



GREENTOUR PROJECT  
KYRGYZSTAN



## Code of Conducts

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

## 1. 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 water-wise 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

## 2. Aircraft 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, licenses, & 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 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 waste collection facilities for safe disposal, and pick up any rubbish found in the area
- 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, including flight planning, scheduling, taxiing, and aircraft operations to maximise fuel efficiency
- Aircraft are not refuelled in sensitive areas; spill and drip prevention measures are in place for fuel and oil pollution prevention
- Apply best practice in noise abatement measures and fit aircraft with noise prevention equipment, where available and applicable
- 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
- 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, logistics, and rubbish collection and disposal before the activity starts

- 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
- Avoid flights with high environmental / social impacts risk, e.g., over breeding and feeding areas, with high bird concentrations, and at low altitude during bird migrations
- Limit the number and duration of flights over protected, culturally significant, or residential areas (especially during early / late hours) to minimise impacts on people & the planet
- Adhere to indications regarding minimum flight height above ground (minimum 300 metres /  $\pm 1,000$  feet where this is silent)
- Do not land in culturally or environmentally sensitive areas, unless with permits and permissions
- Airstrips/ heli/ landing pads / similar are located far from areas where they might disturb others
- Repair and compensate for any damage caused to the activity area
- Participate in conserving activity area integrity; notify authorities of concerns (e.g., regarding airstrip / heli/ landing pad conditions) and participate in relevant rehabilitation projects

### **3. All-terrain Vehicles (ATVs) / Similar**

- 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 in case of emergency
- Monitor activity area conditions (including weather) in advance & during the activity
- Be familiar with activity area and ensure navigation & communication tools are in working order
- Maximise local economic benefits through employment and purchasing
- Avoid single use & disposable items, 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
- Fit ATVs / similar with noise prevention equipment, where available
- Locate meeting / departure points to minimise noise disturbance to residents / other users
- Select tracks in coordination with relevant authorities and communities to minimise impacts and disturbance, and avoid sensitive areas
- Provide information in advance about your sustainability actions, activity accessibility, what to expect, and what to bring with
- Screen participants ahead of time to confirm that activity is suited to their fitness & ability
- Manage group size to minimise impacts on people & 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, hazards to be aware of, what to expect, group pace & communication, logistics, conduct (e.g., safe, low impact, and responsible driving, no spinning or drifting), not disturbing / removing flora and fauna, rubbish collection and disposal, 'bush toilet' etiquette, and rules regarding alcohol and fires
- 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, e.g., giving right to those overtaking or travelling uphill
- Remain in approved areas for use, on designated tracks (avoiding track widening), and rotating between available routes to minimise cumulative impacts
- If winching is required, soft straps are used to anchor to trees / natural features
- 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

## **4. Backcountry Snow Sports**

- 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 in case of emergency
- Monitor activity area conditions (including weather) in advance & during the activity
- Plan activities to only take place when adequate snow cover can reasonably be assured
- 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, pack out what you take in, and pick up any rubbish found along the way
- Use eco-friendly products, e.g., cleaning products, ski wax, etc.
- 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 ensure safe guide : participant ratio
- Obtain written confirmation, e.g., via indemnity, that participants are aware of activity risks
- Brief participants before the activity begins about do's and don'ts, safety, hazards to be aware of, what to expect, logistics, conduct, group pace and communication, not disturbing / removing flora and fauna, rubbish collection and disposal, 'winter bush toilet' etiquette, and rules regarding alcohol and fires
- 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, including right of way and overtaking considerations
- Avoid sensitive areas, e.g., lakeshores, riverbanks, wetlands, meadows, and avalanche risk areas, and crossing frozen waterways
- If muddy patches are visible (e.g., during shoulder season), stay on snow, where possible, and on the track
- 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

## **5. Boat-based Marine Wildlife Viewing**

- 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  $\pm 30$  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

## 6. Camping (wild)

- 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
- 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 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, hazards to be aware of, what to expect, group pace and communication, logistical considerations, applicable conduct, not disturbing / removing flora and fauna, rubbish collection and disposal, 'bush toilet' etiquette, and rules regarding alcohol and fires
- Share information about local nature & culture, as well as social development / conservation projects that participants may want to support
- Avoid single use & disposable items, pack out what you take in, and pick up any rubbish found along the way
- Show respect for the land, waterways, wildlife, and other activity area users, including minimising noise disturbance
- Use previously established sites, where possible, and rotate use to minimise cumulative impacts
- Select sites where ground surface is firm and disturbance to vegetation does not

