	60	There is an indication of hospitals in the town, but it is recommended that 1) more signage is erected to indicate where certain health facilities are, and 2) there is a need for some more medical facilities in the town.
<b>Banking and ATMs, and Foreign exchange</b>	60	There are a number of local bank's ATMs that are found throughout the town, but there is a lack of foreign exchange facilities, or indication thereof.

<p style="text-align: center;"><b>Accommodation establishments</b></p>	<p style="text-align: center;">70</p>	<p>There are various establishments that are available, in and out of the town, but many of them are considered to be, “not up to standard”. There was also no indication of any grading for the majority of these.</p>
<p style="text-align: center;"><b>Signage in and out of town</b></p>	<p style="text-align: center;">10</p>	<p>This aspect is considered to be very poor, and is the worst when compared to other towns. There is a need for the replacements of old signs that indicate the distances and other key road information (cannot even read them), and there is also the need for the introduction of new signs for attractions and related facilities. The priority mainly lies in the route into the town, rather than in it.</p>
<p style="text-align: center;"><b>Tourism information/ Info Office</b></p>	<p style="text-align: center;">80</p>	<p>The information office was found to be in the centre of town, in a busy yet secluded location. It is very well sign posted and well-staffed. There is, however, the need to remove the “Zulu Kingdom” logos and insert TKZN’s new branding – i.e. support is needed from TKZN and EDTEA.</p>
<p style="text-align: center;"><b>Tourist attractions</b> E.g. Royal Country Inn, Talana Museum, Game Parks, other Battlefields (e.g. Isandlwana)</p>	<p style="text-align: center;">80</p>	<p>The KZN Battlefields (and all related sites) are the main attractions in this area and the town thrives on these for its visitor numbers. Most of these attractions are maintained and kept in a good condition, which helps to compliment the tourism for the town. Signage for most of the attractions needs improvement as some sites are very baldy sign posted. There is a need to improve this signage as it certainly puts self-drive tourists at a disadvantage. Tour groups are the only visitors who thrive at the moment as they don’t need to worry about signs as much. Most of the sites are easily accessible from the town.</p>

<p style="text-align: center;"><b>Additional Notes</b></p> <p><b><u>The following aspects were also considered:</u></b></p>		<p>Much like Howick, the town is considered to be ready for tourism but some additional effort is needed to move it up to an even better standard. The signage and distance from other main areas and destinations are the major issues – more can be done to help alleviate this. Opportunities exist for further growth and development in tourism, and collaboration between all key stakeholders is vital in terms of moving forward.</p>
<ul style="list-style-type: none"> <li>– Tourism friendliness</li> <li>– Universal accessibility</li> <li>– Responsible tourism</li> <li>– Routes</li> <li>– Facilities on route (e.g. Ultra City)</li> </ul>	<p>50</p> <p>70</p> <p>40</p> <p>80</p> <p>30</p>	
		<p><b>OVERALL RATING: 65%</b></p>

<b>Mtunzini</b>	<b>RATING (%)</b>	<b>NOTES</b>
<b>Nearest Highway (condition)</b>	80	The N2 is the closest highway that leads to the town. The roads were under repair at the time of the fieldwork, yet they are considered to be in decent condition.
<b>Main Road into the Town (condition)</b>	60	The main road, although a short drive from the highway, is in need of repairs and resurfacing. As present, it is still considered to be suitable enough.
<b>Robots in town, traffic markings, parking</b>	80	Despite the fact that there are no robots in the town, there are a sufficient amount of road markings which are all visible. There is also plenty of parking spaces, which are also all clearly marked.
<b>State of Town infrastructure</b>	70	The town's infrastructure is considered to be of a good standard but certain improvements are needed. There are, however, a couple of new residential developments on the go.
<b>Cell reception and internet facilities</b>	90	The cell reception is up to standard and there were also a number of Wi-Fi facilities throughout the town – these were also well sign posted.
<b>Cleanliness of town/ablutions</b>	80	The town is generally very clean and does not have much litter or pollution – this is aided by the fact that there are a number of bins available. The ablution facilities need a bit of attention.
<b>Restaurants available</b>	90	There are many throughout the town and all of which offer a good variety of choices for all types of visitors.
<b>Petrol stations available</b>	30	There are not too many available in the town and there is a definite need for a couple more, especially because there nearest petrol stations are further north and south along the N2 highway.
<b>Shopping centres/supermarkets/convenience stores</b>	80	There are a couple scattered across the town, all of which seem to offer good variety and supply the necessities. There is a Spar along the main street, as an example.
<b>Health facilities (e.g. clinics/pharmacy etc.)</b>	50	There are a few pharmacies on offer, yet there are no clear signs of any clinics, doctors, or a hospital.
<b>Banking and ATMs, and Foreign exchange</b>	50	All of SA's major ATMs are available in the town – yet there are no branches available. There is no indication of foreign exchange facilities.

