VIAGGI DELL'ELEFANTE
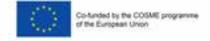## TOUR OPERATOR

PROVIDERS
BEST PRACTICE

Boat-based Marine Wildlife Viewing

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As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits & permission** to access activity area are in place

✓ Ensure **insurance** is in place for guests and team

✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment

✓ Ensure enough team members are available in case of **emergency**

✓ Monitor activity **area conditions** (including weather) in advance & during the activity

✓ Be familiar with activity area and ensure that **navigation & communication** tools are in good working order

✓ Maximise local **economic benefits** through employment and purchasing

✓ Avoid single use & disposable items, provide secure on-board **waste** collection for safe disposal, and pick up any rubbish found along the way

✓ Use **eco-friendly products**, e.g., cleaning products

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity as part of a climate action strategy

✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with

✓ **Screen participants** ahead of time to make sure that activity is well suited to their fitness & level of ability

✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks

✓ **Brief participants** about do's and don'ts, safety, hazards to be aware of, what to expect, logistics, not disturbing / removing flora and fauna, rubbish collection and disposal, and rules regarding alcohol before the activity starts

✓ Show **respect** for the land, waterways, wildlife, and other activity area users

✓ **Share information** about local nature & culture, as well as social development / conservation projects that participants may want to support

✓ Manage **group size** to minimise impacts on people & the planet, and daily visitation limits on a single sighting (where silent: 3 vessels, 2x/ day at minimum 3-hour intervals is a guideline)

✓ **Reduce boat speed** to approach wildlife, preferably parallel to it, not from in front / behind

✓ **Do not chase** marine wildlife, alter / restrict their direction of movement, or position boats so that marine wildlife group is split

✓ Adhere to **viewing distances and durations** stipulated in permits (where silent: minimum 50 metres, and ±30 minutes)

✓ Do not allow **swimming** in close proximity of marine wildlife, i.e., within range of contact or safety risk being posed to participants or wildlife

✓ **Discontinue interaction** if the animal shows signs of disturbance or its behaviour is disrupted

✓ **Depart sighting** slowly, leaving no wake

✓ Repair and compensate for any **damage** caused to the activity area

✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in rehabilitation projects
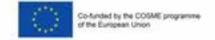
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Captive Animals

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits** (including for wildlife breeding and trade)

✓ Ensure **insurance** for participants and team is in place

✓ Identify **health & safety risks**, implement management systems, and provide appropriate safety equipment

✓ Ensure enough team members are available in case of **emergency**

✓ Monitor activity **area conditions** (including weather) in advance & during the activity

✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order

✓ Maximise local **economic benefits** through employment and purchasing

✓ Avoid single use & disposable items, provide adequate **waste** collection facilities for safe disposal, and pick up rubbish found along the way

✓ Use **eco-friendly products**, e.g., for cleaning purposes

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity as part of a climate action strategy

✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with

✓ Keep detailed records (**stocklist**) of animals, including where and how wildlife were acquired (removal from the wild or from captive breeding prohibited, unless part of a conservation programme), and their destination / death ("canned hunting" / similarly inhumane destinations prohibited)

✓ Provide best practice in **animal welfare** – "Five Freedoms" – freedom from hunger & thirst, discomfort, pain / injury / disease, fear / distress, and freedom to express normal behaviour

✓ Ensure **caretakers** are suitably equipped, trained, and experienced to provide best practice care

✓ **Behavioural needs** are provided for, e.g., intra-species socialisation needs, and species separation as required (e.g., to prevent predator-prey stress, and conflict due to aggression)

✓ Animals are not **prematurely separated** from their young

✓ Training does not involve **food deprivation**

✓ Monitor **physical health** of all captive animals, providing veterinary advice / care as needed

✓ Animals are **not drugged or mutilated**, unless for veterinary / similar care, e.g., safe medical treatment, de-horning, etc.

