

# **TANZANIA ASSOCIATION OF TOUR OPERATORS**

## **EXTRACT FROM COUNCIL MEETINGS**

### **MEETING ORGANIZED/ATTENDED BY TATO FROM JUNE, 2013 TODATE**

#### **1. CUSTOMER CARE & COMPLAINT MANAGEMENT TRAINING FOR DRIVER GUIDES AND TANAPA GATES CLERKS**

The training was conducted with a financial support from the CRDB Bank; the purpose of the seminar is to improve the quality of services offered by the two parties. This training was conducted for two days on 9<sup>th</sup> and 10<sup>th</sup> June, 2013 The training was attended by 307 participants. The following topics were covered:

- (i) Hospitality customer care and complaint management.
- (ii) Entrepreneurial skills demonstration.
- (iii) Tourism, events and customer psychology.

#### **2. MARKETING SEMINAR FOR TATO MEMBERS**

The Seminar was held at the Kibo Palace Hotel and was attended by eight three (83) participants.

The seminar was organized basing on the results from the Training Needs Assessment done by the TATO Secretariat. The Association organized a one full day Marketing Seminar targeting Directors/Managers of its member companies. The first Session of this seminar was on the use of Modern Science and Technology in Tourism marketing (Social Media Marketing strategies etc). This session was facilitated by the experts from The Nelson Mandela African Institute of Science and Technology (NM-AIST) who were recommended by UNESCO.

The second session was on other Marketing Strategies apart from social Medias for targeting specific tourism market 'niche' (age group, income, location etc) This session was facilitated by different marketing gurus among TATO members who shared their marketing experiences and expertise with other members.

#### **3. FIRST IMPRESSION CUSTOMER CARE TRAINING FOR GOVERNMENT OFFICIALS WORKING AT COUNTRY'S ENTRY POINTS**

TATO organized a customer care training for public officials working at the country's entry points with the aim of improving the standard of services being offered by these officials.

The training was held in Arusha and Dar es Salaam respectively. The training was planned to involve public officials working in the departments of Immigration, Customs,

Health and Security. The training conducted in Arusha involved participants from Kilimanjaro International Airport, Arusha Airport and Namanga Border Entry. The session held in Dar es Salaam involved participants from Julius Nyerere International Airport and Amani Abeid Karume International Airport in Zanzibar.

Topics covered during these sessions were as follows;

1. Tourism Culture and Customer Psychology
2. Excellence in Customer Services
3. Body Language and Listening Skills
4. Diplomacy and image salesmanship

#### **4. TANZANIA BUSINESS LEADERS' PERCEPTIONS OF THE INVESTMENT CLIMATE IN TANZANIA.**

The inauguration of the Tanzania Business Leaders' Perceptions of the investment climate in Tanzania Report was done on July 11<sup>th</sup> 2013 in Dar es salaam at Karimjee Hall, a discussion was held on factors hindering the growth and prosperity of Private Sector in Tanzania. TATO Executive Officer was one of the panelists.

The factors mentioned in the report which makes difficulty in making business in Tanzania include Power, Level of Taxation, Corruption, and Tax Administration. Report was circulated to all TATO members.

#### **5. ARUSHA REGIONAL CONSULTATIVE MEETING**

The Regional Consultative meeting was held on 16<sup>th</sup> July, 2013 at Olasiti Garden under Chairmanship of the Regional Commissioner. The meeting deliberated cross cutting issues which affect Arusha region at large. The main interest was the security situation. The Government assured that for the welfare of people and tourism business culprits who did evil and coward activity of bombing church and political rally will be brought to books for justice. The meeting was attended by Executive Officer of TATO.

#### **6. TATO ANNUAL AUDITED ACCOUNTS**

During 2013 Annual General Meeting it was agreed that Council reconsider the budgeting procedure regarding dependency on donor money as it has proved unreliable.

#### **7. EVALUATION OF TATO STRATEGIC PLAN**

The Association address the following:-

- Evaluation of the Current Plan
- Development of the New Strategic Plan
- Implementation of Council Resolutions

- Value Added Tax in Tourism Industry
- To lobby for tourism to be listed as an export sector so that automatically it falls under VAT exemption
- Constitution re- evaluated to see if it meets the current members' needs.

**8. VALUE ADDED TAX EXEMPTION**

A meeting of Tourism Institutions i.e. TANAPA, NCAA and Air Charter Services to form a coalition committee which will lobby the Government so that VAT exemption will be waived completely.

