

enchanted
TRAVELS

Responsible Travel Policy



Responsible Travel Policy

by Enchanting Travels

This document articulates Enchanting Travels' Approach to Responsible Travel. While this policy is not exhaustive, we see it as a start to explaining how we operate and how these initiatives relate to what we do on a day-to-day basis. We always welcome feedback on our Vision and Approach to Responsible Travel.

Responsible Travel: Our Vision

We founded our company with the goal of having a positive impact and have captured this as a key element of our Company Vision. 'Responsible Travel' for us means achieving business success while having a positive impact on the society and environment in which we operate and from which we benefit. When we make our guests' travel dreams come true and facilitate their journeys to different parts of our amazing planet, it is important to us that we and our guests make a positive contribution to people and places visited along the way.

To us, Responsible Travel means continuously working closely with our staff, our partners and our guests to ensure that the travel experiences we offer benefit the host communities and the local and national economies while having a minimal impact on the natural environment.

We believe that all facets of Responsible Travel - communities, environment and economics - are mutually-supportive and that sustainable and sensitive tourism is crucial to economically developing communities and preserving the cultural heritage and environment of the destinations which we offer to our guests.

Responsible Travel: Our Approach

Is responsible travel an oxymoron? We believe not. Through our involvement we work hard to ensure our trips are as responsible as possible, through a considered approach that includes continued communications and global and local initiatives.

In our view, acting responsibly as a Tour Operator means being responsible in the way that we work - it pervades what we do on a day-to-day basis and comprises five key areas.



1. Responsible Travel Experiences

We strive to spread the joy of travel and facilitate enriching and life-changing experiences for our guests, by seeking to understand our guests' travel dreams and making these come true through our tailor-made travel. To achieve this, we regularly travel to our travel destinations and provide personalized concierge-type support to our guests before & during their trip through our team of dedicated Trip Coordinators.

We aim to promote Responsible Travel Experiences which live up to the following criteria:

- facilitate mutually enriching encounters and more meaningful connections between our guests and local people, promoting deeper understanding among our guests of local cultural, social and environmental issues
- support local communities and community projects
- support local conservation projects and contribute to conservation of endangered animals or habitats
- low environmental impact

We strive to achieve this through:

- promoting off-the-beaten path places and avoiding destinations that are likely to be adversely affected by tourism
- placing great emphasis on high quality local guides who are able to provide in-depth insights into the destination in a culturally sensitive manner
- facilitating responsible and enriching experiences for our guests through visiting communities and getting an understanding of or involved in local community or conservation initiatives
- trying to ensure that at least one member of our team has visited every place that we promote to our guests

- encouraging our guests to deepen their understanding of the destination they visit and providing guests with relevant information on culture & traditions, through personal advice, travel guides and Tips for Responsible Travel

Building on this, we seek to design and promote Responsible Travel Itineraries which:

- promote Responsible Travel Experiences
- support fragile and considered destinations that need tourism to survive
- feature Sustainable Hotels
- contain environmentally-friendly modes of transport (i.e. reduced flights / train journeys / shared vehicle usage on safaris / electric vehicles)

We assess our impact through regularly testing the experiences we offer to guests as well as gathering post-trip guest feedback, which is a great inspiration for us and enables us to continually enhance our service.

2. Supporting Sustainable Partners

We are committed to establishing respectful, trusting, fair and mutually beneficial long-term partner relationships, instilling the importance of strong ethical values. We strive to only work with partners who are guided by strong ethical values and sustainable principles.

We aim to achieve this through:

- evaluating our partners on community & conservation support | staff treatment | support for local suppliers | waste management & energy sources
- selecting partners who support community & conservation projects, treat their staff fairly, support local suppliers and minimize their environmental impact
- creating awareness and steering our partners towards sustainable behavior through making our partner selection criteria transparent
- investing in training and constructively sharing feedback with our partners
- creating and maintaining partnerships with smaller local companies where possible, rather than larger or multinational ones
- employing local guides rather than foreign tour leaders
- not working with suppliers who we believe have a negative impact on the local environment or treat the local communities or their staff disrespectfully

We assess our impact through the quality of relationships with our partners, partner sustainability evaluation during our regular test & training trips and guest feedback.

3. Fair Treatment of Staff and Partners

We treat all our team members and partners with respect and dignity and ensure a safe and conducive work environment. This entails the following:

- strong values which guide us in our daily actions: trust & respect, honesty & integrity, passion & care, drive & openness to learning

- paying fair living wages, paid leave and adequate health insurance for our staff
- multicultural and cohesive teams
- flexible working hours & working from home arrangements for pursuing education and other personal needs
- providing diverse learning and growth opportunities and empowering & coaching team members
- sharing open and constructive feedback
- enriching encounters and volunteering experiences
- paying above standard rates for guides and chauffeurs
- making clear and transparent arrangements with our local partners and suppliers, and making every effort to avoid exploiting them or their staff
- acknowledging & promoting excellence through guide and partner awards

We assess our impact through annual staff engagement surveys, and with an open-door philosophy between leadership, management, and our staff.

4. Supporting Communities

We aim to have a positive impact on communities and support charitable organisations and community projects which inspire us and where we believe we can make a difference beyond simply giving donations, through using our skills and capabilities while enriching our team members' and guests' experiences.

We strive to achieve this through:

- providing internship opportunities in our offices & mentoring of team members
- supporting charitable organizations through Welcome Gifts for our guests
- joint team outing with our charity partners and their beneficiaries
- opportunity for our team members to dedicate one day per quarter for volunteering with one of the charitable organizations we support
- enabling our guests to support local community-based projects through "Pack for a Purpose"
- encouraging the employment of local people through the hotels/lodges and projects that we support

We assess our impact through guest and staff feedback and create awareness for positive examples and success stories among our guests and staff.

5. Green Office and Operations

We continuously aim to reduce the environmental impact of our offices and our guests' trips, through:

- creating staff awareness
- flexible working from home arrangements
- aim for "no plastic" in our offices
- waste separation and recycling
- minimize printing / double sided printing
- reduce energy and water consumption
- clean-up drives around our offices

- removing plastic bottles from vehicles
- selecting partners and accommodation providers who make earnest conservation efforts and with lower ecological impact
- facilitating offsetting of carbon emissions through “Atmosfair”
- Enchanting Travels App to replace printed paper travel documents

We assess our impact through guest and staff feedback and create awareness for positive examples and success stories among our guests and staff.

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Do we walk the talk and live up to our responsible travel policy? We wish to hear how we can further improve: contact@enchanted-travels.com

