

BEST PRACTICES

For more sustainable excursions



ENCOUNTER
— LATIN AMERICA —

OUR CODE 1 Preserving the environment

We love what we do and have a deep passion for travel in our destinations. We are so privileged to work and live in these countries with such diverse cultures and incredible nature. We believe that travel can have a positive impact on both the destination and the traveler, if done well. It is our mission to provide our travelers with authentic and immerse experiences and educate them on treading lightly, understanding cultural differences and the respect that comes with it and to share the beauty of our natural surroundings, that cannot continue to exist without the support and understanding that we need to protect and preserve.

We truly believe that responsible travel is the only way for the future of travel and that together we can make this world a better place.

Waste management

- Using a 'take in, take back out' system of waste management in remote regions and national parks.
- Minimize waste. It is a source of pollution and represents a big problem for the environment.
- Avoid single use plastic water bottles: Advise your travelers to bring their own water bottles and offer refill options (you can have a tank of water in the transport vehicle or make a deal with a local store).

Reduce carbon emission

- Instruct your drivers to turn off the engine of vehicles when parked.
- Select sustainable transport options whenever possible, giving priority to local companies to avoid unnecessary mileage.
- Maintain the vehicles in good condition to improve efficiency and instruct drivers on energy efficient driving practices.
- When you invest in new vehicles, fuel-efficiency and carbon emission should be taken into account.

Box Lunch Tips

- Use Tupperware to store the food that can be reused after the traveler has used them.
- Wrap sandwiches in paper, not plastic.
- Avoid all products wrapped in single plastic.
- Buy organic and locally produced food or snacks.
- Offer hot drinks in thermos.
- Bring cups for coffee, tea or hot chocolate (do not use plastic cups or Styrofoam cups).

Protect the environment

- Travel in small groups (up to 15 people).
- Make sure our travelers are aware of the National Park rules and regulations, that they stay on the designated trails, that they don't leave waste behind and keep noise to a minimum.
- Discourage travelers purchasing souvenirs that are derived from threatened flora and fauna species.
- Ensure the guides are certified
- Ensure the impact on the environment is sustainable
- Promote and develop activities and excursions that support biodiversity conservation.

2 Support local people

Protect the economy of the local communities. Keeping the profit in the community will both ensure that the destination continues to exist, and the local community can prosper.

- Ensuring you have fair employment practices in place.
- Not engaging in any form of bribery, corruption or fraudulent activities.
- Involving the local community in decision making and developing new activities.
- Designing and operating trips to feature local suppliers or suppliers who directly benefit the local community and economy.
- Purchasing sustainable and locally produced goods and services rather than imported products.
- Encouraging our travelers to purchase from local suppliers and use local service providers, as well as supporting social enterprises, local trade, arts and crafts.
- Educate our travelers about souvenirs and ethical shopping and help our travelers pay the fair price for both them and the seller.

3 Protect cultures

Minimize the social impact that our customers are having in local communities and promote a positive and meaningful exchange between our business, our travelers and the local places we visit.

- By ensuring local culture and customs are well explained, tour guides can help travelers minimize cultural shock and enjoy the experience at destinations. In return, local communities would feel respected and welcome visitors better to their culture.
- Inform your travelers about local poverty and not to give gifts or buy anything from children. Suggest an organization you know and support in case our traveler would like to help or support.
- Encourage local interactions and explain the way of life.
- Make sure the guide explains to travelers that permission needs to be requested before taking pictures of people.
- Emphasis appropriate dress standards where applicable.
- Discourage travelers purchasing historic and archaeological artifacts (except as permitted by law).

4 Protect vulnerable people

We encourage respect and opportunities for vulnerable groups and to reject business related to illegal trafficking, consumption of illegal substances, sexual harassment, sexual exploitation of minors and terrorism.

How do we protect:

- We Support enterprises run or staffed by women and/or minorities
- We ensure we are not taking part in any activities or using suppliers/services that discriminate against, exploit or traffic women and/or minority groups.
- We do not employ children, nor do we use suppliers or patron places that allow children to perform work that is illegal or likely to jeopardize the child's health, safety or morals.
- We promote credible initiatives that safeguard and assist in the positive development of children (eg. schools and childcare initiatives).
- We do not visit children's shelters or orphanages on our itineraries.

5 Protect animals

- We believe that wild animals should be kept in the wild and not caged or staged for tourism activities with negative impacts for the animal itself.

- We believe that any animal has a right to the following: Freedom from hunger or thirst, freedom from pain or injury, Freedom to express normal behaviour, Freedom from fear and distress



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When you nurture Nature, Nature nurtures you -
Donald L. Hicks