That funds for lobbying will be raised from coalition institutions and willing TATO members.

That workshop to educate Members of Parliament on impact of VAT and nuisance taxes on Tourism was organized.

**9. TTB/NCAA/MNR& T CONSULTATIVE MEETING HELD AT THE ARUSHA HOTEL ON 22<sup>TH</sup> JANUARY, 2014.**

**TATO TOURISM MARKETING/PROMOTION CONCERNS**

- Most of TATO members observed that TTB is working as an individual entity without the real touch of the operators on ground.
- TTB should be working with other stakeholders on issues which directly affects Tourism like surprises on increased park fees, other extra charges such as charges imposable by local Governments without prior communication, and any other issue which affect tourism either directly or indirectly.
- Maximize the markets, there is a need to change pattern of routine schedules which will includes (not limited) to reduce park fees during low season. Also that in case there are changes which TTB was advised to consult with members and give reasonable notice of at least one year in advance.
- TATO delegation was interesting to know how TTB works and financed, following the ongoing rumours that TTB is bankrupt and could not pay the previous (WTM) show, AND the status of ITB, INDABA show which are within 4 weeks to come.
- That TTB as public Body receives its funding from Ministry of Finance (MoF), currently 90% of the approved amount is yet to be disbursed as expected.
- That on international trade fairs, TTB contributes 58% of the related booth costs while Tour Operator covers the remaining 42%.
- The Government procurement system is cumbersome and is sometimes acting as impediment towards timely delivery of work.

- Despite current significant underfunding from MoF, the Tourism Development Levy (TDL) which is meant specifically for tourism is inaccessible to save the current need. The main reason being the missing regulations and other related financial manuals which guides modalities of using and accessing the funds for the tourism sector. TTB further informed that the current rates are on use for the last 15 years without change.

**10. NCAA 24 HOUR PERMIT**

That a letter be written to TANAPA and NCAA copied to the Ministry of Natural Resources and Tourism that “PAY- IN-SLIPS” should not be used only “CARDS SYSTEM” should be used in Park operations.

**11. NON CONSUMPTIVE WILDLIFE FEES/PERMITS (MIN.5.7.)**

TATO Chairman and the Project Officer attended Stakeholders consultative meetings on 31<sup>st</sup> July and 7<sup>th</sup> October, 2013. The Wildlife Division intended to use these meetings as justification for public hearing session for reviewing Wildlife (Non Consumptive Wildlife utilization) 2008, Regulations. Upon learning this, TATO demanded official proper public hearing for Regulations amendment to be followed.

That letter ref. No.W.20/48 dated 17<sup>th</sup> October, 2013 was written to the Director of Wildlife copy to the Minister for Natural Resources and Tourism to that end.

That another letter in form of complain be written to the Director of Wildlife requesting audience with Directorate of Wildlife (copy be given to the Minister and Permanent Secretary) informing that any process should be engaging, genuine and inclusive of the stakeholders who are directly affected by any proposed changes howsoever small. It was re-iterated that letter should consist of a clause that any communications and related material meant for discussions or meetings should be sent in advance with the adequate time.

The Directorate of Wildlife Division be requested to classify and separate fees for every activity in Non Consumptive Wildlife Utilization Areas as various investments are categorically different in activities. Each one should be treated circumstantially.

**12. WORLD ANIMAL DAY**

TATO organized a very successful peaceful march for Elephants on 4<sup>th</sup> October, 2013 involving members and all other well wishers at Arusha\_ to raise awareness about animal poaching.

TATO Conservation Support Fund was established. Sponsorship covered everybody in Arusha and Council Members also supported the event.

### 13. **TATO PARLIAMENTARY COMMITTEE SEMINAR**

In the course of creating good Business Environment for its members, TATO Council triggered by VAT proposal on the 2013/2014 Budget resolved to meet Members of Parliament and give seminars on Tourism sector specifically on peculiarity of the Tourism Sector.

This was intended for Budgetary Committee and that of land, Environment and natural Resources so that Honourable MPs will be informed decision on peculiarity of the Tourism Sector.

