



Cape Tourist Guides Association

**A letter from Angelica Munoz-Cordoba,
CTGA Chairperson**

Dear Members and Associates

I'm sorry I was not able to attend the recent Member Meeting.

As a guiding community, I encourage you all to lead with mindfulness and empathy. Strive to understand before judging, to ask before assuming, and to support before criticizing. Let's remember that before professionals, we are human beings, with different backgrounds, cultures, and history to be respected.

I believe that to become better professionals, we must first be better humans. Our role as tour guides is not just to share knowledge, but to create meaningful experiences for people who travel for many reasons; whether it's for joy, healing, exploration, or simply to take a break. We have the unique opportunity to help them build unforgettable memories.

I encourage you to see one another not as competitors, but as members of a supportive community. Together, we can uplift and inspire each other.

Thank you for going the extra mile to be part of someone's journey and their memories of your guest."

Remember you are CTGA.



CONTINUOUS GROWTH, COLLABORATION & SUPPORT WITHIN OUR ASSOCIATION

World Travel Market

World Travel Market (WTM) is the leading B2B exhibition for the inbound & outbound African travel & tourism markets. Bringing the world to Africa and Africa to the world. WTM is the top global event in the travel industry. Exhibition dates were from 9th-11th April 2025 at The CTICC in Cape Town from 9am to 18h00 daily.

CTGA is excited to be exhibiting at the prestigious event because of the generous donations received from you, our members - **Stand No U10**

We wish to thank all our members who contributed financially to make this possible. Thank you to the members who volunteered their time to assist with enquiries at the stand. We are happy to inform you that 23 tourist guides and 1 Associate Member joined CTGA at the stand.

We would like to make this an inclusive annual event – watch the space for details!!!!!!!

Cape Town Tourism (CTT)

Medical Brigade – Thank you Jeremiah from Cape Town Tourism for sponsoring and inviting Dr Stephan Thaele and the medical team to do medical check-ups for our guides.

Our guides, as well as the committee, were truly impressed and overwhelmed by the exceptional service, outstanding care, and professional medical check-ups provided. The members received medical examinations, free spectacles and meaningful advice about their health.



Collaboration with Minisites



We are proud to announce that CTGA is officially collaborating with MiniSites, a company that creates professional mini-websites, perfect for freelance tour guides looking to take their business to the next level, or for tour operator guides who don't yet have an online presence.

As part of this partnership, MiniSites is offering an exclusive 15% discount to all CTGA members on both the development and ongoing management of their websites. The annual package includes:



A fully responsive, personalized mini website



Hosting and maintenance



Basic SEO setup



Direct contact links



Easy content updates

All for just R 1675 per year (after the CTGA member discount).

This is a fantastic opportunity to boost your visibility, attract more clients, and establish a solid online presence. Don't miss out, let's get you noticed online!

For more information, email David at: david@minnisites.com

Department of Economic Development Affairs and Tourism (DEDAT)

Our regular quarterly meetings with DEDAT continue and the relationship is growing from strength to strength.

Illegal guiding and misconduct by tourist guides: guides must be encouraged to complete the online form included in the Registrar's signature.

Here is the link to the form where the guides can report illegal guiding or misconduct

Report illegal guiding or guide misconduct in the Western Cape (office.com).

Report illegal guiding or guide misconduct in the Western Cape.

DEDAT invites tourist guides and members of the public to submit reports of illegal guiding or complaints regarding guide misconduct in the Western Cape by completing the form on the above link. You can opt to remain anonymous, and all cases will be treated confidentially.

Issuing of cards & badges

Issuing new cards takes 21 working days but a bit longer for badges. A new service provider for the issuing of badges has been appointed and the process should run smoothly. Bear in mind that the service provider cannot print a few badges at a time as it is not cost effective. Badges are printed in batches, and it could take up to a few weeks for your badge to be ready. Badges with pins will be available from DEDAT in the new financial year.

Netcare Medical Insurance

After careful consideration, we have had to forego on the collaboration with GCS and Netcare Health Insurance opportunity, which was made available to our members, due to insufficient members signing up. We needed a minimum of 10 members, and we had just 7 members sign up.

This was a promising opportunity to give our members affordable access to medical insurance, and we apologise to the 7 members for the disappointment caused. Lots of work went into creating this opportunity, and despite the initial interest and enthusiasm, there was minimal commitment and follow-through.

We remain committed to pursuing opportunities that align with our goals member interest.