✓ **Contraception**, if deemed appropriate/ necessary, is based on veterinary advice

✓ **Euthanasia**, if deemed necessary, is administered humanely, ideally by a veterinarian

✓ Do not remove wildlife from **enclosures** unless for welfare purposes, e.g., husbandry, veterinary, enrichment / similar

✓ **Prohibit practices** not aligned with best practice for captive wildlife, e.g., wildlife 'selfies', encouraging unnatural behaviour, walking with predators or elephants, riding elephants or ostriches, swimming with cetaceans, feeding live vertebrate prey, and tactile interactions with infant predators, great apes, bears, sloths, cetaceans, crocodiles, or alligators

Captive Animals
(continued...)

✓ Wildlife **release** programmes conform with IUCN / equivalent guidelines

✓ **Screen participants** ahead of time to make sure that the activity is suitable for their age and level of ability

✓ Manage **group size** to minimise impacts and ensure a safe guide : participant ratio

✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks

✓ **Brief participants** about do's and don'ts, safety (including safe viewing proximity), what to expect, applicable conduct, logistical considerations, hazards to be aware of, not disturbing / removing flora and fauna, and rubbish collection and disposal, before the activity starts

✓ **Share information** about local nature, culture, relevant species conservation status (if applicable), and relevant authorities responsible for captive animal welfare

✓ Share information about **social development / conservation projects** that participants may want to support

✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in rehabilitation projects

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Community-Based Tourism (CBT)

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable **legal** permits are in place
- ✓ Respect local leadership / traditional governance structures; their **permission** was obtained for visits to take place
- ✓ Ensure **insurance** is in place for guests and team
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order
- ✓ Ensure CBT activity is developed through extensive **consultation and training** process
- ✓ Train and employ community members to **manage CBT** activity
- ✓ Ensure CBT activity only shares those **aspects of local life** that community members are comfortable to have shared
- ✓ Establish **committee** / similar to oversee tourism development
- ✓ Manage, monitor, and report **tourism impact**s to community at least annually
- ✓ Maximise local **economic benefits** through employment and supporting local hosts
- ✓ Avoid single use & disposable items, provide adequate **waste** collection facilities (or pack out what you take in), and pick up rubbish in the area
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with
- ✓ Manage **group size** to minimise impacts on people & the planet
- ✓ Obtain written confirmation, e.g., via **indemnity**, from participants that they are aware of activity risks
- ✓ **Brief participants** about do's and don'ts, safety, what to expect, applicable etiquette / conduct to be respectful of, and logistical considerations before the activity starts
- ✓ Share **information** about local nature and culture along the way
- ✓ Facilitate opportunities for **meaningful exchange** with local people
- ✓ Show **respect** for the land, waterways, wildlife, and others in the area, ensuring that local residents are not disturbed
- ✓ Repair and compensate for any **damage** caused to the activity area
- ✓ Contribute to conserving activity area **integrity**; let relevant authorities / leadership know about any concerns and participate in rehabilitation projects
- ✓ Provide opportunities for participants to **support** conservation / natural resource management, and local development initiatives

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Diving & Snorkelling

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As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits**, appropriate dive master / similar **qualifications, and permission** to access the activity area are in place

✓ Ensure **insurance** is in place for guests and team

✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment, including life jackets for snorkellers (to avoid kicking over shallow corals)

✓ Ensure enough team members are available in case of **emergency**

✓ Monitor activity **area conditions** (including weather) in advance & during the activity

✓ Be familiar with activity area and ensure that **navigation & communication** tools are in good working order

✓ Maximise local **economic benefits** through employment and purchasing

✓ Avoid single use & disposable items, provide adequate **waste** collection for safe disposal, and pick up any rubbish found along the way

✓ Use **eco-friendly products**, e.g., sanitising products for diving / snorkelling equipment

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity as part of a climate action strategy

✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with, including reef-safe sunscreen (or rash vests for snorkelling)

✓ **Screen participants** ahead of time to ensure activity is well suited to fitness level & ability; provide refresher courses or buoyancy orientation for less experienced / out-of-practice divers

✓ Verify that divers using bulky **photographic equipment** are sufficiently experienced to control equipment and prevent activity area damage

✓ Manage **group size** to minimise impacts on people & planet, and ensure safe guide : diver ratio

✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks

✓ **Brief participants** before the activity starts about do's and don'ts, safety, hazards to be aware of, what to expect, logistics, communication, marine wildlife disturbance & viewing distance, and preventing damage to marine ecosystem

