

## EMBASSIES/ CONSULATES



COUNTRY	TEL NUMBER
Angola	+27 (0) 31 312 6516
Austria	+27 (0) 31 261 6233
Belgium	+27 (0) 31 303 2840/1
Canada	+27 (0) 31 202 3432
Chile	+27 (0) 31 312 8608
China	+27 (0) 31 563 4534
Denmark	+27 (0) 31 202 9396/7
Germany	+27 (0) 31 266 3920
Greece	+27 (0) 31 301 4880/1
Honorary French	+27 (0) 31 573 1554
Hungary	+27 (0) 31 251 4000
India	+27 (0) 31 332 7020/21
Italy	+27 (0) 31 368 4388/98
Korea	+27 (0) 31 563 6280
Lesotho	+27 (0) 31 307 2323
Madagascar	+27 (0) 31 312 9704
Malta	+27 (0) 31 572 2041
Mauritius	+27 (0) 31 305 1744
Mozambique	+27 (0) 31 303 7130
Netherlands	+27 (0) 31 266 9291
Norway/Sweden	+27 (0) 31 303 5212
Pakistan	+27 (0) 31 304 8836
Poland	+27 (0) 31 266 9792
Portugal	+27 (0) 31 572 7705
Spain	+27 (0) 31 208 7737
United Kingdom	+27 (0) 31 572 7259
USA	+27 (0) 31 305 7600



An integrated initiative between Tourism KwaZulu-Natal, the South African Police Service and the Department of Economic Development and Tourism.

## EMERGENCY TELEPHONE NUMBERS



### IN THE EVENT OF AN EMERGENCY: 10111

Vodacom, Cell C and MTN cellphone users:  
112

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

Mountain Rescue:  
080 000 5133

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

South African Police Service  
Delivery Line:  
080 000 0596

Ambulance:  
10177

Fire Brigade:  
+27 (0) 31 361 0000

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

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

Airport:  
+27 (0) 32 436 0013

Travel Doctor:  
+27 (0) 31 360 1122

For more information please contact:  
Ithala Trade Centre  
29 Canal Quay (Signal) Road  
Durban, 4001  
Email: enquiries@zulu.org

Tel: +27 (0) 31 366 7500  
Fax: +27 (0) 31 305 6693  
Airport Office: +27 (0) 32 436 0013  
Cape Town Office: +27 (0) 21 418 1684  
uShaka Marine Office: +27 (0) 31 816 6600

# TRAVELLERS TIPS



## ON THE STREET



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

## MAKING WAVES



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



## LET'S KHULUMA (TALK)



Zulu is the most widely spoken language in South Africa. It is dominant in KwaZulu-Natal and fairly prevalent in the Free State, Gauteng, Mpumalanga provinces. isiZulu belongs to the Nguni group of Southern African languages, along with Xhosa and Swazi.

### PRONUNCIATION VOWELS

A – pronounced as the “a” in a “car”

E – pronounced as the “e” in “let”

I – pronounced as the “ee” in a “beer”

O – pronounced as the “aw” in a “saw”

U – pronounced as the “oo” in a “look”

### HERE ARE SOME USEFUL ISIZULU WORDS AND PHRASES TO HELP ONE GET STARTED WITH THE LANGUAGE:

Hello – Sawubona

How are you? – Kunjani?

I am well – Ngiyaphila

We are well – Siyaphila

Goodbye – Sala kahle

Where are you going? – Uyaphi?

How much does this cost? – Kubiza malini lokhu?

Where do you work? – Usebenzaphi?

We are learning to speak Zulu – Sifunda ukukhuluma isiZulu

Speaking Zulu is difficult – Kunzima ukukhuluma isiZulu

The sun is hot – Ilanga liyashisa

Today – Namuhla/Namhlanje

Tomorrow – Kusasa

We are on holiday – Sivakashile

Thank you – Ngiyabonga/Siyabonga

Enjoy your visit and be a good and responsible tourist.

## TAKE IN THE CULTURE



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



# WELCOME

TO THE PROVINCE THAT HAS IT ALL!

