

TANZANIA ASSOCIATION OF TOUR OPERATORS (TATO)

**MINUTES OF THE JOINT MEETING BETWEEN TATO DELEGATION AND NCAA
MANAGEMENT; HELD ON 30TH OCTOBER 2013 AT NCAA HEADQUARTERS**

LIST OF PARTICIPANTS

DELEGATION FROM TATO

- 1 Mr. Wilbard Chambulo - Chairman
2. Mr. Peter Lindstrom
3. Mr. Kelvin Remen - Secretary (TATO)
4. Ms. Julieth Kichabu
5. Mr. Joseph Kisaka
6. Mr. Idd Msami
7. Mr. Mathew Lyatuu
8. Mr. Amos Zabron

DELEGATION FROM NCAA

1. Eng. J. M. Mallya
2. Mr. E. M. Mweyunge - Secretary (NCAA)
3. Ms. V. J. Ufunguo
4. Mr. S. Lekando
5. Mr. I. H. Naman
6. Mr. J. S. Laizer
7. Mr. N. Nyange
8. Mr. Paschal Irafay
9. Mr. Peter Makutian
10. Dr. Kuya Sayalel
11. Ms. L. Zakaria
12. Mr. H. Mushi
13. Mr. Alais Saitoti
14. Mr. A. Melita
15. Mr. R. Kasuli
16. Bw. C. Marmo
17. Bw. S. Felician

AGENDA

- 1.0 Opening of the meeting
 - Self introduction
 - Appointment of chairperson and Secretary
- 2.0 Camps and Camping Issues
- 3.0 Progress of ongoing construction of crater Roads
- 4.0 NCAA Card Payment System
- 5.0 Proposed increase in Park fees
- 6.0 Any other Business
- 7.0 Closing of the meeting

MINUTE 1.0 OPENING OF THE MEETING

All the participants of the meeting introduced themselves by mentioning their names and the institutions/companies they are come from.

Mr. Wilbard Chambulo was elected to be the Chairman of the meeting and two secretaries were selected one from TATO and another from NCAA for the purpose of taking notes. Mr. Kelvin from TATO and Mr. Mweyunge from NCAA were selected to take notes of the meeting proceedings.

1.1 OPENING REMARKS

The Chairman called for each participant to feel free in contributing to the issues to be discussed and he further explained that the purpose of this meeting was not to accuse anyone but rather to put our heads together to think as one team in order to arrive at decisions which will contribute to sustainable development of the tourism industry and our country in general.

The Chairman called the meeting to order at 10:55 Hours.

MINUTE 2.0 CAMPS AND CAMPING RELATED ISSUES

2.1 CLASSIFICATION OF THE CAMPS INSIDE NCA

PRESENTED: NCAA presented the proposed classification of the camps inside their area of jurisdiction. It was presented that there will be two categories of **special camps** namely Special Shared Camps and Semi-Permanent Special Camps (Block Booked Special Camps). The **Special Shared Camps** will be those special camps which will

be opened for booking to any user/ Company at any time and will be issued depending on their availability. The **Semi-permanent camps** are those special camps which may be block booked by a company for a period not exceeding four (4) months but with specific conditions.

It was further presented that, the semi permanent camps will apply mainly to those located at Ndotu area. However, it was noted that some of the Crater Rim special camps may fall in this category.

AGREED: The participants agreed on the proposed classification by the NCAA.

2.2 BOOKING AND PAYMENT PROCEDURES FOR SPECIAL SHARED CAMPSITES

PRESENTED: It was noted that the Special Shared Camps will be offered on the basis of "first come first served" criteria.

For such type of campsite, NCAA proposed that, there will be provision of one day for setting tents and one day for dismantling them after use. Fifty percent (50%) of the bed night(s) has to be paid in advance when making the booking and this amount will not be refunded if notification in writing to cancel the booking was not given one (1) month prior to the camping date.

AGREED: After a long discussion the meeting agreed on the following aspects.

- a) That, there will be provision of two to three (2-3) days for setting up the tents depending on the number of tourists.
 - For a group of 1 to 10 tourists, two (2) days for setting and two (2) days for dismantling the tents will be provided.
 - For a group of more than 10 tourists, three (3) days for setting the tents and two (2) days for dismantling the tents will be provided.
- b) That, 50% of bed nights will be deposited upon confirmation of the booking and the remaining 50% be paid thirty (30) days before the arrival of the guests at the camp. In the event of cancellation by the applicant, the deposited amount will be refunded **if and only if** the cancellation has been made in writing thirty (30) days before the camping date.
- c) That, in the case where there are two bookings made at the same time, and there is shortage on the availability of the camps, then higher consideration will be given to the company with more number of tourists.

- d) It was further agreed that criteria for issuing Special Shared Camp will base on the "first come first served" concept.

2.3 BOOKING AND PAYMENT PROCEDURES FOR SEMI-PERMANENT SPECIAL CAMPS (BLOCK BOOKED SPECIAL CAMPS)

PROPOSED: It was presented that Semi-permanent Special Camps will be issued based on the number of guests/ tourists confirmed by applicant. A company demonstrating to accommodate in a camp, a bigger number of bed nights will be given priority. It was further noted that for such types of camp sites NCAA had proposed that a deposit of 50% of bed night camp site capacity (**normally 20 beds**) will be paid by applicant upon confirmation of the booking by NCAA (This is equivalent to USD 50x10 guests = US \$ 500 per day since the capacity of most camps is 20 beds). This amount will be deducted on daily basis where top ups will be done in case the number of guests exceed ten and the amount will be forfeited if no guest or less guests sleep at the camp.

AGREED: After very long discussion on the matter and scrutiny of different considerations, the meeting basically agreed with the proposal of US \$ 500 deposit per day **BUT** request was made and accepted that for the season starting from December 2013, the deposit is reduced to US\$ 300 per day (total of US \$ 9,000 per month). Top ups will be done based on the number of guests/ tourists to be accommodated per day, ie. When the number of guests exceeds 6 per day an additional amount will apply.

