



**tourism**

Department:  
Tourism  
REPUBLIC OF SOUTH AFRICA

# **UNIVERSAL ACCESS TOURISM INCENTIVES GUIDELINES STAKEHOLDER CONSULTATION**

The implementation of Universal Access (UA) in the tourism sector remains a challenge and tourism business are either partially or not at all accessible on the various UA categories (vision, mobility and communication). The National Department of Tourism (NDT) has prioritized the implementation of UA in Tourism Sector. In response to the reports and the recommendations from the assessments of the tourism products in the UA in City Destination Project in the cities of Cape Town and Durban, the NDT saw a need to develop guidelines for Universal Accessibility Incentives for the tourism sector. The project will target support to various tourism products/businesses to assist with the implementation of Universal Access and developing a wide range of establishments and products that meet the required UA standards.

As part of the stakeholder consultation process to assist with the development of the Universal Accessibility Incentives we request that you complete the attached questionnaire on behalf of your membership.



## UNIVERSAL ACCESS TOURISM INCENTIVES GUIDELINES STAKEHOLDER CONSULTATION

- 2.5 Do you feel that you members believe that UA Tourism is a commercial prerogative? If not indicate why not?**
- 2.6 What are the challenges that your members encounter when providing or attempting to provide UA Tourism products, services or accommodation establishments?**
- 2.7 What areas of support do you believe your members require to develop and promote UA Tourism in their respective products, services or accommodation establishments?**
- 2.8 If incentives were to be provided to support and promote UA Tourism within your membership, what incentives would you suggest? Please indicate and describe the type incentive with motivation.**

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- 2.9** Of the following potential incentives, please rate them on a scale of 1 to 10 in terms of importance?
- a) **Technical support to achieve a UA Tourism product, service or accommodation establishment:**
  - b) **A discount on a service such as tourism grading, offered to the product, service or accommodation establishment:**
  - c) **A level of support funding to allow the development of a UA Tourism product, service or accommodation establishment:**
  - d) **Subsidised training to allow staff to have appropriate training in the field of UA Tourism:**

**2.10** Could you indicate who should be eligible for any incentives that are offered to develop, support and promote UA Tourism?

**2.11** Do you believe who should be excluded from accessing any incentives that are offered to develop, support and promote UA Tourism?