Welcome to KwaZulu-Natal – a place where the sun shines all-year-round and the people are as warm and inviting as the climate!

You've just landed in one of South Africa's friendliest cities, complete with world-class facilities, resorts and luxury spas, not to mention outdoor adventures that stretch from our pristine coastline to the peaks of the Drakensberg mountains, and reach wild terrain where the Big 5 roam freely, it really is a province that wants for nothing.

Home to the Zulu people, KwaZulu-Natal is a province with a vibrant heritage and rich cultural history that is testament to the adversity we faced and overcame to become this blossoming new province.

Most definitely a must-visit destination with something for everyone. KwaZulu-Natal is home to some three million people, a burgeoning economy and a unique fusion of raw, natural beauty, modern sophistication, cultural diversity and pulsating energy you won't find nowhere else in the world!

We welcome you to go sight SEA(ing) while you're here and make the most of your stay in our beautiful home!



WAMUKELEKILE

## RESPECT OUR PROVINCE



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



## AT THE AIRPORT

- Always keep your bags where you can see them and be aware of them.
- If the people around you make you uncomfortable or behave in a stranger manner, please report to the nearest security office.
- Do not allow other people to tamper with your bags.
- Please ensure that your bags and luggage are locked.
- Wilful interference with/obstruction of any security official constitutes a criminal offence for which you may be arrested and prosecuted.



## HIT THE ROAD



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



## ACCOMMODATION



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



## E-HAILING TAXI



E-hailing is the process of ordering a car, or any means of transport using digital devices i.e. Uber, Bolt etc.

- Before ordering your ride, familiarise yourself with the route and how long it should take to get there. Look at safety features offered by the specific ridesharing app you're using, to ensure a safe, pleasant journey.
- Always ensure your driver has an appropriate vehicle licence and drivers licence, and is legally allowed to operate.
- Your app will usually allow you to check driver credentials including the make, model of the car and provide a picture to identify the driver – please confirm all details are correct before getting into the vehicle.
- Look for an accreditation sticker on the side window of accredited e-hailing vehicles.
- Before heading off, be sure to share your trip with a friend or family member so they are aware of your location and estimated arrival time. Some apps allow you to share your trip live with a friend, enabling them to track you as you move.
- The moment a driver accepts your trip, it's important to check their rating. If the rating is too low, rather cancel the trip and order another ride.
- If you have a bad experience during a particular trip, it's important to provide feedback via the app. This helps both the e-hailing company, as well as future passengers to identify a possible problem-driver.

• THE GOLDEN RULE IS: THE CUSTOMER HAS THE FREEDOM OF CHOICE.

## ACCREDITED METERED TAXI



- Visitors are encouraged to use taxis accredited by local Metro Police/ eThekweni Transport Authority and the professional fleets.
  - Look for an accreditation sticker on the side window of accredited taxi cabs.
  - Taxi meters display fares in South African Rands.
  - Look for the rate per kilometre displayed on the window of the vehicle.
  - Ensure your cab has a taxi meter; for your protection, use metered taxi cabs only.
  - Fares are calculated per vehicle – up to 4 passengers (Sedans) and 6 - 8 pax (larger vehicles).
  - A gratuity fee is payable at the discretion of the passenger. 10 - 20% is recommended for good service.
  - Ensure that you have on-hand, your cab's registration number, name and contact number of the company or private operator and, if possible, name and code of driver.
  - Accept only fixed quotes if the taxi meter is set in motion, so that you may compare the fixed quote with the fare calculated by the taxi meter to ensure fairness.
  - If you are not happy with the service or standard of a taxi used, or if you feel you have been overcharged, contact the company or owner of the vehicle and/or report to the conference organisers (if applicable) and to Tourism KwaZulu-Natal.
  - Passengers should insist on the meter being switched on when they enter the taxi, even if they have already negotiated a price with the driver. This will enable the passenger to compare the fixed quote with the fare calculated by the taxi meter to ensure fairness. It is also required by law for a metered taxi to switch on the meter upon the commencement of a journey.
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