It was further agreed that the deposit of USD 9,000 a month will be forfeited at end of each month in the event there was insufficient number of guests with result that deposit amount could not be spent wholly at the end of that particular month.

The amount USD 9,000 a month will be paid at least one month in advance (at the first day of the previous month). It was also agreed that, setting up of tents will be done within fifteen (15) days starting every 16th November of every year.

It was also agreed that, a similar meeting will be held after end of the coming season (in April 2014, which may be considered as a trial period for these changes) to evaluate, discuss, share experience and giving feedback on the practicability of the established mechanism before the starting of the next season.

TATO observed that the new deposit formula would decrease the demand for camp sites and force smaller companies to use the special shared camp sites.

REQUESTED: The stakeholders requested that those who currently own the camps be given priority when allocating the camps sites.

2.4 CAMPS AT THE CRATER RIM

PRESENTED AND AGREED:

Special campsite located at the Crater Rim will be treated with similar conditions like those which will apply under section 2.3 above but with the blocking time extendable to twelve (12) months

REQUESTED: It was requested that, NCAA should consider the Campers of these camps for some operational incentives since they are bringing guests to Ngorongoro throughout the year.

AGREED: NCAA acknowledged that they have received the request and it will be taken to the NCAA Workers Council for decisions.

2.5 CLOSURE OF SOME SPECIAL CAMP SITES.

NOTED: It was noted that NCAA intends to close some of sites for special camps in Nduku and around the Crater Rim in order to abide to the number stipulated in the NCA GMP.

AGREED: For the reason that many companies had made confirmation to their overseas clients, it was requested and agreed that the exercise of closing some of the sites be deferred until the next season, after the season which ends next April 2014.

MINUTE 3.0 PROGRESS OF ONGOING CONSTRUCTION OF CRATER ROAD

REPORTED: NCAA reported that the construction of the crater ascent road is still on progress and in order to fasten the work two subcontractors had been engaged in the said assignment. While the main contractor had executed about 2.4 km, the sub-contractors had completed 1.8 km amounting to 4.2 km in total, remaining with a balance of about 2 km.

A SITE VISIT: The participants visited the site and found that the construction was ongoing as reported. The participants didn't show any doubt concerning the quality of the work but rather the speed of construction as it seemed to be a bit slow without satisfactory technical reasons, even though the sub-contractors claimed that

there was a shortage of sand in the Karatu area and also lack of cement at times and in addition power cuts so they could not produce the paving blocks quickly.

TATO took the position that these excuses were not valid.

As the portion of approximately two (2) kilometers had not yet been paved, the participants estimated that the road may be completed in not less than four (4) months time.

STATUS OF OTHER ROADS INSIDE NCAA

REPORTED: NCAA reported that in order to acquire sustainable good roads inside their area of jurisdiction through the Ministry of Natural Resources and Tourism they wrote a letter and presented to UNESCO explaining the challenges faced by the Organization in maintaining the gravel roads inside NCA and requested for technical and financial support towards hardening some of the roads within NCA. It was further noted that NCAA is planning to start with two roads including the main road from Lodoare gate to Golini and the access road to Olduvai Gorge.

In so doing NCAA have been required by UNESCO to engage a consultant who will carry out the following assignment;

- Feasibility study;
- Environmental and Social Impact Assessment; and
- Engineering Design of roads totaling to 88km

Further noted that the consultant has been selected and soon the contract will be signed, and study will start to be conducted. Tour operators were requested to participate fully by giving out their positive views when visited by the consultant during the process of collecting stakeholders' inputs on the matter.

MINUTE 4.0 NCAA CARD PAYMENT SYSTEM

REPORTED: The stakeholders reported that NCAA payment system is not user friendly as the user can't access the balance, no statement generated, no backup system, no online top up and it is time consuming and prone to fraud. In addition the stakeholders took the position that the NCAA system was not bankable (unlike the TANAPA one) because NCAA takes money in advance into their account before any service is rendered whereas TANAPA only deduct money from the users account at the time of entry to the park.

RESPONSE: NCAA responded that they are working on their system in order to make it user friendlier and they are planning to engage their software developer to address those handicaps mentioned and some other issues to further improve the system. They further mentioned that they have been in negotiation with several banks on the matter but they have found that the fees charged by the banks are high. They asked the tour operators whether they will be willing to pay the bank charges in case NCAA will decide to use the system supported by a bank.

REACTION: Tour operators acknowledged that NCAA was not in the banking business but a conservation organization and that banks charge a fee based on a service. Tour Operators nonetheless can consider the fee option depending on the magnitude of the charges that may be applicable, that if the fee will not be too high, they can consider the option of paying it as they will be assured of the safety of their money plus the fact that they will be able to access their money anytime they wish to do so.

AGREED: To deal with the challenges related to payments applicable in campsites through smart card system, the meeting deliberated that NCAA's departments of Information Technology, Tourism and Account should work together to resolve this matter accordingly.

It was also agreed that all Camping fees be paid in Arusha information office and the GRR be issued as it used to be in the past.

MINUTE 5.0 PROPOSED INCREASE IN PARK FEES

AGREED: Due to time constraints and the gravity of the matter, the participants agreed that it was not relevant to discuss the matter in that meeting rather it was agreed that, NCAA should send a draft document to TATO explaining the reasons for NCAA's intention to increase the park fees, the proposed rates and time intended to start application so that it can be circulated to all members for them to go through the document before a meeting is convened to discuss.

MINUTE 6.0 ANY OTHER BUSINESS

6.1 ACCESS ROADS TO CAMPSITES

REPORTED: It was reported that access roads to some of campsites are in a very bad conditions which make it very difficult to reach these areas.

RESPONSE: NCAA promised to work on all the roads to campsite to make them good.

6.2 NCAA AND TOUR DRIVER GUIDES RELATIONSHIP

REPORTED: NCAA reported that they are not pleased with the lack of patriotic behavior shown by some of driver guides when coming to some issues (like the case of boycott made by driver guides in the past after the accident which was unfairly associated with bad road condition while the truth was well known to the driver concerned and others that the vehicle had a tire burst)

NCAA requested the Tour Operators educate their drivers on desirable behaviors, calmness and patience on some issues.

