

## Safety and Travel Tips

For your own safety it is important to remember the following universal

### At the Airport:

- Watch out for staged mishaps - like someone bumping into you or spilling a drink - this could be a ploy to divert your attention and steal your bag and passport;
- When seeking directions, proceed marked information counters only;
- Do not take cabs that have been recommended by people standing outside the airport terminal.

### At your Accommodation:

- Store valuables in the safety deposit box;
- Keep your room locked;
- If someone knocks, check who it is before opening the door. Contact reception if you have any reason for concern;
- Make sure that luggage is only given to bell staff, and a receipt is issued for stored luggage;
- Do not leave unattended valuables on chairs, under tables or on restroom hooks.

### On the Street:

- Avoid ostentatious display of expensive jewelry, cameras, mobile phones and other valuables;
- Keep your handbag closed or zipped, and your wallet in an inside pocket and not in the rear pocket of your trousers;
- Do not leave them unattended. Also, it is ill-advised to carry large sums of money with you;
- Do not walk around talking on your mobile phone in the street and do not leave in unattended;
- Exchange your currency at a bank or at the hotel, not on the street.

### In your Vehicle:

- Plan your route in advance, keep the doors locked and windows up at all times;
- Do not leave your mobile phone or other valuables where they are visible from outside the vehicle. Rather lock valuables in the boot (trunk) before your departure;
- At night, park in well-lit areas;
- Never pick up strangers or hitchhikers;
- If in doubt about the safety of an area, phone a police station for advice and help;
- Make sure you have the number of the car rental company at hand in case you get stranded.

### ATM and Credit Cards:

- Credit card transactions must be processed in your presence;
- Try and keep a backup credit card and cash in a safe place where you are staying;
- At the ATM be alert at all times. If you see anything suspicious, stop your transaction and leave.

### Lost or Stolen Mobile Phones:

Inform your network provider of your loss:

- **Cell C:** 140 from Cell C numbers or 084 140 from other cellular phone networks;
- **MTN:** 173 (pre-paid) or 808 (contract) from MTN numbers or 083 1173 from a land line or other cellular phone networks;
- **Vodacom:** 111 from a Vodacom number or 082 111 from a landline;
- You will receive a reference number to prove that your cellular phone has been blacklisted. Report the loss of your cellular phone to your nearest police station by providing the reference number of your blacklisted cellular phone. The police will register a case;
- If you make use of a service provider from your country, please ensure that you have their contact details with you to report a lost phone;
- Similarly, please ensure that you have the contact details for your bank or credit card company in case a lost or stolen card has to be reported.

**Identifying a Member of the South African Police Service:**

- Members of the South African Police Service must carry an identification card stating the member's name, rank, service number and photograph;
- You have the right to request members in civilian clothes and members in uniform to identify themselves with their identification cards.

**What to do in an Emergency**

The following numbers may be used in emergency situations:

**City of Tshwane Call Centre (Reroutes all emergency calls through guided options 24 hours a day)** 012 358 9999

**Fire and Rescue Services**

Toll free number: 10177

24-hour number: 012 310 6300 / 6400

Central Fire station: 012 310 6200

**Ambulance Services**

24 hour number: 012 310 6300 / 6400

All emergencies: 012 358 2111

General enquiries: 012 358 2237

**Tshwane Metro Police Customer Service Centre**

24 hours, all emergencies: 012 664 4445 / 2058

Metro Police, Traffic Accidents: 012 358 7095/6

**General enquiries (Information Centre):** 012 358 9625 / 6463 / 2253