✓ **Share information** about local nature & culture, as well as social development / conservation projects that participants may want to support

✓ Show **respect** for the land, waterways, wildlife, and other users in the activity area

✓ Discourage the use of **gloves** (to discourage participants from touching coral)

✓ Prohibit the use of sunscreen that is not "**reef-safe**"

✓ Ensure that **flash photography** is not excessive as repeated flash can cause undue stress

✓ Confirm that all diving **equipment is secured** to prevent damage from dragging

✓ Monitor divers for **neutral buoyancy** to avoid contact with coral reef, seagrass, sandy surfaces

✓ Find an area free from fragile organisms should a **rest / pause** in the dive be necessary

✓ Use low intensity lights for **night dives** to avoid confusing and causing harm to marine wildlife

✓ Repair and compensate for any **damage** caused to the activity area

✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in marine conservation and rehabilitation projects
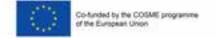
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Heritage Sites

**As part of our commitment to advancing
sustainable tourism, we encourage our tourism
partners to improve their sustainability performance
by providing them with the guidance below.**

✓ Ensure applicable legal **permits & permission** to access activity area are in place

✓ Arrange visits in **advance**, where appropriate

✓ Ensure **insurance** is in place for guests and team

✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment

✓ Ensure enough team members are available in case of **emergency**

✓ Monitor **heritage site conditions** (including weather) in advance & during the visit

✓ Maximise local **economic benefits** through employment and purchasing

✓ Avoid single use & disposable items, provide appropriate & adequate **waste** collection facilities for safe disposal, and pick up any rubbish found in the surrounding area

✓ Use **eco-friendly** products, e.g., for cleaning

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity as part of a climate action strategy

✓ Provide **information in advance** about your sustainability actions, heritage site accessibility, what to expect, and what to bring with

✓ **Screen participants** to make sure that the activity is well suited to their fitness & level of ability

✓ Manage **group size** to minimise impacts on people, planet, and integrity of the heritage site

✓ Obtain written confirmation, e.g., via **indemnity**, from participants that they are aware of activity risks

✓ **Brief participants** about do's and don'ts, safety, what to expect, and logistical considerations before the activity starts

✓ Communicate and enforce **conduct rules** / appropriate behaviour specific to the heritage site

✓ **Share information** about local nature, culture, and heritage as well as social development / conservation projects that participants may want to support

✓ Show **respect** for the land, waterways, wildlife, and other heritage site / area users

✓ Participate in conserving heritage site **integrity**; let relevant authorities know about any concerns and participate in heritage site conservation / rehabilitation projects
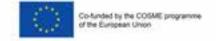
Motorised Boating

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits & permission** to access the activity area are in place

✓ Ensure **insurance** is in place for guests and team

✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment

✓ Ensure enough team members are available to monitor water for **collision avoidance** (with marine life, other vessels, and swimmers / divers) and to respond in case of emergency

✓ Monitor activity **area conditions** (including weather) in advance & during the activity

✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order

✓ Maximise local **economic benefits** through employment and purchasing

✓ Avoid single use & disposable items, provide secure on-board **waste** collection for safe disposal, and pick up any rubbish found along the way

✓ Use **eco-friendly product**s, e.g., for antifouling of boat hulls

✓ Use **noise suppression equipment** (or electric engines) where disturbance to wildlife, other users, or residents is significant

✓ Do not use **underwater sonar** equipment in the vicinity of marine wildlife habitat

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity as part of a climate action strategy

✓ **Refuel** boats on land, where possible, and use fuel collar / bib to catch drips, overflow

✓ Oil- or grease-contaminated bilge and untreated ballast are not **discharged** into open water

✓ **Untreated sewage** and sullage are pumped out at shore-based facilities

✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with

✓ **Screen participants** ahead of time to make sure that the activity is well suited to their fitness & level of ability

✓ Manage **group size** to minimise impacts on people & the planet

✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks

✓ **Brief participants** about do's and don'ts, safety, hazards to be aware of, what to expect, logistics, conduct, and rubbish collection and disposal before the activity starts

✓ **Launch boats** at designated ramps / launch points only

✓ **Share information** about local nature & culture, as well as social development / conservation projects that participants may want to support

✓ Show **respect** for the land, waterways, wildlife, and other activity area users

✓ Remain in **designated activity area**, and avoid both sensitive marine / coastal environments and areas of human activity
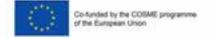
Motorised Boating
(continued...)

