

## TOUR OPERATORS PROSPECTUS 2017



### BACKGROUND INFORMATION

Nowhere can the story of South Africa's turbulent past and its extraordinary transition to democracy be told as it is at Constitution Hill. In 1995, the historic decision was taken to locate the Constitutional Court of South Africa in Johannesburg's oldest prison site in the inner city of Johannesburg. The four separate prisons on the site are over 100 years old. They were places of horrific degradation and torture which imprisoned political prisoners but mainly thousands of ordinary black South Africans whose only crime was disobeying one of the many discriminatory laws of the day.

Constitution Hill is now a national heritage site. Once a place of injustice and brutality, the site has been transformed into a place of solidarity and democracy. Home to the Women's Gaol museum, Number Four Museum, and Old Fort Museum, Constitution Hill is open to the public for guided tours and offers informative and gripping exhibitions.

The stark juxtaposition of the abuses of the past (as symbolized by the prison buildings) with the hope and enlightenment of the future (as symbolized by the Constitutional Court) lay at the heart of the Judges' choice of this site as the permanent home of the Constitutional Court. As a result, Constitution Hill is uniquely positioned as a place where both the difficulties of the past and the possibilities of the future can be experienced.

Constitution Hill launched a new website in 2016 [www.conhill.org.za](http://www.conhill.org.za)  
A self guiding APP will be launched in February 2017.

## TRIPADVISOR

In 2016 Constitution Hill was awarded a Trip Advisor Certificate of Excellence as well as a Travellers Choice Award

[#3 of 167 things to do in Johannesburg](#)

[#1 of 30 Sights & Landmarks in Johannesburg](#)

[#6 Top 10 Landmarks — South Africa](#)



Panzerguy  
Oak Ridge

Level 6 Contributor



326 reviews



158 attraction reviews



136 helpful votes

*"I wish I would have gone sooner."*

Reviewed 4 days ago

NEW

This tour had a much greater impact on me than the Apartheid museum and other history sites around town. Our guide was excellent and the opportunity to go inside the cells was very powerful. His stories of the inhuman treatment of the colored and black prisoners was hard to take, but important for better understanding. Do this tour before the apartheid museum -- it will give you a new perspective.

Visited December 2016

## STO RATES

Over the years, there has been an increase demand from tour operators to visit Constitution Hill on packaged tours. As a result, tour operators, booking agencies and travel agents now need to register with Constitution Hill in order to access the standard tour operator (STO) rates.

An STO rate of 10% is applied to tour operators, booking agencies and travel agents bringing visitors to Constitution Hill. This rate is increased to 15% for tour operators, booking agencies and travel agents that bring an average of 350 visitors per month or a minimum of 15 visitors per day to the precinct. A further increase to 25% is provided for tour operators, booking agencies and travel agents that bring an average of 500 visitors per month or a minimum of 20 visitors per day to the precinct.

In early 2017 we will open a special lounge for tour guides who are waiting for visitors on tour. Refreshments, reading material, WIFI and televisions are available in this lounge area.

## ACCREDITED TOURIST GUIDES CONCESSIONS

Constitution Hill does not charge accredited tour guides bringing visitors to Constitution Hill. However, for guides to qualify for this concession, they have to register with visitor services at Constitution Hill on an annual basis and ensure that their guide registration with the Gauteng Tourism Authority is up to date and valid.

We ask that guides wear their name badges at all times during their time at Constitution Hill. External guides must demonstrate that they know the Constitution Hill tour script should they wish to guide their visitors around the precinct. To assist in this, special product knowledge workshops are offered to acquaint guides about Constitution Hill. Given the significance of the



Constitution Hill tour script, guides who cannot demonstrate knowledge of Constitution Hill will not be allowed to guide visitors around the precinct.

For more information, or to register, please contact the visitor services administrator on +27 11 381 3100 or email [visitorservices@conhill.org.za](mailto:visitorservices@conhill.org.za).

## GUIDED TOURS

Constitution Hill offers a range of guided tours, from our highlights, one-hour tour to our full, two-hour tour and numerous special tours that include our Night tour, Time Travel tour, Walk with Madiba tour, Art and Justice tour and a tour of the Constitutional Court. These tours can be booked on Webtickets or by contacting us.