Successfully on 10<sup>th</sup> and 11<sup>th</sup> October, 2013, TATO Council conducted Seminar in Dar es Salaam to the Members of Parliament for the two Committees on **“General Business Environment for Tourism Sector in Tanzania (stress on taxes and bottlenecks tour operators face on daily basis,” the second presentation was “The Tourism Business – How it is done (stress on International Agency Dealings, Contracts, Ground Operations and International Marketing”.)**

TATO delegation finalized by requesting four things:

1. Tourism Business to be recognized as an EXPORT SECTOR (Automatically VAT Exempt)
2. The Government organs overseeing Tourism Sector to work in cognition of Private sector Role in the sector (specifically TATO and its members)
3. To attract more international airlines to Tanzania (By reviewing the competitiveness of our landing and handling fees in comparison to our regional competitors)
4. Creating conducive and favourable Business environment for growth of tourism in Tanzania.

After a long deliberations, both parties (TATO and The Member of Parliamentary Committees) agreed to hold another session to finalize the raised issues for the betterment of Destination Tanzania. This has not be possible due to ongoing Constitutional and Budget Assembly

### 13. **JOINT MEETING BETWEEN TATO AND NCAA MANAGERMENTS**

The meeting was held at NCAA Headquarters. The main agenda were to discuss amongst others Camps and Camping issues, progress on ongoing construction of crater roads, NCAA card payment system, and proposed increase in park fees. Minutes was circulated to all TATO Members

### 14. **WORKSHOP ON ENERGY RELATED SERVICES, TOURISM SERVICE**

The meeting organized by Southern African Development Community (SADC) Secretariat was held on 18-19<sup>th</sup> November, 2013 to discuss trade restrictions in the tourism sector in the region.

TATO was requested to make a presentation on the regulatory trade barriers that tour operators face in the SADC Region and the opportunities for business growth. Councillor Alex Lemunge attended the Workshop and did the presentation for TATO.

**16. DONATION OF 15 NEW MOTOR CYCLES TO ARUSHA RPC**

The Arusha Regional Police Commander requested TATO to donate 15 Motor cycles and 15 radio calls for assisting infrastructural support to curb criminals in Arusha.

The Motor Cycles were handover to the Regional Police Commander by the Arusha Regional Commissioner on 13<sup>th</sup> February, 2014 in presence of TATO delegation.

**17. INTERNATIONAL TRADE FAIRS**

That TATO members' participation in the International Trade Fairs through TTB will assist members to advertize their products abroad. Twiga Times will be kept on being sent to the major trade fairs globally to market members who are unable to attend.

For future International Trade fairs TATO will look into possibility to make communication with international Airlines to obtain rebate for members who will be attending the Tourism Trade Fairs.

**18. CHRISTMAS FAIR**

The Fair was held on 16<sup>th</sup> and 17<sup>th</sup> December, 2013 at Heron Recreation Center, TATO team capitalized on already available material remained from International March for Elephant Day. The Team successfully managed to create awareness, and provided relevant education on ongoing anti-poaching initiatives to fair participants.

For the Second time the Fair is going to take place at the same ground on 15<sup>th</sup> and 16<sup>th</sup> November, 2014.

**19. 2014 KARIBU FAIR.**

- In order to be more international and get more publicity the Fair has been renamed from Karibu Trade Fair Limited to Karibu Travel Market Tanzania.
- That the Fair layout has changed to accommodated the new ground and the said layout is already out.
- That New Tents which is the property of Karibu Travel Market Tanzania Limited have been purchased.
- The Fair was held at Heron Recreation Center instead of Magereza Grounds on 6<sup>th</sup> – 8<sup>th</sup> June, 2014. It was so successful.

20. **Tourism Task Force (Tanzania National Business Council) held in Dar es Salaam on 13<sup>th</sup> February 2014 and on 22<sup>nd</sup> February 2014**

The purpose of the Task Force is to prepare the Demand Note which will be presented to the President of United Republic of Tanzania at the forthcoming TNBC's meeting.

During the last TNBC Meeting the H.E Jakaya Mrisho Kikwete a chairman of TNBC requested the Tourism private stakeholders to bring quick wins/ recommendations which they believe if implemented will boost the growth of tourism industry in terms of its contribution to the National economy, increase in the number of tourists inflow and increase in involvement of locals in the tourism business.

The process of preparing this demand note is ongoing and several brainstorming sessions of the task force are being held and the final document will be shared.

TATO was given seat in this task force and TATO Chairman and Project Officer attend these preparatory meetings

21. **The meeting between The Republic of Kenya, The United Republic of Tanzania and The Republic of Uganda on issues in Tourism and Wildlife Management held in Arusha from 17<sup>th</sup> to 20<sup>th</sup> February 2014.**

This trilateral meeting was organized by the EAC Secretariat in order to resolve some of the accusations raised by the partner states to each other. Kenya and Uganda were accusing Tanzania for restricting Kenya and Uganda Tourists registered vehicles to operate in Tanzania.

