

**TANZANIA ASSOCIATION OF TOUR OPERATORS (TATO)**

**MINUTES OF THE JOINT MEETING BETWEEN TATO DELEGATION AND NCAA  
MANAGEMENT; HELD ON 30<sup>TH</sup> OCTOBER 2013 AT NCAA HEADQUARTERS**

**LIST OF PARTICIPANTS**

**DELEGATION FROM TATO**

- 1 Mr. Wilbard Chambulo - Chairman
2. Mr. Peter Lindstrom
3. Mr. Kelvin Remen
4. Ms. Julieth Kichabu
5. Mr. Joseph Kisaka
6. Mr. Idd Msami
7. Mr. Mathew Lyatuu
8. Mr. Amos Zabron

**DELEGATION FROM NCAA**

1. Eng. J. M. Mallya - Secretary
2. Mr. E. M. Mweyunge
3. Ms. V. J. Ufunguo
4. Mr. S. Lekando
5. Mr. I. H. Naman
6. Mr. J. S. Laizer
7. Mr. N. Nyange
8. Mr. Paschal Irafay
9. Mr. Peter Makutian
10. Dr. Kuya Sayalel
11. Ms. L. Zakaria
12. Mr. H. Mushi
13. Mr. Alais Saitoti
14. Mr. A. Melita
15. Mr. R. Kasuli
16. Bw. C. Marmo
17. Bw. S. Felician



## AGENDA

- 1.0 Opening of the meeting
  - Self introduction
  - Appointment of chairperson and Secretary
- 2.0 Camps and Camping Issues
- 3.0 Progress of ongoing construction of crater Roads
- 4.0 NCAA Card Payment System
- 5.0 Proposed increase in Park fees
- 6.0 Any other Business
- 7.0 Closing of the meeting

### **MINUTE 1.0 OPENING OF THE MEETING**

All the participants of the meeting introduced themselves by mentioning their names and the institutions/companies they are come from.

Mr. Wilbard Chambulo was elected to be the Chairman of the meeting and two secretaries were selected one from TATO and another from NCAA for the purpose of taking notes. Mr. Kelvin from TATO and Mr. Mweyunge from NCAA were selected to take notes of the meeting proceedings.

#### **1.1 OPENING REMARKS**

The Chairman called for each participant to feel free in contributing to the issues to be discussed and he further explained that the purpose of this meeting was not to accuse anyone but rather to put our heads together to think as one team in order to arrive at decisions which will contribute to sustainable development of the tourism industry and our country in general.

The Chairman called the meeting to order at 10:55 Hours.

### **MINUTE 2.0 CAMPS AND CAMPING RELATED ISSUES**

#### **2.1 CLASSIFICATION OF THE CAMPS INSIDE NCAA**

**PRESENTED:** NCAA presented the proposed classification of the camps inside their area of jurisdiction. It was presented that there will be two categories of **special camps** namely Special Shared Camps and Semi-Permanent Special Camps (Block Booked Special Camps). The **Special Shared Camps** will be those special camps which will



be opened for booking to any user/ Company at any time and will be issued depending on their availability. The **Semi-permanent camps** are those special camps which may be block booked by a company for a period not exceeding four (4) months but with specific conditions.

It was further presented that, the semi permanent camps will apply mainly to those located at Ndutu area. However, it was noted that some of the Crater Rim special camps may fall in this category.

**AGREED:** The participants agreed on the proposed classification by the NCAA.

## **2.2 BOOKING AND PAYMENT PROCEDURES FOR SPECIAL SHARED CAMPSITES**

**PRESENTED:** It was noted that the Special Shared Camps will be offered on the basis of "first come first served" criteria.

For such type of campsite, NCAA proposed that, there will be provision of one day for setting tents and one day for dismantling them after use. Fifty percent (50%) of the bed night(s) has to be paid in advance when making the booking and this amount will not be refunded if notification in writing to cancel the booking was not given one (1) month prior to the camping date.

**AGREED:** After a long discussion the meeting agreed on the following aspects.

- a) That, there will be provision of two to three (2-3) days for setting up the tents depending on the number of tourists.
  - For a group of 1 to 10 tourists, two (2) days for setting and two (2) days for dismantling the tents will be provided.
  - For a group of more than 10 tourists, three (3) days for setting the tents and two (2) days for dismantling the tents will be provided.
- b) That, 50% of bed nights will be deposited upon confirmation of the booking and the remaining 50% be paid thirty (30) days before the arrival of the guests at the camp. In the event of cancellation by the applicant, the deposited amount will be refunded **if and** only if the cancellation has been made in writing thirty (30) days before the camping date.
- c) That, in the case where there are two bookings made at the same time, and there is shortage on the availability of the camps, then higher consideration will be given to the company with more number of tourists.



d) It was further agreed that criteria for issuing Special Shared Camp will base on the "first come first served" concept.

