



nelson mandela bay
T O U R I S M
PORT ELIZABETH | UITENHAGE | DESPATCH

WISER TRAVEL

THE RESPONSIBLE & SUSTAINABLE TOURISM
POCKET GUIDE



THIS INITIATIVE
IS PROUDLY FUNDED BY



EMERGENCIES

AMBULANCE 10 177 / 082 911

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CRIMINAL Cases &
South African POLICE 10 111
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FIRE Emergencies 10 177

National SEA RESCUE 041 507 3911
Institute (NSRI)

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Hot-Line

AA Emergency 083 843 22
BREAKDOWN

Police FLYING SQUAD 10 111

National Tourism
Information & Safety 083 123 2345

MOLWENI

A NOTE FROM THE MAYOR



Nelson Mandela Bay is proud to welcome you to our friendly shores! This pocket guide aims to inform you - the traveller - with knowledge that can only improve your visit to our friendly city.

Nelson Mandela Bay places great importance on cultivating and sustaining tourism growth. We treasure each and every visitor to our city.


I would like to thank the NLDTF for their support of this project. It is with overwhelming pride and enthusiasm that Nelson Mandela Bay opens its arms and affords you a fabulous trip that leaves you with a smile on your face, warmth in your heart and golden memories to treasure always.

Yours in responsible & sustainable tourism,
Cllr. Zanoxolo Wayile
Executive Mayor

SAFETY & SECURITY

To ensure your own safety, the safety of others and the safety of your property, certain preventative security measures should be followed:

- Confirm all travel reservations and retain copies of these documents.
- Visit Visitor Information Centres to retrieve information about the area visited.
- Remain alert and aware when entering dimly lit areas.
- Visit areas that are not isolated and demarcated as safe.
- Local tourist attractions may be considered hot spots for crime, so be wary of those around you.
- Do not visit areas that are dilapidated or abandoned without an accredited tour guide.

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- Do not draw attention to yourself while out in public.
 - Do not flaunt expensive jewellery, cameras or carry large amounts of cash.
 - Do not travel alone, try to be in a group or with a partner.
 - Book organised tour packages with reputable tour operators.
 - Maintain cellphone contact, this can be very helpful when left destitute or when aid is needed.
 - If a flight ticket is lost or stolen - the original ticket should be cancelled. A replacement ticket is available at the airport. You will need a signed police statement, a police case number, and ID/passport.
 - If a passport or visa is lost or stolen – contact your consulate/embassy.
 - If a credit card or travellers cheque is lost or stolen – contact your bank.
 - Leave all important documentation in a safe place. All hotels, lodges and hostels should offer safe lock up facilities on site.

Driving

When driving in the greater city area, it's a good idea to be attentive and careful. Some valuable travel advice for Nelson Mandela Bay is:

- Plan your route beforehand.
- Be observant when parking your car, leaving it and returning to it. Do not dawdle.
- A GPS is recommended to ensure efficient travel.
- Keep car doors locked and windows up.
- Don't stop for hitchhikers or to help motorists broken down on the side of the road.
- Drive and park in a well lit, busy area. Be careful in the city centre.
- If you have to drive in a quiet area at night, approach stop streets and red robots (traffic lights) at a slow speed and try not to stop. If people are loitering near the stopping point or someone walks towards your car; carefully drive through the stop/red light.
- Beggars and street children may approach you for money, however Social Workers advise against such handouts.

Tipping & Gratuities

On visiting a restaurant it is common practice to offer a tip of at least 10%. "Car guards" should be of adult age and wear an official uniform identifying them as official parking attendants. When returning to your vehicle it's common practice to tip between R2.00 and R5.00.

Climate

Nelson Mandela Bay is famous for its weather, with warm summers and mild pleasant winters. It is said to have the 4th best coastal weather in the world. Summer water temperatures range between 18 to 21 degrees Celsius and from 14 to 19 degrees Celsius in winter.

Summer (October to February) temperatures can reach the mid-30s, with winter (May to August) daytime lows hovering around 10 to 11 degrees Celsius. During the summer months drink plenty of water and wear sun-protection and hats.

Health

Travel wisely by updating your medical knowledge to ensure a safe and disease free stay in Nelson Mandela Bay.

