



**TOURISM TERMINOLOGY WORKSHOP**

24 NOVEMBER 2021

1. <b>Accommodation</b>	<i>The measure of accommodation stock at a defined destination.</i>	Bodulo
2. <b>Adventure tour</b>	<i>A tour designed around an adventurous activity such as rafting or hiking</i>	Leeto la boithabiso
3. <b>After-departure charge</b>	<i>Expenses such as telephone charges that do not appear on a guest's account at check out.</i>	Ditjeo tsa ka,ora leeto
4. <b>Agent</b>	<i>One who acts or has the power to act as the representative of another.</i>	Moemedi
5. <b>Attraction</b>	<i>A place, event, building or area which tourists want to visit</i>	Kgahleho
6. <b>Bed and breakfast</b>	<i>(B &amp; B) overnight accommodations usually in a private home or boarding house, often without private bath facilities</i>	B&B
7. <b>Benchmarking</b>	<i>Measuring performance against that of best in class companies, determining how the best-in-class achieve those performance levels.</i>	Lekanyetsa/bapisa
8. <b>Block</b>	<i>A number of rooms, seats, or space reserved in advance, usually by wholesalers, tour operators, or receptive operators who intend to sell them as components of tour packages.</i>	Boloko
9. <b>Bulk fare</b>	<i>A fare available only to tour organizers or operators who purchase a specified block of seats from a carrier at a low price.</i>	Tefo e kopantsweng
10. <b>Business travel</b>	<i>Travel for a purpose and to a destination determined by a business, and where all costs are met by that business.</i>	Leeto la kgwebo
11. <b>Circle trip</b>	<i>A journey with stopovers that returns to the point of departure</i>	Leeto le potolohang
12. <b>Coach Tour</b>	<i>A guided bus tour for a group of holiday makers that follows a scheduled itinerary.</i>	Leeto ka bese / bohlahlaodi ka bese



<b>13. Complimentary room</b>	<i>A guest room for which no charge is made.</i>	Kamore / phaposi e sa lefellweng
<b>14. Concierge</b>	<i>A hotel employee who handles restaurant and tour reservations, travel arrangements, and other details for hotel guests</i>	Mosebeletsi wa hotele
<b>15. Confirmed reservation</b>	<i>An oral or written agreement by a supplier that he has received and will honour a reservation.</i>	Peheletso e netefaditsweng
<b>16. Continental breakfast</b>	<i>At a minimum, a beverage (coffee, tea or milk) and rolls or toast. Fruit juice is often added.</i>	Dijo tsa hoseng tsa mantlha / tsa thahameso
<b>17. Co-op tour</b>	<i>A tour which is sold through a number of wholesalers, cooperatives, or other outlets in order to increase sales and reduce the possibility of tour cancellations.</i>	Thekiso ya leeto ka bongata
<b>18. Cultural tourism</b>	<i>Travel for the purpose of learning about cultures or aspects of cultures.</i>	Bohlahlaodi ba botjhaba
<b>19. Day rate</b>	<i>A reduced rate granted for the use of a guest room during the daytime, not overnight occupancy.</i>	Tefo ya letsatsi
<b>20. Day visitors</b>	<i>Visitors who arrive and leave the same day, irrespective of why they are travelling</i>	Baeti ba letsatsi
<b>21. Departure tax</b>	<i>A fee collected from the traveller by the host country at the time of departure</i>	Tefello ya lekgetho
<b>22. Destination</b>	<i>The place to which a traveller is going.</i>	Sebaka
<b>23. Direct spending</b>	<i>The money that goes directly from a tourist into the economy of the destination</i>	Ditjeo tsa mohahlaodi
<b>24. Domestic tourism</b>	<i>Travel within the country of residence.</i>	Bohahlaodi ba ka hara naha
<b>25. Downgrade</b>	<i>To move to a lesser level of accommodations or a lower class of service</i>	Ho theola boleng / boemo
<b>26. Ecotour</b>	<i>A tour designed to focus on preserving the environment of environmentally sensitive areas</i>	Leeto la ho boloka tikoloho
<b>27. Educational tour</b>	<i>A tour designed around an educational activity, such as studying art</i>	Leeto la ho ithuta/thuto
<b>28. Escort</b>	<i>A person employed by the tour operator who accompanies a tour from departure to return,</i>	Motsamaisi / mothusi / mohlakomedi