### **2.3 BOOKING AND PAYMENT PROCEDURES FOR SEMI-PERMANENT SPECIAL CAMPS (BLOCK BOOKED SPECIAL CAMPS)**

**PROPOSED:** It was presented that Semi-permanent Special Camps will be issued based on the number of guests/ tourists confirmed by applicant. A company demonstrating to accommodate in a camp, a bigger number of bed nights will be given priority. It was further noted that for such types of camp sites NCAA had proposed that a deposit of 50% of bed night camp site capacity (**normally 20 beds**) will be paid by applicant upon confirmation of the booking by NCAA (This is equivalent to USD 50x10 guests = US \$ 500 per day since the capacity of most camps is 20 beds). This amount will be deducted on daily basis where top ups will be done in case the number of guests exceed ten and the amount will be forfeited if no guest or less guests sleep at the camp.

**AGREED:** After very long discussion on the matter and scrutiny of different considerations, the meeting basically agreed with the proposal of US \$ 500 deposit per day **BUT** request was made and accepted that for the season starting from December 2013, the deposit is reduced to US\$ 300 per day (total of US \$ 9,000 per month). Top ups will be done based on the number of guests/ tourists to be accommodated per day, ie. When the number of guests exceeds 6 per day an additional amount will apply.

It was further agreed that the deposit of USD 9,000 a month will be forfeited at end of each month in the event there was insufficient number of guests with result that deposit amount could not be spent wholly at the end of that particular month.

The amount USD 9,000 a month will be paid at least one month in advance (at the first day of the previous month). It was also agreed that, setting up of tents will be done within fifteen (15) days starting every 16<sup>th</sup> November of every year.

It was also agreed that, a similar meeting will be held after end of the coming season (in April 2014, which may be considered as a trial period for these changes) to evaluate, discuss, share experience and giving feedback on the practicability of the established mechanism before the starting of the next season.



TATO observed that the new deposit formula would decrease the demand for camp sites and force smaller companies to use the special shared camp sites.

**REQUESTED:** The stakeholders requested that those who currently own the camps be given priority when allocating the camps sites.

#### **2.4 CAMPS AT THE CRATER RIM**

**PRESENTED AND AGREED:**

Special campsite located at the Crater Rim will be treated with similar conditions like those which will apply under section 2.3 above but with the blocking time extendable to twelve (12) months

**REQUESTED:** It was requested that, NCAA should consider the owners of these camps for some operational incentives since they are bringing guests to Ngorongoro throughout the year.

**AGREED:** NCAA acknowledged that they have received the request and it will be taken to the NCAA Workers Council for decisions.

#### **2.5 CLOSURE OF SOME SPECIAL CAMP SITES.**

**NOTED:** It was noted that NCAA intends to close some of sites for special camps in Nduvu and around the Crater Rim in order to abide to the number stipulated in the NCA GMP.

**AGREED:** For the reason that many companies had made confirmation to their overseas clients, it was requested and agreed that the exercise of closing some of the sites be deferred until the next season, after the season which ends next April 2014.

It was further agreed that for those who have not paid the fees US\$ 100 per day as stipulated by the letter issued by NCAA, be informed that they will not be allocated the camp-site.

#### **MINUTE 3.0 PROGRESS OF ONGOING CONSTRUCTION OF CRATER ROAD**

**REPORTED:** NCAA reported that the construction of the crater ascent road is still on progress and in order to fasten the work two subcontractors had been engaged in the said assignment. While the main contractor had executed about 2.4 km, the sub-contractors had completed 1.8 km amounting to 4.2 km in total, remaining with a balance of about 2 km.



**A SITE VISIT:** The participants visited the site and found that the construction was ongoing as reported. The participants didn't show any doubt concerning the quality of the work but rather the speed of construction as it seemed to be a bit slow without satisfactory technical reasons, even though the sub-contractors claimed that there was a shortage of sand in the Karatu area and also lack of cement at times and in addition power cuts so they could not produce the paving blocks quickly.

**TATO took the position that these excuses were not valid.**

As the portion of approximately two (2) kilometers had not yet been paved, the participants estimated that the road may be completed in not less than four (4) months time.