✓ Operate boats to minimise wave, wake, and wash impacts; **slow speeds** only in shallows, over sensitive habitat and coral reefs, near shorelines, and when crossing another wake

✓ Use **moorings** over sensitive marine environments; over coral reefs, ensure bow and stern are secured to prevent reef damage due to shift in the wind

✓ **New mooring point** location and installation is determined in accordance with causing least environmental damage

✓ Drop **anchor** only in mud / sandy areas, and with enough chain laid to avoid dragging; never anchor on seagrass or coral reefs

✓ Repair and compensate for any **damage** caused to the activity area

✓ Participate in conserving activity area **integrity**; notify authorities of concerns (including mooring repair needs noted) and participate in rehabilitation projects
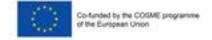
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Nature / Open Vehicle Drives

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits & permission** to access the activity area are in place

✓ Ensure **insurance** is in place for participants and team

✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment

✓ Ensure enough team members are available in case of **emergency**

✓ Monitor activity **area conditions** (including weather) in advance & during the activity

✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order

✓ Maximise local **economic benefits** through employment and purchasing

✓ Avoid single use & disposable items, provide adequate **waste** collection facilities (or pack out what you take in), and pick up any rubbish found along the way

✓ Use **eco-friendly products**, e.g., for cleaning purposes

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity as part of a climate action strategy

✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with

✓ **Screen participants** ahead of time to make sure that the activity is suited to their fitness & level of ability

✓ Manage **group size** to minimise impacts on people & the planet

✓ Consult relevant management authorities / communities to agree **new tracks and routes** to be used so that negative environmental and social impacts are minimised

✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks

✓ **Brief participants** before the activity starts about do's and don'ts, safety, what to expect, logistics, permissible conduct, hazards to be aware of, not disturbing / removing flora and fauna, rubbish collection and disposal, 'bush toilet' etiquette, rules regarding alcohol and fires, and minimising disturbance in residential areas

✓ Share **information** about local nature & culture, as well as social development / conservation projects that participants may want to support

✓ Stay on **designated tracks and agreed routes**; where off-road driving is permitted, the shortest and least environmental impact routes to and from the area of interest are used

✓ Show **respect** for the land, waterways, wildlife, and other activity area users

✓ Cross **watercourses** at designated points, slowly, and at 90° to shore / bank

✓ Repair and compensate for any **damage** caused to the activity area

✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in rehabilitation projects

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Non-Motorised Boating

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits & permission** to access activity area are in place

✓ Ensure **insurance** is in place for guests & team

✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment

✓ Ensure enough team members are available in case of **emergency**

✓ Monitor activity **area conditions** (including weather) in advance & during activity

✓ Be familiar with activity area and ensure that **navigation & communication** tools are in good working order

✓ Maximise local **economic benefits** through employment & purchasing

✓ Avoid single use & disposable items, pack out what you take in, and pick up any **rubbish** found along the way

✓ Use **eco-friendly products**, e.g., to clean equipment

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity as part of a climate action strategy

✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with

✓ **Screen participants** ahead of time to make sure that the activity is well suited to their fitness & level of ability

✓ Manage **group size** to minimise impacts on people & the planet, and ensuring suitable guide : participant ratio

✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks

✓ **Brief participants** before the activity starts about do's and don'ts, safety, what to expect, logistics, conduct (e.g., safe and effective boat handling, entering / exiting boats, & what to do if your boat capsizes), and minimising environmental impacts

✓ **Share information** about local nature & culture, as well as social development / conservation projects that participants may want to support

✓ Show **respect** for the land, waterways, wildlife, and other users in the activity area

✓ Launch boats at **designated put-in points** only and stick to established trails for portaging

✓ **Moor & anchor** boats with least environmental impact

✓ Avoid **sensitive riverbanks/shorelines** where wildlife may be nesting or breeding

