



HOW TO TRAVEL WISE IN CAPE TOWN

A GUIDE TO NAVIGATING SAFELY IN OUR BEAUTIFUL CITY





Cape Town is a modern cosmopolitan city that attracts millions of visitors from all over the world every year. The Mother City is generally safe, however, travellers are urged to exercise basic safety precautions when visiting. This TravelWise booklet will provide all the information to ensure that your trip to Cape Town is safe.

HIKING

- Don't hike alone. We recommend you hike with a group of four or more people.
- Choose your route carefully and allow ample time for the hike.
- Inform someone of your hiking location and expected arrival time.
- Choose a hike leader and walk at the pace of the slowest member.
- If lost, don't split up. Rather try to retrace your steps.
- Carry sufficient food and water on your hike in case of a delay.
- Wear walking shoes or hiking boots, a hat or cap, and carry sunblock and waterproof clothing in case the weather changes.
- If anyone gets injured, assess the situation, then send two people for help and let the third remain with the injured person.
- Familiarise yourself with the location's hiking map and warnings. Stick to well-used paths, never take shortcuts and don't wander into ravines.
- Carry a fully charged mobile phone to use in case of an emergency.



STREET SAFETY

- Don't walk in deserted or dark areas. Stay in a group and on lit paths.
- Keep all possessions safely tucked away, including your cellphone, wallet, and jewellery.
- Plan your route.
- Don't carry large sums of money and avoid counting it in public.
- Tell someone where you are going and when you expect to return.



ATM

- Use ATMs in well-lit and safe places.
- Don't accept help from strangers or give out your PIN, not even to persons claiming to be bank officials.
- Watch out for the people standing close to you and looking over your shoulder as you type in your PIN.
- Never leave your card in the ATM. If it gets stuck or swallowed, follow the instructions provided on the ATM machine.
- Be vigilant after making your transaction.

When staying at hotels

- Place your valuables, passports, and other important documents in a hotel safe.
- Never leave your personal property unattended.
- Close and lock the door when you are in your room.
- Don't open the door without first checking who's asking to come in.
- Use registered, qualified tour guides.

Online bookings

- As with any large city, there are instances of accommodation fraud where visitors are duped into paying for accommodation online that is not available for rental.
- Use our accommodation member listings to contact an accommodation partner directly: **www.capetown.travel/membership-directory**
- Check with Cape Town Tourism if you are unsure if an online listing or website is legitimate. Email **info@capetown.travel**



SAFETY TIPS WHEN TRAVELING FROM CAPE TOWN INTERNATIONAL AIRPORT

We understand that planning your journey to and from the airport can be a bit daunting, especially if it's your first visit to Cape Town. That's why we've created this easy-to-use guide, designed to help you safely navigate between Cape Town International Airport and your destination, before discovering everything the Mother City has to offer.



Recommended routes

A well-planned trip ensures a hassle-free journey. Here are a few routes you can use when moving to and from the airport:

- **Travelling to and from the False Bay Area and Southern Suburbs:** Travel via the M5 and N2, or the M3 and N2.
- **Travelling to and from the Northern Suburbs:** Travel via the N1 to R300 and N2.
- **Travelling to and from Somerset West, Strand and Gordon's Bay:** Travel via the N2.

NB: The following areas are considered high-risk, and we recommend staying alert should you choose to travel along these routes:

- N2 off-ramp onto Borchers Quarry Road.
- N2 off-ramp onto R300 on both the Bellville and Mitchells Plain sides.
- N2 off-ramp onto Airport Approach Road.
- N2 off-ramp to Oliver Tambo Drive.
- N2 between Mew Way.