RESPONSE: NCAA was advised to establish communication with the Tour Guides Association and if possible to invite them and share information with them on different initiatives and plan being undertaken by NCAA. It was also proposed in such meeting NCAA should also hear from the Driver guides on their concerns and opinions.

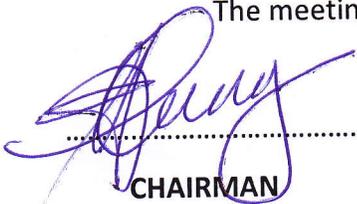
MINUTE 7.0 CLOSING OF THE MEETING

Before the Chairman closed the meeting, Mr. Mallya (on behalf of NCAA) thanked the participants from the private sector for their contribution and willingness to stay until late hours just for the sake of positive development in tourism industry.

In his closing remarks, the Chairman thanked all the participants' for being so open and active throughout the meeting. He called for a continued cooperation between private and public sector for the best interest of the industry and country in general.

He further insisted that, the two sectors should not work as enemies but rather as partners since we all need each other in order to make good things happen.

The meeting was adjourned at 21:23 hours.


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CHAIRMAN


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SECRETARY (TATO)


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SECRETARY (NCAA)

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TANZANIA ASSOCIATION OF TOUR OPERATORS

MINUTES OF THE TATO/NCAA CONSULTATIVE MEETING HELD ON 19TH MAY, 2014

AT MOUNT MERU HOTEL

IN ATTENDANCE

TATO DELEGATION

1.	Mr. Wilbard Chambulo	-	Tanganyika Wildness Camp
2.	Mr. Zuher Fazal	-	Leopard Tours Ltd
3.	Mr. Wilfred U. Nisile	-	Alex Walker Safaris Ltd
4.	Mr. Aggrey Michael	-	CORTO Safaris Ltd
5.	Ms Hellen Mchaki	-	CORTO Safaris Ltd
6.	Mr. Joseph Mwema	-	Tomodachi Tours & Safaris Ltd
7.	Mr. S. Rwezaura	-	Safari Multiways Ltd
8.	Mr. Ally Kea Ally	-	Wildlands Safaris Ltd
9.	Mr. Abdul Sumra	-	Flycatcher Safaris Ltd
10.	Mr. Peter Pilliaris	-	Ang'ata Camps
11.	Mr. Francesco Pierre-Nina	-	Tanzania Outfitters & Safaris Ltd
12.	Mr. Richard Beatty	-	African Environments Ltd
13.	Mr. Wesley Krause	-	African Environments Ltd
14.	Mr. John Corse	-	Nomad Tanzania Ltd
15.	Ms Beatha Marunda	-	Abercrombie & Kent
16.	Mr. Moses Tumaini	-	Sanctuary Retreats
17.	Mr. Aafeez P. Jivraji	-	Tanzania Private Select Safaris Ltd.
18.	Mr. Max Christopher	-	Wild frontiers (T) Ltd
19.	Mr. John Bearcroft	-	Thomson Safaris Ltd
20.	Mr. Rick Thomson	-	Thomson Safaris (T) Ltd
21.	Mr. Fabian Sebastian	-	H & A Unique Safaris Ltd
22.	Mr. Joseph L. Kisaka	-	H & A Unique Safaris Ltd
23.	Mr. Tito K. Plallangyo	-	African Drema Ltd
24.	Mr. Godwin Christopher	-	Zara Tours
25.	Mr. Phillip Mbotto	-	Kenzan Wildlife Safaris Ltd
26.	Mr. Kassim H. Mkallah	-	Flycatcher Safaris Ltd
27.	Mr. Niall Anderson	-	& Beyond
28.	Mr. Scott Tineja	-	& Beyond
29.	Mr. Frank Hinrichs	-	Ang'ata Camps
30.	Ms Julie Williams	-	Asilia
31.	Mr. Tom Yule	-	Grumeti Expeditions
32.	Mr. George Meingarray	-	MKSC/TAWISA
33.	Mr. Baraka Nahum	-	Serengeti Savannah
34.	Ms Hellen Blenet	-	CORTO Ltd
35.	Mr. Mathew J. Lyatuu	-	Thomson Safaris Ltd
36.	Mr. Sirili Akko	-	TATO Staff
37.	Mr. Kelvin Remen	-	TATO Staff
38.	Mrs E. Urrio	-	TATO Staff

NCAA DELEGATION

1. Dr. Freddy Manongi - On the Chair
2. Mr. Egidius Mweyunge
3. Mr. Leonard Mizizi
4. Ms. Lohi Zakaria
5. Mr. Alex Malova
6. Eng. Isra Missana
7. Eng. Joseph M.M. Mallya
8. Mr. Justice Muumba
9. Mr. Mattay Patrice
10. Mr. Salumu Mayombo
11. Mr. Amiyo T. Amiyo

MIN. 1.0. OPENING OF THE MEETING

The meeting was called to order at 10.25 by TATO Chairman after being welcomed by TATO Executive Secretary. He welcomed the participants to the meeting by expressing his gratitude and appreciation to participants for having taken their precious time to attend the meeting. He reminded the participants that the meeting is a continuation of the consultative meetings held between TATO and NCAA to discuss and solve stakeholder burning issues.

Dr. Frank Manongi, the NCA Conservator took the Chair and asked participants to introduce themselves. While Mr. Sirili Akko was secretary of the meeting.

MIN. 2.0. ADOPTION OF THE AGENDA

The meeting observed the proposed agenda and adopted it.

MIN. 3.0. CONFIRMATION OF THE MINUTES OF PREVIOUS MEETING AND MATTERS ARISING FROM THE MEETING.

AGREED: It was agreed that following the timing and materiality of the matters which are due for discussion, the minutes for the previous meeting will be circulated to each individual.

MIN. 4.0. ISSUES RAISED BY TATO MEMBERS

MIN. 4.1. CARD PAYMENT SYSTEM

REPORTED: That:

- The system is slow and not flexible enough to suit and meet the growing demands of the market and technological changes.
- Written receipt takes a long time when tourists/clients arrive at gates.
- Exiting cards is slow and often cause delay which results on charges for overstay.
- Record of payments is difficult to access. (system is not giving out customer statement)

INFORMED: That NCAA had installed terminals for VISA and Master Cards with the expectation that any related commissions shall be borne by Tour Operators.