Tanzania through its delegation put it clear that the country has not restricted any of the member state to operate in Tanzania but the condition is whoever wants to do so have to follow the Tanzania laws and Regulations which requires the company to be fully registered in United Republic of Tanzania under Tourism Act of 2008.

It was also noted under East Africa Common Market Protocol, the position of Tanzania was clearly from the beginning that on areas of tour operations and tour guiding, the laws of the land will be used until when the harmonization of laws, licensing fees and procedures have been done between all partner states. Therefore it was clear that Tanzania has not breach any of the EAC Agreement as far as the EAC Common Market protocol is concerned.

After long deliberations finally the meeting resolved that 'the status call remains the same' that the bilateral Agreement between Kenya and Tanzania of 1985 prevails where the tourists will be exchanged at the nearby border towns/cities. Uganda was also advised to develop the same bilateral agreement with both Kenya and Tanzania.

It was also agreed that the partner states will meet after six (6) months to discuss on improving the bilateral agreement.

**22. TPSF- FISCAL REFORM 2014 -2015 CONSULTATIVE MEETING**

**The meeting was held on 21<sup>st</sup> February, 2014 at the TPSF Office Premises.**

The meeting resolved that areas which will be of interests to all sectors (cross cutting) such as VAT to be given priority.

It was learnt that the current decisions / resolutions may not affect forthcoming 2014 budget as in most cases it seems the Government officials are already determined and committed towards doing whatever they have decided regardless. However, it was agreed to keep on lobbying and working towards making sure private sector interest is taken into consideration.

The meeting proposed that the strengthening of the Private Sector in the think tank and if possible meeting the relevant ministers before. The TPSF was also left with the responsibility of making the modalities which will think tanks effective and efficient.

**23. MEETING WITH EAC BUSINESS COUNCIL DELEGATION**

On 12/02/2014 Mr. Andrew Luzze Kagwa (Executive Director), Mr. Adrian Njau (Trade Economist) and Ms Lilian Awinja (Membership development Manager) paid a courtesy visit to TATO office. They explained the importance of TATO joined the EAC Business Council to champion regional agenda on creating conducive business environment. The membership subscription is USD 1000 per year.

**24. MEETING WITH MS. FIONA NGESA ASSISTANT REGIONAL MARKETING MANAGER OF KENYA TOURISM BOARD**

The meeting was held on 6<sup>th</sup> February 2014 at the Kibo Palace Hotel. The meeting was more of brief experience sharing. The resolution was for both TATO and KTB to focus on things which unite East Africans as they will need less energy, specifically on Domestic Regional Tourism.

KTB reaffirms its commitment on participating Karibu Fair.

**25. MEETING WITH HON. MR LEONIDAS GAMA, KILIMANJARO REGIONAL COMMISSIONER**

The meeting was convened on 19<sup>th</sup> February 2014 at his office in Kilimanjaro. In nutshell the reason was to address the forthcoming threat of Porter's boycott following the fact that some companies are not paying the Government Proposed rates of USD 15. RC formed task force of twenty people with terms of reference and Mr. Akko as Secretary of the task force. TATO Chairman agreed that some cost will be borne by TATO, RC directed that the remaining part of the cost be taken care by KINAPA

**26. JOINT MEETING BETWEEN TATO AND NCAA MANAGERMENTS**

The meeting was held at NCAA Headquarters. The main agenda were to discuss amongst others Camps and Camping issues, progress on ongoing construction of crater roads, NCAA card payment system, and proposed increase in park fees. Minutes was circulated to all TATO Members



That on the said meetings the following were discussed:

- Card Payment System
- Ascending Crater Road
- Campsite Deposits reduced from US \$ 9000 to US \$ 4,500.
- Late confirmation of campsites
- Monthly Deposits for campsites
- Vouchers processed at NCAA HQ
- Mobile Tented Camps
- Preceding deposits refund
- Criteria for campsite allocation
- Campsites on the rim of the Crater
- Exemption of entry fee for supply vehicle and crews
- Time delay in getting through Lodoare gate
- Proposed Increase of Park Fees effective 1<sup>st</sup> April, 2015.
- NCAA Annual Directors Pass
- Payment of Park Fees buy Smart Card – One smart card per one vehicle.
- Expiry of time for the bank deposit slips.
- Briefing on progress of using master card as support to NCAA smart card system.
- Convoy payments.
- Directors Pass

## **27. BUSINESS ENVIRONMENT LAB**

The Government partnered with the private sector and organised a Business Environment Lab at the Kunduchi Beach Resort from 24<sup>th</sup> February to 21<sup>st</sup> March 2014 to develop time-bound solutions for revitalising the business climate in the country. The Labs outputs included cost implementation plans, and Key Performance Indicators to facilitate the monitoring of their implementation.