	<i>acting as a troubleshooter.</i>	
<b>29. Excursion</b>	<i>A journey where the traveller returns to the original point of departure</i>	Leeto
<b>30. Full house</b>	<i>A hotel with all guest rooms occupied</i>	Sebaka se tletseng
<b>31. Full-service restaurant</b>	<i>A food-service establishment with several menu selections and table service</i>	Restjhirente ya ditshebeletso tse felletseng
<b>32. Gateway</b>	<i>The point of access to a country or region, usually an airport or seaport, although certain frontier points and railway stations can be given the designation</i>	Makeno
<b>33. Group tour</b>	<i>A pre-arranged, pre-paid travel program for a group usually including all components.</i>	Leeto le lokiseditsweng / hlophiseditsweng
<b>34. Guide</b>	<i>A person qualified to conduct tours of specific localities or attractions, and an airline, bus, railroad, or ship manual of schedules and fares, usually printed seasonally</i>	Motataisi
<b>35. Head tax</b>	<i>A fee charged for arriving and departing passengers in some foreign countries</i>	Lekgetho la botjhaki
<b>36. High season</b>	<i>The period of the year when occupancy/usage of a hotel or attraction is normally the highest.</i>	Sehla sa ho phethesela
<b>37. Host</b>	<i>A representative of the group that may arrange optional excursions and answer questions but does not have escort authority and liaison to the tour operator or tour manager</i>	Moamohedi
<b>38. Impromptu Travel</b>	<i>No arrangements booked in country of destination prior to travel.</i>	Leeto le sa rerwang / lokisetwang / hlophisetwang
<b>39. Incentive tour</b>	<i>A trip offered as a prize, particularly to stimulate the productivity of employees or sales agents, or the business of operating such travel programs</i>	Leeto le hapuweng
<b>40. Inclusive tour</b>	<i>A tour in which all specific elements – transportation, airfare, hotels, and other costs – are offered for a flat rate.</i>	Leeto le kentseng tsohle



## sport, arts, culture & recreation

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<b>41. Itinerary</b>	<i>The travel schedule provided by a travel agent or tour operator for the client.</i>	Tsamaiso / tlhophiso ya leeto
<b>42. Leisure travel</b>	<i>Travel undertaken for pleasure and unrelated to paid work time.</i>	Leeto la phomolo / boikgathollo
<b>43. Low season</b>	<i>That time of the year at any given destination when tourist traffic, and often rates, are at their lowest.</i>	Sehla seo ho sa phetheseleng
<b>44. Mystery tour</b>	<i>A tour to an unpublished destination -- passengers get a surprise!</i>	Sebaka sa bohahlaodi se sa tsejweng/
<b>45. Option</b>	<i>A tour feature extension or side trip offered at extra cost</i>	Leeto/karolo ya leeto e kenyelletswang
<b>46. Outbound tour</b>	<i>Any tour that takes groups outside a given city or country, opposite of inbound</i>	Leeto la kante
<b>47. Overbook</b>	<i>Accepting reservations for more space than is available</i>	Peeletso e fetang tekano
<b>48. Override</b>	<i>A commission over and above the normal base commission percentage</i>	Tefiso e fetang tekano
<b>49. Passport</b>	<i>A government document permitting a citizen to leave and re-enter the country</i>	Phasepoto / Phaseporoto
<b>50. Port of entry</b>	<i>A point at which persons enter a country where customs and immigration services exist</i>	Makeno
<b>51. Proof of citizenship</b>	<i>A document, necessary for obtaining a passport, that establishes one's nationality</i>	Tokomane ya bodulo/botjhaba
<b>52. Resort</b>	<i>A hotel, motel or condominium complex located in an area associated with recreation and leisure, such as the mountains or the seashore.</i>	Risoto
<b>53. Room service</b>	<i>Food or beverages served in a guest's room</i>	Dijo tse tlišwang phaposing
<b>54. Shoulder season</b>	<i>A period when there is neither a high nor low demand for a destination, usually falling in the spring or fall months for most areas</i>	Sehla se bohareng
<b>55. Single supplement</b>	<i>An extra charge assessed to a tour purchased for single accommodations</i>	Tefiso e eketsehileng
<b>56. Souvenir</b>	<i>A product purchased by a tourist as a reminder of a holiday</i>	Sehopotso
<b>57. Special event tour</b>	<i>A tour designed around a particular event</i>	Leeto le ikgethileng



