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Lasting Laos



Standard Operating Procedure (SOP)

To Improve Community Based Tourism Practices for Lao Tour Operators Working with Local Communities





SUSTOUR Laos Project

Executive Summary

This standard operating procedure (SOP) is a tool designed to be adopted by tourism businesses, specifically tour operators and travel agents, that are driving toward sustainable community-based tourism (CBT) in Laos. This SOP will support tour operators in providing direction, improving communication, maintaining work consistency, and interacting with local communities in an economically, socially, and environmentally responsible way. By following this SOP, businesses can raise the quality and sustainability of their tour packages which can potentially bring more customers and increase revenue. The SOP will also provide benefits for local communities involved in tourism, based on sustainable development framework and best practices, it will contribute towards transparency and good governance, helping both businesses and communities understand their rights, responsibilities, and benefits.

The SOP includes step-by-step instruction in the following key areas:

- 1. making an agreement with communities;**
- 2. training the key staff;**
- 3. cooperation during trip operation;**
- 4. monitoring, evaluation, and improvement.**

There is also an agreement/contract template and model agreement between tour operators and communities (including guidance on the rights and responsibilities of communities and businesses, guidance for child rights and safeguarding, guidance for gender awareness and inclusiveness, etc.).

This SOP does not cover procedures with the public sector nor specific guidelines for developing tourism with communities, therefore it is recommended that tour operators only use this SOP with communities that are already involved in tourism-related activities.

This SOP is only intended to be used as a guidance document. The SUSTOUR Laos project partners and donors are not accountable for or liable to any subsequent activities, contracts, or agreements based on this document.

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Introduction

What is Community Based Tourism (CBT)?

CBT is a form of tourism that seeks to empower communities to manage tourism growth and achieve community aspirations relating to their well-being and includes economic, social, and environmentally sustainable development. CBT is managed and owned by the community, for the community, to enable visitors to increase their awareness and learn about the community and local ways of life. CBT programs are developed based around special elements of local lifestyle, culture, people and nature that community members feel proud of and choose to share with guests and guests have an opportunity to experience and learn about the community and the environment through fun and hands-on activities lead by local community guides.

What are the principles of CBT?

1. Involve and empower community members to ensure ownership and transparent management;
2. Establish partnerships with relevant stakeholders;
3. Gain legal recognition from relevant authorities;
4. Achieve social well-being and human dignity;
5. Establish a fair and transparent benefit-sharing mechanism;
6. Enhance linkages to the local and regional economy;
7. Respect the local culture and tradition;
8. Contribute to natural resource conservation;
9. Improve the quality of visitor experiences by strengthening meaningful host and guest interaction;
10. Work towards financial self-sufficiency.

Who is involved and what are their roles?

Local community:

- Coordinator: CBT member who represents the CBT group to communicate with tour operator including booking tours and sharing information.
- Tour guide: CBT members who provide tours and activities for visitors.
- Food and Beverage provider: CBT members who provide food and beverage services for visitors.
- Accommodation provider: CBT members who provide accommodation services, including homestay for visitors.
- Tour Operator:
- Professional tour guide: is a CBT facilitator, who assists local community tour guides to interpret messages.
- Departments (Product, Sale and Marketing, Operation): put a special effort to add value and differentiate CBT products from other ordinary tour packages in the market.

What are some Examples of CBT Activities?

- Cooking and tasting local food;
- Visiting a local market;
- Walkthrough the village;
- Working in the field;
- Experiencing the coffee process;
- Fishing or sailing with locals;
- Biking tour around the village;
- Handcrafting or painting;
- Storytelling by elders;
- Homestay or farm stay.