✓ Remain on designated paths when **portaging** boats; if portaging around whitewater / low water areas, ensure minimal damage is cause to banks / shores & vegetation

✓ Repair & compensate for any **damage** caused to the activity area

✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in rehabilitation projects
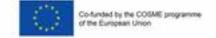
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Shopping & Souvenirs

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits and permission** to occupy the trading space are in place

✓ Ensure **insurance** is in place for guests and team

✓ Maximise local **economic benefits** through employment and purchasing locally produced items

✓ Promote items that reflect the **area's history, nature, and / or culture**, providing interpretive information of their significance where possible

✓ Be aware of legal and sustainability considerations pertaining to the sale of items, especially those made from **protected flora or fauna, or artefacts**

✓ Avoid single use & disposable items, including **shopping bags**; perhaps offer re-usable or locally crafted alternatives for purchase

✓ Offer sufficient **waste** collection facilities for safe disposal and collect rubbish found in the trading area

✓ Use **eco-friendly** products, e.g., cleaning products

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used as part of a climate action strategy

✓ Provide information about your **sustainability actions** and how the items offered for sale benefit people and planet

✓ Ensure **fair pricing** is applied, including commissions / mark-ups applied to items offered for sale

✓ **Brief participants** about do's and don'ts, safety, what to expect, applicable etiquette / conduct to be respectful of (including guidance on customary bartering practices, if applicable), and logistical considerations

✓ Communicate with business partners about times of day / week that might be better for the tourism market so that **customary trading** is not interrupted
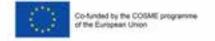
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Spa | Massage
Activities

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits and therapist qualifications** are in place, as required

✓ Ensure **insurance** is in place for guests and team

✓ Identify **health & safety** risks, implement management systems, and apply appropriate safety and hygiene measures

✓ Ensure enough team members are available in case of **emergency**

✓ Maximise local **economic benefits** through employment and purchasing

✓ Incorporate **local products or traditional treatments**, where possible

✓ Feature local culture / nature in creating the **spa ambience**

✓ Use **natural, healthy spa products** that are not harmful to human and environmental health, including non-toxic air fragrances

✓ Avoid **single use** & disposable items

✓ Provide adequate **waste** collection facilities for safe disposal, and collect rubbish in the surrounding area

✓ Use **eco-friendly products**,e.g., detergents to launder spa linen

✓ Use **water** sparingly, including in spa features where water re-use / recycling may be appropriate

✓ Minimise **energy** used, including maximising the use of natural lighting

✓ Provide **information in advance** about your sustainability actions, accessibility of the experience, what to expect, and what to bring with

✓ **Screen participants** ahead of time to make sure that the experience is well suited to their physical health

✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks

✓ **Brief participants** about do's and don'ts, hygiene, what to expect, applicable etiquette / cultural sensitivity to be respectful of, and logistical considerations before the experience begins

✓ Communicate your **zero tolerance** of child labour, or any activities related to the sex trade or human trafficking

✓ **Share information** about local nature & culture, as well as social development / conservation projects that participants may want to support

✓ Participate in conserving activity area **integrity**; notify relevant authorities of concerns and participate in relevant rehabilitation projects
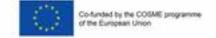
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Tour Guides

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure guide **registrations & qualifications** are appropriate & valid, including applicable safety / emergency response training

✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment to participants

✓ Monitor activity **area conditions** (including weather) in advance & during the activity

✓ Be familiar with activity area and ensure that **navigation & communication** tools are in good working order

✓ Maximise local **economic benefits** by including local businesses and opportunities for participants to purchase local goods & services

✓ Avoid single use & disposable items, inform participants about appropriate disposal of **waste**, and pick up any waste found along the way

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity, including choosing low carbon transportation options

✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with

✓ **Screen participants** to make sure that the activity is well suited to their fitness & level of ability

✓ Manage **group size** to minimise impacts on people & the planet

✓ **Brief participants** before the activity starts about do's and don'ts, safety, conduct, applicable rules and regulations, logistical considerations, and what to expect

✓ **Manage expectations** responsibly, in consideration of respectful and professional guiding conduct