### 1. Highlights tour

Our highlights tour is an hour long and alternates each hour, visiting the [Women's Jail](#), [Number Four](#) and the [Constitutional Court](#) one hour, and the [Old Fort](#), [Number Four](#) and the [Constitutional Court](#) the next. This tour is particularly useful for organised tours, visitors arriving on the [City Sightseeing red bus](#) and those with limited time. After the tour, you are welcome to explore the rest of the precinct on your own.

### 2. Full tour

Experience the whole of Constitution Hill – the [Old Fort](#), the [Women's Jail](#), [Number Four](#) and the [Constitutional Court](#) – on our full, two-hour tour. This holistic tour comes to the heart of what Constitution Hill is all about, exploring the precinct's complex history, its mutations through time, the humiliations and injustices to which its inmates were subjected, and offering an explanation as to why the court's presence in this place is so meaningful.

The full tour departs from the Visitor Centre twice a day, at 10am and at 1pm. Group tours can be booked for groups of 10 people or more.

### 3. Night tour

Constitution Hill is a deeply resonant space, filled with the echoes of the many men and women who were incarcerated within its walls during its 100-year history. At night, however, without the comings and goings of its daytime visitors or the buzz of the city beyond, the precinct is a different space altogether.

Our Night tour offers our visitors the chance to explore Constitution Hill beneath the night sky, giving a sense of what prisoners might have experienced during the quieter hours of their confinement. The tour starts with sundowners on the Old Fort ramparts and ends with dinner at The Hill restaurant.

Our Night tours take place on the last Thursday of every month. The tour is available for groups of 10 people or more and [advance bookings](#) are essential.

### 4. Time Travel tour

Walking through Constitution Hill with one of our highly qualified guides offers a sense of what the precinct was like when it was an operational prison. There is one way, however, to enhance this experience so that the precinct truly comes to life.

Our Time Travel tour begins by providing visitors with prisoner uniforms and officially registering them as prisoners. Men and women are separated and marched through the precinct by their warden-come-guides, who ensure that they undertake tasks specific to male and female prisoners. At the end of the tour, the two groups will reconvene for a tour of the Constitutional Court. This experiential tour is inspired by the events around the arrest of the youth on 16 June 1976, a time of heightened political tension across South Africa and one borne out in the country's prisons, particularly Constitution Hill.



Our Time Travel tour includes lunch at The Hill restaurant and takes place on the last Friday of every month. The tour is available to groups of 10 people or more and [advance bookings](#) are essential.

### 5. Walk with Madiba tour

Nelson Mandela, fondly known by his clan name, Madiba, was incarcerated at Constitution Hill on two occasions. Once, in 1956, before being transferred to Pretoria for the Treason Trial, and again in 1962, after he was arrested in KwaZulu-Natal, the arrest that would see him imprisoned on Robben Island. Mandela visited the prison on several other occasions, however, including in his professional capacity as a lawyer to a number of people, including his then-wife Winnie Madikizela-Mandela. A [permanent exhibition](#) has been established at Constitution Hill in his honour.

This tour traces the steps of Mandela around the precinct, starting at the [Flame of Democracy](#), which Mandela lit from his home in Qunu to mark the 15<sup>th</sup> anniversary of the Constitution in 2011. It then proceeds to Winnie Madikizela-Mandela's cell at the Women's Jail, Mandela's cell at the Old Fort (he was the only black prisoner to be imprisoned in the white male section of the prison, in order to keep him from influencing other black prisoners) and ends at the Constitutional Court. Our Walk with Madiba tour is available for group bookings any day of the week.

### 6. Art and Justice tour

The Constitutional Court Trust owns and maintains an extraordinary collection of artworks donated by prominent artists and other benefactors to celebrate the court's role in South Africa's transition to democracy.

The collection was primarily assembled by Justice Albie Sachs, who practised as a judge at the Constitutional Court from 1994 to 2009. It includes artworks by such high-profile artists as Marlene Dumas, William Kentridge, Dumile Feni, Judith Mason, Willie Bester, Karel Nel, Cecil Skotnes, Hamilton Budaza, Kim Berman, Sue Williamson, Anton van Wouw, John Baloyi, Andrew Verster, Marc Chagall, and many others. The collection is more than an aesthetic addition to the Constitutional Court building – it is a unique collection of South African and international heritage that contributes to education, critical debate and research on the roles of the Constitution and the court.

This tour can be booked any day of the week for groups of 10 or more people. There is also a free, regular Art and Justice tour featuring part of the collection on the last Thursday of every month. The tour begins at 6pm at the main entrance to the court and lasts for approximately an hour and a half.