There were six (6) work streams in the Lab, namely (i) Curbing Corruption, (ii) Realigning Regulation and Institution, (iii) Access to Land and Security of Tenure, (iv) Labour Laws and Skills Set, (v) Taxation and Multiplicity of Levies, Fees and Charges; and (vi) Contract Enforcement, Law and Order.

TATO was represented by the Project Officer in a work stream on taxation and multiplicity of fees, levies and charges. The main task of this work stream was to propose solutions for the taxes, charges, levies which appear to be cumbersome for the business environment. Since all sectors were presented in this work stream the focus/priority was to deal with taxes/charges which are crossing cutting to all business sectors. The work stream proposed the following;

- Removal of 0.15% excise duty on money transfer
- Removal of 5% Withholding Taxes on services
- Removal of 0.3% Service Levy
- Renewal of Business license after five (5) years

- Reduction of Occupational Safety and Health Authority (OSHA) medical inspection fee from Tshs 45,000 per worker to Tshs 10,000
- All the Regulatory Authorities to remit all their revenue collections to Treasury and be allocated with budget like other Government Agencies and Ministries
- Establishment of Regulatory Impact Assessment (RIA) mechanism in both central and local Governments which will ensure that private sector are properly and fully consulted in the process of formulating, reviewing policies and regulations.
- Blocking the proposed VAT Draft Bill from being tabled in the parliament so as to allow for more consultation with private sector as no enough consultations were made on the proposed Bill. The proposed VAT Bill also contradicts with other laws like TIC and EPZA Acts.

**28. MEETING WITH TANZANIA TOUR GUIDES ASSOCIATIONS (TTGA)**

The leaders and Board member of TTGA visited TATO office for the sole purpose of cementing the good relation existing between the two. They have requested for sharing of relevant trainings and information for mutual fulfilment and understanding.

**29. 21<sup>ST</sup> TRADE NEGOTIATION FORUM SERVICES MEETING**

The meeting organized by Southern African Development Community (SADC) Secretariat was held on 10 -14<sup>th</sup> March, 2014 in Johannesburg, South Africa.

The theme of the meeting was to discuss and give feedback on the six items which was ear marked by the SADC countries to unfasten business conditions between countries. The following items was discussed and each country was given time to go and find out if there is any condition regarding Law/regulation which differentiates treatment between locals and foreign services supplier.

1. Tourism and Travel Related Services
2. Financial services
3. Energy
4. Transport Services
5. Communication Services
6. Construction

**30. BRIEF MEETING WITH ELIZABETH A. PELLETREAU (FIRST SECRETARY POLITICAL ECONOMIC AFFAIRS US EMBASSY TANZANIA)**

The meeting was held at TATO office on 25<sup>th</sup> March 2014 . She reassured the support of American Government on improved Business Environment and Wildlife Security in Tanzania, particularly on WMAs.

**31. INTERNATIONAL TRADE FAIRS**

That TATO members' participation in the International Trade Fairs through TTB will assist members to advertize their products abroad. Twiga Times will continue being sent to the major trade fairs globally to market members who are unable to attend.

For future International Trade fairs TATO will look into possibility to make communication with international Airlines to obtain rebate rates for members who will be attending the Tourism Trade Fairs.

That TATO staff should be attending the major International Tourism Trade Fairs not only to showcase TATO but also to provide any necessary support to attending membership. Further agreed that TATO logo be used parallel to TTB's on Tanzania Booth.

### **32. STAKEHOLDERS SEMINAR ON FAIR COMPETITION**

The Seminar was held on 4<sup>th</sup> April, 2014 at the Kibo Palace Hotel, Arusha.

The aim of the seminar was to educate the stakeholders on the following (among others):

- How to promote and protect effective competition in trade.
- How to protect consumers from unfair and misleading market conduct.

