

Welcome to South Africa,

As always, personal safety is a matter of shared responsibility between authorities and the individual visitor. To ensure that your visit is special and safe, we offer a few suggestions based on international guidelines – for your assistance.

Enjoy your time in South Africa

AT THE AIRPORT

- Make sure your bags and luggage have locks and name tags.
- Watch out for staged mishaps, like someone bumping into you or spilling a drink. This could be a ploy to divert your attention and steal your bag and passport.
- Do not allow people to tamper with your bags.
- When seeking directions, proceed to marked information counters only.

AT THE HOTEL, GUESTHOUSE, OTHER ACCOMMODATION

- Report any suspicious, unattended luggage or parcels to the personnel at reception.
- Never leave your luggage unattended unless it is locked away in your room.
- Store valuables in the safety deposit box.
- Keep your room locked.
- If someone knocks, check who it is before opening the door. Contact reception if you have any reason for concern.
- Hand your keys in whenever you leave.
- Make sure that luggage is only given to the bell staff and a receipt is issued for stored luggage.

ON THE STREET

- Avoid an ostentatious display of expensive jewellery, cameras, mobile phones and other valuables.
- Keep your handbag with you, keep it closed or zipped, and do not leave it unattended.
- Keep your mobile phone with you and do not leave it unattended.
- Do not carry large sums of money with you.
- Exchange your currency at a bank or at the hotel – never exchange it on the street.
- Carry your wallet in an inside pocket – never in the rear pocket of your trousers.
- Credit card transactions must be processed in your presence.
- At night, stay away from dark, isolated areas.
- It is always better to explore in groups and to stick to well-lit, busy streets.
- Plan your route beforehand and, as far as possible, do not ask directions from strangers.
- A police officer or traffic officer will be happy to direct you if you get lost.

Should you want to call a taxi, your hotel or the **South African Tourism helpline (contact number: 087 803 4636)** can recommend a reliable service.

IN YOUR VEHICLE

- Plan your route in advance.
- Keep the doors locked and wind the windows up at all times.
- Do not leave your mobile phone or other valuables where they are visible from outside the vehicle.
- Lock valuable items in the boot (trunk) before your departure.
- At night, park in well-lit areas.
- Never pick up strangers or hitchhikers.
- If in doubt about the safety of an area, phone a police station for advice and help.

- Make sure you have the number of the car rental company at hand in case you get stranded.

For advice on planning your route and activities, consult the local tourism information office, located in most towns or cities or contact the **South African Tourism helpline (contact number: 087 803 4636)**

ON HIKING TRAILS

- In the interest of personal safety and having assistance in the case of a physical or medical emergency, it is advisable to explore trails in groups.
- Nature reserve staff are generally uniformed and clearly identifiable
- Steer away from isolated areas unless accompanied by a guide.

INFORMAL BUSINESS DEALS

- Do not become a victim of advance fee fraud, known as '419 letter scams'. When considering whether or not to enter into a business transaction with foreigners who reside in South Africa, check the credentials of the persons or business and establish whether the business exists and whether it is legitimate.
- It is strongly advised that you consult the Commercial Branch of the South African Police Service about any enquiries regarding transactions purportedly originating from South African government agencies or financial institutions.

Procedures to be followed when you wish to blacklist your lost or stolen mobile phone

Inform your network provider of your loss: **Cell C: 140** from Cell C numbers or **084 140** from other cellular phone networks.

MTN: 173 (pre-paid) or **808** (contract) from MTN numbers or **083-1-173** from a landline or other cellular phone networks.

Vodacom: 111 from a Vodacom number or **082-111** from a landline.

You will receive a reference number to prove that your cellular phone has been blacklisted.

Report the loss of your cellular phone to your nearest police station by providing the reference number of your blacklisted cellular phone.

The police will register a case. If you make use of a service provider from your country, please ensure that you have their contact details with you to report a lost phone.

Keep the contact details for your bank or credit card company separate from your wallet in case a lost or stolen card has to be reported.

Your country's mission (embassy or consulate) in South Africa can assist you with travel documents and other consular services. It is strongly advised that you keep their contact number with you at all times. South African authorities and services providers will attempt to serve you in certain foreign languages other than English, but cannot guarantee the availability of an interpreter for every language at every service point. If you cannot access services rendered in English, it is advisable to also seek assistance from your consulate or embassy.

USEFUL TELEPHONE NUMBERS

South African Police Service Emergency Number.....	10111
Crime Line (report criminal activity anonymously).....	32211
Mobile phone emergency number.....	112
Netcare (Ambulance services).....	082 911
ER24 (ambulance services).....	084 911
Commercial Branch, SA Police Service.....	012 393 2473

Visit the SAPS website at: www.saps.gov.za for more safety hints.