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CBT in Laos

In Laos, since the introduction of the Nam Ha Ecotourism Project in 1999, CBT has been promoted as a tool for nature conservation and fighting against poverty across the country. The first community-based ecotourism project was launched in Luang Namtha province under the financial assistance of the New Zealand Official Development Assistance (NZODA) and the Japanese Government through International Finance Corporation's Trust Fund Programmed and technical assistance from various development agencies. Nam Ha Ecotourism Project has been a tremendous success in providing a model of how tourism might be used as a tool for development in rural and largely subsistent villages and as a mechanism for promoting forest conservation (Gujadhur, T. Linphone, A. Panyanouvong, O, 2008). The tour operator Green Discovery increased the number of tourists on the Nam Ha Camping Tour by 350%, and revenue from \$3,965 to \$22,938, from 2005 to 2007, after entering into an agreement with the provincial tourism department and the village of Dorn Xay. Villagers provide food, guide services, site security, and trail maintenance for the tour program and receive about 30% of the gross revenue (ADB, 2008b; p.6).

The Nam Kat Yorlapa is a good example of different types of CBT. This is a Lao investment in a tourism concession in a protected area with significant inclusion of the villagers in the nearby area. It is a tourism resort that is a concession of the Nam Kat Provincial Protected Area and has a range of accommodation and activities, including camping, high-end bungalows, trekking, village visits, and more. The resort is targeting the Asian market, including Chinese tourists travelling from Yunnan Province, Thai

tourists, and locals. The investment was made by a private Lao investor and the business currently employs the majority of the nearby village (World Bank, 2019).

Although there are some outstanding examples of good practices, more often they do not include the private sector and focus almost exclusively on building the capacity of community stakeholders, which is limited opportunities for sustainable social and economic development, and also there is an inherent lack of consistent communication and information sharing, which is a root cause of many failures and misunderstandings in CBT partnerships. Therefore, this SOP has been developed to provide clear and consistent instructions for tour operators to develop sustainable partnerships with local communities involved in tourism.

Step-By-Step Instruction



Stage 1

Making an Agreement with a Community



Preparation prior to going to the community:

Step 1.1

Study information about the community in advance; including the location and nearby attractions which could be visited on the way to the community.

Step 1.2

Contact the village chief in advance for initial consultation and arranging a site visit. Explain that you want to survey their community's services and activities.



BEST PRACTICE: MEETING WITH COMMUNITY MEMBERS

Request to meet a variety of the community members who are involved in tourism (e.g. homestay host, guides, transport providers, and others activities). This is more effective and will give more useful insights, than a meeting with just the village chief.



Process of making agreement during meeting with CBT member in the field:

Step 1.3

The tour operator conducts initial surveys the CBT program/services/staff and related components, including the following details:

- **Meet and clarify the roles and responsibilities** of community members and include them in a **service agreement** (see Annex 1 & 2)
- **Ask about do's and don'ts** for the community and environment
- **Try out "highlight" activities** in the community. Confirm how long activities take and what time of the day they should be scheduled (consider seasonality)
- **Ask the local guide to present two or three of the highlights of the tour**, so that you can assess their local knowledge and interpretation skills
- **Inspect accommodations** (homestay, community lodge, campsite, etc.)
- **Taste two or three dishes** and confirm what else available – see if there are any local specialties or "comfort food" available (omelet, fried chicken, etc.)
- **See if there are any locally made products** which can be promoted during the tour, providing an opportunity for the community to sell their products directly to tourists
- **Survey local transport** and check any safety equipment
- **Confirm service capacity** (e.g. total numbers of homestays, vehicles, guides, etc.) and the maximum number of guest in those services. Consider seasonality – check if community capacity is consistent or if it depends on the month or season
- **Enquire about any rotation or queue systems** for homestays, vehicles, etc.

Step 1.4

Conduct a risk analysis (annex 1: Risk Assessment Template) of the area, identifying and classifying risks (e.g. high, medium, low) and develop risk management strategies for the following key areas:

- **Operations: accessibility and landscape** (e.g. road access, risk of natural disaster); transportation (e.g. vehicles, boats, road accidents); safety in the community (e.g. risk of violence, theft, etc.); accommodation (e.g. building quality, amenities); and hygiene and COVID-19 prevention.
- **Cooperation and communication: misunderstanding with community** (e.g. language barriers); use of digital or social media in the community.
- **Safeguarding children and preventing sexual discrimination/harassment: risk of children being abused** by staff or contractors of the tourism businesses; risk of children being abused in the community (e.g. by community members or tourists); risk of breach of privacy (e.g. images being taken without consent).