### **33. TOUR GUIDES TRAINING**

A one week Tour Guides training organized by TATO was held at Burunge Tented Camp from 23<sup>rd</sup> to 30<sup>th</sup> April 2014. Forty seven (47) guides attended the training. The following topics were covered during the training:

- Basic first Aid
- Conservation
- Animal Behaviour
- Characteristics of Mammals and Birds
- Geology of Northern Tanzania and
- Customer Care for Improved Service

### **34. CUSTOMER CARE TRAINING**

A two day training organized by TATO/CRDB was held at Snow Crest Hotel, Arusha on 21<sup>st</sup> and 22<sup>nd</sup> May, 2014. The training was attended by 208 Tour Guides/Drivers. The following topics were covered during the training:-

- Communication Part One
- Communication Part Two
- Communication Part Three
- Customer Services/Customer Care

35. **VARIOUS FEES CHARGED FOR NON-CONSUMPTIVE WILDLIFE UTILIZATION**

He stated that the revenue that shall accrue from the non consumptive wildlife utilization activities shall be distributed as follows:

- (a) Game Controlled Areas and Open Areas
  - (i) 20% shall be directed to the Director of Wildlife;
  - (ii) 15% shall be directed to the District Council(s) of the respective area;
  - (iii) 65% shall be directed to the Village government(s) of the respective area.
- (b) Wildlife Management Areas - the benefit sharing shall be in accordance with the Wildlife Conservation Regulations.
- (c) Wildlife Management Areas regulation will operate at all areas with animals except Ngorongoro Conservation Area and Tanzania National Parks.

That Wildlife Management Areas need money for animal conservation and improve the standard of living of the surrounding villagers.

That the Ministry (Wildlife Division) will improve mechanism for revenue collection to **F** be harmonious and more friendly.

36. **PAYMENT OF VARIOUS FEES IN GCA, OA, WMA**

The following fees are applicable:

- Wildlife activity fee (**US \$ 10 per person**) that include entry, walking safari, game viewing, bird watching and boating.
- Motor vehicle fees (TZS 5,000 per vehicle).
- Conservation fees (US \$ 15 per person) Bed night.

37. **PROCEDURES FOR COLLECTION OF VARIOUS FEES IN NON CONSUMPTIVE WILDLIFE UTILIZATION AREAS**

That the Director of Wildlife may grant a non-consumptive wildlife utilization permit to the applicant on such terms and conditions upon payment of fees as may be prescribed under the Regulation.

The permits are issued by CITES/Anti-poaching office Arusha, Ministry of Natural Resources & Tourism office, DSM, Selous Game Reserve and Electronically.

Only permits will be shown at gates no cash money payment.

38. **TYPE OF PERMITS**

That there are three types of permits e.i

- **ENTRY PERMIT** which is offered to Tour Operators after paying wildlife activity and motor vehicle fees.
- **BED NIGHT PERMIT** which is offered to lodge/camps owner after paying Conservation fees.
- **ENTRY AND BED NIGHT** which is offered to tour operators or lodge owners who conduct activities and provide accommodation services.

**39. BULK FEES**

That it is very difficult to pay fees in bulk for visitors coming in a group. For the current system every client has to have a permit.

That payment in bulk will be taken on board and Electronic payment system will be improved to provide for bulk payment.

**40. NON CONSUMPTIVE WILDLIFE UTILIZATION ISSUES RAISED BY TATO**

The following issues which was not clear to Tour Operators:

- The rationality of activity fees charged to transit overnight guests sleeping in lodges build nearby National Parks (where no Wildlife activities is done)
- Rationality of entry fees US\$ 10 per person per day and US\$ 3 per vehicle per day when tourists are purely taken for accommodation services.
- Clarification on who is supposed to pay wildlife activities/entry fees.
- Clarification of areas basing on wildlife activities which can be conducted.
- Clarification on lodges, camps located in private title deed lands and village lands outside WMAs

That concerns raised by TATO will either be incorporated in the forthcoming revised non-consumptive wildlife utilization regulation or dealt with administratively by the Ministry of Natural Resource and Tourism (Wildlife Division) according to its relevance.

**41. PAYMENT OF PARK FEES BY SMART CARD**

That each motor vehicle has to have its own smart card. This is in line with the NCAA manual system in which every motor vehicle was supposed to have a permit in order to enter into Ngorongoro Conservation Area.

To use one smart card for several vehicles will hinder the whole exercise of checking a motor vehicle as to whether all park dues from tourists have been paid accordingly. The

smart card for each vehicle will clearly show how much has been paid and for how many tourists and for what services.