INFORMED: NCAA has already communicated with CRDB Bank and the discussion of activating the visa
FURTHER and master cards points is at final stage, however, the fact that the NCAA is missing
Governing Board for a while has been one of factors behind indecisiveness of the
Management.

This is because strategic decisions have to be done by the Board. NCAA pointed out that the
said points are already installed, awaited is the approval from the Ministry (Permanent
Secretary) and NCAA promised to advise the Ministry at the earliest.

OBSERVED: NCAA System is different from that of TANAPA that 'top-up' can be done in the bush while
NCA system is not supportive of the same. This is because NCAA system is not integrated
with the Bank system something which if done operators feel is of high importance and
convenience.

AGREED: That overstay charges may be refunded if the delay/overstay was inevitably caused by the
authorities or any other genuine reasons which have to be reported in advance.

NOTED: That NCAA has opened office at Karatu where Card top-up can be done and insisted that
Tour Operators top-up the cards at Arusha or Karatu offices to avoid queue at gates.

AGREED: That NCAA had arranged that tourists who have no cards will queue on separate line(s)
separate from those with cards. NCAA assured the stakeholders that it is doing all within its
reach to make sure that card system is user friendly.

AGREED: That NCAA will take the initiative of making sure that all Tour Operators going into the
FURTHER Crater will possess valid TALA and sign board will be placed at the gate to inform tour
operators of the same.

MIN. 4.2. ASCENDING CRATER ROAD

INFORMED: That construction of the road has been completed. The road shall be opened for use within a
month after handover formalities.

INFORMED: That descending crater road will be built to match the pace of increasing number of cars and
FURTHER: will be done in the near future depending on the budget received.

AGREED: That NCAA is looking into a possibility of using the same (new road) for both ascending and
descending by alternating time. The trial will be done for at least a week to see if it works
before applying on full swing.

MIN. 4.3. US \$ 9,000 CAMPSITE DEPOSITS

REPORTED: That current amount is too high, unjustifiable and unbearable especially by small operators.

AGREED: After long deliberations of not less than three hours it was mutually agreed that Campsite deposit
fee be reduced to US\$ 4,500 effective May 2014.

MIN.4.4. LATE CONFIRMATION OF COMPSITES

REPORTED: That NCAA take long time before confirming of campsites for arrival of clients. This makes planning very difficult and this is one of the reasons behind pushing some operators away from NCA.

PROMISED: NCAA promised that for the coming seasons this will no longer be an issue as the efforts have been done to sort out this matter once and for all.

MIN. 4.5. MONTHLY DEPOSITS FOR CAMPSITES

INFORMED: That monthly deposits system makes it very difficult for those that leave the campsite at mid month.

AGREED: That at the end of the season an amount applicable for half month will apply, if it happens that a camper leaves in mid-month. This is subject to advance written notification.

MIN.4.6. VOUCHERS PROCESSED AT NCAA HQ

INFORMED: That Tour Operators are forced to send someone from Arusha to NCAA HQ to process vouchers while more than 90% of Tour Operators are based in Arusha. This is very inconvenient and consumes time and money and hence not efficient at all.

REQUESTED : That vouchers and GRR payments be done in Arusha.

AGREED: That NCAA will consider the issue and will inform TATO.

MIN. 4.7. MOBILE TENTED CAMPS

INFORMED: That Ndotu area is overcrowded and there is no more room for Mobile Tented Camps.

ADVISED: That NCAA look for another areas not to concentrate in one area.

INFORMED: That NCAA will engage consultant who will make a study of the whole area and advice on opening up of areas of strategic tourism investment. The tender will be floated globally so any person who is confident is welcome to apply.

INFORMED: NCAA informed that more areas has been annexed to NCA for stewardship, which includes Engaruka area, further communications will be provided on this regard for investment opportunities for those who will be interested.

MIN. 4.8. SENDING CHARTS WITH BOOKINGS

INQUIRED: Tour Operators inquired from NCAA why they have to send a chart with booking reflections as this is not realistic and expensive while the NCAA can work on historical data it holds.

INFORMED: NCAA informed that chart is one of the criteria which helps to determine number of tourists to be accommodated in a camp and priority has been given to a companies which brings bigger number of tourists.

AGREED: That a survey will be carried to determine booking modalities for types of Campsites i.e. Semi permanent, Public, Special and Mobile. Then joint decision will be made for mutual benefits.

MIN. 4.9. PRECEDING DEPOSITS REFUND

INFORMED: That it has been very difficult to be refunded by NCAA on previous deposits that was not used due to change of booking process, no matter how many letters are sent to NCAA as a reminder no action is being taken.

AGREED: That NCAA will develop a refund policy to solve this matter once and for all.

MIN. 4.10. CRITERIA FOR CAMPSITE ALLOCATION

AGREED: Apart from other transparent and standard criteria, campsite allocations will base on the statistical bed night reports. (Historical data).

MIN. 4.11. CAMPSITES ON THE RIM OF THE CRATER

AGREED: That for conservation and environmental reasons the same rate of US\$ 300 per day will still apply if the camp is block booked.

MIN. 4.12. EXEMPTION OF ENTRY FEE FOR SUPPLY VEHICLE AND CREWS

INCITED: That payment of TShs. 5,500 per person per night and 10,000 per car per day is considered extremely expensive.

INSISTED : NCAA insisted that there will be no review, status quo to remain until further notice.

MIN. 4.13. TIME DELAY IN GETTING THROUGH LODOARE GATE

RECOMMENDED: NCAA highly recommend the following:

- Delay to exit Lodoare gate be reported to NCAA earlier in writing if there are any genuine reasons by filling a special form on the day of the event.
- That Cards Top-up be made at Arusha and Karatu Offices

REPORTED: That Monkeys and Baboons are increasing and are problems to visitors.