#### **STATUS OF OTHER ROADS INSIDE NCAA**

**REPORTED:** NCAA reported that in order to acquire sustainable good roads inside their area of jurisdiction through the Ministry of Natural Resources and Tourism they wrote a letter and presented to UNESCO explaining the challenges faced by the Organization in maintaining the gravel roads inside NCA and requested for technical and financial support towards hardening some of the roads within NCA. It was further noted that NCAA is planning to start with two roads including the main road from Lodoare gate to Golini and the access road to Olduvai Gorge.

In so doing NCAA have been required by UNESCO to engage a consultant who will carry out the following assignment;

- Feasibility study;
- Environmental and Social Impact Assessment; and
- Engineering Design of roads totaling to 88km

Further noted that the consultant has been selected and soon the contract will be signed, and study will start to be conducted. Tour operators were requested to participate fully by giving out their positive views when visited by the consultant during the process of collecting stakeholders' inputs on the matter.

#### **MINUTE 4.0 NCAA CARD PAYMENT SYSTEM**

**REPORTED:** The stakeholders reported that NCAA payment system is not user friendly as the user can't access the balance, no statement generated, no backup system, no online top up and it is time consuming and prone to fraud. In addition the stakeholders took the position that the NCAA system was not bankable (unlike the TANAPA one) because NCAA takes money in advance into their account



before any service is rendered whereas TANAPA only deduct money from the users account at the time of entry to the park.

**RESPONSE:** NCAA responded that they are working on their system in order to make it user friendlier and they are planning to engage their software developer to address those handicaps mentioned and some other issues to further improve the system. They further mentioned that they have been in negotiation with several banks on the matter but they have found that the fees charged by the banks are high. They asked the tour operators whether they will be willing to pay the bank charges in case NCAA will decide to use the system supported by a bank.

**REACTION:** Tour operators acknowledged that NCAA was not in the banking business but a conservation organization and that banks charge a fee based on a service. Tour Operators nonetheless can consider the fee option depending on the magnitude of the charges that may be applicable, that if the fee will not be too high, they can consider the option of paying it as they will be assured of the safety of their money plus the fact that they will be able to access their money anytime they wish to do so.

**AGREED:** To deal with the challenges related to payments applicable in campsites through smart card system, the meeting deliberated that NCAA's departments of Information Technology, Tourism and Account should work together to resolve this matter accordingly.

It was also agreed that all Camping fees be paid in Arusha information office and the GRR be issued as it used to be in the past.

**MINUTE 5.0** PROPOSED INCREASE IN PARK FEES

**AGREED:** Due to time constraints and the gravity of the matter, the participants agreed that it was not relevant to discuss the matter in that meeting rather it was agreed that, NCAA should send a draft document to TATO explaining the reasons for NCAA's intention to increase the park fees, the proposed rates and time intended to start application so that it can be circulated to all members for them to go through the document before a meeting is convened to discuss.

**MINUTE 6.0** ANY OTHER BUSINESS

**6.1** ACCESS ROADS TO CAMPSITES

**REPORTED:** It was reported that access roads to some of campsites are in a very bad conditions which make it very difficult to reach these areas.



**RESPONSE:** NCAA promised to work on all the roads to campsite to make them good.

**6.2 NCAA AND TOUR DRIVER GUIDES RELATIONSHIP**

**REPORTED:** NCAA reported that they are not pleased with the lack of patriotic behavior shown by some of driver guides when coming to some issues (like the case of boycott made by driver guides in the past after the accident which was unfairly associated with bad road condition while the truth was well known to the driver concerned and others that the vehicle had a tire burst)

NCAA requested the Tour Operators educate their drivers on desirable behaviors, calmness and patience on some issues.

**RESPONSE:** NCAA was advised to establish communication with the Tour Guides Association and if possible to invite them and share information with them on different initiatives and plan being undertaken by NCAA. It was also proposed in such meeting NCAA should also hear from the Driver guides on their concerns and opinions.

**MINUTE 7.0 CLOSING OF THE MEETING**

Before the Chairman closed the meeting, Mr. Mallya (on behalf of NCAA) thanked the participants from the private sector for their contribution and willingness to stay until late hours just for the sake of positive development in tourism industry.

In his closing remarks, the Chairman thanked all the participants' for being so open and active throughout the meeting. He called for a continued cooperation between private and public sector for the best interest of the industry and country in general.

He further insisted that, the two sectors should not work as enemies but rather as partners since we all need each other in order to make good things happen.

The meeting was adjourned at 21:23 hours.

  
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**CHAIRMAN**

  
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**SECRETARY**

8.11.2013  
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**DATE**

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