BEST PRACTICE:

ALWAYS IDENTIFY AND MANAGE RISKS FOR CHILDREN IN AREAS VISITED BY TRAVELERS

- 1 **Establish a procedure when designing new products and services to identify potential risks for children in communities.**

Consult child welfare organizations to determine whether your products might lead to school dropout, family relocation, or situations where children have to spend time outside their regular care (family or other). Pay particular attention to situations where this occurs in evenings or overnight, such as performances that include children.

- 2 **Establish a child welfare risk-management plan.**

Work with child welfare organizations (e.g. Plan international) to take an active role in ensuring the identified risks are mitigated and documented in a risk-management plan or matrix.

- 3 **Inform travelers about the correct ways of interacting with children in rural communities and when confronted with children begging or selling goods/services.**

Brief travelers on appropriate and inappropriate interactions with children including but not limited to: giving candy or gifts to begging children, taking photographs with and/or of children, entering private

areas without invitation, spending time alone with a child or children and physical contact.

- 4 **Establish mechanisms for communities and children to provide grievances or complaints against tourist or tourism activities.**

Collaborate with key community stakeholders and child welfare organizations to ensure children and their communities can voice complaints or grievances against tourist or tourism activities. These mechanisms should be easily accessible, in their local language and promoted to community members and your company's management/subcontractors.

- 5 **Promoting good practice.**

Community grievance and complaint mechanisms should be introduced at the very beginning of any new product or service development. This will encourage a positive relationship between your company and the community by letting community members know they are welcome (without fear of damage to the business relationship) to provide honest feedback and report on any unacceptable behavior from your clients or company representatives.

Step 1.5

Clarify understanding and confirm your agreement with the community, including these following details:

- **Confirm the agreed programmer**, and record your agreement in writing (see Annex 1 and 2 for references)
- **Confirm the role of community members and the tourism business**
- **Confirm prices, and contribution to community / environmental fund**
- **Identify any opportunities and discuss processes for revenue sharing in the community** (e.g. rotation of households involved in the tour)
- **Discuss payment** (who pays the community / how is the community paid / when are they paid) and cancellation terms
- **Confirm book arrangements.**
- **Confirm the names and phone numbers** of the community contact(s)/coordinator(s) who can take booking
- **Confirm information** for do's and don'ts, your promotion, trip note, etc.
- **If it is not possible to confirm, discuss how/when to confirm agreements**



BEST PRACTICE: DISCUSSION WITH COMMUNITY MEMBERS

- To get oriented, it's best to travel to the community and start off with a brief presentation by community members about their village and any background related to CBT. Introduce your business and your type of customers/tourists and explain your expectations for safety, experience, service, etc.
- Give an idea of the number tourists which you plan to send per group/year. If this is possible, then make it clear to reduce future misunderstandings.
- Provide feedback on how the community's service are appropriate (or not) to your actual target guests, and explain what may need to be adapted (e.g. levels of physical challenge, length of activities, spiciness of local food, etc.).
- Clarify the feasibility of additional requests which would be necessary to service their target group, and confirm any additional costs for these services.

Stage 2

Training Staff and Community Members



Step 2.1

Provide brief introduction and concept concept to all of your staff including product development, sales, and operations staff while the program is being discussed and developed. If feasible, bring staff to the communities so they can deepen their understanding of the community and the the programme.

****It is particularly important for tour operators to train their sales staff about what CBT and how it differs and provides a better experience compared to just regular sightseeing****

Step 2.2

After the programme has been agreed, the other key team members who need training are the **tour guides**:

→ **Professional tour guides should be trained about community based tourism**, and briefed in detail about specific programs and activities in each CBT destination, prior to running a tour in any community.