AGREED: That information will be circulated to all tour operators asking to inform visitors not to feed any type of an animal and Tour Guards are directed not to entertain them in anyway howsoever.

MIN. 4.14. **CAMPFIRE DANCES AND NGOMA IN NDUTU CAMP**

INFORMED: That some permanent seasonal camps in Ndotu are doing campfire dances and ngoma which is loud and a disturbance to other camps.

NOTED: That campfires and dances in campsites are only acceptable in lodges in small size manageable groups. Wisdom to prevail on management of the dances.

MIN. 4.15. **CLEANNES OF CAMPSITES**

AGREED: That it is the sole responsibility of every user (Tour Operator) to make sure that campsite is clean after the use before leaving the area.

MIN.4.16. **MULTIPLE ENTRY PERMITS FOR CAMPSITE**

INFORMED: That only single entry is acceptable.

MIN.4.17. **CAMPSITE TENTS SPACING**

REPORTED: That campsite tents for client and staffs are too close and tents are sound proof hence inconvenience to some clients.

AGREED: NCAA agreed with the suggestion that Tour Operators will be involved in locating new sites for camping taking into considerations all the parameters.

MIN.4.18. **ENVIRONMENTAL ASPECTS OF THE NDUTU AREA DURING HIGH SEASON**

INFORMED: That the number of visitors moving around is very high in relation with handling capacity of the area and the ongoing development in the area is ruining the environment and allocating of campsites is limitless.

AGREED: NCAA agreed that will work on the issue and inform the stakeholders accordingly.

MIN. 4.19. **ROADS CONDITION IN THE NCA**

COMPLAINED : That roads in NCA are in bad condition.

INFORMED: NCA Management informed that they have been doing their best to meet the road situation challenges posed by increasing number of vehicles and rainy weather. Meanwhile they are looking on relief as the tarmac road which links Lake Zone and Arusha through Singida will slowly ease traffic on NCA roads.

REPORTED: That TANAPA and NCA are working together to maintain Lodoare – Golini road on a joint effort.

PROPOSED: That NCAA put a weigh bridge at Lodoare road to regulate overloads of the Lorries.

MIN.4.20. STAFF PUBLIC RELATIONS AND CUSTOMER CARE AT THE GATES

AGREED: That all staff dealing with clients from all gates and front office staffs will attend customer care training to enhance good customer relation.

MIN. 4.21. THE PROBLEM OF MONOPOLIZING CAMPSITES.

SUGGESTED: That in order to reduce monopoly on camps, public campsites be opened at Ndotu area and other relevant places.

RESOLVED: That Public campsite will not be opened at Ndotu area.

MIN. 5.0. PROPOSED INCREASE OF PARK FEES

TABLED: NCAA tabled at the meeting the proposed fee increase effective 1st January, 2015.

AGREED: After long deliberations and struggle made to lower significantly some of the proposed fees, it was mutually agreed that NCAA will change the agreed items (in the proposal) and return the schedule to TATO office for further transmission to Members.

AGREED : That in order for Tour Operators to inform their clients in advance on proposed changes it was agreed that the effective date be 1st April instead of 1st January, 2015 as proposed earlier.
FURTHER: This has been reached as amicable consensus in 'take and give' approach which several time took both parties to consult individually at a certain point of discussion before getting back in negotiating room.

REQUESTED: That NCAA form a policy of increasing fees which will be communicative in such a way that NCAA can predict the amount of increase in at least two years time to give stakeholders enough time to plan.

MIN. 6.0. ANY OTHER BUSINESS

MIN. 6.1. ROAD FROM OLDUPAI TO NASERA ROCKS

INFORMED: One of the participants informed the meeting that the road which is being constructed between Oldupai and Nasera rocks is destroying the area as the road is passing close to the rock. He further informed that there is unauthorized fee collection up to Tsh 50,000 per vehicle done by villagers riding motorcycles for the purpose of watching wild dogs.

REPORTED: That opposite Nasera Rock the Road contractor has collected maouram from the hill which is destructive and seems to damage the area beyond repair.

ADVISED: That as Nasera Rock is one of the few places under NCAA jurisdiction that has not been spoilt and in this regard NCAA is advised to redirect the road as this road will divert traffic directly to the rock and will destroy the natural beauty and affect overall outstanding value of the whole area.

MIN. 6.2. FREE ENTRY FEE FOR STUDENTS TO NCA

REQUESTED: In order to educate young generation on conservation, TATO Chairman requested that students especially those surrounding NCA particularly Karatu area be allowed to enter National Parks free of charge which will help them to get knowledge in conservation.

AGREED: NCAA agreed in condition that it will be done through TATO.

MIN. 6.3: NCAA ANNUAL DIRECTORS PASS

INFORMED: That Directors pass will be complimentary.

MIN. 7.0. CLOSING OF THE MEETING.

In winding up the meeting, Mr. Wilbard Chambulo, TATO Chairman, thanked the NCAA Management for coming all the way and he highlighted the importance and significance of holding meetings of this nature.

The meeting ended at 6.00 at the evening.

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FOR AND ON BEHALF OF TANZANIA
ASSOCIATION OF TOUR OPERATORS

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DATE

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FOR AND ON BEHALF OF NGORONGORO
CONSERVATION AREA AUTHORITY

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DATE

TANZANIA ASSOCIATION OF TOUR OPERATORS

**MINUTES OF THE EXTRA ORDINARY JOINT MEETING BETWEEN TATO/NCAA
MANAGEMENTS HELD ON 24TH JULY, 2014 AT IMPALA HOTEL**

IN ATTENDANCE

TATO DELEGATION

1. Mr. Peter Lindstrom - On the Chair
2. Mr. Wilbard Chambulo
3. Mr. Zuher Fazal
4. Mrs Vesna Tibaijuka
5. Mr. Joseph Mwema
6. Mr. Henry Kimambo
7. Mr. Alex Lemunge
8. Mr. Sirili Akko
9. Mr. J. Mmbaga
10. Mrs E. Urrio

NCAA DELEGATION

1. Dr. Freddy Manongi
2. Eng. Joseph M.M. Malya - Secretary
3. Mr. E.E. Mbwambo
4. Mr. S.W. Semfukwe
5. Mr. Laban Moruo
6. Ms. Lohi Zakaria

MIN. 1.0. OPENING STATEMENTS

The meeting started at 2.35 p.m. and Eng. Joseph Malya briefed that the meeting is called to discuss stakeholders burning issues specifically the system and two letters which were sent to TATO. Mr. Peter Lindstrom was requested to chair the meeting. He took over the chair and welcomed all present to the meeting. He reminded the participants that the main objective of the meeting was to discuss issues which inhibit tourism facilitation in the Ngorongoro Conservation Area in relation to the tour operators' daily dealings with NCAA.