✓ Ensure participants are **introduced** to everyone on the guiding team

✓ Provide information about **customary tipping** to service providers and for the activity

✓ Ensure that etiquette regarding taking **photos / videos** is clearly communicated, and the need to respect cases where permission is not granted

✓ Provide information to participants about **responsible 'gifting'**, e.g., explaining why it is harmful and created a culture of begging to give sweets / candy or money to children

✓ Maximise **accessibility** by responding sensitively to participants with special needs, including mobility, hearing, visual, and intellectual as well as the need for translation where possible

✓ Show **respect** for the land, waterways, wildlife, and other users in the activity area

✓ Share **accurate and impartial information** about local nature and culture along the way, respecting the local narrative

✓ Provide information to participants about how they might **support** local social development and / or conservation projects, if they wish

✓ **Accompany** participants for the duration of the activity / tour

✓ Provide frequent opportunities for participants to ask **questions** and provide feedback at the end
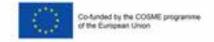
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Transport Services

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable legal **permits** for vehicle / vessel fleet, operator **licenses** & **permission** to access the activity area are in place
- ✓ Ensure **insurance** is in place for guests & team
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation & communication** tools are in good working order
- ✓ Maximise local **economic benefits** through employment & purchasing
- ✓ Avoid single use & disposable items, provide **waste** collection facilities, and pick up any rubbish found along the way
- ✓ Use **eco-friendly** products, e.g., cleaning products
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used as part as a climate action strategy, e.g., operating vehicles / vessels according to best practice sustainability considerations
- ✓ Plan routes to minimise negative **environmental & social impacts**, e.g., avoid over-consumption of fuel, exacerbating traffic congestion, and noise pollution
- ✓ Use the most **appropriate size & efficient type** of vehicle / vessel for the group size & transport needs
- ✓ Consider lower environmental impact **alternatives** in your transport offering
- ✓ Consider **fuel efficiency**, emissions & noise pollution performance when **purchasing new vehicles / vessels**
- ✓ Ensure vehicles / vessels are **maintained** per manufacturer's recommendations to minimise emissions, fuel consumption, leaks & noise
- ✓ Ensure vehicles / vessels are operated according to **best practice sustainability conduct**, e.g., limit idling & revving engines, adhere to speed limits, apply optimal braking & changing gears, and use air-conditioning efficiently
- ✓ Ensure vehicles / vessel operators are **trained** in safety / defensive driving & sustainability operating techniques
- ✓ Verify correct vehicle **tyre pressure** regularly
- ✓ Avoid carrying **excess weight** in / on vehicles / vessels during transfers & on activities
- ✓ **Brief participants** about do's and don'ts, safety, what to expect, conduct considerations, rubbish disposal, and logistical considerations before the activity starts
- ✓ Share **information** about local nature & culture along the way
- ✓ Show **respect** for the land, waterways, wildlife, and other users in the activity area
- ✓ Repair and compensate for any **damage** caused to the activity area
- ✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in relevant rehabilitation projects
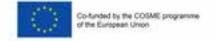
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Visiting Communities

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits & permission** to access the area are in place

✓ Ensure **insurance** is in place for guests and team

✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment

✓ Ensure enough team members are available in case of **emergency**

✓ Monitor activity **area conditions** (including weather) in advance & during the activity

✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order

✓ Maximise local **economic benefits** through employment and supporting local businesses

✓ Avoid single use & disposable items, provide adequate **waste** collection facilities for safe disposal (or pack out what you take in), and pick up any rubbish found along the way

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity as part of a climate action strategy

✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with

✓ **Screen participants** to make sure that the activity is well suited to their fitness & level of ability

✓ Manage **group size** to minimise impacts on people & the planet

✓ Obtain written confirmation, e.g., via **indemnity**, from participants that they are aware of activity risks

✓ **Brief participants** about do's and don'ts, safety, what to expect, applicable etiquette / conduct to be respectful of, and logistical considerations before the activity starts

✓ In **sensitive socio-economic or cultural contexts**, e.g., under-serviced areas, someone from the local community must accompany the group

✓ **Share information** about local nature and culture, and social development / conservation projects that participants may want to support