→ **Tour guides should be trained to work as a team** with the community and any local guides. Cooperation between professional guides must be managed sensitively to avoid conflict.

****Whenever possible the licensed guides should experience the CBT program in advance, and practice helping the local community guides to translate their stories****

Why Train Professional, Licensed Tour Guides on CBT?

Professional, licensed tour guides and community tour guides have similar roles. To ensure smooth cooperation, licensed guides should be trained about CBT so they understand:

- How CBT is different from regular sightseeing trips;
- What roles local people play in delivering CBT;

- How to adjust their role to work as a team with local CBT staff, while containing to be responsible for the safety and satisfaction of clients;
- How to use CBT systems, such as bookings, receipts, etc.;
- Initiatives for income sharing, such as a community fund.

Before training Licenced Tour Guides in a CBT community:

- The CBT program should be prepared with clear activities, prices, management, roles, responsibilities, etc.;
- Community guides must be briefed on the role and value of licensed professional guides.

Training Licenced Tour Guides on CBT: what needs to be included?

1. Understanding CBT in general:
 - An overview of market demand for authentic, local experiences (to motivate the guides);
 - An overview of CBT and how it differs from regular sightseeing;
 - How community-based tourism adds value to the local tourism industry;
 - Potential challenges and solutions/tips for professional guides and community guides to work as a team.
2. Understanding the CBT program and village context:
 - A quick overview of the CBT program in the specific community;

- Highlights of local life and culture that community members are proud to show visitors;
- An overview of the work done so far to develop CBT in that destination;
- An overview of who is involved in the community and their roles and responsibilities;
- An overview of CBT systems e.g. bookings, payment, receipts, etc.;
- Identifying and mitigating risks: discuss risks and measures which can be taken by the community and tour operators to mitigate risks (including hygiene practices and COVID-19 prevention), and agree on how the guides and communities should respond in case of an emergency.

****The training must include their responsibilities for child protection and preventing sexual harassment and abuse. It's key that everyone involved in the tour knows how to report any known or suspected abuse****

Step 2.3

Support all community members in capacity building and training opportunities to increase their skills and knowledge related to the CBT programme (e.g. tour operations, customer service, communication (including cross cultural awareness/communication and verbal and non-verbal communication, health and safety).



BEST PRACTICE: TRAINING THE COMMUNITY MEMBERS

Tour operators should consider supporting all community members in additional capacity building and training opportunities to increase their skills and knowledge, for example, tour group management; authentic local cultural traditions, integrity, identity and values; environmental protection issues; health and safety, including first aid; and any other area related to CBT.

Community members should be provided with capacity building and training opportunities to increase their technical skills and knowledge of specific activities that they are responsible, for example: sustainable tourism & interpretative guiding for local guide; nutritional and hygiene food preparation; accommodation and house-keeping services.

Stage 3

Operation and Cooperation in the Community



Before the Tour:

Step 3.1

Advice to help tourists to prepare for a safe and responsible visit should be sent by email before the tourists' arrival. This can include Sustainability Guidance for Tourists in Laos (developed by SUSTOUR Laos Project), local do's and don'ts (add link), a local language sheet, a handbook with information about the community's history, occupations, belief, etc.

Step 3.2

Tour operators should contact the community before arriving to:

- **Confirm arrival times and numbers** of men, women, and children;
- **Discuss any special needs** which the guest may have;
- **Determine if there is a rotation/queue system** for homestays. It is usually a good idea for tour guides and community representatives to discuss and plan how the tourists will interact with the community;
- **Check quickly on any unforeseen events** (weather forecasts, funerals, births, festivals, etc.) so that a "Plan B" can be made if necessary.
- **Confirm which community members** are involved in providing food, accommodation, transport, etc., and check that service providers have been informed and are prepared to welcome guests. Confirm if there are enough services for the number of tourists.