MIN. 2.0 ADOPTION OF THE AGENDA

The meeting observed the proposed agenda and adopted it

MIN. 3.0 **CLARIFICATION OF NCAA LETTERS**

MIN. 3.1. **PAYMENT OF PARK FEES BY SMART CARD**

INFORMED: That NCAA wrote letter ref. No. NCAA/D/198/Vol.V/25 informing Tour Operators that each motor vehicle has to have its own smart card. NCAA explained that the letter is line with the NCAA manual system in which every motor vehicle was supposed to have a permit in order to enter into Ngorongoro Conservation Area.

INFORMED: To use one smart card for several vehicles complicates the exercise of verifying
FURTHER: whether all park fees dues from tourists have been paid accordingly. The smart card for each vehicle will clearly show how much has been paid and for the specific number of tourist in particular vehicle.

DISCUSSION: **TATO presented the following issues for discussion.**

**&
SUGGESITIONS**

- Delay at the gates – Due to this delays, there had been a lot of complaint from tourists even others demanding refunds
- To have more than one card is wastage of time, stationery and it complicate the whole exercise
- Possibility of using one card for significant number of vehicles
- Internal control systems have to be in place from NCAA as they are responsible but should not be at the expense of tour operators' resources.
- NCAA must make sure that the original gate is controlled that no one can pass without pay. There is every indication that at some points the Ngorongoro Staff are loose what makes Tour Guide/Drives take the advantage to steal.
- Smart Card System is not user friendly to business - NCAA find the way of solving this problem to make it efficient and realistic.
- For convoy – at list each car have a receipt not every car to have a smart card.
- Just to have only one gate to monitor cars entering the Crater.
- On-line access of information regarding Smart Card receipts and movements is impossible.
- It was proposed that Clients pay to NCAA directly rather than calling Tour Operators thieves.
- Find another option not to steak on one system in such a way that card should not be a control mechanism.
- NCAA should have a CID of checking if they suspect any fraud.
- Revise the system and take the good practices from TANAPA's system.
- Training on customer care on the part of NCAA employees.
- TATO officials to constantly visit the sites to monitor how the system works.
- NCAA to find way to minimize frauds at the gates
- Look on weakness - check in all documents and this needs professional at check points.

MIN. 3.2

EXPIRY OF TIME FOR THE BANK DEPOSIT SLIPS

INFORMED: That NCAA wrote letter ref. No. NCAA/D/198/Vol.V/25 informing Tour Operators that bank deposit slips lapse after seven working days since the money are deposited to NCAA Bank Account.

ADVISED: That Tour Operators were advised to immediately visit Ngorongoro Conservation Area Authority's office in Arusha or any other NCAA office convenient to them to top up their cards. This will apply even if they expect to have no tourists in the near future due to cancellation as expected before. The bank deposit slips which will remain un-topped up after the grace period will not be honoured with effect from 1st August, 2014.

AGREED: After long deliberations it was agreed to postpone the meeting until 25th July, 2014 to give NCAA officials time to prepare themselves and also to look for TANAPA officials who will give them guidance on TANAPA Payment System.

VOTE OF THANKS

Mr. Wilbard Chambulo, TATO Chairman gave a vote of thanks by urging NCAA to realize the importance of information, so they should provide information in writing in advance when need arise. He also informed NCAA representatives that TATO is of the opinion that constant consultation between itself and the Board will enhance and promote the cherished the good cooperation between the two entities for mutual benefit.

CLOSURE OF THE MEETING

After thanking the participants for their valuable contribution, the Chairman closed the meeting at 5.12 p.m.

.....
FOR AND ON BEHALF OF TANZANIA
ASSOCIATION OF TOUR OPERATORS

.....
DATE

.....
FOR AND ON BEHALF OF NGORONGORO
CONSERVATION AREA AUTHORITY

.....
DATE

TANZANIA ASSOCIATION OF TOUR OPERATORS (TATO)

MINUTES OF THE TATO/NCAA MEETING HELD ON 25TH JULY, 2014

AT THE IMPALA HOTEL, ARUSHA

LIST OF PARTICIPANTS

1. Mr. Zuher Fazal	-	TATO Vice Chairman
2. Eng. Joseph Mallya	-	NCAA
3. Mr. Joseph Mshana	-	NCAA
4. Mr. Laban Moruo	-	NCAA
5. Mr. Medard Chikoti	-	NCAA
6. Mr. Justin Chausi	-	NCAA
7. Mrs. Lohi Zacharia	-	NCAA
8. Mr. Elinipendo Mbwambo	-	NCAA
9. Mrs Vesna Glamocanin Tibaijuka	-	TATO
10. Mr. Joseph Mwema	-	TATO
11. Mr. Sirili Akko	-	TATO E/Secretary

MIN. 1.0. OPENING REMARKS

Eng. Joseph Mallya, NCAA Officially welcomed everyone and explained that the main issue of this meeting is to conclude the observed challenges of smart card payment system, specifically the convoy issue; as a continuation to the 24th July 014 meeting.

Mr. Fazal recapped that specifically if the convoy payments is simplified the major part of the challenge is addressed. He reiterated that TATO is willing to offer necessary assistance for the NCAA in regard to any fraud in relation to TATO members.

Mr. Fazal further requested to have system enabled to accept Banking system and particularly of mastercard and other relevant local Bank cards.