✓ Facilitate opportunities for **meaningful exchange** with local people

✓ Show **respect** for the land, waterways, wildlife, and others in the area, ensuring that local residents are not disturbed

✓ Repair and compensate for any **damage** caused to the activity area

✓ Contribute to conserving activity area **integrity**; let relevant authorities know about any concerns and participate in rehabilitation projects
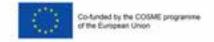
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Sustainability in tourism

Visiting Traditional/ Rural Communities

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits** are in place

✓ Ensure **insurance** is in place for guests and team

✓ Respect local leadership / traditional governance structures; their **permission** being obtained for visits to take place

✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment

✓ Ensure enough team members are available in case of **emergency**

✓ Monitor activity **area conditions** (including weather) in advance & during the activity

✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order

✓ Maximise local **economic benefits** through employment and supporting local businesses / hosts

✓ Engage **local stakeholders** about how the activity should happen, and to ensure social and environmental impacts are managed responsibly

✓ Agree **expectations and responsibilities** of the experience with local businesses / hosts

✓ Ensure **regular engagement** with local businesses / hosts to improve quality and ensure that respect for cultural heritage is maintained

✓ Avoid single use & disposable items, provide adequate **waste** collection facilities for safe disposal (or better yet - pack out what you take in), and pick up any rubbish found along the way

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity as part of a climate action strategy

✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with

✓ **Screen participants** to make sure that the activity is well suited to their fitness & level of ability

✓ Manage **group size** to minimise impacts on people & the planet

✓ Ensure that activity **vehicles** do not disturb residents

✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks

✓ **Brief participants** about do's and don'ts, safety, what to expect, applicable etiquette / conduct to be respectful of, topics of conversation that might be culturally inappropriate, activity areas / buildings that might be off-limits, and logistical considerations before the activity starts

✓ In sensitive **socio-economic or cultural contexts**, e.g., communities with little contact with other cultures, someone from the local community must accompany the group

✓ Share **information** about local nature and culture along the way and social development / conservation projects that participants may want to support

✓ Facilitate opportunities for **meaningful exchange** with local people

✓ Show **respect** for the land, waterways, wildlife, and others in the area

✓ Repair and compensate for any **damage** caused to the activity area

✓ Contribute to conserving activity area **integrity**; let relevant authorities / leadership know about any concerns and participate in rehabilitation projects

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Vulnerable Groups in Communities

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits & permission** to access the activity area are in place, including from parents / guardians of facility residents, where applicable

✓ Ensure **insurance** is in place for guests and team

✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment

✓ Ensure enough team members are available in case of **emergency**

✓ Monitor activity **area conditions** (including weather) in advance & during the activity

✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order

✓ Maximise local **economic benefits** through employment and supporting local businesses

✓ Avoid single use & disposable items, provide adequate **waste** collection facilities for safe disposal, and pick up rubbish found in the area

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity as part of a climate action strategy

✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with

✓ Manage **group size** to minimise impacts on people & the planet

✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks

✓ **Brief participants** before the activity starts about do's and don'ts, safety, what to expect, applicable etiquette / conduct to be respectful of especially safeguards in place to protect vulnerable groups, and logistical considerations

✓ **Share information** about local nature and culture, as applicabe, and social development / conservation projects that participants may want to support

✓ Ensure parent / guardian / facility **supervisor** is always present

✓ Ensure **routines** of facilities that care for vulnerable groups are not interrupted

✓ Exclude visiting **orphanages** from any tourism experience

✓ Ensure the **participation of children** in the activity, e.g., cultural performances, is appropriate and does not place them at risk

✓ Ensure that **exchange of personal details** between facility residents and participants is not permitted

✓ Contribute to conserving activity area **integrity**; let relevant authorities know about any concerns and participate in rehabilitation projects

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Walking, Hiking & Trekking

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits & permission** to access the activity area are in place

✓ Ensure **insurance** is in place for participants and team

✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment

✓ Ensure enough team members are available in case of **emergency**

✓ Monitor activity **area conditions** (including weather) in advance & during the activity, avoiding areas at risk of erosion, e.g., due to recent rainfall or unstable soil

