

In order for a service provider to supply any type of service to a client, the service provider in question needs to know all the facts pertaining to that particular event. Furthermore, both the service provider and the client should also be aware of what is expected from each other, their respective roles, and the roles of other parties / service providers, who will collectively contribute to the overall success of the event.

SOME QUESTIONS FOR A POTENTIAL SERVICE PROVIDER

How much Passenger Liability Insurance cover does the company have? In the event of an accident, the Insurance cover should cover disability and death as well as medical expenses, whilst passengers are in transit?

Will all vehicles used have the relevant and current Department of Transport Permit?

Do all drivers have current and valid PDP's (Professional Driving Permit)

What is the Vehicle Safety policy?

What is the Vehicle Breakdown Policy?

Do drivers go for yearly medicals?

What is the average age of the fleet?

What type of vehicles will be used?

How long has the company been in business?

Has this Service Provider previously done the type of work required?

Will any of the work sub-contracted out?

Do they foresee potential problems with the schedule specifications?

INFORMATION TO PROVIDE TO A POTENTIAL SERVICE PROVIDER

Facts that clients need to give to suppliers:

Date of operation?

Number of passengers?

Type of vehicle(s) required?

Times of operation, pick-up and drop-off?

Access to pick up & drop off points operator should confirm suitability

Any security or accreditation requirements?

Accommodation and meals for driver?

Details of organisations that Transport Operators could also be members of:

Southern African Bus Operators Association (SABOA)

Tel: +27 (0)11 787 5863

Web: www.saboa.co.za

E-mail: saboa@saboa.co.za

Southern African Tourism Services Association (SATSA)

Tel: 086 12 728 72

Web: www.satsa.co.za

E-mail: communications@satsa.co.za

Coach Operators Association of Southern Africa (COASA)

Tel: +27 (0)11 787 5863

Web: www.saboa.co.za

E-mail: saboa@saboa.co.za

Be Informed

Services Chapter: Nigel Walker: Tel. +27 12 667 2074; E-mail: nigel@doctech.co.za

National Secretariat: Kasturi Naidu: Tel: +27 31 360 1282; E-mail: sec@saaci.co.za

PROUD SAACI MEMBERS PROVIDING A RANGE OF TRANSPORT RELATED SERVICES

Eastern Cape Branch

Springbok Atlas	Mr Jason Gresak Cell: 082 550 4743	Tel: +27 41 581 2555 E-mail: jason.gresak@springbokatlas.com
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Kwa-Zulu Natal Branch

Avis Rent a Car	Ms Samantha Shallcross Cell: 082 337 1277	Tel: +27 31 408 9900 E-mail: sshallcross@avis.co.za
Bongmusa Chauffeur Service	Mr Musa Ngongo Cell: 082 855 3878	Tel: +27 31 306 0800 E-mail: musa@bongmusa.co.za
CS Logistics	Mrs Sharon Hood Cell: 072 4167 349	Tel: +27 31 702 2204 E-mail: sharon@cslcoach.co.za
Springbok Atlas	Mr Craig Drysdale Cell: 084 250 2575	Tel: +27 31 201 3530 E-mail: craig.drysdale@springbokatlas.com
Shaka Tours & Safaris	Mr Keith Bentley	Tel: +27 31 368 6588 Email: keith@shakatours.com

NTB Branch

Alpine Aviation Pty Ltd	Ms Karen Brown Cell: 082 807 4622	Tel: +27 11 805 0073 E-mail: karenb@alpineaviation.co.za
Avis Southern Africa	Ms Benita Goodwin Cell: 082 322 0212	Tel: +27 11 923 3500 E-mail: bgoodwin@avis.co.za
Honeysuckle Holidays	Mrs Natalie Sellschop	Tel: +27 11 662 1492 E-mail: info@honeysuckle.co.za
Limo Services	Mr Tony Gatony Cell: 083 6011748	Tel: +27 11 468 2897 E-mail: productsupport@icon.co.za
Rovos Rail	Mrs Joy Strydom Cell: 082 550 3412	Tel: +27 21 421 4020 E-mail: joy@rovos.co.za

Western Cape Branch

Avis Rent a Car (Cape Town)	Ms Bridget Schuter Cell: 082 887 4475	Tel: +27 21 424 1177 E-mail: bschuter@avis.co.za
GRS Southern African Tours	Ms Petra Onel-Smith	Tel: +27 21 447 8131 E-mail: gilpet@iafrica.com
iKapa Tours & Travel	Ms Lydia Day Cell: 082 254 5284	Tel: +27 21 510 8666 E-mail: desmond@ikapa.co.za
Springbok Atlas	Mr Keith Ryneveldt	Tel: +27 21 460 4700 E-mail: keith.ryneveldt@springbokatlas.com
Waterfront Boat Company	Craig Girdlestone Cell: 83 675 4043	Tel: +27+21 418 0134 E-mail: craig@waterfrontboats.co.za

You are encouraged to view the SAACI web site on up to-date information SAACI Members. Members of the SAACI Service Provider Chapter pledge to act with professionalism and integrity in all dealings with clients and colleagues within the MICE Industry and throughout, to maintain the highest possible standards in the best interest of all concerned and to uphold the SAACI Articles of Association, the Service provider Code, and the By-laws. SAACI cannot endorse or warrant the services or products of any of its members.

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