- occur, including designated cooking areas
- Do not dig trenches around tents or campsites
- Demolish snow walls / shelters before vacating winter camping sites
- Establish sites at least 30m away from waterways
- Avoid camping near sites of historical, archaeological, or cultural significance, as well as sensitive natural sites such as nesting areas or wildlife trails
- Store supplies (especially food) safely out of reach of wildlife at night and when campsite is not occupied
- Use eco-friendly products, including biodegradable soaps and alternatives, e.g., sand for scouring pots
- Be waterwise and take pro-active measures to use water sparingly
- Wash dishes (and one's self) away from waterways
- Use a basin / similar to minimise waste when washing dishes, and disperse dish wastewater over a wide area to enable natural filtration
- Minimise energy used in the activity as part of a climate action strategy
- Camping stoves, as opposed to campfires, should be used for cooking
- Campfires, if permitted, should apply best practice in safety and least impact, including leave no trace
- 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

## **7. 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
- 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

## 8. Community-Based Tourism

- 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 impacts 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

## 9. Diving & Snorkelling

- 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

## 10. Food & Beverage (F&B) 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 food safety & hygiene permits are in place Ensure insurance is in place for guests and team
- Identify health & safety risks, implement management systems, and apply appropriate hygiene & safety measures
- Ensure there are enough team members available in case of emergency
- Create an ambience in the dining venue that reflects local culture and / or nature
- Offer menu options typical of local / regional cuisine
- Maximise local economic benefits through employment & purchasing
- Use locally produced, healthy, organic, Fair Trade (or similar ethical / sustainable / beneficial) ingredients

- Avoid single use & disposable items, including alternatives to plastic bottled water, provide adequate waste collection facilities for safe disposal, and collect waste in the area
- Avoid packaging waste, including for take-away meals
- Minimise food waste through careful procurement & meal planning
- Be waterwise and take pro-active measures to use water sparingly
- Minimise energy used in the activity as part of a climate action strategy
- Request group orders to be coordinated so food preparation can happen at the same time, minimising energy / fuel consumption
- Brief participants before the F&B experience begins about any do's and don'ts, safety, what to expect, applicable etiquette / conduct / customs to be respectful of, logistical considerations, and waste collection and disposal
- Communicate sustainability benefits of your menu offering to diners
- Share information about cultural significance / history of the menu offering
- Provide opportunities for travellers to observe or participate in meal preparation, especially for traditional meals or cooking techniques

## 11. Fishing

- 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, pack out what you take in (including fishing line & fish entrails), pick up rubbish found along the way and dispose of it responsibly (including cutting up fishing line to prevent wildlife entanglement)
- 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
- Obtain written confirmation, e.g., via indemnity, that participants are aware of activity risks
- Keep a logbook for each fishing trip
- Brief participants before the activity starts about do's and don'ts, safety, what to expect, logistics, rules and regulations regarding size and quota limits, seasonal restrictions, and prohibited species, rubbish collection and disposal, and rules regarding alcohol
- 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
- Ensure tackle is appropriate for desired size and species of fish
- Apply best practice by using artificial bait and lures with de-hookers / barbless hooks; if live bait is used only indigenous species, and un-used bait is returned to water unharmed
- Avoid sensitive habitats, including seasonal nesting, breeding, and moulting areas  
Ensure other users are not crowded and keep noise levels to a minimum
- Do not leave active fishing gear unattended
- Apply best practice "catch and release" including quick, efficient handling of fish, and gentle, horizontal release to ensure a quick and full revival
- Take photos of catch as quickly as possible and always hold fish horizontally (not vertically)
- Unintended catch, e.g., undersize, out of season, protected species, is carefully and immediately returned to water
- 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
- Engage with fishing associations to lobby for best practice by all, and to ensure that community / indigenous fishing rights are not compromised