Disease

- The Eastern Cape is malaria free therefore there is no need to take malaria precautions.
- Take precautionary measures and be knowledgeable of sporadic diseases.
- Should you feel unwell, contact the nearest travel clinic or hospital.
- Visit a local pharmacy for general illness, aches or pains.
- Tap water is safe to drink and bottled water is not a necessity.

HIV/AIDS & STD's

- Always practice safe sex.
- Always make use of a condom.
- Always ensure that your partner is HIV negative.
- Do not practice sex with a stranger.
- Never pay for sex.
- Ensure that all sexual encounters are consensual.

Clinic, Hospital & Pharmacy Contact Details

Netcare Travel Clinic Port Elizabeth

+27 (0)41 365 2070 • 323 Cape Road, Newton Park, Port Elizabeth

Netcare Greenacres

+27 (0)41 390 7000 • Cnr. Cape and Rochelle Road, Greenacres

Netcare Greenacres Pharmacy

+27 (0)41 390 7296 • Cnr. Cape and Rochelle Road, Greenacres

Life Healthcare St. Georges

+27 (0)41 392 6111 • 40 Park Drive, Port Elizabeth

Livingstone Hospital

+27 (0)41 405 9111 • Stanford Road, Korsten, Port Elizabeth

Mount Road Pharmacy

+27 (0)41 484 3555 • 559 Govan Mbeki Avenue (Opp. Sharwoods), Port Elizabeth

Blooms Nu Pharmacy

+27 (0)41 365 2070 • 323 Cape Road, Newton Park, Port Elizabeth

Penford Pharmacy

+27 (0)41 991 0250 /A/H: +27 (0)41 966 1462
Pick n Pay Centre, Graaff Reinet Road, Uitenhage

CULTURAL SENSITIVITY

USEFUL ISIXHOSA TERMS

How are you?
Unjani?

I am fine thank you
Ndiphilile

Thank you for welcoming me
Ndiyabulela ngokundamkela

USEFUL AFRIKAANS TERMS

How are you?
Hoe gaan dit met jou?

Thank you!
Baie Dankie

Port Elizabeth is a beautiful city
Port Elizabeth is a pragtige stad

People

The local community within Nelson Mandela Bay is made up of a diverse mix of cultures, traditions and people, depicting a wide variety of tastes and expressions. This diversity is evident on the vibrant and harmonious streets of the city. Most of the Metro's citizens are friendly, inviting and warm individuals who may not necessarily live lavishly, but are open to tourists and others, always willing to extend a helping hand.

Languages

South Africa has 11 official languages, but most business, services and tourism is conducted in English. The Nelson Mandela Bay area is mainly made up of English, isiXhosa and Afrikaans speaking people. isiXhosa is the most widely used and popular language of the area. Sotho and isiZulu are also spoken to a lesser degree.

Although English is widely understood, a few introductory words in an indigenous language are a fun way to ensure a tourists acceptance within a local conversation. For example "molweni" is a customary word, meaning "hello" to a group of people in isiXhosa.

Religion

South Africa is a country of many religions and creeds. Democracy promotes the freedom to practice these religions freely and without prejudice. It is due to this positive reform that a diverse array of different religions is openly practiced within the country. Christianity, Judaism, Islam and Hinduism are all prevalent in the area. It is important to note that respect should be awarded to all designated religious areas at all times.

Different Cultures & History

Nelson Mandela Bay is proud to boast a diverse array of different cultures. Traditional chieftains (although not politically in power) possess importance and relevance to the indigenous peoples of the area. Do not disrespect their traditions and beliefs, especially when in their domain.

There are a number of cultural sites that can be visited. From pre-historic findings, to Boer Cape Dutch buildings, to traditional isiXhosa villages, to memorials of the Apartheid struggle that are erected as a reminder of the struggles that were avidly fought for; these are all open for public visitation.



General Tips

- Respect elders and be polite.
- Handshake etiquette is to be instilled.
- Respect demarcated areas of historical significance.
- Pay homage to people of the struggle by visiting Apartheid era monuments, such as the newly upgraded Langa Memorial in remembrance of those who were killed on the 25th anniversary of the Sharpeville Massacre.
- On visiting museums respect set rules instituted by the establishment.
- On visiting establishments of religious value respect customs practiced.



Townships

The townships form a vital part of the local culture of the area. The majority of the Bay's citizens live in what are locally termed 'townships'. During the past 20 years some of these townships have been reformed to upmarket suburbs that house the previously disadvantaged communities.