Self-driving tips

To ensure your safety on the road, here are some essential driving tips:

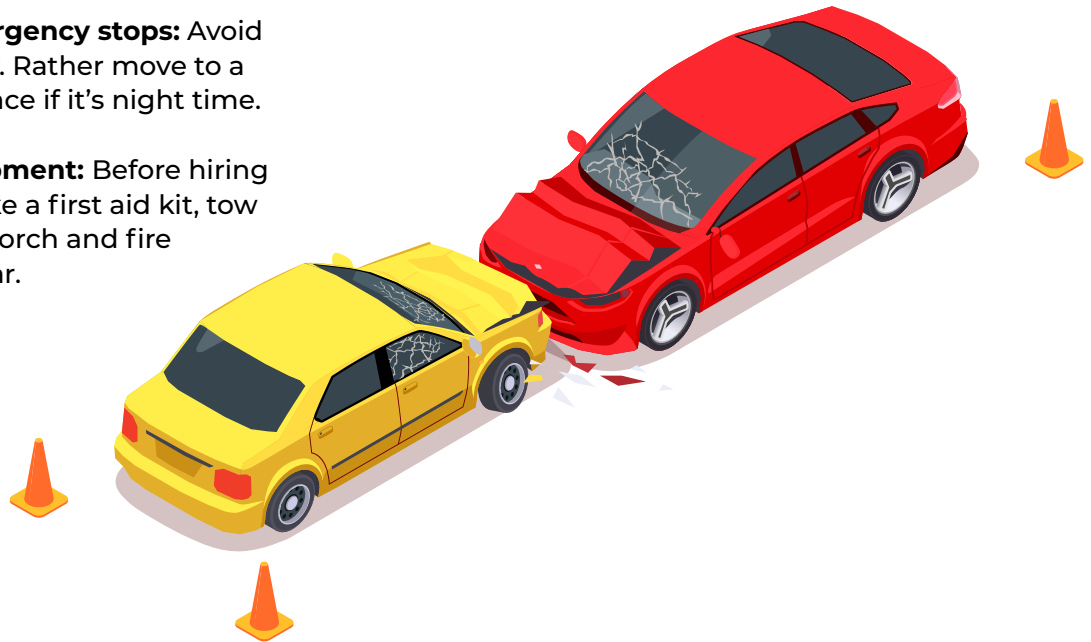
- **Keep friends or family informed:** Let them know the route you're planning to travel. Ideally, you should also update them on the progress of your journey and let them know when you have reached your destination safely.
- **Vigilance at traffic lights and intersections:** Be cautious and alert at traffic lights and intersections, as these can be areas of potential risk.
- **Awareness of surroundings:** Pay attention to your where you are, taking note of any unusual activity or individuals.
- **Emergency-ready:** In case of a flat tyre, continue driving until it's safe to stop. Lock your car, then contact help immediately.
- **Planning your journey:** Research and prepare your route in advance, keep the doors locked, and windows up at all times. Use a GPS navigation tool to plan your trip in advance.

Also, ensure your vehicle has enough fuel before you leave.

- **Keep valuables out of sight:** Don't leave your mobile phone or other valuables where they are visible from outside the vehicle. Place valuables in the trunk (boot) before you hit the road.
- **Avoid picking up strangers:** Never pick up anyone you don't know or hitchhikers.
- **Seek police advice:** If you want information about an area, you can contact the local police station for help.
- **Contact information:** If you've hired a vehicle, make sure you have the number of the car rental company in case you're stranded.
- **Always obey road rules:** And carry your driver's license.
- **Avoid driving at night:** If possible, don't drive after dark. Alternatively, only use reputable tour operators and transport services to get around.

How to deal with incidents

- **Accidents:** In the event of an accident, find out the extent of the damage or injuries and assess whether medical attention is required. Take a picture with a camera or mobile phone and file an accident report with the police as soon as possible. Remember to get the names, addresses, telephone numbers, and ID numbers of everyone involved in the accident.
- **Minimising risks at emergency stops:** Avoid stopping on the highway. Rather move to a public area, or well-lit space if it's night time.
- **Essential roadside equipment:** Before hiring a car, make sure items like a first aid kit, tow rope, warning triangles, torch and fire extinguisher are in the car.



Organisations here to help you

Various organisations and law enforcement agencies are working together to keep you safe while visiting Cape Town.

- **SAPS (South African Police Services)**
Presence: SAPS vehicles stationed at strategic locations, such as the Borchers Quarry intersection, serve as a deterrent to criminal activities. In case of emergency, you can contact SAPS by calling **021 927 2900**.
- **Collaboration with Border Police:**
Collaboration between ACSA (Airports Company South Africa) and the Border Police aims to deploy additional resources to combat crime. For assistance contact the ACSA Control Room on **021 937 1207**.
- **Reporting Suspicious Activity:** Travellers are encouraged to report any suspicious or criminal activities in high-alert areas to SAPS or ACSA's Control Room.