MIN. 1.1 ADOPTION OF THE AGENDA

AGREED: The following agenda were adopted:

AGENDA

1. Opening remarks
2. Update on NCAA Payment systems
3. Dates of Next Consultative meeting
4. Closing remarks.

MIN. 2.0 **UPDATE ON NCAA SYSTEM**

EXPLAINED: That NCAA System is properly controlled by the fact that access to the Tour Operator's smart card is done by specific staff on duty and every transaction is traceable. There is ongoing consultation with the NCAA system Developer for more improvement and therefore feedback from TATO will be essential. The developer needs precise challenges to work on and therefore written feedback is requested from TATO.

RECOMMENDED : If possible the card should have no value as it is only facilitative device for accessing Tour Operators' accounts.

RESOLVED: After long discussion and deliberations the meeting agreed that NCAA Management will consult the system developer and TATO will submit to NCAA operational concerns of the system to find out if it is possible to make a review.

RESOLVED

FURTHER : Meanwhile, on the issues of convoy it was resolved that to start with, one smart card can service (payment) up to three vehicles in a convoy. E.g if convoy has ten vehicles then minimum four cards need to be used. This means that one smart card for US dollar and one for Tshs will serve a convoy of three cars.

The NCAA will receive three copies of manifesto on arrival at entry gates for verification purpose. (One copy to remain with the driver, one at the entry and one at the exit)

The manifesto of the whole group will contain the following information (not limited to)

- Vehicle registrations numbers,
- Name list of pax,
- dates of entry and exit.
- and the accommodation details within the NCA.
- Their nationalities

MIN. 7.0 **NEXT CONSULTATIVE MEETING**

AGREED: 1ST Week of September, 2014 but notice will be communicated to all members at the earliest convenience.

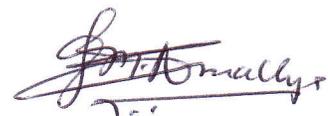
MIN. 8.0. **ADJOURNMENT OF THE MEETING**

The meeting was adjourned at 16.25 hours

.....
For TATO CHAIRMAN

.....
DATED

25/07/14



.....
For Conservator NCAA

.....
DATED

25/07/014



P. O. Box 6162, Arusha, Tanzania

Tanzania Association of Tour Operators (TATO)
CCM District Building, Fire Road
E+-mail: tato@cybernet.co.tz <http://www.tatotz.org>

Tel/Fax: 027-2506430
Tel : 027-2504188

Ref: Ref. N.10/2/54

6th September 2014.

Director General
TANAPA
P.O. Box 3134
ARUSHA

Dear Sir

REF: REQUEST TO WAIVE ENTRY FEES APPLICABLE TO DIRECTORS OF THE COMPANIES DOING BUSINESS WITH TANAPA

TATO Chairman Mr Wilbard Chambulo is honored to table to you the request to waive fees for the Directors of the companies who are getting into TANAPA for the sole purpose of their investments/business.

The amount of collection which is done from the Directors of the companies is not as significant as expected because most of them are either resident of citizens of the United Republic of Tanzania or East African Countries.

In this view, we are of opinion that the waiver of these fees/charges to Directors will be good gesture of appreciation for what they bring in which is notable on significant millions of dollars to this country and TANAPA in particular. It will also ease their movements on following up their investments and their customers in the TANAPA areas in case of anything.

We wish to further state that other institutions of the same capacity agreed to waive the fees to the Directors, with the condition that they will have IDs from TATO.

We will be glad to provide the same IDs for areas within the TANAPA jurisdictions as well so as not to duplicate the efforts for serving the same people for the same thing at different areas.

Looking forward on your positive response on this particular matter.

Kind regards

Sirili Akko
Executive Secretary

Ref. N.10/2/60

13th February, 2015

The Conservator,
Ngorongoro Conservation Area Authority (NCAA)
P.O. Box 1
NGORONGORO

Dear Sir,

RE: REQUEST OF SERVING THE TOURISM SECTOR IN MARCH - JUNE AND NOVEMBER.

The Tanzania Association of Tour Operators (TATO), is the official representative of the licensed tour operators in the country. The Association membership which currently stands at 300+ and is spread all over the country.

TATO has received both oral and written concerns from the membership regarding increasing rate of cancellations of the confirmed bookings and lack of new inquiries. This is happening especially at this juncture where the sector is faced by multiple challenges both locally and at global level. Particularly the issue of insecurity in the East African Region, aftermath of Ebola outbreak in other parts of Africa, and stiff competition from other countries around the world.

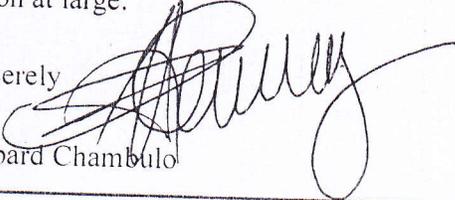
Whenever there are sectoral adjustments the tourism private sector stakeholders respond swiftly by reducing the prices to at least significant level and others up to fifty percent (hotels and lodges) just to maintain jobs for the staff and others close down business to cope with the reality.

It is notable that there is no way that the sector will sail through with these current rates, and therefore I am humbled to request your kind institution to give out the reduced rates at least to 50% from March to June and November to save the jobs and sector. I believe this campaign if positively taken will kill the low season concept which for us translates in jobs of our staff taken away.

Also, I request your kind institution to freeze rates and vehicle fees for Tanzanians, who in return will spend more time at the lodges and hotels at the affordable reduced rates to boost jobs and keep the lodges moving. I understand in this way, our Government stands to gain more than all other institutions combined.

I am looking forward on your kind consideration of this request for the best interest of our sector and nation at large.

Sincerely


Wilbard Chambulo

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GOVERNMENT NOTICE NO. published on

THE ANTIQUITIES ACT
(CAP 333)

RULES

(Made under section 28 (e))

THE ANTIQUITIES (USER FEES) (AMENDMENT) RULES, 2014

Citation
G.N. No. 273 of
2002

1. These Rules may be cited as the Antiquities (User Fees) (Amendment) Rules, 2014 and shall be read as one with the Antiquities (User Fees) Rules, 2002 hereinafter referred to as the "principal Rules."

