

Durban Tourism Business Awards 2024/2025 Entry Form

Instructions:

- To enter for the DTBAwards, please complete this form, questions marked with an asterisk (*) are compulsory.
- Ensure all fields are completed
- Ensure that you attach images of your establishment/offering with your completed entry form

*Full Name(s):	*Name of your Business:
*Surname:	*Contact Number:
*Physical Address:	*Email Address:

*Which category are you entering for? (please tick one)

- | | | |
|---|--|---|
| <input type="checkbox"/> Tour Guide | <input type="checkbox"/> Upcoming Film Maker | <input type="checkbox"/> Emerging Entrepreneurs |
| <input type="checkbox"/> Visitor Experience | <input type="checkbox"/> Rickshaw Pullers | <input type="checkbox"/> Event Owners and Promote |
| <input type="checkbox"/> Tour Operator | <input type="checkbox"/> Crafters | |
| <input type="checkbox"/> Accommodation | <input type="checkbox"/> MESE | |

*Are you star-graded? (please tick one)

- Yes No

*Which CTO are you a member of? (please tick one)

- | | | |
|--|--|--|
| <input type="checkbox"/> INK | <input type="checkbox"/> Claremont KwaDabeka | <input type="checkbox"/> Sapphire Coast |
| <input type="checkbox"/> 1000Hills Tourism | <input type="checkbox"/> Umhlanga | <input type="checkbox"/> Umlazi Township |
| <input type="checkbox"/> Durban West | <input type="checkbox"/> SODURBA | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Durban Central | | |

What are your company/business registration details (eg registration number, tour guide number, license number, et al)?

*Please provide a brief description of your establishment/business, offering, services, structure, location, and who it services?

*How does your offering promote Tourism in Durban (this could include ways it is ensuring tourism excellence for your customers)?

*What distinguishes your establishment and makes it unique, what key features do you possess that make it special?

*Enter your website and/or social media (reservation sites, Facebook, Instagram, Twitter) handles.

Accommodation Category

*Do you have secure access?

Yes

No

*Number of
Rooms:

*Number of
Beds:

*Does the establishment have a designated and clearly marked emergency assembly point?

Yes

No

What is the ratio of parking bays in comparison to the maximum rooms in the establishment?

What facilities do you provide for guests with disabilities?

What meals do you offer other than breakfast?

Can you offer Halal or Vegetarian/Vegan?

Yes

No

Thank you for completing your entry. Please attach images of your offering/establishment.

MESE Category

What is the capacity of your venue:

Number of meeting rooms:

What type of market /guests do you attract?

What additional services do you offer, e.g. Decor, Flowers, Airport shuttle, Disabled access/toilets, cuisines like Halaal, Vegetarian/Vegan?

What strategy do you have to bring more events in Durban and KZN?

Please provide an overview of your world-class service, experiences and services?

What is the capacity of the parking lot?

Thank you for completing your entry. Please attach images of your offering/establishment.

Universally Accessible Category

How does the design of your products, services, and environment cater to people with special needs to the greatest possible extent?

What extra assistive devices do you offer for people with special needs?

How do you meet and exceed the expectations of clients with special needs during their visit?

How many employees in your business have undergone UA sensitivity training? (also think about how many people you also intend on applying for the training)

What is the name of the UA training?

Is there anything more you would like to tell us about your product that may enhance your entry?

What features do you have to assist disabled guests and in what categories of disabilities?

What initiatives have you introduced to promote universal accessibility of tourism?

What has your establishment implemented or improved to ensure the ease of accessibility to ensure equality and dignity for people with disabilities, ensuring they also experience travel and do so comfortably?

Thank you for completing your entry. Please attach images of your offering/establishment.

Tour Operators Category

Which source markets frequent your product per year? (Think about intra-provincial, inter-provincial, Africa Markets & International Markets)

Please provide us with an understanding of your business situation during the national and international events?

Number of vehicles you have access to. (If you do not have one, which affiliate rental company do you use)?

