Our Sustainability Framework

Embedding Sustainability

We know that holidays are hard-earned opportunities to relax, rejuvenate and explore. For us, providing authentic and purposeful travel experiences goes hand in hand with having a positive impact on the people and places connected to our holidays.

We keep sustainability at the heart of our business by regularly reviewing our practices and communications, supporting our staff and local representatives, and helping our customers make more sustainable choices. Through this approach, we aim to ensure that the benefits of travel are shared more widely and responsibly.

Local representatives

- **Local partnerships** are key to what we do. In offering authentic trips we seek local knowledge, engage with cultures and celebrate genuine local traditions. We work with local businesses, hotels and restaurants, bringing money directly to the communities we visit and we have clear policies on human rights, child welfare, and fair working conditions.
- **Conservation:** Most of our holiday itineraries incorporate natural world experiences. We ensure suppliers engage with conservation and to protect biodiversity.
- **Wildlife:** We annually review all products which involve any animal interaction, so we are comfortable with what is been offered and aware of risk areas.
- **Guidance:** All our local partners are aware of our expectations and have clear guidance in place for environmentally and culturally sensitive excursions, including behaviour standards for visitors.
- **Communication:** All our product meetings with suppliers have sustainability on the agenda. Suppliers are also encouraged to showcase the positive work being undertaken in their training sessions for our staff.

Staff

- **Organisation:** Our Sustainability Committee champion important causes and issues with individual focus groups and annual targets.
- **Experiences:** In addition to comprehensive ground product inspections, we incorporate at least one community tourism experience on educational trips to seek out new and inspiring initiatives to share with our customers.
- **Motivation:** Volunteering and fundraising activities are organised throughout the year
- **Knowledge:** Regular product training sessions are held internally and with external charities to raise awareness of key sustainability topics.
- **Tour leaders:** More than guides, our tour leaders are passionate ambassadors for the people, cultures and wonders of Latin America.

Customers

- **Raise awareness:** When applicable, we incorporate information on environmental initiatives, conservation efforts and community partnerships into our client communications and product descriptions.
- **Travel App:** We provide customers with local recommendations, including smaller independent local restaurants, bars, cafes and other social enterprises for a more authentic experience.
- **Website:** We are working to improve how we showcase ground services we consider have exceptional sustainability ethos as well as promote positive local initiatives.

- **Guides:** As outlined in our supplier agreements, local guides are expected to champion responsible travel, celebrate local cultures and environments, and foster meaningful connections with local communities.
- **Advice:** We provide customers with a briefing dossier including key destination information and tips to make the visit more sustainable and locally beneficial.
- **Travel Options:** With over 45 years focus on Latin America, we know all the off-the-beaten track destinations, authentic cultural experiences and alternative sites and destinations at least as impressive as those on a standard tourist trail. See our travel inspiration webpage for ideas.