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## CTGA MONTHLY MEMBERS MEETING

**29<sup>th</sup> January 2019 @ Table Mountain Cable Way Lower Station Boardroom**

EXCO Attendance: Alistair Reizenberg, Jeremy Howard, Karen Alterthum, Claudia Chennells & Winston Fowler

Apologies received from: Mike Gable & Angelica Munoz-Cordoba & Dion Fabe

Members: 69 members attended

Secretary: Felicity Poggenpoel

### Minutes

No	Agenda Item	Action	Responsibility	Comments
1	TMACC briefing	<p>Wahida mentioned a few important points to the members like:</p> <ul style="list-style-type: none"><li>Guides were requested to join TAMCC's Whats App group - <b>Herewith details of how to sign up the Cableway's What's App Broadcast group: In order to be added to this group, members must forward their mobile number to: <a href="mailto:info@tablemountain.net">info@tablemountain.net</a> and add the TMACC update number 073 140 1723 to their contacts on their mobile phone.</b></li><li>Members can sign up for the Industry newsletter here: <a href="https://www.tablemountain.net/content/page/newsletters-annual-reports">https://www.tablemountain.net/content/page/newsletters-annual-reports</a></li><li>Important information within the industry is shared in this newsletter</li><li></li></ul>	Wahida Parker – CEO TMACC	

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2	Registration & Introduction	The Vice-Chairman, Jeremy Howard explained the order of the meeting	Jeremy Howard	
3	Website	<p>The Web designer was introduced – Caleb Smith from Smith Web designing. Caleb introduced a few features on the site. The following comments by members was noted and answered where possible:</p> <ul style="list-style-type: none"><li>• Will there be adverts on the homepage – what is the intended purpose of the site.</li><li>• Who is our target market for the site – who must use our website</li><li>• Find a guide page was introduced and explained to the members. This page requires a proper data base and a programme needs to be written for integration of information – back &amp; front-ends must speak to each other.</li><li>• SOE – how is the guides information released, who will be first when searching and will it move to the bottom of the page.</li><li>• Group Chat – who can see the information shared amongst the members</li><li>• Caleb Smith was congratulated on the site – given all it’s intends &amp; purposes, it is a good site</li></ul>	Caleb Smith is in the process of preparing a an “easy guide” which will be emailed to all members. Deadline is on Monday 5 <sup>th</sup> Feb. Usernames & passwords will be emailed to the members by Felicity.	
4	Minutes	Minutes of the previous meeting was accepted & adopted	Jeremy Howard	Members accepted the minutes of 7 <sup>th</sup> November 2018
5	Educationals & workshops	<ul style="list-style-type: none"><li>• The following educational was agreed upon and will be diarized accordingly:</li></ul> <p>29<sup>th</sup> January 2019 – Table Mountain 21<sup>st</sup> February 2019 – Tax Workshop – confirmed. Invites will be sent shortly March 2019 – Educational Rondevlei 27<sup>th</sup> March 2019 – AGM Kirstenbosch April 2019 – Workshop</p>	Jeremy Howard	

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		<p>May 2019 – Educational Elgin/ Grabouw June 2019 – Workshop July 2019 – Educational Fossil Park &amp; “Kwa ttu on the West Coast August 2019 – Workshop</p> <ul style="list-style-type: none"><li>• Members were encouraged to get involved and attend if arranged</li><li>• Non-members must pay for educationals</li><li>• Workshops are for free</li><li>• Members was encouraged to send through suggestions/ideas for workshops</li></ul>		
6	Finance	<p>Mike Gable – Treasurer was not present at the meeting &amp; the Chair proceeded to run through the Income &amp; expenditure &amp; budget for 2019 as provided by the Treasurer.</p>	Jeremy Howard.	Members accepted the I&E Account as well ad the budget for 2019
7	2019 Membership Fees	<p>Membership fees for 2019 is R395, kept the same for the past 2 years. Members were happy with this and about 40% of members paid their fees for 2019. Others were encouraged to pay their fees before mis-February as this will affect their inclusion in the forthcoming directory</p>	Jeremy Howard	
8	WFTGA Membership	<p>The benefit schedule was emailed to members who was requested to read and vote whether CTGA should remain/cancel their membership with WFTGA Members was asked to vote and it was unanimously agreed upon not to renew our membership with WFTGA</p>	Jeremy Howard and all members present	
9	NFTGA	<p>The newly formed National Federation of Tour Guides Association was explained to all members and the following comments was noted:</p> <ul style="list-style-type: none"><li>• This new body is necessary as it will encompass all guides in the industry – like an umbrella body, speaking with one voice</li><li>• Major industry role players were elected to be on the steering committee</li></ul>	Felicity Poggenpoel	