### **TATO presentation for discussion.**

- Delay at the gates – Due to this delays, there had been a lot of complaint from tourists even others demanding for their refunds
- To have more than one card is wastage of time, stationery and it complicate the whole exercise
- Possibility of using one card for several vehicles except convoy trips
- Control of theft is NCAA concern not Tour Operators.
- NCAA must make sure that the original gate is controlled that no one can pass without pay. Ngorongoro Staff are loose what makes Tour Guide/Drives take the advantage to steal.
- Smart Card System is not friendly to business - NCAA find the way of solving this problem to make it efficient and realistic.
- For convoy – at list each car have a receipt not every car to have a smart card.
- Just to have only one gate to monitor cars entering the Crater.
- On-line access of information regarding Smart Card receipts and movements is impossible.
- It was proposed that Clients pay to NCAA directly rather than calling Tour Operators thieves.
- Find another option not to stake on one system in such a way that card should not be a control mechanism.
- NCAA should have a CID of checking if they suspect any fraud.
- Revise the system and take the good practices from TANAPA's system.
- Training on customer care on the part of NCAA employees.
  - TATO officials to constantly visit the sites to monitor how the system works.
  - NCAA to find way to minimize frauds at the gates
  - Look on weakness - check in all documents and this needs professional at check points.

42.

### **NCAA PAYMENT SYSTEM**

That NCAA System is properly controlled by the fact that access to the Tour Operator's smart card is done by specific staff on duty and every transaction is traceable. There is ongoing consultation with the NCAA system developer for more improvement and therefore feedback from TATO will be essential. The developer needs precise challenges to work on and therefore written feedback is requested from TATO.

If possible the card should have no value as it is only facilitative device for accessing Tour Operators' accounts.

After long discussion and deliberations the meeting agreed that NCAA Management will consult the system develop and TATO will submit to NCAA operational concerns of the system to find out if it is possible to make a review.

It was resolved that to start with, one smart card can service (payment) up to three vehicles in a convoy. E.g. if convoy has ten vehicles then minimum four cards need to be used. This means that one smart card for US Dollar and one for TShs will serve a convoy of three cars.

The NCAA will receive three copies of manifesto on arrival at entry gates for verification purpose. (One copy to remain with the driver, one at the entry and one at the exit).

The manifesto of the whole group will contain the following information (not limited to)

- Vehicle registrations numbers,
- Name list of pax,
- Date of entry and exit
- Accommodation details within the NCA
- Their Nationalities.

43. **MEMBERS IDENTITY CARD**

That TANAPA and NCAA be requested to so that TATO Members can use one card for all parks.

That TATO will prepare identity cards with TATO/TANAPA/NCAA Logos for Directors. The cards will also to show membership number.

44. **CURRENT TATO BOARD OF TRUSTEES**

1. Mr. M.A. Nunes, Managing Director, Wildersun Safaris & Tours (T) Ltd
2. Mr. Mohamed A. Nathani, Managing Director, Takims Holidays Tours & Safaris Ltd.
3. Mr. Francesco Pierre-Nina, Managing Director, Tanzania Outfitters & Safaris Ltd

45. **KARIBU TANZANIA INTERNATIONAL FAIR**

The Council proposed that TATO arrange to have it own stand at International fairs and next year should start in WTM. Two staff to attend November WTM for familiarization and marketing of the Karibu TMT.

That a reasonable amount of money to be pre-approved by the Council be paid to a Consultant who will help to arrange the Stand under the supervision of Karibu Travel Market Tanzania.

TATO request Ministry of Natural Resource and Tourism that the fund which has been collected for Tourist Development Levy partly be used to support TATO in organize and run fairs.

46. **LAND FOR TATO OFFICE**

As the land will be obtained soon, the office plan be prepared by showing what is expected to be included. Councilor was requested to jot down and send to the Secretariat what is expected of the office in terms of architectural composition so that the architect can design accordingly.

47. **RENOVATION AND FULL FURNISH OF TOURISM POLICE UNIT OFFICE**

That TATO will reserve a space at its forthcoming building for Diplomatic Tourism Police Station.

48. **TATO TOURISM INFORMATION OFFICE AT KIA**

The Council proposed to open information centre at Kilimanjaro international Airport for the best interest of members' clients.

The Secretariat write a letter to Airport Manager requesting for a TATO office at KIA and the cheapest possible rate be negotiated. A follow up is being made so that the contract will be signed.

It was agreed that, because the work will be on shift basis two staff should be considered to employed preferably who resides at KIA.

