

JOIN TODAY



WESTERN CAPE
— RESORTS —
NETWORK

Join the Western Cape Resorts
Network
to grow your resort through

Referrals
Joint marketing
Training
Industry representation





Definition of a Holiday Resort

A holiday resort is more than just a camping site. It is an area with controlled access, offering:

- Caravan/campsites with water and electricity points
- Self-catering accommodation (typically 1–2 bedrooms, kitchen/lounge, braai facilities)
- Recreational amenities (swimming pool, play parks, trails, spa, etc.) Can also offer,
- Conference facilities, restaurants, or wedding chapels
- Competent staff and efficient booking systems

The emphasis is on providing a high standard of service and quality accommodation.





Categories of Western-Cape Resorts Network

1. Full Members

Holiday Resorts with facilities that adhere to all requirements of the Network

2. Affiliated Members:

2.1 Municipal Holiday Resort

- Managed by municipalities
- Facilities may be developing
- Staff often require further training

2.2 Up and Coming Entities

Resorts still developing facilities

Purpose of Categorization

- To ensure clarity in tourism standards
- To help holidaymakers trust in consistent service excellence and quality accommodation
- To encourage resorts to learn from one another within the network



BASIC REQUIREMENTS

1. The resort must be legally registered as a business, with the appropriate licences and tax number.
2. The resort must be located in the Western Cape.
3. The resort must have at least 2 basic facilities for guest accommodation (chalets, camping sites, or similar accommodation). Of which camping sites must be one.
4. The resort must have an established management structure (owner/manager responsible for operational management).
5. The resort must have sufficient public liability insurance.
6. The resort must have a professional booking system in place.
7. Must offer activities for families. (swimming pools, access to the beach, climbing frames, etc.)

QUALITY STANDARDS

1. The resort must be in good physical condition, neat buildings, well-maintained gardens. Facilities must be safe for public use.
2. Cleanliness and maintenance must comply with accepted tourism standards. Daily waste removal, functional facilities, clean ablution facilities.
3. There must be a constant maintenance programme in place.
4. The resort must provide a positive guest experience – friendly service, clear communication and proper handling of complaints.
5. There must be adequate safety and emergency measures. Fire extinguishers, emergency numbers available for guests, emergency exits. Clear T&Cs and indemnity in place.
6. The resort must be clearly marked and visible to visitors. Reception clearly visible, road signs maintained, access road to the resort.

MANAGEMENT, ENVIRONMENT AND COMMUNITY

1. The resort must apply responsible management of resources where possible (water, electricity, waste management).
2. Participation in community or tourism development initiatives in the region is strongly encouraged.
3. The resort must maintain ethical and honest business practices in all interactions with guests, staff and other members.

RECOMMENDED ADDITIONAL PROCEDURE

1. A membership application form is submitted with basic information, photos and a short description of facilities.
2. A verification or assessment visit will be conducted by a WCRN representative before membership is confirmed.
3. Members must be actively involved in the network's activities – meetings, promotions and joint projects.
4. The resort signs a code of conduct to protect the standard and reputation of the network.



Why become a member of the Western Cape Resorts Network

Not only is it a dynamic network of resorts working together to promote tourism in our beautiful province, but it also strives to improve service quality so that we can stand stronger together in the market.

For a once-off joining fee of **R2 500** and an annual fee of **R1 200**, members gain access to valuable benefits that promote growth and visibility. A **10% commission** on all bookings made through www.westerncaperesort.co.za is allocated to the Western Cape Resorts Network.

- Networking and Referrals – Form partnerships with other resorts and share guest referrals.
- Joint Marketing and Exposure – Feature in provincial campaigns, digital promotions and tourism marketing.
- Training and Knowledge Sharing – Access to workshops, training opportunities and industry insights.
- Representation of Interests – Become part of a collective voice in the tourism sector.
- Cross-pollination and the exchange of knowledge, contacts, etc.

Please note that resorts that join must meet certain criteria to ensure that the network maintains a high standard of quality and professionalism.

We believe in cooperation and quality because every member's success contributes to the success of the region as a whole.

Join today and be part of a network that not only grows, but also sets standards!

1. RESORT DETAILS

Name of Resort:

Physical Address:

Postal Address:

Telephone:

Mobile:

Email:

Website / Social Media Links:

2. CONTACT PERSON / MANAGER

Name and Surname:

Position:

Email:

Mobile:

3. BUSINESS INFORMATION

Registration Number / VAT Number (if applicable):

Type of Resort: () Holiday Resort () Camping Site () Lodge () Other:

Number of units / stands:

Number of guests that can be accommodated:

4. FACILITIES AND AMENITIES (tick applicable)

- ☐ Swimming pool
- ☐ Restaurant / Kiosk
- ☐ Children's play area
- ☐ Braai facilities
- ☐ Conference facilities
- ☐ Wi-Fi
- ☐ Shaded stands
- ☐ Washing and shower facilities
- ☐ Other (specify):



5. ATTACHMENTS (compulsory)

- ☐ Photos of the resort and facilities (minimum 3)
- ☐ Short description of the resort (max. 150 words)
- ☐ Proof of registration / business licence
- ☐ Copy of owner or manager's ID

6. DECLARATION OF MEMBERSHIP CRITERIA

I, the undersigned, hereby confirm that my resort:

- Is located in the Western Cape;
- Complies with the basic requirements and standards as set out by the WCRN
- Will participate in the network's activities and cooperative projects;
- Will maintain honest, professional and ethical business practices.

Name: _____

Signature: _____

Date: ____ / ____ / ____

7. MEMBERSHIP FEES

Joining fee: R2500 (once-off)

Annual membership: R1 200

Payment to:

Western Cape Resorts Network (WCRN)

Bank: _____

Account number: _____

Reference: [Resort name] – Membership

8. FOR INTERNAL USE ONLY

Application received on: ____ / ____ / ____

Assessment visit conducted on: ____ / ____ / ____

Decision: () Approved () Not approved () Deferred

Comments: _____

Signed by WCRN representative:

Name: _____

Signature: _____

Date: ____ / ____ / ____