## 12. 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

### **13. Horse Riding & Pony 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 activity area are in place
- Ensure insurance for participants and team is in place
- Identify health & safety risks, implement management systems, and provide appropriate safety equipment, including suitable, well-fitted tack
- 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, ensure that navigation and communication tools are in good working order, and pack spare tack in case breakage occurs during the ride
- Maximise local economic benefits through employment and purchasing
- Avoid single use & disposable items, 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
- 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
- Train horses / ponies to ensure reasonable standard of behaviour during activity
- Keep detailed records of behavioural incidents with horses / ponies used for activity
- Ensure horses / ponies are adequately fit & healthy for the nature of the activity
- Monitor physical health of animals, including checks for lameness and shoe condition (if applicable), providing veterinary advice / care as needed
- Ensure animals on same activity are familiar with each other, to prevent incident
- Groom animals prior to saddling
- Plan routes to maximise safety of riders and animals, and avoid trails after significant rainfall
- Screen riders ahead of time to ensure activity is suitable for their fitness and level of ability, especially children
- Manage group size to minimise impacts and ensure a safe guide : rider ratio
- Obtain written confirmation, e.g., via indemnity, that participants are aware of activity risks
- Provide ‘test ride’ opportunity to ensure riders are confident with allocated horse / pony
- Brief riders, pre-departure, about do’s and don’ts, safety, what to expect, hazards to be aware of, logistical considerations, applicable conduct (including handling horses / ponies, communication, etiquette around other users, vehicles, other animals and in populated areas, etc.), not disturbing / removing flora and fauna, and rubbish collection and disposal
- In sensitive environments, clean riders’ footwear, horse / pony hooves, coats and equipment before activity starts, and provide weed-free feed for preceding 48 hours to prevent spread of invasive species
- Secure loose items to prevent entanglement with riding equipment



- Stay on designated trails and remain in the middle of the trail to avoid widening
- Cross properties at gates / stiles, and leave them behind as you found them
- Cross watercourses at designated points or available bridges, otherwise at firm / stony sections to avoid erosion, and at 90° to bank / shore
- Do not allow horses / ponies to remain in or be washed in natural watercourses
- Water horses / ponies at designated water points, where possible
- Do not allow horses / ponies to graze on natural vegetation in the activity area
- Do not allow animals to roam freely during rest stops
- Provide food at overnight rest stops, and keep animals in a designated area that allows sufficient space (minimum 15m<sup>2</sup> as a guideline)
- Rotate use of different overnight / rest stops to minimise cumulative impacts
- Share information about local nature & culture, as well as social development / conservation projects that participants may want to support
- 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

## 14. Hunting

- 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
- Communicate with other activity area users to avoid overlap in usage and ensure safety for all
- Ensure firearms are properly maintained, and appropriate for species being hunted
- 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, pack out what you take in (including shell casings), 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 well suited to their fitness & level of ability, hunting experience, knowledge, and proficient use of firearms
- 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, logistics, rules and regulations regarding size and quota limits, seasonal restrictions, and prohibited species, rubbish collection and disposal, and rules regarding alcohol
- 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 waterlogged areas and riverbanks / similar susceptible to erosion
- Apply highest moral and ethical standards in reverence for life and good

sportsmanship, respecting animals being hunted through fair chase and quick, efficient kills

- Enforce requirements for clear visual of animal and surroundings to ensure safety and compliance with permit specifications
- Dismantle and remove temporary structures erected, e.g., meat poles
- 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
- Engage with hunting associations to lobby for best practice by all, and to ensure that community / indigenous hunting rights are not compromised

## 15. 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 products, 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
- 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

## 16. Mountain Biking

- 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, including repair kits and spare parts during the

ride

- Ensure there are enough team members 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, pack out what you take in, 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 well suited to their fitness & level of ability
- Plan activities on approved tracks only, avoid sensitive habitat, and tracks that just received high rainfall (to prevent erosion)
- 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, logistical considerations, conduct (including low impact operation of bicycles), hazards to be aware of, group pace and communication, not disturbing / removing flora and fauna, rubbish collection and disposal, 'bush toilet' etiquette, and rules regarding alcohol and fires
- Share information about local nature & culture, as well as social development / conservation projects that participants may want to support
- In sensitive environments, clean footwear and bicycles before and after activity to prevent spread of invasive species
- Show respect for the land, waterways, wildlife, and other users in the activity area
- Cross watercourses at designated spots, reduce speed, and cross at 90° to banks on entry/exit
- 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

## 17. 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

## 18. 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

## 19. Personal Watercraft

- 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 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 in the area
- 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
- Refuel watercraft on land, where possible, and use fuel collar / bib to catch drips, overflow
- Fit machines with noise prevention equipment, where available
- 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 before the activity starts about do's and don'ts, safety, what to expect, logistics, conduct (e.g., safe operation, etiquette around wildlife and other users, applicable speed restrictions), and prohibited areas
- Launch watercraft at designated ramps / launch points only

- Operate watercraft in designated areas only, at a safe distance from swimming areas, away from sensitive wildlife areas, and away from areas where noise may disturb other users or residents
- 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
- 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

## 20. Rock Climbing & Abseiling

- As part of our commitment to advancing sustainable tourism, we encourage 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, pack out what you take in, 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 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

- 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
- Use existing tracks to access the base of climbing / abseiling routes
- Avoid excessive use of chalk and fixed equipment, including bolts (galvanised bolts to be avoided)
- Avoid chipping rock and removing vegetation from cracks
- Avoid climbing / abseiling near sites of cultural, geological, or other scientific interest
- Do not disturb vegetation, wildlife, or nesting sites
- 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

