



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