Amendment of
the First
Schedule

2. The principal Rules are amended by deleting the First Schedule and substituting for it the following new Schedule:

“
FIRST SCHEDULE

FEES IN RESPECT OF MONUMENTS
(Made under Rule 3)

S/N	Monument	Foreign Visitors		Residents non-citizens		Tanzanians	
		T.Shs.	T.Shs.	T.Shs.	T.Shs.	T.Shs.	T.Shs.
1.	Kilwa Kisiwani na Songo Mnara	27,000	13,000	13,000	6,000	3,000	1,000
2.	Mji Mkongwe, Bagamoyo	20,000	10,000	10,000	5,000	2,000	1,000
3.	Caravan Serai	20,000	10,000	10,000	5,000	2,000	1,000
4.	Kaole	20,000	10,000	10,000	5,000	2,000	1,000
5.	Isimila	20,000	10,000	10,000	5,000	2,000	1,000
6.	Kalenga	20,000	10,000	10,000	5,000	2,000	1,000
7.	Kolo – Kondo	27,000	13,000	13,000	6,000	3,000	1,000



CRDB BANK PLC
Head Office: Azikiwe Street,
P.O.Box 268, Dar es Salaam, Tanzania
Tel: +255 (0) 22 2117441-7
Fax: +255 (0) 22 2116714
Email: crdb@crdbbank.com
Website: <http://www.crdbbank.com>

Ref: CRDB/ABC/NGORONGORO/104/01

9th February, 2015

The conservator
Ngorongoro Conservation Area
P.O. Box 1
ARUSHA.

TATO
RECEIVED
DATE 12.02.2015

RE: GATE ENTRY COLLECTION SERVICES

Reference is hereby made to your terms of reference dated 8th July, 2013 with reference number NCAA/D/654/VOL-II/62 on installation of VSAT communication system at NCAA.

Please note that acting on your instruction CRDB Bank went ahead and installed communication infrastructure (VSAT Dishes and POS) in Ngorongoro conservation area. The installation took place immediately after signing of the terms of reference for the provision of VISA/MasterCard and China Union Pay services in July, 2013. The bank appreciate this initiative which is aiming at improving collections at Ngorongoro gates.

However, CRDB bank has since been waiting for a go ahead to start collection services. It is now over two years and Ngorongoro has not communicated a decision to start using point of sale, hence the investment made by the bank has remained idle.

We therefore, request you to allow our engineers to visit the respective sites and remove VSAT dishes and point of sale machines so they can be re-located to other customer sites and generate revenue for the bank .Should NCAA require the said services at a later date the bank shall re-install new ones at no cost to NCAA.

Thank you once again for giving CRDB Bank the opportunity to be of service to you.

Yours faithfully
CRDB BANK PLC



Esther Kitoka
AG. MANAGING DIRECTOR

Cc: Chairman
Tanzania Tour Operation Association
P.O. Box 6162
Arusha

Permanent Secretary
National Resources and Tourism
Mpingo House
40 Julius Nyerere Rd
15472
Dar es salaam

63

P. O. Box 6162, Arusha, Tanzania

Tel/Fax: 027-2506430
Tel : 027-2504188

Ref. N.10/2/63
The Conservator,
Ngorongoro Conservation Area Authority (NCAA)
P.o.Box 1
Ngorongoro

18th February, 2015

Dear Sir,

RE: GATE ENTRY COLLECTION SERVICES

TATO Chairman has received copy of a communication done by CRDB with ref: CRDB/ABC/NGORONGORO/104/01 regarding their intention to remove their installed Communication infrastructure (VSAT Dishes and POS). TATO is of understanding that the installation of communication infrastructure was done under your instructions with the good intention of simplifying the payment systems both for users and your reputable institution.

We wish to clearly express our grave concerns that we are shocked by the news that CRDB is planning to take out installed facilities instead of finalizing the pending work.

Unfortunately, this news is coming at the time when TATO and its members are eagerly awaiting an update regarding progress on the installation of the CRDB payment systems.

TATO has been tirelessly following up since the inception of this system to this date through various correspondences and meetings. It is not my intention to express the challenges your current system brings to Tour Operators and as such denying highly needed financial support for conservation activities in this letter as, this has been done on various internal meetings including the meeting held on 19th May 2014 between your management and TATO Members. I have appended below extract of Min. 4.1 from the meeting for your kind reference in case.

'NCAA has already communicated with CRDB Bank and the discussion of activating the visa and master cards points is at final stage, however, the fact that the NCAA is missing Governing Board for a while has been one of factors behind indecisiveness of the Management.

This is because strategic decisions have to be done by the Board. NCAA pointed out that the said points are already installed, awaited is the approval from the Ministry (Permanent Secretary) and NCAA promised to advise the Ministry at the earliest'

As main consumers of the proposed system, we urge your kind institution to open up the payment system in a bid to ease life for everyone and in fact your institution stands to gain more as it will enhance compliance, transparency and convenience.

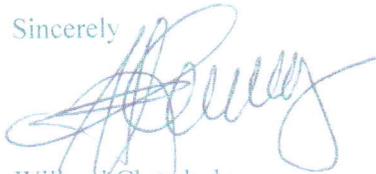


In the same vein, I would like to bring to your kind attention that Tour Operators are willing to cooperate in anyway within their ~~the~~ reach to simplify the payment system. I am also of understanding that now your institution has a Board for any strategic decision making.

I wish to further express to you the fact that TATO members are concerned on your institution's increasing 'financial institution's' role compounded by the current system which sometimes keep significant funds from Tour Operators without any regulatory system from central Bank which consequently pose high level of risk as no insurance company is covering that specific line in case anything happens.

I am looking forward on your kind timely consideration in this matter of grave concern to us all.

Sincerely



Wilbard Chambulo
TATO CHAIRMAN

Copy to:

The Minister
Ministry of Natural Resources & Tourism,
P.O. Box 9352,
DAR ES SALAAM

Permanent Secretary,
Ministry of Natural Resources & Tourism,
P.O. Box 9352,
DAR ES SALAAM

The Managing Director
CRBD
P.O. Box 268,
DAR ES SALAAM