## 21. Shark Cage Diving

- 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 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 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 the activity is well suited to their fitness & level of ability
- Manage group sizes and limit the number of vessels diving in the same location 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 Conduct activity away from the shoreline and from other activity area users
- Share information about local nature and culture, including in-depth interpretation of marine biology and conservation, and raising awareness about the essential role of sharks in marine ecosystem health
- Share information about social development / conservation projects that participants may want to support
- Prohibit feeding of sharks Chumming activities only take place in known hunting areas of sharks, and prohibited chum
- (seal, whale, shark meat) is not used 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 awareness raising and rehabilitation projects

## **22. 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
- 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

## 23. Snowmobiling

- 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 in case of emergency
- Monitor activity area conditions (including weather) in advance & during the activity
- Plan activities to only take place when adequate snow cover can reasonably be assured
- 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, pack out what you take in, 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
- Fit machines with noise suppression equipment, where available
- 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, and ensure safe guide : participant ratio
- Brief participants before activity starts about do's and don'ts, safety, low impact operation of snowmobiles, hazards to be aware of, group pace and communication, not disturbing / removing flora and fauna, rubbish collection and disposal, 'winter bush toilet' etiquette, and rules regarding alcohol and fires
- Share information about local nature and culture along the way
- Show respect for the land, waterways, wildlife, and other activity area users, including right of way and overtaking considerations
- Avoid sensitive areas, e.g., lakeshores, riverbanks, wetlands, meadows, and avalanche risk areas, and crossing frozen waterways
- 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

## 24. Spa | Massage Activity

- 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

## 25. Speleology (Caving)

- 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 (including cave air quality), implement management systems, and provide appropriate safety equipment, including head torches / similar (not open flames)
- Ensure there are enough team members available in case of emergency
- Monitor activity area conditions (including weather) in advance & during the activity
- Be familiar with activity area, including sensitive cave features, 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, pack out what you take in, 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
- Consider motion sensor lighting to minimise light impacts when cave is not visited
- Lights should be lowest wattage, not shine on lampenflora, not be coloured, and not cause negative visual impacts
- Remove algae / other biota created by lighting

- 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, and experience
- Plan route for least impact, e.g., avoid steep ascents / descents, and waterways
- Select cave with least sensitive environment for visits (where multiple caves are available)
- Use existing tracks to access the cave entrance
- Ensure access gates do not impact negatively on wildlife
- Sensitive cave environments should have temperature and airflow controls in place at entrance
- Indicate pathways and restricted areas; ensure markings and signage do not disfigure the cave and may be removed with minimal impact
- Anchoring bolts deemed necessary should be installed in accordance with best practice to minimise impacts
- 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 (especially related to protecting sensitive cave features), logistical considerations, hazards to be aware of, group pace and communication, not disturbing / removing flora and fauna, and rubbish collection and disposal
- Show respect for the land, waterways, wildlife, and other activity area users
- Proceed slowly through the cave
- Share information about local nature & culture, as well as social development / conservation projects that participants may want to support
- 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

## **26. Surfing & Stand-up Paddle Boarding**

- 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 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 any rubbish found along the way
- Use eco-friendly products, e.g., waxes and 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 including reef-safe sunscreen or rash vest
- 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 / instructor : participant ratio
- Obtain written confirmation, e.g., via indemnity, from participants that they are aware of activity risks
- Brief participants before the activity begins about do's and don'ts, safety, what to expect, logistics, conduct (including not touching coral reefs and not kicking up sand), and surf / wave etiquette (e.g., line-ups, entering / exiting waves, & falling correctly)
- Prohibit the use of sunscreen that is not "reef-safe"
- Do not encourage the use of booties (to discourage contact with the reef)
- 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
- 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

## **27. 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

## 28. 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

## 29. 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 water-wise 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-served 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

### 30. Visiting Farms

- 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
- Ensure farming practices are safe & compliant, identify potential risks (including through chemical use), implement management systems, and apply appropriate safety measures
- Ensure farm is clean, orderly and in a good state of repair
- Provide toilet facilities for visitors
- 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 supporting local businesses
- Avoid single use & disposable items, provide adequate waste collection facilities for safe disposal, and pick up any 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
- Implement a biocontrol program to prevent harm to the surrounding environment
- Apply crop rotation plan for annuals, and strip / alley cropping for perennials
- Implement polyculture OR small-scale monoculture (where deemed to have attributes of cultural / historical significance)
- Implement soil erosion mitigation
- Apply least toxic control measures for pest, weed and disease
- Pursue organic or non-GMO verification for some / all products
- 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, that participants are aware of activity risks
- Brief participants about do's & 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, and social development / conservation projects that participants may want to support
- Show respect for the land, waterways, wildlife, and others in the area
- Participate in conserving activity area integrity; notify authorities of concerns and participate in rehabilitation projects