Educationals

We arranged the following educationals from February to April 2025:

Bertha's House Retreat – Boschendal Wine Estate on 24th April 2025

Bertha Retreat is a rural retreat and convening space located 45 minutes outside of Cape Town. At the Retreat Bertha Foundation grantees, NGOs, partner organisations, the surrounding communities and other users can meet to connect, work, strategize and reflect. Bertha Retreat includes accommodation for 34 people, conferencing facilities and meeting rooms, micro-farming and food production project, and a community centre.

CTGA members were transported from Bertha House in Mowbray to Bertha Retreat, where were introduced to their dedicated staff and taken on a tour of their phenomenal facility. The experience was both inspiring and educational. Our members were enlightened as this attraction could be included in a winelands tour itinerary. We were treated to a delicious 2 course lunch made on-site before heading back to Mowbray. CTGA is truly grateful for this experience, which was completely sponsored by Bertha Retreat.



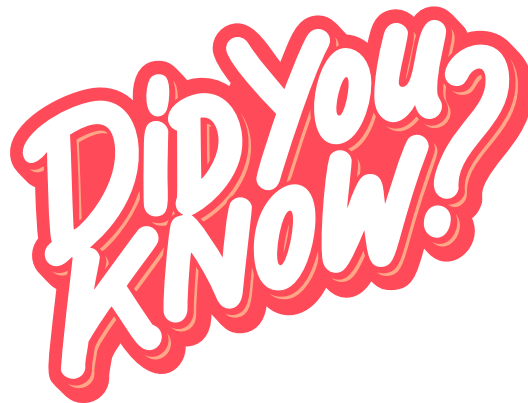
Cape Town Tourism cruising this March with 24 ship calls

Cape Town Cruise Terminal is experiencing a bumper 2024/25 season, with 76 ship calls scheduled so far for the period ending June. This is up from 67 last season. Cruise Cape Town, powered by Wesgro, says 24 of these ship calls are scheduled for March alone. This will help bring thousands of visitors to the region, providing a welcome boost for tourism and businesses. During the 2023/24 season, cruise tourism contributed R1.32 billion to the regional economy, up from R1.2 billion in the previous period. The total expenditure generated by vessels and passengers reached R1.5 billion, surpassing the R1.4 billion recorded the year before.

March has traditionally been a key month for cruise tourism, with Cape Town's late-summer weather making it a popular stop on international cruise routes. Many ships also reposition between hemispheres during this time, making Cape Town an attractive destination for operators and travellers alike. The V&A Waterfront, which operates the Cape Town Cruise Terminal, has designated transport options for cruise passengers and enhanced security measures. There will also be increased traffic marshals on days where high volumes are expected.

Source: www.bizcommunity.com

For more information, see <https://smilefm.co.za/more-than-20-cruise-liners-will-be-making-a-stop-over-in-cape-town/>



We are excited to announce that the new CTGA website is now live. While a few sections are still a work in progress, we are proud to share that the site is fully functional.

<https://tourguides.capetown>

As a reminder, if you have not submitted your authorization letter as per our email dated 06 February 2025, please do so as soon as possible. Any new updates are submitted to the web designer monthly.

The Trump effect on our destination

Trump and the subsequent travel bans were the wild cards we never predicted! The most recent travel bans are going to impact the way that Americans travel and we will be watching closely. The good news is that South Africa isn't on the restricted list yet 🙌.

However, in this unpredictable landscape we cannot continue to hedge our bets entirely on the US market despite them being the #2 international source market of 2024.

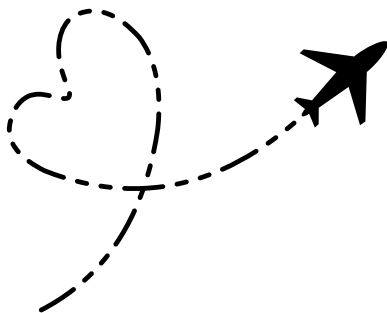
We need to closely review the top 20 source market arrivals to Cape Town International Airport for 2024.

How do these arrivals align with the visitors you are engaging with in your business?

In which source markets are the future opportunities for growth and development?

The latest tourism performance figures are as follows:

Airport Performance February 2025



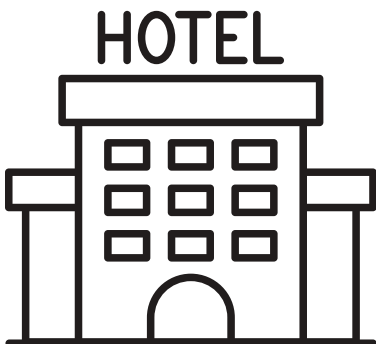
- Domestic
- Arrivals : 301 223
 - YOY Increase : 3%