### 7. Constitutional Court tour

South Africa's Constitutional Court, the highest court in the land, is a building rich in symbolism. Every aspect of its design, from its layout to its light fittings, was carefully considered and crafted in line with the theme of *lekgotla*, which refers to the traditional African custom of conducting justice beneath the branches of a tree.

The tour begins with the story behind the now-demolished Awaiting Trial Block, the bricks of which were used to build the court, before moving into the court foyer and finally into the court chamber itself.

The Constitutional Court tour is conducted by a court expert, who not only discusses the importance of the court in South Africa's constitutional dispensation, but also the significance of the building's architecture and artworks. Visitors are welcome to ask questions on any matter relating to the court.



## 2017 STO ADMISSION RATES:

Constitution Hill - STO Rates 2017 [10% Discounted]						
Tour	Duration	Adults	Children	Pensioner	Students	
Highlights Tour	1 Hour	58,50	27,00	40,50	27,00	Daily every hour from 9am – 4pm Special tours can be arranged for tour operators
Full Tour	2 Hours	76,50	49,50	54,00	49,50	Daily at 10am and 1pm Special tours can be arranged for tour operators
Self-Guided Tour using the APP	At Leisure	45,00	22,50	27,00	22,50	Daily 9am – 5pm
Night Tour	3 Hours	270,00	135,00	180,00	180,00	- Last Thursday of every month. Group bookings of +10 Only
Art & Justice Tour	90 Minutes	81,00	40,50	45,00	40,50	- Group bookings of +10 Only
Time Travel Tour	3 Hours	315,00	135,00	225,00	135,00	- Last Friday of every month. Group bookings of +10 Only
Walk with Madiba	90 Minutes	81,00	40,50	45,00	40,50	- Group bookings of +10 Only
Constitutional Court Tour	90 Minutes	81,00	40,50	45,00	40,50	- Group bookings of +10 Only
Conditions			7-17 Years	ID	With Student Card	

## PAYMENT OPTIONS

Tour Operators can make EFT payments to Constitution Hill to confirm bookings. Tour Guides are also requested to produce the proof of payment.

### Banking Details

**Account Name:** Constitution Hill Development Company

**Bank Name:** First National Bank

**Bank Account Number:** 62207353228

**Branch Code:** 254 005

Payments on site are welcome, either by card or cash.

No cheques will be accepted on site.

Tickets can also be booked online on our website or through Web tickets:

<https://www.webticket.co.za/EventCategories.aspx?itemid=1465748877>

## COMPLIMENTARY ADMISSION

Complimentary tours are issued by our group sales, venue hire, marketing, education and public programmes departments. In this instance, complimentary cards (known as Be Our Guest passes) are provided in advance.

Other complimentary tours can be arranged through Constitution Hill's management, partners or the Constitutional Court, and must be approved by management.





## FREE-FOR-ALL DAYS

On museum free-for-all days, Constitution Hill opens its doors to visitors free of charge. This offer applies to general admission for self-guided tours throughout the precinct. Please note that regular parking fees apply. The following commemorative days are free-for-all days:

- **Human Rights Day:** 21 March
- **Freedom Day:** 27 April
- **Heritage Day:** 24 September
- **Day of Reconciliation:** 16 December

## REFUNDS

Please note the following conditions concerning refunds:

- Purchased tickets are non-refundable, but you can change your ticket to another date if necessary
- Re-bookings are made by calling the visitor services administrator on 011 381 3100 weekdays between 8am and 5pm
- Re-bookings must be made prior to your visit
- Re-bookings are only made on individual tickets, not on group visits or guided tours
- A rebooking fee applies

## CONSTITUTION HILL TERMS AND CONDITIONS

1. Student pricing is available to full-time students upon the presentation of a valid student ID
2. Pensioner discounts apply to visitors with proof that they are over 60 years of age
3. Children's rates apply to children between the ages of seven and 17
4. Children under the age of seven do not pay to visit the precinct, however there is a cost for certain programmes offered at the children's room. These rates will be finalised in 2017
5. Children must be 12 years and older to purchase an admission ticket on their own and visit the Constitution Hill precinct unaccompanied
6. All children under the age of 12 require an adult escort. An adult escort is someone who is above the age of 17
7. We encourage families to explore Constitution Hill together and offer a family ticket option applies for up to two adults and four children between the ages of seven and 17
8. Combination tickets cannot be separated or used with any other promotion
9. Visitors with disabilities pay regular admission fees depending on their age group. Attendants accompanying visitors with a disabilities receive free admission, at a maximum of one attendant per person. All other visitors in the group pay regular admission fees
10. The highlights tour runs daily every hour from 9am to 4pm
11. The full tour runs every day at 10am and 1pm
12. The Night, Art and Justice, Time Travel, Walk with Madiba and Constitutional Court tours are only available to group bookings of 10 people or more
13. The Night tour takes place on the last Thursday of every month
14. The Time Travel tour takes place on the last Friday of every month
15. Admission fees are subject to change without notice.
16. Tour operators will be requested to produce their tour guiding badges and cards.
17. Constitution Hill offers its spaces for venue hiring and some other museum spaces might not be available for viewing at when they are used for venue hire event.