### **31. 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

## 32. Volunteer Tourism

- 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, including at host projects
- Ensure insurance is in place for volunteers 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 in advance & during the activity
- Conduct background checks for volunteer placements with vulnerable groups, and only consider this when volunteers have relevant expertise
- Implement necessary safeguards for placements with vulnerable groups, including supervision and ensuring separate overnight accommodation for volunteers

- Prohibit placements where volunteers are primary caregivers at vulnerable group facilities
- Screen volunteers to make sure that placement is a match for their skills and interests
- Ensuring continuity of programme objectives after volunteer placements, e.g., through partnerships with existing initiatives
- Engage host project in design and management of volunteer programme, including number and selection of volunteers
- Maximise local economic benefits through employment and supporting local businesses
- Work with, not instead of, local people, ensuring skills transfer to host project
- Provide transparency regarding proportion of total fee paid to host project
- Provide information in advance about the project's longer-term sustainability vision, activity accessibility, what to expect, and what to bring with
- 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, and logistical considerations before the placement begins
- Share information about local nature and culture, and social development / conservation projects that participants may want to support
- Provide meaningful placement content so that the experience is rewarding for all parties
- Provide local supervision / contact point for volunteers
- Avoid single use & disposable items, provide adequate waste collection facilities for safe disposal, and pick up rubbish in the local 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
- Obtain feedback at end of placement debriefing
- Maintain communication with volunteers, sending organisations, and host projects after placements
- Contribute to conserving activity area integrity; let relevant authorities know about any concerns and participate in rehabilitation projects

### **33. 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 applicable, 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

### **34. 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 water-wise 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
- 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

## 35. Working 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 & permission to access activity area are in place
- 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, 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
- 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
- Monitor physical health of animals, e.g., check for lameness / similar, and provide veterinary advice / care as needed

- Do not require young, pregnant, nursing, injured, ill, distressed, or elderly animals to pull / carry loads nor be ridden
- Ensure equipment, e.g., harness, fits animal well and does not cause distress or injury
- Ensure work done by animal does not exceed its physical capacity
- 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, pre-departure, about do's and don'ts, safety, what to expect, hazards to be aware of, logistical considerations, applicable conduct, not disturbing / removing flora and fauna, and rubbish collection and disposal
- In sensitive environments, clean animal's hooves, coat and equipment before activity starts, and provide weed-free feed for preceding 48 hours to prevent spread of invasive species
- Cross properties at gates / stiles, and leave them behind as you found them
- Cross watercourses at designated points or available bridges, otherwise at firm / stony sections to avoid erosion, and at 90° to bank / shore
- Rest animals periodically throughout the workday, removing equipment during rest periods
- Avoid working an animal during hottest part of the day (in hot climates)
- Do not allow animals to roam freely during rest stops
- Do not tether animals for long periods, nor in a way that is unnecessarily restrictive; animal must be able to walk, lay down, stand up, and reach food, water, and shade
- Water animals at designated water points, where possible
- Do not allow animals to graze on natural vegetation in the activity area
- Share information about local nature & culture, as well as social development / conservation projects that participants may want to support
- 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

## **36. Zipline / Canopy Tours**

- 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
- Verify that course construction was undertaken and approved by suitably qualified parties
- Confirm that suitably qualified parties designed, manufactured, and installed safety equipment & systems, and that they conduct regular independent safety inspections
- Monitor course and safety equipment / systems according to manufacturer's specifications
- Ensure there are enough team members available in case of emergency
- Inspect course and 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 (or pack out what you take in), and pick up any rubbish found along the way Use eco-friendly products, e.g., cleaning products
- Be water-wise 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 & 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 begins about do's and don'ts, what to expect, how to safely navigate the course, hazards to be aware of, group pace and communication, logistics, not disturbing / removing flora and fauna, rubbish collection and disposal, and 'bush toilet' etiquette
- Assess participant's understanding of safe course navigation instructions
- Ensure a top rope belay system is in place and that participants are always secured at height
- Manage participant take off, travel, and dismount effectively, and spotting when necessary
- Share information about local nature & culture (verbally & via interpretive boards), 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
- Damage to tree canopy and other natural features from platforms / structure is minimised



- Course layout blends into natural surroundings
- 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