

EMERGENCY NUMBERS

Emergencies from a mobile	112
Emergencies from a landline	107
International Code	+27
Ambulance	10177
South African Police Service	10111
City Emergency	021 480 7700
Table Mountain NP Emergencies	086 110 6417
Sea & Mountain Rescue	021 937 0300
Baboon Monitors	071 588 6540
24-hour Emergency WhatsApp	082 415 7127
Cape Town Tourism Band-Aid	021 487 6552
Medical & Fire Emergencies	021 535 1100



GIVE RESPONSIBLY

Occasionally, aggressive begging may occur in the CBD where you may be followed persistently even after saying “no”. When this happens, the Cape Town Central City Improvement District (CCID), which provides security in the city area, can assist. Call 082 415 7127 to report an incident. If you wish to help, consider donating to a registered charity.

Want to know more about safety, health and other essential information when visiting Cape Town?

SCAN THE QR CODE BELOW



www.capetown.travel
+27 (0)861 322 223
info@capetown.travel
#lovecapetown

Live Chat is available on our website.

Love Cape Town @lovecapetown
 @lovecapetown



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD



WELCOME TO CAPE TOWN!

Your safety is important to us, that's why we've created this handy leaflet to make your stay as enjoyable and stress-free as possible.

We've included information about safety, health, responsible travelling, and other valuable tips to make your stay in Cape Town memorable.



CAPE TOWN TOURISM BAND-AID

Our Band Aid team helps visitors who may be in distress during their stay in Cape Town. Should an incident occur, we can assist you with the following:

- Replacement of lost documents.
- Facilitating victim support counseling.
- Emergency accommodation and transfers.
- Laying a charge with the South African Police Service (SAPS).
- Changing itineraries.

Contact us on
021 487 6552.



EMBASSY CONTACT LIST

Scan the QR code below for contact details for embassies in South Africa:



CONTACT YOUR AIRLINE

Scan the QR code below for airline contact details:



DOWNLOAD THE SAFETY APP

The free Namola safety app uses GPS to pinpoint your location and allows you to contact emergency services with a simple touch of a button.

Scan the QR code to download the app and test it to see how it works.

PEACE OF MIND IN YOUR POCKET!



SAFETY IN YOUR CAR

- Have your keys ready when going to your car.
- Always lock your doors. Park in well-lit areas at night.
- Keep enough distance between you and the car in front, in case you need to change lanes or drive away in a hurry.
- Don't give lifts to strangers.
- Look around before entering your driveway. Never open your window when approached by a stranger.
- If you think you're being followed, drive to the nearest police station.
- Keep your valuables out of sight.
- After you've parked your car, make sure it is properly locked so that you don't become a victim to thieves who use "remote jamming" devices.

SAFETY WHEN OUT AND ABOUT



Don't walk in deserted or dark areas. Stay in a group and on lit paths.



Keep your possessions on you and in sight.



Don't leave your valuables on restaurant tables.



Don't carry large sums of money and avoid counting it in the open.



The use of headphones may distract you from what's happening around you.



Use a map to get around.



Tell someone where you are going and when you expect to return.



You do not need a permit to walk in any of our streets.



Use accredited taxis and cabs.



Don't leave drinks unattended.

SAFETY AT THE ATMS



Only use secure ATMs in public areas, like a shopping centre.



Do not allow anyone to take you to or help you at an ATM for any reason.

WILDLIFE

Wild animals are attracted to food. If approached maintain a safe distance and move away. Avoid displaying food and keep vehicle windows and doors closed when they are nearby and never feed them. Do not approach, touch, feed or interact with them. Always keep your pets on a leash and prevent them from interacting with them. Seek immediate medical attention if scratched or bitten.



SAFETY WHEN BOOKING ONLINE



Check with Cape Town Tourism if you are unsure if an online listing or website is legitimate.



Use our accommodation member listing to contact an accommodation partner directly.



As with any large city, there are instances of accommodation fraud where visitors are scammed into paying for accommodation online that is not available for rental.