Political and Historical Township Tours

Visitors who wish to explore South Africa's politics and history, may opt for a number of organised social, historic and traditional township tours. These tours unveil how history evolved, encompassing diverse people and cultures. Include a visit to the historical townships that demonstrate the impact of the apartheid era on the city.

Shebeen Tours

Shebeens (informal drinking halls) were once 'illegal' because they were not licensed for the sale of liquor, but have now become (legally) a lively cross between social clubs, a bar and a general meeting place. Amid hooting taxis and eager pedestrians, the Shebeen offers an informal venue where patrons can relax and experience township life.

Nelson Mandela Bay

From sport, nature and marine perspectives, Nelson Mandela Bay has a finely tuned local tourist centric structure that can offer everything from whale watching, sand boarding, diving, surfing, kite surfing and local nature trails and wildlife tours.

Accommodation facilities are mixed and varied, with a strong selection of mid-range lodges, hotels and guest houses alongside a selection of well appointed backpackers lodges and camp sites being available.

A vibrant pub, restaurant and nightlife scene compliments a city with an unexpectedly diverse social energy. Dependant on the type of experience desired an establishment can be sought, afforded and used to ensure a memorable stay.



General Tips

- Visit the Nelson Mandela Bay Tourism Visitor Information Centres to gain information on trustworthy tour operators.
- Plan outdoor activities ahead of time, taking the weather and season's into consideration.
- Ensure that holiday accommodation is booked ahead of time, eliminating confusion and disappointment.
- 'Shop' around for the most cost effective rates available.
- Ensure that the establishment booked at, is safe and star graded.
- Request all contact information of the establishment you're staying at, to ensure constant contact with owners/managers in case of emergencies.

- Whilst out on after-dark excursions always remain vigilant of the area being visited and of the surrounding people, also ensure that the establishment visited is reputable.
- Obtain contact numbers of a local reputable taxi company for the safe return to your accommodation or make arrangements with the establishments owner for drop off and picking up duties.
- Only make use of 'kwela-kwela' taxi's during the day time and in group form – that's if the genuine transport experience of most South Africans is desired.
- Ensure any eatery being visited is reputable.
- At nightclubs keep an eye on your drink to avoid drinks being spiked.
- Avoid usage of ATMS at night as this can be targeted as a criminal hotspot.



SUSTAINABLE TOURISM PRACTICES



Nelson Mandela Bay is enthusiastic to promote a positive image of the area to all its visitors, ensuring a constant influx of tourists into the area. Tourism sustenance is vital in the survival of the tourism industry for Nelson Mandela Bay.

As a tourist, your visit helps to employ many different individuals. Without your support various jobs might not be sustainable or applicable. Your support as a tourist and your recommendations of Nelson Mandela Bay and its surrounds, promotes future tourist visitation and interest. Environmental sustenance can be achieved by respecting your immediate surroundings, be it on a sidewalk by not littering or in a national game park, respecting the set rules and regulations stipulated by the park.



Local arts, crafts markets and street vendors

- Beachfront vendors – these creative individuals sell locally crafted items that are African in origin and aim. Purchasing these works provides employment opportunities and sustenance for individuals who would otherwise be unemployed and destitute.
- The Boardwalk – An arts and crafts market is to be found on site, promoting locally produced products boasting an African flare.
- Street vendors – To be found in the streets of Nelson Mandela Bay. These individuals are determined business folk who offer a product and service at an affordable rate. However be wary of the cleanliness of the establishment when it comes to food stalls and food preparation.
- Art In The Park – This takes place in St Georges Park every first Sunday of the month. Hand made goods as well as ‘bric-a-brac’ are traded.

Safety tips

- Always barter and bargain to get the best price possible.
- Ensure that you possess an ability to be straight-faced and steadfast when in communication with the vendor.
- Ensure the quality of the product being purchased.

- Enquire regarding any customs regulations required to extricate the purchased item.
- Ensure cleanliness of the food stall area, if applicable.

Do your part as a tourist to sustain tourism in Nelson Mandela Bay by

- Firstly and most importantly visiting the area – we thank you.
- Doing your part to ensure your own safety and being responsible.
- Frequenting tourist Visitor Information Centre’s to keep informed of areas and sites to see.
- Conducting research of the area prior to your trip, to know what to expect on arrival.
- Supporting local service providers, such as wood carvers, bead workers, curio’s shop owners, African stall owners etc, by doing so you will be supporting the local economy.
- Visiting nature specific sites, your support ensures a future for the upkeep of such facilities.
- Visiting National Parks or Games Reserves remember to “take only photos and to leave only footprints.” Never remove or tamper with any local flora or fauna.