✓ Prepare **contingency plan** in case activity must be stopped / altered, e.g., trail conditions deteriorate, or participants be unable to continue

✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order

✓ Maximise local **economic benefits** through employment and purchasing

✓ Apply best practice for **porter working conditions**, including equipment, provisions (food and water), load limitations, age screening, and medical support in case of injury / illness

✓ Avoid single use & disposable items, pack out what you take in, pick up any **rubbish** found along the way

✓ Use **eco-friendly** products, e.g., cleaning products for hiking equipment

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity as part of a climate action strategy

✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring, e.g., drinking water purification requirements

✓ **Screen participants** ahead of time to make sure that the activity is well suited to their fitness & level of ability

✓ Manage **group size** to minimise impacts on people & the planet, and ensure safe guide : participant ratio

✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks

✓ **Brief participants** before the activity starts about do's and don'ts , safety, what to expect, applicable etiquette / conduct to be respectful of, logistical considerations, hazards to be aware of, not disturbing / removing flora and fauna, rubbish collection and disposal, 'bush toilet' etiquette, and rules regarding alcohol and fires

✓ In sensitive environments, clean footwear before and after activity to prevent spread of **invasive species**

✓ Share **information** about local nature and culture, and social development / conservation projects that participants may want to support

✓ Show **respect** for the land, waterways, wildlife, and other activity area users

✓ Stay on **designated route** and apply least impact principles where no trail exists

✓ Repair and compensate for any **damage** caused to the activity area

✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in rehabilitation projects
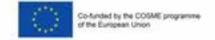
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Wildlife Viewing
on Drives / Walks

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

✓ Ensure applicable legal **permits & permission** to access activity area are in place

✓ Ensure **insurance** is in place for participants and team

✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment

✓ Ensure enough team members are available to manage incident prevention and respond in case of **emergency**

✓ Monitor activity **area conditions** (including weather) in advance & during the activity

✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order

✓ Maximise local **economic benefits** through employment and purchasing

✓ Avoid single use & disposable items, provide adequate **waste** collection facilities for safe disposal - especially cigarette butts during rest stops - (or pack out what you take in), and pick up rubbish found along the way

✓ Use **eco-friendly products**, e.g., for cleaning purposes

✓ Be **waterwise** and take pro-active measures to use water sparingly

✓ Minimise **energy** used in the activity as part of a climate action strategy

✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with

✓ **Screen participants** ahead of time to make sure that the activity is well suited to their fitness & level of ability

✓ Manage **group size** to minimise impacts on people & the planet, including suitable guide : participant ration (especially on walks) and maximum number of vehicles / groups on sightings

✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks

✓ **Brief participants** before the activity starts about do's and don'ts, safety, what to expect, logistics, conduct (e.g., around dangerous animals, noise, not disturbing / removing flora and fauna), 'bush toilet' etiquette, flash photography (especially at night), and deactivating geotagging to protect endangered species

✓ **Share information** about local nature & culture, as well as social development / conservation projects that participants may want to support

✓ Show **respect** for the land, waterways, wildlife, and other activity area users

✓ Avoid disturbing **sensitive habitats**, especially during nesting, hatching / similar seasons

✓ Do **not lure wildlife (including birds)** with food / similar, and minimise playing of recorded calls

✓ Turn engines off and radio volume down on sightings to **minimise disturbance** to wildlife and others on the sighting

✓ View wildlife from a **distance** that does not disturb nor disrupt their behaviour; encourage use of binoculars when closer approach to wildlife is not possible

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Wildlife Viewing
on Drives / Walks
(continued...)

✓ Do not **corner or chase wildlife**, nor interrupt their direction of movement

✓ Do not provoke wildlife to **display specific behaviours**, e.g., defensive or territorial displays

✓ Do not **handle (pick up) wildlife** unless with explicit approval from conservation authorities to do so

✓ Do not disturb **nocturnal species** on night viewing activities, e.g., only use lights that cause minimal disturbance and use them appropriately

✓ When multiple locations to view a species are possible, **rotate use** to minimise cumulative impacts

✓ Repair and compensate for any **damage** caused to the activity area

✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in rehabilitation projects

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