

enchanted
TRAVELS

Sustainable Travel Policy



Sustainable Travel Policy

by Enchanting Travels

This document articulates Enchanting Travels' Vision and Approach to Sustainable 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 Sustainability.

Sustainability: Our Vision

Are Sustainability and Travel an oxymoron? We believe not. Instead, we believe that if done well, tourism can be a force for good, and we founded our company with the goal of having a positive impact. We believe that all facets of Sustainability - communities, conservation and commerce - are mutually-supportive and that sustainable tourism is crucial to developing communities and preserving the cultural heritage and environment of the destinations which we offer to our guests.

'Sustainability' for us means achieving business success while having a positive impact on the communities and environment in which we operate and from which we benefit. It means being responsible in the way we act - it pervades what we do on a day-to-day basis and entails continuously working closely with our team, 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.

Our **Vision** is to **improve Life through Sustainable Travel - for the People we meet and the Places & Planet we explore.**



1. Internships, Partnering with Charitable Organizations & Volunteering

We aim to have a positive impact on communities & conservation and support charitable organizations 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:

- internship opportunities for youths from disadvantaged backgrounds in Nairobi & Bangalore
- sponsoring kids in high school through 'Friends for Friends' Program
- welcome gifts from social enterprises for our guests in Africa & India
- promoting local entrepreneurship through supporting sustainable guest houses and experiences
- encouraging our team members to engage in volunteering activities
- enabling guests to donate to selected community/conservation projects

Our goals for supporting communities:

- 5 interns in 2022 | 10 interns in 2024
- 10 bright students from disadvantaged backgrounds sponsored in 2022 | 50 in 2024
- Monthly volunteering team activity in one of our global offices/hubs

2. Reducing Carbon Emissions

We aim to minimize CO2 emissions from our guest trips, through balancing our guests' experience with the environmental implications. We avoid flights where ground transportation offers a suitable alternative and promote sustainable activities such as walking and cycling tours while taking our guests beyond the beaten tourist paths both for authentic experiences and to avoid "over-tourism".

In addition to minimizing the CO2 emissions from our guest trips, we calculate the carbon emissions generated by our guests' trips and donate to the Isangi REDD+ project in Congo to absorb these emissions, including domestic and international flights, accommodation, transport in the destination and activities.

Going forward, we have set the goal to reduce carbon emissions of guest trips (excl. International flights) by 10% every year - in total by 30% from 2023 to 2026 and by 50% from 2023 to 2030.

3. Sustainable Experiences & Partners

We strive to spread the joy of travel and facilitate enriching and life-changing experiences for our guests and aim to promote Sustainable 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
- support conservation of endangered animals or habitats
- have low environmental impact

We strive to achieve this through:

- ET Responsible Travel Label to promote sustainable hotels and experiences to our guests

- facilitating enriching experiences for our guests through visiting communities and getting an understanding of or involved in local community or conservation initiatives
- promoting locally owned hotels rather than international chain hotels
- placing great emphasis on high quality local guides who are able to provide in-depth insights into the destination in a culturally sensitive manner
- building sustainable travel itineraries combining sustainable hotels and experiences with environmentally-friendly modes of transport (i.e. reduced flights / train journeys / shared vehicle usage on safaris / electric vehicles)

Furthermore, 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 have set the following goals with regards to sustainable experiences and partners: 20% of hotel room nights / activities booked with sustainable hotels/activities in 2023 | 70% in 2024.

4. Green Office and Operations

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

- flexible working from home arrangements (we introduced these long before COVID)
- aim for "zero single-use plastic" in our offices
- removed plastic bottles from guest vehicles - piloted in several countries
- waste separation and recycling in our offices
- minimize printing in our offices and no printed travel documents
- clean-up drives around our offices

We have set the goal to remove all single use plastic from our guest vehicles in 35 countries by end of 2023 and in all countries by end of 2024.

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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