- Regional
- Arrivals : 7396
 - YOY Increase ; 18%

- International
- Arrivals ; 141 771
 - YOY Increase : 3%

- Total
- Arrivals : 450 899
 - YOY Increase ; 3%

Accomodation Performance January 2025



- Accomodation
- 66.6%

- Average Room Rate
- R2 872

- RevPar
- R1 913

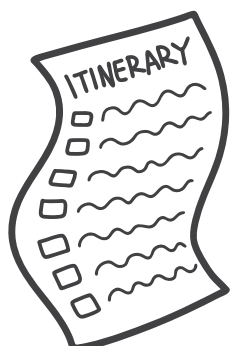
Tips on how to ensure that you have smooth guiding experience while on tour

To ensure you have the best possible experience during your tour, take a moment to review the tips and information below as it might help you avoid unnecessary delays or complications so that you can make the most of your time exploring.



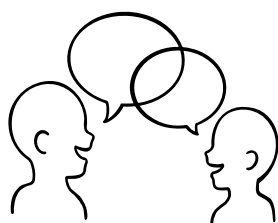
Guide Availability

- Make sure your guests are aware that you will be available from this time to time each day of your itinerary.
- If additional guiding time is needed, ask your guests to let you know in advance so you can coordinate accordingly.
- Everyone should be on the same page before the start of everyday



Timing and Itinerary Tips

- Please be mindful of the itinerary schedule. A tight schedule may not allow much flexibility for spontaneous stops, photo opportunities, or extended visits at attractions.
- It's a good idea to limit time at each stop as discussed, especially if multiple sites are scheduled in one day.
- Traffic, weather, and queues at attractions can affect timing, your cooperation in sticking to the planned departure times helps keep everything running smoothly.



Communication is the key.

- Remember if you are working for a Tour Operator, the above tips might have not been shared with the clients, it is on you as a guide to create that clarity for your guest and avoid miscommunication issues.
- Make your guest aware that you are there to make sure they enjoy the trip.
- “Please don’t hesitate to ask questions, share concerns, or request adjustments where possible”



General Tips to give to your guest to avoid Issues

- Be punctual for pick-up and scheduled departures.
- Wear comfortable clothing and walking shoes, some sites involve walking or uneven ground.
- Bring sun protection, a refillable water bottle, and any personal medications you may need throughout the day.
- Keep important documents and valuables in a safe place, you do not need to carry your important documents when on tour.
- If you have dietary restrictions or special needs, please let me know as early as possible so I can help accommodate them.
- Inform your guest about weather conditions every day before the tour, make them aware of drastic changes specially in Cape Town.
- Do all the recommendation via message or email so you have a support trail of your suggestions.

IMPORTANT DATES IN YOUR DIARY



Annual General Meeting

Wednesday, 2 July 2025

6pm - 9pm

Groot Constantia

Production Cellar Tasting Room

Watch the space for 2025 educationals & workshops!!!!!!



Special Announcement

Dear Members,

I, Angelica Munoz-Cordoba, have had the immense honour of serving as Chairlady of the Cape Tourist Guides Association (CTGA) for the past three years. Our AGM is coming up and, as this will be an elective committee and my term has officially come to an end, I would like to formally inform you that I will not be nominating myself for re-election or to remain as part of the incoming committee.

Over these past years, I truly believe that together we have achieved more than we envisioned. Our shared goals have not only been met but we surpassed them, and I am proud of what we have rebuilt as a united community of guides.

I now take a step back with confidence and pride, knowing that the next Chair and the new team will continue steering the ship forward, ensuring that the voice of CTGA remains strong and respected across every corner of the tourism industry.

Thank you all for the incredible support, trust, and collaboration throughout my term. It has truly been an unforgettable journey, and I can honestly say I have learned and grown immensely along the way.

Please don't hesitate to reach out if you ever need assistance, I will still be around and remain committed to supporting both the new team, the association and its members in any way I can.



"As I get older and remember all the people I've lost along the way, I think to myself - maybe a career as a tour guide wasn't for me!"

≡Welcome≡ TO OUR NEW MEMBERS

During June & July 2024, 26 new members joined our Association. We welcome the following members and hope that they enjoy the CTGA's benefits, ensuring a long & mutually rewarding relationship.

Members, please show them CTGA hospitality when you meet them at our next meeting.