During the Tour:

Step 3.3

The licensed/professional guide should always **introduce the tourists to the community representatives.**

Step 3.4

Professional tour guide should encourage local community members to be involved in the tour, however, the professional tour guides and leaders remain ultimately responsible for the clients' experience and safety and should step in to assist if necessary.

Step 3.4

After the tour ends, **the tour operator should inform the community representatives** if the local guide or community member do not follow agreements or if any other improvements.



BEST PRACTICE: WORKING WITH COMMUNITY MEMBERS

- Tour operators should also inform the Community in advance about the guests' age and fitness level, so they can prepare for each specific group.
- The guide should provide information (e.g. locally do's and don'ts, safety or dress advice) to the guest before they arrive in the community.
- It is a good idea to let the tourists have a quick **'ten-minute toilet stops'** when they arrive; so that the professional guide has a few minutes to update any last minute changes with the CBT team.
- If there are homestays, the licensed tour guide should visit each homestay in the evening to check tourists' safety and help communication between guests and host families.



Stage 4

Monitoring, Evaluation and Improvement



Step 4.1

Tourists should be requested to provide feedback to the community before they leave, either through a written feedback form or verbal discussion.

Step 4.2

Tourists can be informed about social media sites (e.g. Facebook pages for the community, or Trip Advisor for the tour operator) or other feedback mechanisms (e.g. email listed on code of conduct materials) where they can leave feedback.

Step 4.3

Once or twice per year, organize a **feedback meeting** where **tour operators can share feedback from their guests** on CBT activities and services (food, accommodation, guides, and transport). At the same time, the community members can share feedback on the tour operators' coordination, tour guides, guests, and how well informed they have been. Finally, tour operators and CBT members can agree on what issue to prioritize for improvement.





BEST PRACTICE:

HYGIENE PRACTICES AND C-19 PREVENTION FOR TOUR OPERATORS

Professional Tour Guides

- Health screening procedures for guides and drivers should be implemented by the Tour Operator.
- Tour Guides should be provided with a **trip-preparation kit**, which can include:
 - A list of clinics, doctors, and hospitals nearby the community;
 - Hand sanitizer and face masks;
 - Other useful items such as tissue paper, and thermometers for members' use when necessary;
- Tour guides should be aware of procedures of what to do in case a group member feels unwell and/or there is a suspected COVID-19 case;
- If any of the tour group members feels unwell, immediate action should be taken to ensure the safety of the rest of the group;
- If a tour guide or other staff are experiencing a fever or other symptoms after returning from a trip, medical advice should be sought out immediately.

Excursions

- The guides, hosts, tour leaders, community members, and tourists are informed of any risks and are made aware of the health and safety protocols and systems in the area;
- Guides, hosts, tour leaders, community members, and tourists are provided with personal protective equipment (e.g. masks) and hygienic materials (e.g. hand sanitizer) whenever necessary;
- Private and small groups preferred;
- Physical distancing practiced (when applicable);
- Every community member involved in the activity follows applicable health and safety guidelines;
- Health screening was introduced for both tourists and community members;
- Increased safety measures implemented for activities with a higher risk of virus transmission (e.g. shared meals, shared accommodations, etc.);
- Awareness about the shared responsibility of the virus transmission raised among customers;
- Contact details of everyone taking part in a tour / activity kept to allow contact tracing if necessary;
- Special consideration is given to physical distancing regarding guides and hosts;
- Crowds are avoided by choosing less popular sites or going in the off-peak times;
- Sharing equipment is avoided and guests are advised to bring their equipment;
- When sharing equipment, each person has their gear, which is properly washed and cleaned after each use.