<b>58. Step-on guide</b>	<i>An independent guide who comes aboard a motorcoach to give an informed overview of the city or attraction to be toured</i>	Motataisi ya ikemetseng
<b>59. Sustainable tourism</b>	<i>Tourism that can be sustained over the long term because it results in a net benefit for the social, economic, natural and cultural environments of the area in which it takes place.</i>	Bohahlaodi bo nang le botsitso
<b>60. Tariff</b>	<i>A fare or rate from a supplier; a class or type of a fare or rate; a published list of fares or rates from a supplier; and a publication compiling rates or fares and conditions of service</i>	Tefiso / Tefo / Tharifi
<b>61. Themed tour</b>	<i>A tour designed around a specific theme such as fall foliage, also a special interest tour</i>	Leeto la mohopolo o itseng
<b>62. Tour departure</b>	<i>The date of the start of a tour program, also used in referral to the entire operation of that single tour</i>	Nako ya ho simolla ha leeto / Letsatsi la leeto
<b>63. Tour manual</b>	<i>A summary of facts about a company's rules, regulations, and official procedures</i>	Bukana ya maeto
<b>64. Tour organizer</b>	<i>Person who locates and creates groups for preformed tours.</i>	Mohlophisi wa maeto
<b>65. Tour</b>	<i>Any pre-arranged journey to one or more destinations</i>	Leeto
<b>66. Tourism</b>	<i>The movement of people to destinations away from their place of residence for any reason.</i>	Bohahlaodi
<b>67. Tourism Industry</b>	<i>Tourism Industry is an industry that would cease to exist or would continue to exist only at significantly reduced levels of activity in the absence of tourism.</i>	Indasteri ya bohahlaodi
<b>68. Tourism infrastructure</b>	<i>Include roads, railway lines, harbours, airport runways, water, electricity, other power supplies, sewerage systems and other utilities to serve the local residents and tourists</i>	Marangrang a bohahlaodi
<b>69. Tourist</b>	<i>One who travels in a place other than that in which he or she usually resides, whose purpose could be classified as leisure, business, family or meeting</i>	Mohlahlaodi
<b>70. Tourist attractions</b>	<i>They are defined as being destinations for visitors' excursions which are routinely</i>	Tse kgahlang/ hohelang mohahlaodi



	<i>accessible to visitors during opening hours.</i>	
<b>71. Tourist card</b>	<i>A kind of visa issued to tourists prior to entering a country (required in addition to a passport or other proof of citizenship).</i>	Karete ya bahahlaodi
<b>72. Tourist trend</b>	<i>A general tendency to visit a country, or destination or to pursue a specific tourist activity</i>	Mokgwa wa bahahlaodi
<b>73. Transfer</b>	<i>A local transportation, sometimes including portorage, as from one carrier terminal to another, from terminal to a hotel, or from a hotel to an attraction</i>	Phetiso
<b>74. Transit visa</b>	<i>A visa allowing the holder to stop over in a country to make a travel connection or brief visit</i>	Visa ya phetiso / ya dikgokahanyo
<b>75. Transit</b>	<i>The process of changing planes without going through security and/or customs</i>	Ho hokahanya
<b>76. Travel agent/agency</b>	<i>A person or firm qualified to arrange for all travel components</i>	Moemedi wa maeto / Kemedi ya maeto
<b>77. Visa</b>	<i>A stamp of approval recorded in a passport to enter a country for a specific purpose</i>	Visa
<b>78. Visitors</b>	<i>A broader category than 'tourist' includes tourists and same-day visitors.</i>	Baeti
<b>79. Waitlist</b>	<i>A list of clients awaiting transportation or accommodations at times when they are not available, confirmed as a result of subsequent cancellations</i>	Lenane la bakokomadi / lenane la ho leta
<b>80. Zoning</b>	<i>Different eco-systems may be zoned in terms of their robustness to pressures from tourism in an attempt to mitigate environmental damage.</i>	Mekwallo