Number of years in business:

Are you a member of SATSA? Or any other association?

Yes

No

Do you make use of registered tourist guides?

Yes

No

Do you have any employees (Part-Time and Full Time)? If Yes, state how many for each.

How many languages can you speak adequately to converse with guests?

List some of your source markets for your guests and packages being sold in each market which include Durban?

Please provide us with an understanding of your business situation during the national and international events?

Thank you for completing your entry. Please attach images of your offering/establishment.

Tourist Guides Category

Which area do you specialise in?

How do you meet and exceed the expectations of clients with special needs during their visit?

What local packages do you offer?

How do you promote Durban to a visitor?

What are your top three or four must-do tours for visitors to Durban?

Outline an innovative Durban itinerary that you have created for areas not previously visited by tourists.

How many languages can you speak adequately to converse with guests?

Provide a brief history of your career in tour guiding, highlighting outstanding attributes that enhance your guiding?

***Thank you for completing your entry. Please attach images of your offering/
establishment.***

Visitor Experience Category

How do you meet your client's expectations during the visit?

In what ways is the service offered by you accessible?

Is your service affordable to a range of customers? If so, how?

Describe your market profile? (Family-friendly, groups, singles, couples et al)

How does your offering enhance tourism to your area?

***Thank you for completing your entry. Please attach images of your offering/
Establishment.***

Film Makers Category

Name of Production and description of production(Films, series, biopics, documentaries, et al)

Contact Type (Are you a Director, Producer or any other associated role?)

Name of Production Company?

How many people on the production team were from Durban? (Makeup artists, camera operators, actors, etc.)

Was the film shot in Durban? What features of Durban have you incorporated to showcase Durban?

Why did you choose Durban as a filming location, and what attractions or sites were featured in the film?

How do you plan to market the film to showcase Durban to the world?

Kindly share any relevant links to your production (Required: trailer that focuses on Durban not more than 5 mins)

***Thank you for completing your entry. Please attach images of your offering/
Establishment.***

Green Sustainable Tourism Category

What measures does the business take to reduce energy use?

What measures are in place that ensure that the business is saving water?

What efficient & eco-friendly waste disposal measures are in place?

How does the business practice ethical buying? (Buying local products, full product traceability, etc)

How does the business promote biodiversity? (Bees on site, bird boxes et al)

How does the business reduce its carbon footprint?

What are the setbacks in implementing sustainable tourism?

***Thank you for completing your entry. Please attach images of your offering/
Establishment.***

Emerging Tourism Entrepreneurs Category

Type of business? (Eateries, lifestyle lounges, homestays, arts and crafts centers et al)

How many people have you employed full-time?

How many people do you employ part-time?

What makes you unique or special in the tourism space?

What is your 5-year sustainable plan as an entrepreneur?

What tourism niche or mainstream intervention has been created by the tourism entrepreneur in order to grow tourism in Durban?

***Thank you for completing your entry. Please attach images of your offering/
Establishment.***

Rickshaw Pullers Category

What are safety measures for the rickshaw riders?

What is your maintenance plan for the rickshaw and who does the repairs?

What factors influenced your cart's design? What is your story?

Creativity in the offering and marketing of the rickshaw experience?

***Thank you for completing your entry. Please attach images of your offering/
Establishment.***

Crafters Category

Please share how your product has tourism appeal. Describe the quality of your product?

Describe how your product is a unique item that communicates a place and space that is uniquely Durban?

Please share how your product can be used as a call to action to identify Durban and draw a tourism audience?

***Thank you for completing your entry. Please attach images of your offering/
Establishment.***

Event Owners & Promoters Category

How does your offering attract a tourism audience at scale? Provincially, nationally & internationally

How does your offering attract the media? Provincially, nationally & internationally

How does your offering contribute to the tourism value? Cabs, accommodation, restaurants, toll gates, vehicle rentals, and experiences.

How does your offering create jobs in the tourism value chain? Temporary, informal, formal

***Thank you for completing your entry. Please attach images of your offering/
Establishment.***