Annex 1

Risk Assessment Template



General Risk Assessment and Management

Name of Tour Operator

Prepared by..... Review by

Date

Note: All Risks below just only for sample and are not fully completed, each location can add base on real situation

Sectoral Risks	Detail Risks	Risk Rating	Actions
<i>Risk Rating Criteria (Very low = 0–1), (Low = 1.1–2), (Medium = 2.1–3), (High = 3.1–4)</i>			
Operation			
Travel and transportation: Any Risk related traveling such as road and or traffic accident, risk of flash flooding or road/ bridge damage, river crossing.			
Travel and transportation: Any risk related to traveling by boat in community area.			
Violence/security in the work location: Any Risk relates to security (shooting, terrorism, violence)			
Any Risk of House breaking in each homestay.			
Any Risk when staff and tourists holding big amount of money.			
Other:			

Sectoral Risks	Detail Risks	Risk Rating	Actions
<i>Risk Rating Criteria (Very low = 0–1), (Low = 1.1–2), (Medium = 2.1–3), (High = 3.1–4)</i>			
Cooperation and Communication			
Risk of conflict between Tour Operators and Communities.			
Any actions for media platforms (e.g. procedure/code of conduct) are in place when tourists would like to take a picture of the people in the community).			
Any risk related to involvement from other actors in the area (e.g. local government, police).			
Other:			
Safeguarding children and young people			
Risk of Children and Young people being abused as a result of CBT activities (e.g. physical, sexual, emotional, verbal abuse).			
Risk of children and young people being separated from their families while implementing CBT activities.			
Risk of children and young being exposed to violence as are the result of their involvement in the CBT activities.			
Risk of the kidnapping of children and young people.			
Risk of breach of privacy and having personal information and images shared without parent/guardians' consent or their consent if over 18 years old.			
Other:			

Sectoral Risks	Detail Risks	Risk Rating	Actions
<i>Risk Rating Criteria (Very low = 0–1), (Low = 1.1–2), (Medium = 2.1–3), (High = 3.1–4)</i>			
Other Risks			
CBT activities harm natural resources (e.g. trekking, camping in the jungle).			
CBT activities harm traditional taboos and beliefs of local people (e.g. make up ceremonies or event).			
CBT activities that might affect the health of tourists.			
Other:			



Annex 2

CBT Service Agreement Template



..... Agreement

1. PARTIES

This CBT Service Agreement (“Agreement”) was made on

between

Company name Address

Represented by Role

Hereafter call: “Tour Operator”

and

Company name Address

Represented by Role

Hereafter call: “Community”

Both parties agree as follow:

2. SERVICE DESCRIPTION

No	Service Description	Price	Remark
1			
2			
3			
4			
5			
6			
7			
8			

3. TERM OF PAYMENT

Tour operator agrees to pay the services fee to community as agreed price on article (2)

The payment shall be by via

from to

4. RIGHTS

4.1 Tour Operator

- Receive the services from the community as described in article (2);
- Make changes in the tour itinerary due to any risk to staff, community members, and/or tourists;
- Monitor and evaluate the performance community and provide guidance to improve;

Add any additional point if necessary.

4.2 Community

- Receive the service fee as described in the article (3);
- Receive additional pay in the case the community has to perform works that are not included or go beyond the services described in the article (2);
- Voice their complaints regarding any issues or problems related to the CBT activities (e.g. behaviors of the tour operator and/or tourists);
- Manage the CBT group by themselves without tour operator interference;
- Refuse any service that goes beyond the agreed services in the article (2);

Add any additional point if necessary.

5. ROLES AND RESPONSIBILITIES

5.1 Tour Operators

No	Description	M	V
1	Take action in preventing any sexual abuse, harassment or exploitation.	✓	
2	Images and information of children and young people meet child safeguarding and ethical requirements and do not reinforce or exacerbate stereotypes.	✓	
3	Provide equal opportunity to community members, ensure that people are not discriminated against concerning involvement in activities, access to training, or other opportunities in terms of gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation, or in other ways.	✓	
4	Employ only children above 14 to complete work which is normally undertaken by adults, and there are special working times and conditions for children joining CBT activities in accordance with national regulations.	✓	
5	Regularly conduct capacity building and training opportunity related to CBT management for the community.		✓
6	Dispatch only professional tour guide who has been trained related to sustainable management, CBT development, human rights, health and safety issue.		✓

