



David Heuvel - FEDHASA Presentation Summary:

- FEDHASA needs assistance with the lobbying it does on your behalf, particularly around
 - Visa's and Immigration, National Liquor Policy, Regulations for industry
- Benefits to membership usually cover the majority of the cost where small accommodation make use of support and benefits like:
 - 2% credit, 1% debit card transactional fees, 25% discount on SABC TV licences, Checkers Corporate Card, Legislative helplines, Labour helplines, Right to CCMA representation, event invitations and regular communication.

Elton Gordon - IMS Africa / Sabre:

- Global Distribution Systems and the possibilities that come with it
- The value of direct bookings
- Platform to host own booking site and present via a vis OTA's
- One off set up fee and minimal fixed cost on direct bookings

Velma Corcoran – Airbnb

- Different Source markets are being attracted to our region as a result of Airbnb
- It is a different traveller looking for a different hosted experience
- Hosts are non-professional occasional home sharers.
- We are open to discussions on regulations that are mutually beneficial for the Tourism Sector in the Western Cape.
- Average annual income from host R28000
- 1600 hosts in Cape Town
- Each room is counted as a host hence three bedroom house is 3 hosts
- Airbnb looking to develop a platform for guest houses

Craig Symington – Belmont House

- You have to leverage OTA's to best serve your needs and fill your property
- 30% of income come via additional services offered (bookings/commissions/other services) for properties as stated by a Booking.com report.
- Best practices are to encourage guest to review you on TripAdvisor and improve your score on Booking.com. It is essential as many bookers take this into considerations as a key part of decision making. After being on properties websites, many guest choose to go back to OTA's to make bookings as a preferred trusted platform.

Comments and Questions:

Airbnb needs to be regulated as it is an unfair playing field.

- Liability insurance for the guest and establishment?
- Health and Safety

Is the new minister or home affairs more likely to take Tourism into account when regulating?

Booking.com is ripping us off.

Discussions around lack of parking for guests. Alternative transportation or discouraging hiring of vehicles.

An App, as a communication tool with guests has assisted properties who make use of them.