## CONSTITUTION HILL GENERAL RULES

Visitors are requested to abide by the rules of the Constitution Hill precinct provided below. Should you have any queries, please do not hesitate to contact us or speak to a member of staff.

1. Our intention is for all our visitors to have a pleasant experience. Visitors should not engage in any activity that interferes with other visitors' enjoyment of the precinct
2. Please do not run on site or in the exhibition spaces
3. Smoking is not allowed anywhere in the museum or exhibition spaces
4. The only animals allowed in the museums or exhibitions are those used to assist people with disabilities, such as seeing-eye dogs. Non-working animals cannot be left unattended or with staff members anywhere on the site
5. Food and drink, either hand-carried or in bags, are not allowed in the museum or exhibition spaces
6. Visitors on tour are permitted in the precinct's public areas only. Non-public areas such as staff offices are off-limits to visitors unless they have booked an appointment and signed in
7. Adults are responsible for the children they bring to the site. Children are expected to follow all rules
8. Please do not touch the exhibitions unless prior permission has been granted by the general manager or the collections manager, and unless notification has reached security and admissions staff in advance
9. Professional film crew members or photographers should carry a letter of permission from Constitution Hill management

## RESTAURANTS

From formal business lunches to casual engagements with friends, and on-the-run coffees, breakfasts and scrumptious sandwiches, Constitution Hill's dining options offer an exceptional experience. While eating and drinking are not permitted in the museums and exhibitions, you are still welcome to enjoy some refreshment in a place steeped in history and heritage. To host your own private or public event at Constitution Hill, please visit our [Host an event](#) page.

### The Hill

If you're in need of refreshment during your time at Constitution Hill, be sure to visit The Hill, our on-site restaurant. Located in the Old Fort parade ground, The Hill is a full-service cafe, restaurant and bar that allows you to take in your surrounds as you take your pick from their innovative and flexible à la carte menu with items made from fine, locally sourced and seasonal produce. Take a sneak peak at their [menu](#) before you arrive.

The Hill is open weekdays from 9am to 5pm.

### The Old Fort Mess Hall

Efforts are currently under way to reinstate the Old Fort Mess Hall at Constitution Hill. Award-winning architect Kate Otten, who worked on the original restoration of the Old Fort, is behind the project. Her task is not only to pay homage to the site's historic value and to preserve it accordingly, but to create a unique dining experience that will serve as an attraction in and of itself. The vision is to fuse cuisine and heritage, to create a menu and an environment that speaks to the soul of the site, its people and the rhythms of life in Johannesburg and South Africa. The restaurant is expected to open in early 2017.



## PUBLIC LIABILITY

NBC Head Office | 76 Juta Street | Braamfontein | 2001 | P.O Box 32528, | Braamfontein | 2017  
Tel: (010) 206-0000 | Fax: 0866885566



Leader in People Benefits in Africa

12 October 2016

To whom it may concern

Dear Sir/Madam

Re: Public Liability "Events" Insurance Confirmation


We confirm that The Constitutional Hill is insured for events Liability up to R100 000 000.00 any one event/ anyone period of insurance.

The policy is covered through us by AIG Insurance company policy number 01CAS534591

Cover is valid from 1<sup>st</sup> August 2016– 31<sup>st</sup> July 2017.

We trust the above is in order.

Kind Regards



Bella Rathaha

Broker Administrator

## RESERVATIONS CONTACT DETAILS

Mr. Bandile Fakude  
Visitors Sales Assistant

**Email Address:** [visitorservices@constitutionhill.org.za](mailto:visitorservices@constitutionhill.org.za) /

**Contact numbers:** 011 381 3100/ 3134/3109

**Website:** <https://www.constitutionhill.org.za/>