No	Description	M	V
7	Encourage tourists' to buy goods and support services from the community as much as possible by including them in tour package.	✓	
8	Support nature protection organizations and/or community development (e.g. infrastructure, education, health, sanitation and projects which address the impact of climate change) or other local/national sustainability initiatives in the community.		✓
9	Provide a clear guidance to the community that illegal or not sustainably produced souvenirs, such as historic artefacts or souvenirs from threatened animal and plant species are not allowed to sell to tourists.	✓	
10	Ensure that any CBT activities are in compliance with zoning requirements and with laws related to protected and sensitive areas and to heritage considerations	✓	
11	Ensure all CBT products and services are paid for as agreed in article (2)	✓	

Add any additional point if necessary.

Remark: M=Mandatory CBT criteria

V=Voluntary CBT criteria

5.2 Community

No	Description	M	V
1	Establish an organization committee, which is responsible in coordinating between community members and the tour operator	✓	
2	Define clear role and responsibilities of all community members	✓	
3	Establish proper queue system and practice transparency and accountability to distribute benefits fairly among community members	✓	
4	Contribute a fixed percentage income to community development projects		✓
5	Ensure safety and security of tourist and tour operator staff during their stay in the village	✓	
6	Ensure all CBT products and services are provided as described in article (2)	✓	
7	Actively participate in any capacity building activities and training activities that relates to CBT activities		✓
8	Excursions and attractions in which captive wildlife is acquired, bred or held are not offered	✓	
9	Implement a solid waste reduction and recycling to reduce non re-usable waste and to recycle waste in the community		✓
10	Ensure safety of children and women who directly and indirectly involves in CBT	✓	

Add any additional point if necessary.

Remark: M=Mandatory CBT criteria

V=Voluntary CBT criteria

6. FINAL PROVISION

Duration of contract:

Make Changes:

Problems resolution:

Etc:

Tour Operator

Community

Annex 3

Model CBT Service Agreement



Service Agreement

1. PARTIES

Sunshine Explorer Co.,Ltd Head office is located in ASEAN Rd, Xaysetha District, Vientiane Capital, hereafter part “A”,
Phone No: 021 234 5XX, 021 98XX 651 info@sunshine-explorerlaos.com,
Represented by: Mr. Sunshine, phone No: 020 2222 12XX

Hereafter call: “Tour Operator”

and

Hardkh village, Thabok district, Bolikhamxay Province hereafter call part “B”,
Represented by: Mr. Kham, Phone No: 020 2224 XXXX, 020 2243 XXXX

Hereafter call: “Community”

Both parties agree as follow:

2. SERVICE DESCRIPTION

No	Service Description	Price (Kip)	Remark
1	Breakfast: Fruit Coffee Omelet Sticky rice or Noodle Soup	25.000 per person	
2	Lunch: Fried vegetable Pork or beef grilled Omelet Tomato sauce Sticky rice	30.000 per person	
3	Dinner: Fish/duck/chicken cooked Fried vegetable Tomato sauce Sticky rice	30.000 per person	
4	Homestay	30.000 per person/ night	
5	Local tour guide	80.000 per/guide	1–3 guests – 1 guide 4–7 guests – 2 guides 8–10 guests – 3 guides More than 11 guests – 4 guides
6	Boating from Hardkhai village to trekking point	80.000 per boat	Maximum for 3 guest – 1 boat

3. TERM OF PAYMENT

Tour operator agrees to pay the services fee to community as agreed price on article (2)

The payment shall be made by 1 week before the trip is operated via Cash

From Tour guide, Tour Operator To CBT group coordinator

4. RIGHTS

4.1 Tour Operator

- Receive the services from the community as described in article (2);
- Make changes in the tour itinerary due to any risk to staff, community members and/or tourists;
- Monitor and evaluate the performance community and provide guidance to improve;

4.2 Community

- Receive the service fee as described in the article (3);
- Receive additional pay in the case the community has to perform works that are not included or go beyond the services described in the article (2);
- Voice their complaints regarding any issues or problems related to the CBT activities (e.g. behaviors of the tour operator and/or tourists);
- Manage the CBT group by themselves without tour operator interference;
- Refuse any service that goes beyond the agreed services in the article (2).