- **Provincial Traffic Department:** For real-time road condition updates, particularly during protest actions, travellers can contact the Provincial Traffic Department on **021 931 1646**.
 - **Law Enforcement:** For city emergencies you can contact The City of Cape Town Law Enforcement on **021 480 7700**.
 - **CTT Band-Aid Programme:** Our Band-Aid team is here to help visitors who may be in distress during their stay in Cape Town.
- Should an incident occur, please call us on 021 487 6552 for assistance.**



Receive emergency assistance with the Namola Safety App

Namola is a mobile app that allows users in Cape Town to request emergency assistance quickly and easily from SAPS and other emergency services. The app uses your GPS location to alert the nearest police station and emergency services. It also allows users to provide detailed information about the emergency.

You can also track the progress of the emergency call in real-time and provide regular updates on the status of your request for assistance. You can download the Namola app for free on your app store.



Disclaimer

The suggested safe routes may change depending on various factors such as protest action or accidents on the road. Cape Town Tourism will not be held responsible or liable for any incidents, accidents are unforeseen events that may occur while following these routes.

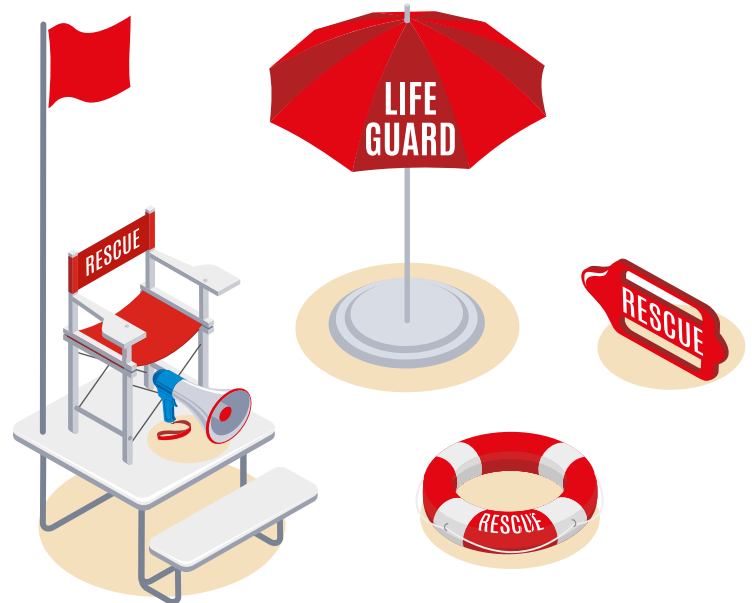
While these recommended routes serve only as a guide, it's important to prioritise your safety while travelling. That means researching your routes ahead of time, following basic rules for safe driving, staying up to date with local news that might affect your trip, and being prepared with available resources in case of emergencies.

BEACH SAFETY

- Always choose a lifeguarded beach. Swim between the designated red and yellow lifeguard flags.
- Supervise your kids, family and friends in the water, even in the lifeguarded flagged zone.
- Take time to read the information signage when entering a beach.
- Teach your kids to always go to the lifeguards if they get lost.
- If you find yourself in trouble, do not panic. Try to float on your back, raise your arms and call for help. Never try to swim against a rip current.
- Never use inflatables such as small boats or mattresses at the beach.
- If you see someone in trouble, alert the lifeguards or call sea rescue.
- Never enter the water to rescue someone without calling emergency services first.

Also, never enter the water without emergency flotation like the NSRI pink rescue buoy, found at most beaches.

- Be sure to stay hydrated and protected from the sun.

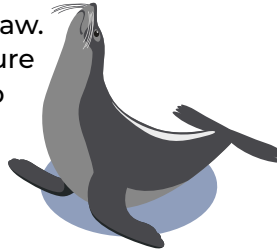


WILDLIFE ENCOUNTER TIPS



Maintain a Safe Distance

Keep a respectful distance, especially if they are in their natural habitat. A minimum distance of 5m is always required by law. While pictures are great to have, ensure that these are taken from afar and do not threaten the animals.



