

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