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		<ul style="list-style-type: none"> <li>• CTGA will still work in its current format</li> <li>• The new umbrella body will find ways to make new connections and address all guide issues with one voice.</li> </ul>		
10	General	<p>The following email was received from a member who requested that her matter be tabled for discussion at the meeting:  “Unfortunately I can’t be at the meeting this afternoon so I’d appreciate it if you would please enter the following question/s into the meeting on my behalf.  I’m sending this to others as well as Felicity in case she doesn’t see it in time, as I know it’s a bit late in the day. This way I know someone will see it.  Please ensure that this is minuted thoroughly and accurately:</p> <p>Members are becoming confused about the relationship between CTGA and the Facebook group known as Guide Family. There are guides, as well as affiliate members, who mistakenly believe the two entities are one and the same. This becomes confusing and misleading when members of the Exco organise educationals/workshops, and obtain sponsorship for these events from CTGA affiliates despite the event not being at all connected to the CTGA and the income derived is not for the Association’s gain. This cannot be ethical. There is obviously nothing wrong with guides arranging events for the benefit of new guides. But if they sit on the Exco there should be no blurring of lines and no room for confusion, especially if there is personal gain, monetary or otherwise. Should exco members even be arranging such events, at all, outside of the CTGA umbrella? Has the Guide Family Facebook group become the social media representation of the CTGA? If that is the case, can one assume that all income generated from workshops etc. will go to the coffers of the CTGA?</p> <p>Alistair Reizenberg explained the following:</p>	<p>Jeremy Howard/  Alistair Reizenberg</p> <p>The email/matter will be re-visited at the next meeting as all the questions posed in the email was not addressed.</p>	

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		<ul style="list-style-type: none"><li>• This matter was explained to the writer on 4 occasions.</li><li>• The relationship between the Guide family &amp; CTGA is tangible one whereby a group of members decided to join hands and share information</li><li>• CTGA is the official body whereby the guide family is a social media platform where enquires, questions etc can be responded to in “real time” – immediately.</li><li>• The sole intention for the formation of the guide family is to unite guides as far as Northern Cape, Garden Route etc, socially we can connect with each other</li><li>• To make the above possible, CTGA as the official body must sign MOA’s with the various provinces to make this network official</li><li>• More importantly, the guide family has been around before the Chairman &amp; Vice-Chairman was nominated for election by the members.</li></ul> <p>Comments by CTGA Members:</p> <ul style="list-style-type: none"><li>• The majority of members requested that the email should not be entertained and responded to as this is a cowardly way for the writer to hide behind the email and address her issues with CTGA – word us was “rubbish”</li><li>• Some members indicated that the member could have a good reason why he/she is not here, reasons could be valid</li><li>• The request was to name &amp; shame the sender of the email, Chairperson intervened and a decision was made to with hold the name of the sender</li><li>• Members indicated that if the sender does not understand the collaboration between CTGA &amp; guide family then how can it be explained in their absence.</li><li>• An EXCO member commented that this is a question that should have been asked a long time ago as it confuses the</li></ul>		
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		guiding fraternity. Everyone was thinking this but no-one had the guts to ask the questions.		
		Meeting adjourned at 19h45 Date for next meeting is 27 <sup>th</sup> February 2019	Felicity will send formal notices	

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