49. **PAYMENT OF TSHS. 5,000 SERVICE LEVY**

That District Commissioner, Longido gave a directive that all business vehicles coming and going to Kenya be charged TShs. 5,000= as service levy.

That a letter was written to District Commissioner informing on several payments which is being made by Tour Operator to other Institutions/Areas and request him either wave the fee reduce it to TShs. 1,000/=.

That silent copy of the letter be written to Hon. Michael Lekule, Member of Parliament, Longido District requesting him to intervene on the matter as it is detrimental to the tourism sector.

50. **WORLD TOURISM DAY SYMPOSIUM**

The Symposium was held on 25<sup>th</sup> September, 2014 at the Impala Hotel, Arusha and it was



attended by 12 TATO Members and 2 TATO Staff. Guest of Honor was Ms Maimuna Tarishi, Permanent Secretary, Ministry of Natural Resource and Tourism.

The following papers were presented:

(i) **TOURISM AND COMMUNITY DEVELOPMENT BY AWF**

1. Opportunities in Tanzania
2. Tourism conservation enterprises are an important complementary strategy for conservation in Tanzania
3. Creating enterprises that are profitable enough to spur local community support for conservation challenging, requires proper planning and business due diligence
4. WMA structure provides foundation for improved community benefits from tourism  
S. Tanzania (Selous, Ruaha, Katavi) is a large untapped opportunity for tourism, and community benefits resulting from tourism.

(ii) **TOURISM AND COMMUNITY DEVELOPMENT PROGRAM - BY TANAPA**

- Reduce park-people conflicts,
- Improved Economic Development
- Improved Rural Livelihoods
- Improved natural resource management
- Creation of employment

(iii) **Tourism and Cultural Change - BY UNIVERSITY OF DSM**

That cultural tourism has contributed significantly to improving the livelihoods of the poor in rural areas. Since the introduction of cultural tourism local people have noticed significant social progress, ranging from a rise in household income to getting access to education and health facilities. While the number of international and domestic tourist arrivals continues to grow, there is strong evidence that if tourism was to be developed and managed in a sustainable manner, it could make a significant contribution to alleviating poverty in rural areas, where most of the poor live and where there are very few other development options.

(iv) **"TOURISM AND COMMUNITY DEVELOPMENT INITIATIVE " - BY NCAA**

**The experience of 55 years – Coexistence of human and wildlife in the Ngorongoro Conservation Area - Main functions**

- To conserve the natural resources of the area.
- To safeguard the right interest of the indigenous residents of the area.
- To promote tourism in the area of NCA

### **Most popular Areas of Attractions.**

Ngorongoro crater Empakai; Oldupai Gorge ; Nasera Rock; Ilkarien Gorge;  
Shifting Sand; Forest and Ol Donyo Lengai.

#### **51. WMA FEES CRISIS**

TATO Delegation comprise with the Chairman, Vice Chairman and Executive Secretary met the Hon. Lazaro Nyalandu, Minister for Ministry of Natural Resources and Tourism and his delegation in Arusha on 23<sup>rd</sup> October 2014 at the Arusha Hotel. After long discussion it was resolved that some areas no longer hold an outstanding value which they use to hold sometimes back, something which do not merit charges to tourist for passing on the way to accommodation facilities. Minister formed a committee including Mr. Chambulo and Mr. Fazal among others, and his team to identify areas which no longer hold value which attracts fees. The deadline for the Committee to give report was for 31<sup>st</sup> October 2014.

- 52.** That both oral and written concerns have been received from members regarding increasing rate of cancellations of the confirmed bookings and lack of new inquiries. This is happening at the moment where the sector is facing a multiple challenges both locally and internationally particularly the issue of insecurity in the East African Region, Ebola outbreak and stiff competition form other countries around the world.

That in order to save Staff jobs and the sector in general, letters requesting for the reduced rates during low season from March – June and November be written to Director General TANAPA and the Conservator NCAA.

- 53.** That membership participation in tourism activities is very low which need mobilization.

That other Tour Operators does not know the location of tourists attractions let alone know where Bologonja is. This tempts and convinces them to the extent that even to advice the area to be opened at no impacts.

- 54.** That in order to make members active social activities be organized now and then.

- 55.** That cleanliness of toilet facilities at Ngorongoro is in a very bad condition and for the image of the country immediate action need to be taken by the Ngorongoro Authority for the toilets which are in place.

That the distance from toilet to toilet is very far which is a big problem for someone who want to go for a nature call.

NCAA be advise to use mobile toilets if possible as they are very convenient.