<b>Accommodation establishments</b>	90	There is a wide variety throughout the town, and these include holiday homes and flats, resorts, camping/caravan parks, as well as B&Bs and guesthouses.
<b>Signage in and out of town</b>	65	There is suitable signage in and around the town, but there is not enough leading towards the town. The first indication of distance or direction to the town is at the Toll gate that is situated at the turn-off.
<b>Tourism information/ Info Office</b>	20	There is ample signage for an information office in the town, yet it could not be located. It is possible that the signage still exists, but the information was moved or has closed down.
<b>Tourist attractions</b> E.g. Umlalazi Nature Reserve, Mtunzini Mangroves, Mtunzini Golf Club	55	Although the existing attractions are worth visiting, they are considered as, “simply not good enough”. The town could improve in terms of the attractions and activities that it has to offer, and add to those that already exist. Examples include: horse riding on the beach, paintball, adventure park (4x4, quad bikes etc.). It is also recommended that the bird life (Zululand Birding Route) is marketed more and awareness should be increased. The biodiversity and natural resources are the key attractions and have much potential for increasing tourism development and growth.
<b>Additional Notes</b>  <b><u>The following aspects were also considered:</u></b>		The town is considered to be a “cousin” of St Lucia. It is definitely regarded as a proper small, coastal town that is responsible for attracting a large slice of the domestic market in KZN – mainly due to its “slow”, relaxed nature. The North Coast is rapidly expanding, due to KSIA, which could lead to increased development in the town. More effort needs to be made to attract foreign tourists, as well as more self-drive tourists. It has huge potential and it just needs support from various entities, such as EDTEA and TKZN.
<ul style="list-style-type: none"> <li>– Tourism friendliness</li> <li>– Universal accessibility</li> <li>– Responsible tourism</li> <li>– Routes</li> <li>– Facilities on route (e.g. Ultra City)</li> </ul>	<b>80</b> <b>50</b> <b>60</b> <b>70</b> <b>70</b>	It must be noted that the score experienced a penalty of <b>-5</b> , due to the fieldworker being witness to an incident of crime (ATM card theft).
		<b>Overall Rating: 64%</b>

## **APPENDIX 2**

### **List of Towns/Cities in KZN**

According to Ecotravel (<http://home.intekom.com/ecotravel/towns-cities/kwazulu-natal.htm>), the list of cities, towns and villages in KZN, with major cities removed, is thus:

<p style="text-align: center;"><b>Durban Metropolitan Region</b></p>	<p>Amanzimtoti 13 813  Cato Ridge 3 874  Doonside -  Drummond 955  ekuPhakameni -  Hillcrest 13 329  Illovo Beach 24 728  Inanda 10 032  Isipingo -  Karridene -  Kingsburgh 16 368  Kloof 29 704  KwaMashu 175 633  La Lucia -  La Mercy 2 779  Mount Edgecombe 7 323  New Germany -  Queensburgh 54 646  Tongaat 42 554  Umbogintwini -  Umdloti 1 778  Umgababa 1 552  Umlazi 40 481  Verulam 37 273  Warner Beach -  Westville 30 508  Winkelspruit -  Chatsworth 196 580  Wentworth -  Umkomaas 2 716  Magabeni 4 928  Phoenix 17 6989</p>
<p style="text-align: center;"><b>Midlands Region</b></p>	<p>Boston -  Bulwer 703  Greytown 9 090  Ixopo 216  Karkloof 970  Kranskop 1 514  Mooi River 18 137  Nottingham Road 1 277  Richmond 3 349  Rosetta 1 804  Wartburg 906</p>
<p style="text-align: center;"><b>Zululand / Maputaland Region</b></p>	<p>Amatikulu 515  Eshowe 14 744  Gingindlovu 1 109  Hluhluwe 3 830  Jozini 2 267</p>

	Kosi Bay - Louwsburg 4 061 Magudu 400 Melmoth 7 814 Mkuze 73 Mtunzini - Nongoma 7 629 Paulpietersburg Pongola 2 057 Port Dunford 2 504 Sodwana Bay 93 St Lucia 1 104 Ulundi 19 840 Vryheid 2400
<b>North Coast Region (Dolphin)</b>	Blythedale Beach 626 Salt Rock 1 806 Shaka's Rock - Sheffield Beach 1 754 Tinley Manor 427 Zinkwazi 693 Zimbali -
<b>South Coast Region</b>	Harding - Hibberdene 4 037 Ifafa Beach 133 Kelso - Palm Beach - Park Rynie - Pennington - Port Edward 4 409 Ramsgate - Scottburgh 11 403 Sezela 1203 Shelly Beach - Southbroom 1 615 Umtentweni - Umzinto 16 205 Umzumbe - Uvongo -
<b>Battlefields Region</b>	Babanango 1 886 Charlestown 4 392 Colenso 6 388 Dannhauser 6 493 Eshowe 14 744 Estcourt 22 071 Glencoe 17 548 Greytown 19 313 Hattingspruit 951 Ladysmith 64 855 Madadeni 119 597 Melmoth 7 814 Nquthu 5 453

	Paulpietersburg 1 859 Utrecht 5 390 Weenen 3 126
<b>Drakensberg and East Griqualand Region</b>	Bergville 1 274 Bulwer - Franklin - Himeville 1 697 Ixopo 12 461 Matatiele - Swartberg - Umzimkulu 8399 Underberg 2 694 Winterton 276

**Note:** \*The figures from the 2011 census were used in the table above. Any town with a population of over 20 000 at that date has been removed (with some exceptions). Even so, many more towns will have surpassed that figure by 2017, and thus the larger towns which have had population figures included and will be excluded from this study – with exceptions, once again.

## **APPENDIX 3**

### **Fieldwork Photographs**