Andre Steenkamp

Culture Guide -
Historical Sites & Jazz Music
English

Adriaan Henning (JNR)

Culture Guide
English and Afrikaans

Allan Hanekom

Culture Guide
English

Anil Rinquest

Culture Guide - Wine, Street Art and
photography
English and Afrikaans

Chantalle Naude

Culture Guide - Women Groups
English and Afrikaans

Christopher Taylor

Culture Guide - History, SA Society
and Apartheid
English

Chris Liebenberg

Culture and Nature Guide
English

Debbie Daniels

Culture Guide
English and Afrikaans

Elke Lauberger

Culture Guide
English & German

Eugene Booyens

Agriculture - Garden Route Guide
English and Afrikaans

Fabrizio Schiavini

Culture Guide
English and Italian

Francoise Huyghe

Culture Guide
English and French

Ian Ranero

Culture and Nature Guide
Spanish

Ivan Kruger

Culture Guide
English and Afrikaans

James Hay

Culture Guide
English and Afrikaans

Jean Martin Miakangama

Culture Guide
English & French

Joachim M Venter

Culture Guide
English and Afrikaans

John Etchells

Culture and Wine Guide
English

Liezele April

Culture Guide
English

Lisette (Tutu) Wright

Culture Guide
English & Swahili

Marcelle Bouma

Culture Guide
English, Afrikaans and Dutch

Marcos Ledesma

Culture Guide
English and German

Marian Hooman

Culture Guide - Gourmet Wine
and Luxury Tours
English and Afrikaans

Matthew Newman

Culture Guide - Vegan foods & Plant
based products
English

Michelle Van Maltitz

Adventure Guide - Mountain Hiking
English

Morne Bailey

Culture Guide
English

Muhammad Ismail Miller

Culture Guide
English

Munier Daniels

Culture Guide
English

Namhla Tumetune

Culture Guide
English

Natasha Kolbe

Culture Guide
English

Oksana Arbuzova

Culture Guide
English and Russian

Olga George

Culture Guide
English and Russian

Oliver Zvirahwa

Culture Guide
English

Oksana Arbuzova

Culture Guide
English and Russian

Pieter van Heerde

Culture Guide
English and Russian

Rafe Wilkinson

Culture Guide
English

Randall Jacobs

Culture Guide - Special needs
English and Afrikaans

Rosemary Balino

Culture Guide
English and Spanish

Roydon John Engelbrecht

Culture Guide - Nature & Heritage Walks
English and Afrikaans

Shahied van Nelson

Culture Guide
English and Afrikaans

Tahir Jassiem

Adventure Guide - off trails & day hiking
up to 2700m
English

Tezz Olds

Culture Guide
English

Wessel Hattingh

Culture Guide
English and Afrikaans

ASSOCIATE MEMBERS

Please see below, the full list of our current Associate Members.
Please support the Associates by taking your guests to them for an unforgettable experience.

Company	Contact Name	Contact No
1895 Gallery	Darren Rahme	060 498 3763
Addis in Cape	Senait Mekonnen	076 846 0929
Afrogem	Leigh Ann Khan	076 726 8491
Aquila Private Game Reserve	Taswill Arendse	067 990 8629
Ardmore Designs	Phillipa Strydom	082 770 9353
Art at Africa	Dirk Durnez	082 774 1078
Black Marlin Restaurant	Colleen Ferrier	073 250 2096
Cape Canopy Tours	Luwayne Joubert	021 3 000 501
Cape Pensinsula University	Nizaam Peck	082 585 3698
Cape Town Free Walking Tours	Elna Du Preez	082 449 1058
Cavalli Estate	Monet Janse Van Rensburg	076 669 6930
Chad Henning Photography Gallery	Chad Henning	082 751 2605
Cowgirls PTY Ltd	Mohlatsi Dhlamini	071 083 4850
Shark Explorers	Bonny Swanson	084 498 8488
First Diamonds	Heidi Wahl	063 170 6064
Gold Restaurant	Richard Burton	082 328 1086
Inyathi Safaris and Tours	Gerhard van den Berg	065 105 4234
Karbonkelberg Tourism	Fuad Peters	084 099 6601
La Petite Ferme	Riaan Kruger	064 758 1714
Marine Dynamics	Zile De Kock/ Claudia Randall	079 506 5707
Newmark Hotels (Pty) LTD	Stefan Huggett	083 740 8897
Numati (Pty) LTD	Mallary Nassi	060 3020 864
Ocean Odyssey Charters CC	Teresa Da Matta	082 355 2066
Prins & Prins	Stefan Doveton-Moore	083 455 9229
Pro Events Security Services CC	Edward Beeka	083 252 1151
Quay 4 Restaurant	Natasha Busch	082 435 2237
Rabinowitz Photography	Nick Thomas	066 546 8102
Rickety Bridge Estate	Chloe Saville	074 364 5567
Table Mountain	Collette van Aswegen	082 334 5120
The Artist Gallery	Jaret Buys	064 758 1714
The Diamond Works	Kevin Barry/Aimee Lentz	082 443 1799
Yacoob Yachts	Nuri Jakoet	072 616 9199