

220 Volts - Three prong plug - Use adapter for two prong appliances

ELECTRICITY

Tap water throughout the region is of a high standard and is save for human consumption.

WATER

A 10% tip is still acceptable although up to 15% may be given if service is outstanding. Tables of over eight often have an automatic 10% service charge added to the bill. A tip of R2 to R3 per piece of luggage is acceptable to porters in hotels and at airports.

It is customary to tip waiters, waitresses, wine stewards, taxi drivers, porters and caddies. Depending on service, the amount should be around 10%. Petrol station attendants often anticipate a tip if they have gone beyond just filling your tank. Many waiters and waitresses are university students who rely on tips to pay their wages.

TIPPING

Two hours in advance of Greenwich Mean Time. One hour in advance of central European winter time. Seven hours in advance of Eastern time USA.

STANDARD TIME

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462 4970	Passport & Visa - Department Of Home Affairs
405 3500	Sea Rescue
461 1111	Fire
938 4911	Poison Unit Red Cross
404 9111	Poison Unit Red Cross
480 6111	Red Cross Hospital
658 5111	City Park Hospital
404 9111	Groote Schuur Hospital
938 4911	Tygerberg Hospital
461 1111	Lifeline / Childline
421 5115/6	Tourist Safety Unit
0800 11 12 13	Crime stop
10111	Police Flying Squad
10177	Ambulance
112	Cell Phone Users
107	General Emergency No.

(+27 21 International)

EMERGENCY TEL NO. WHEN IN CAPE TOWN

ESSENTIAL INFO CAPE TOWN

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MISCELLANEOUS

082 162	Weather Line
082 152	News Line
788 1350	Surf Report
1023	Telkom Directory Enquiry
426 4260	Cape Town Tourism
426 5639 / 47	Western Cape Tourism
671 4028	Gay Tourist Info
422 1925	Gaynet Cape Town
934 0407	Airport Flight Times
934 5455	Airport Shuttle Service
0800 010 101	AA - Automobile Association
0800 656 463	Metro Rail Info
080 121 2111	Golden Arrow Buses
0861 4 500	TicketWeb for Bookings
083 910 1028	Whale Route
434 0434	Taxis
423 4888	Rikkis Mini Taxi
439 2323	Baz Bus (Backpackers)
423 0052	Scooter Hire
439 6144	Motorcycle Hire
556 0700	Topless Bus Tours
934 4951	Cellphone Hire
424 3578	Tux Hire
7853100	Limousine Hire
439 4985	Baby Sitters
683 3430	Domestic Workers

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SAFETY IN THE CITY

Please observe the following general safety precautions

- * Do not walk around the city alone at night
- * Lock your car doors while driving in the City
- * Always lock your car and activate the alarm
- * Beware of pickpockets
- * Do not accept lifts from or give lifts to strangers

In an effort to curb crime, a closed circuit television system has been installed in the Central Business District - this is active 24 hours a day.

Cape Town's Central Business District and major malls have made considerable efforts to safeguard tourists against crime. Surveillance cameras monitor activities in the central business district and security guards watch over major shopping centres. Nonetheless, tourists should take the precautions they would in any major city. Avoid carrying large sums of cash, having cameras or video cameras loose, leaving belongings unattended, and in general take advice on where to go after dark. Take special precautions at lonely lookout points at dusk or after dark.



YOUR HEALTH

There are first-rate medical and dental facilities in Cape Town. As a result, many foreign visitors combine tourism with dental procedures, laser eye surgery, or cosmetic surgery that cost much less here.

Government health facilities have come under tremendous budget pressures and tourists are likely to face long queues and bureaucratic formalities there. Use one of the major private clinics in the event of an emergency. Charges are very reasonable by international standards. The clinics require a deposit of up to R5,000, paid in cash or credit cards (for emergency and elective surgery). You will have to claim from your medical insurance company as the clinics do not process claims.

A Netcare Travel Clinic situated at Cape Town Tourism can advise you on health matters.

MONEY MATTERS

Currency - The local currency is the South African Rand, which in late-2001 was exchanging at above R9 to the US\$ and R14 to the British Pound. Foreign exchange facilities can be found at Cape Tourism Visitors' Centre, the Airport, Bureau de Change, while Automatic Teller Machines (ATMs) will accept many international bank and credit cards.

Credit Cards - South Africa has a modern and sophisticated banking and commercial system, and many shops and hotels will accept credit cards.

VAT - South Africa has adopted a Value Added Tax system of 14% on purchases and services. If you are a foreign visitor to South Africa, you can reclaim your VAT on purchases if you've spent more than R250 on items you're taking out of the country. There are three places this can be done. Residents from Botswana, Lesotho, Namibia and Swaziland are excluded from the VAT refund mechanism. Request a tax invoice from the store where you made your purchase. Make sure the words "Tax Invoice" is prominent - the amount of VAT charged or a statement to the effect that VAT is included in the cost of the goods - a tax invoice number.

If you go to the VAT office at the Airport International Departures Hall, leave yourself some time - you'll need your original tax invoices, and your passport, fill in a form and have the goods you bought available for inspection.

Otherwise you may go to the Victoria Wharf Shopping Centre in the Waterfront. The office is in the Kings Warehouse, under the Nu-Metro cinemas. It is open from 08h00 to 21h00. Tel 421 1612

Cape Town Tourism Visitors' Centre plans to have a VAT claims desk in their expanded centre. Tel 426 4260

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<u>Representative</u>	<u>Telephone</u>
Argentina - Embassy	439 0403
Australia - High Commission	419 5425/6
Austria - Consulate General	421 1440/1
Belgium - Consulate General	419 4690
Botswana - Consulate General	421 1045
Brazil - Consulate	421 4040/1
Canada - High Commission	423 5240/1/2
Chile - Consulate General	421 2344/6
China - Consulate General	418 1187/9
Czech Rep. - Consulate General	797 9835
Denmark - Consulate	715 7019
Estonia - H. Consulate	913 3850
Finland - H. Consulate	531 1177
France - Consulate	423 1575
Germany - Consulate General	424 2410
Greece - Consulate	424 8160/1
Guatemala - Consulate	418 2020
Hungary - Consulate General	674 1547
India - High Commission	419 8110
Indonesia - Consulate General	423 2321
Ireland - Embassy	423 0431/2
Italy - Consulate	424 0146
Israel - Embassy	450 7205
Japan - Consular Office	425 1695/6
Lithuania - Consulate	419 6153
Mozambique - Consulate	426 2944
Netherlands - Consulate General	421 5660/1

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New Zealand - Hon.Consulate General	619 978
Norway - Hon. Consulate	418 1276
Peru - Hon. Consulate	421 5944
People's Rep of China - Consul Gen.	434 4689
Portugal - Consulate General	424 1454/6
Romania - Consulate General	761 1781
Russian Fed. - Consulate General	418 3656
Sao Tome Principe - H. Consulate	423 3979
Spain - Consulate General	422 2415
Sweden - H. Consulate	418 1276
Switzerland - Consulate	426 1040
Taipei Liaison Office	418 1187/9
Uk & N. Ireland - Consulate	425 3670
USA - Consulate General	421 4280
Uruguay - Consulate General	425 1847
Zimbabwe - Consulate	461 4710

AIRPORT & AIRLINES

Cape International Airport	937 1200
Flight Information	934 0407/8/9
British Airways	936 2311
KLM	934 3495
Lufthansa	934 8534
LTU	936 1190
Malaysia Airlines	934 8603
Singapore Airlines	419 0495
South African Airways	936 2111
Turkish Airlines	425 1967
Virgin Atlantic	936 8000