ECO TOURISM TIPS

A responsible tourist is one who is responsible for their actions. By taking note of environmentally prevalent issues in the area being visited, a direct understanding of techniques to achieve a lesser carbon footprint can be implemented.

Water saving tips

- Turn the tap off whilst brushing your teeth.
- Always ensure that a tap is fully closed.
- Ensure that no taps in the vicinity are leaking.
- Flush toilets only when necessary.
- Take short showers instead of baths.
- Please note that tap water in the area is safe to drink.
- If your hotel has a policy to minimise laundering of towels and sheets, support it by using them several times.

Waste management tips

- Dispose of your waste in marked bin containers only. Do not litter.
- Use plastic bottles which can be recycled. Try to use glass bottles (returnable) for sodas. Aluminium cans are the next best option as they are recyclable.
- To avoid buying more disposable bottles, carry a water bottle and fill it up at your hotel / restaurant.
- Try to use biodegradable soaps and organic sun block or bug repellent.

- Avoid using disposable products such as plastic razors, single use contact lenses etc.
- Try to use re-chargeable batteries or a wind up or solar powered torches or radios.
- Where available use recycled paper.

Recycling tips

At your accommodation establishment, enquire if certain methods of rubbish removal are preferred. Always ensure that the area is left as it was found, in that way the environment remains sound.

- Recycle all papers, such as brochures and guide books no longer needed.
- Recycle plastics such as water bottles and various containers.
- Recycle glass bottles and containers.
- Please remember to recycle whatever you can while you are travelling. Some products that cannot be recycled in the host country can be recycled in your home countries, so please take them home when possible.

Energy saving tips

It is important to do your part in ensuring a constant electricity supply and a reduction in 'load shedding' possibilities by instigating the following energy saving methods.

- Switch off any lights when leaving a room.
- Switch off any appliances (remove plugs) when not in use.
- Suggest to the establishment's manager or owner to install energy saving light bulbs.
- Ensure when using a refrigerator that the door is completely sealed.
- Do not make use of heaters or air-conditioners when not necessary.
- Wash laundry by hand if possible, to avoid electricity consumptive washing machines and dryers.

Bio-diversity

Nelson Mandela Bay is called "the five-biome city", and is unique in that it:

- Hosts five of South Africa's seven biomes – fynbos, subtropical thicket, Nama Karoo, forest and grassland biomes.
- Forms the South-Eastern corner of the Cape Floristic Region – a region renowned for its plant and animal diversity and endemism.
- Witnesses the meeting of two global biodiversity hotspots – the Cape Floristic Region and Maputaland / Albany / Pondoland.

Do not disturb or remove any of our local Flora and Fauna.



nelson mandela bay
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Contact Details

Embassy Contact Details

Belgium Consulate

+27 (0)41 368 3729 • Box 151, Linton Grange

German Consulate

+27 (0)41 397 4721 • 1 Circular Drive, Port Elizabeth

Italian Consular Agency

+27 (0)41 373 6443 • 16 Dyason Str, Mount Croix

United Kingdom Consulate

+27 (0)41 363 8841 • 5th Floor, 1st Bowring House,
66 Ring Road, Greenacres,
Port Elizabeth



Visitor Information Centres (VIC)

PE Airport VIC

Shop 57, Ground Floor, Arrivals Hall
Terminal Building
PE Airport
Allister Miller Drive
Port Elizabeth
Tel: +27 (0)41 581 0456/7
Fax: +27 (0)41 581 0461

Donkin Reserve VIC

Belmont Terrace
Lighthouse Building
Central
Tel: +27 (0)41 585 8884
Fax: +27 (0)41 585 2564

The Boardwalk VIC

Marine Drive
Summerstrand
Tel: +27 (0)41 583 2030
Fax: +27 (0)41 583 3413

Uitenhage VIC

73 Graaff Reinert Road
Mosel
Uitenhage
Tel: +27 (0)41 922 5214
Fax: +27 (0)41 922 5765



Always!
Think green

WE DID!!!

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