



## **HOW WE WORK**

Tailor Made Guides operates on a commission basis with both guides and guests or suppliers. This approach allows us to maintain a balanced and impartial position, representing the interests of guides, suppliers, and the broader Cape Town travel ecosystem. All enquiries are shared via Cape Town Guides Association platforms, giving independent guides a fair opportunity to apply based on availability and suitability. We do not maintain a fixed database of guides, nor do we employ guides directly. Once the most suitable guide has been selected, the enquiry is closed and confirmed.

## **FOR GUIDES**

Guides representing Tailor Made Guides are expected to uphold a high standard of professionalism:

- Be warm and approachable, while maintaining appropriate professional boundaries.
- Respect guests' privacy and allow space when requested, where safety permits.
- Be open to constructive feedback and adaptable throughout the experience.
- Maintain professionalism at all times — any disagreements with colleagues should be handled privately, unless immediate safety is a concern.
- Remember that for many guests, this may be a once-in-a-lifetime journey, often planned and saved for over many years.

Tailor Made Guides supports the Woodside Centre for the Profoundly Disabled. Should guides receive gratuities, we encourage (though do not require) contributions toward this initiative.

## **FOR GUESTS & SUPPLIERS**

Guests and suppliers working with Tailor Made Guides are kindly asked to note:

- A tour guide's role is to guide and interpret — they are not personal assistants, baggage handlers, or caregivers. While many guides are happy to assist beyond their core responsibilities, this should not be expected.
- Cape Town is a vibrant and lived-in city. Your guide plays an important role in helping you experience it respectfully and responsibly. Following their advice helps minimise impact on local communities.

- Our natural environments are sensitive and protected. Please respect all rules and guidelines — guides cannot and should not be asked to bend these for any reason.
- Cape Town is home to a diverse cultural landscape. When visiting areas such as Bo-Kaap, we encourage respectful and modest dress. A sarong or light covering is perfectly appropriate.
- We recommend exercising discretion when giving money in public spaces. Supporting established charities is often a safer and more meaningful way to contribute to local communities.