No Feeding Allowed

Resist the urge to feed wild animals. Human food can be harmful to their health and disrupt their natural foraging behaviours. Instead, donate to an animal organisation of your choice.

Shhh

Keep noise to a minimum. Loud sounds can stress animals and interrupt their daily routines.

Avoid Direct Eye Contact

While it may seem like a friendly gesture, direct eye contact can sometimes be perceived as a threat. Keep a gentle gaze and let them go about their business undisturbed.



Secure Your Belongings

Wildlife is naturally curious. Keep a close eye on your belongings and secure any food or items that might attract their attention.

Penalties

*Failure to act responsibly could result in an arrest, spot fine or both.

*The City will take action against any tour operator, tour guide or establishment that encourages their clients to disobey or mislead clients in any way, resulting in unlawful behaviour in and around our coastal wildlife.

*Tour operators, tour guides and tourism establishments are encouraged to educate and inform their clients to avoid any penalties, and to ensure their safety.

*Any person found contravening the laws protecting coastal wildlife, may be arrested, prosecuted and/or fined.

*Please report transgressions to **021 480 7700**.

Source:

The South African Department of Forestry, Fisheries and the Environment.

EMERGENCY NUMBERS

Emergencies from Mobile **112**

Emergencies from Landline **107**

City Emergency **021 480 7700**

South African Police Service **10111**

Medical & Fire **021 535 1100**

Table Mountain NP Emergencies **086 110 6417**

Sea and Mountain Rescue **021 937 0300**

National Sea Rescue Institute **087 094 9774**

Baboon Monitors **071 588 6540**

Shark Spotters **078 174 4244**

Ambulance **10177**

CONSULATE NUMBERS

Angola **021 425 8700**

Austria **021 912 1351 / 012 452 9155**

Belgium **021 419 4690**

Bulgaria **021 556 0086 / 012 342 3720**

Brazil **021 421 4040**

Canada **021 945 4960 or 021 945 2429 /
Emergency Number: 082 894 6641**

China **021 674 0988**

Chile **021 554 3241 / 079 931 2262**

Colombia **021 556 6269**

Cyprus **021 466 5225**

Estonia **082 550 6363 (And Emergencies)**

Finland **021 700 2800**

France **021 423 1575**

Georgia **021 421 6355 / 012 346 1831**

Germany **021 405 3000 / 078 608 0950**

Emergency Number: 078 608 0950 / or visit:
www.southafrica.diplo.de/sa-en

Ghana **021 671 6199**

Greece **021 424 8160**

Guatemala **021 557 1351 / 082 966 1130**

CONSULATE NUMBERS

Hungary 021 886 8855 / 021 886 9048

India 021 419 8110 / 021 425 3007

Indonesia 021 761 7015

Italy 021 487 3900 / 083 398 3010

Lithuania 021 439 9030

Japan 021 425 1695 / 083 458 0959

After Hours 010 590 4614

Madagascar 021 674 7238 /

madaconsgen@infodoor.co.za

Malta 082 906 2000 / 021 911 0631

Maldives 021 650 2076 / 021 797 9940

Mauritius 021 438 8151 / 082 603 8008

Mozambique 021 418 2131 / 2

Namibia 021 419 2810

Netherlands 021 421 5660

Norway 021 200 8199

Paraguay 082 446 6631

Peru 082 444 9716 (Weekday and Weekend
Emergencies)

Philippines 021 433 2270

Portugal 021 418 0080 / 81

Romania 021 761 1781 / **Emergency Number:**
079 272 2466

Russia 021 418 3656 / 57

Seychelles 021 713 1583

Slovakia 021 715 8833 / 021 418 3656

Slovenia 021 976 2248 and Weekend

Emergencies: info@slovenianconsulate.co.za

Spain 021 422 2415

Sri Lanka 021 839 2921

Sudan 021 418 1347 / 012 342 4538

Sweden 021 200 8199 / **Emergency Number:**
012 426 64 00

Switzerland 021 400 7500

Turkey 078 821 1991 /

consulate.capetown@mfa.gov.tr

United Kingdom 021 405 2400

USA 021 702 7300 /

americanscapetown@state.gov

Vanuatu 021 434 6517

Zimbabwe 021 461 1994 / 5