5. ROLES AND RESPONSIBILITIES

5.1 Tour Operators

No	Description	M	V
1	Take action in preventing any sexual abuse, harassment or exploitation.	✓	
2	Images and information of children and young people meet child safeguarding and ethical requirements and do not reinforce or exacerbate stereotypes.	✓	
3	Provide equal opportunity to community members, ensure that people are not discriminated against with regard to involvement in activities, access to training, or other opportunities in terms of gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in other ways.	✓	
4	Employ only children above 14 to complete work which is normally undertaken by adults, and there are special working times and conditions for children joining CBT activities in accordance with national regulations.	✓	
5	Regularly conduct capacity building and training opportunity related to CBT management for the community.		✓
6	Dispatch only professional tour guide who has been trained related to sustainable management, CBT development, human rights, health and safety issue.		✓
7	Encourage tourists' to buy goods and support services from the community as much as possible by including them in tour package.	✓	
8	Support nature protection organizations and/or community development (e.g. infrastructure, education, health, sanitation and projects which address the impact of climate change) or other local/national sustainability initiatives in the community.		✓
9	Provide a clear guidance to the community that illegal or not sustainably produced souvenirs, such as historic artefacts or souvenirs from threatened animal and plant species are not allowed to sell to tourists.	✓	

MODEL CBT SERVICE AGREEMENT

No	Description	M	V
10	Ensure that any CBT activities are in compliance with zoning requirements and with laws related to protected and sensitive areas and to heritage considerations	✓	
11	Ensure all CBT products and services are paid for as agreed in article (2)	✓	

Remark: M=Mandatory CBT criteria V=Voluntary CBT criteria

5.2 Community

No	Description	M	V
1	Establish an organization committee, which is responsible in coordinating between community members and the tour operator	✓	
2	Define clear role and responsibilities of all community members	✓	
3	Establish proper queue system and practice transparency and accountability to distribute benefits fairly among community members	✓	
4	Contribute a fixed percentage income to community development projects		✓
5	Ensure safety and security of tourist and tour operator staff during their stay in the village	✓	
6	Ensure all CBT products and services are provided as described in article (2)	✓	
7	Actively participate in any capacity building activities and training activities that relates to CBT activities		✓
8	Excursions and attractions in which captive wildlife is acquired, bred or held are not offered	✓	
9	Implement a solid waste reduction and recycling to reduce non re-usable waste and to recycle waste in the community		✓
10	Ensure safety of children and women who directly and indirectly involves in CBT	✓	

Remark: M=Mandatory CBT criteria V=Voluntary CBT criteria

6. FINAL PROVISION

MODEL CBT SERVICE AGREEMENT

- This contract becomes valid and effective on the day of execution by both Parties for 1 year. Both parties have to renew the contract annually;
- All changes and amendments to this Contract must be in writing and can be made exclusively upon mutual agreement of the Parties, provided that these agreements are subject to approval by both parties;
- In case one party doesn't follow any article of this agreement and any unexpected things happen, the other party has the right to give the punishment inappropriate and kind manners. But in case, both parties can't find the solution, they shall comply with the applicable law of Lao PDR;
- Either party shall not disclose any information relating to or in connection with this agreement.

Community

Title:

Tour Operator

Title:

List of References

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ChildSafe Movement and G Adventures. (2018). *Child Welfare and the Travel Industry, Global Good Practice Guidelines.*

Gujadhur, T. Linphone, A. Panyanouvong, O. (2008). *Nam Ha Ecotourism Project Phase II.*

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