

We are pleased to present you with one of many newsletters gathering the best sustainability practices from Croatia, Greece, Poland, the Netherlands and Latvia. Join us weekly in the discovery of new tips to meet with Travelife criteria!

Best of Travelife sustainability practices *Waste separation during daily excursions*

Travelife criteria: **Excursions – Supporting the environment and biodiversity**



In the buses, our guides hand out small garbage disposal bags in various colours and explain how to separate waste. When guests arrive to the hotel, the driver and the guide (or just the driver if the guide needs to stay with the guests), takes the waste to the waste bins where it can be separated appropriately. The collected waste is mostly paper, glass and plastic (water bottles, etc.) so bags can be reused. Sometimes the guests write their names on the bags so they can get them back. We organize small competitions to make it even more interesting. Those who take extra care of waste win a bottle of wine or something similar which they eventually share with others at dinner. The guests find this

very interesting. Our Canadian guests find this initiative very amusing and commendable. If the guests arrive with their own buses, which is mostly the case, we take a different approach. In that case, our guide walks through the bus with bags in various colours and takes the trash from the guests. This makes French drivers especially happy at the end of their day...

M-G Express (Croatia) in brief: Established in 1994, M-G Express acts both as a tour operator and DMC with its head office based in the Istrian town of Kanfanar. They offer a range of services for both group and individual travel. Their travel programs are suitable for those who wish to discover all the secret beauties of Croatia and the neighbouring countries. M-G Express specializes in group travel, but pays attention equally to individual guests and family travel. They believe in the best quality for the best price and in making your dreams come true.



www.mgexpress.hr

First Aid Training

Travelife criteria: **Customer protection - Emergency situations**



Quoted above is the motto of the Orange Family Club at Sun & Fun Holidays which offers family holidays in club hotels. Before the beginning of each holiday season, our animators undergo a training program in the principles of animation, rules of the games, psychological mechanisms of tourists' behaviour and how to build good relationships between parents and children during their family holiday. Striving for more safety for our young guests and their parents during their holiday, our animators also receive first aid training. The Safe Company Certificate for Sun & Fun Holidays is available at www.sunfun.pl/certyfikaty

Sun & Fun Holidays (Poland) in brief: Since 2004 they have gathered extensive experience in organizing trips to the Orient - Egypt, Tunisia, Turkey, United Arab Emirates, Morocco and Europe - Greece, Spain and Bulgaria. They will show you their beauties and cultural richness with great pleasure. Their excursions will take you to the most interesting places in each country and our licensed guides will introduce you to their history and tradition.



www.sunfun.pl

Training and education

Travelife criteria: **Training and education**



This company's employees are mostly trained in launching new or upgraded booking systems. This is because specially selected employees operate a specific and technically precise system. Moreover, their knowledge about novelties in tourism is improved at tourism fairs where employees are given the opportunity to attend professional seminars and participate in "study tours" each year in order to become acquainted with the products they sell to their customers.

TEZ TOUR (Latvia) in brief: TEZ TOUR, the international tour operator is the largest Latvian tour operator that organizes trips to various tourist destinations in the world. In Latvia, the tour operator cooperates with more than 200 tourist agencies all over the country. TEZ TOUR Riga is part of a large international tourist holding, TEZ TOUR Group, which employs more than 500 persons.



<http://www.teztour.lv/?l=1>

Training and education

Travelife criteria: **Code of conduct / guidelines for sensitive excursions or activities**



Expert Africa (UK) provides its clients with its Responsible Travel Policy which presents their business practice. They send this to all of their travellers before they leave, and encourage them to read it and assist them in achieving the objectives mentioned in the policy paper. They also welcome any comments in that regard from all those interested and committed to the concept of responsible tourism.

Expert Africa (Netherlands) in brief: Expert Africa specialises in high quality, tailor-made trips to selected areas of Southern and East Africa. Their official seat is in the UK, but their travellers come from all over the world.



www.expertafrica.com

Newsletter Supplement

Sustainable practices of our suppliers

LAIKAS GUEST HOUSE

www.laikas.lv

The guesthouse is located in the dunes of the Baltic Sea seashore, a couple of hundred meters from the seaside, in the Ziemeļupe protected area (NATURA 2000 site). Therefore, the entertainment strategy is based on the preservation of natural values of the local environment. The guesthouse won the „Sējējs” award presented by the Ministry of Environmental Protection and Regional Development and the Ministry of Agriculture in the category “Environmentally friendly management”.

Guesthouses and household buildings are built from wood and they fit very well into the surrounding landscape (pinewood). To educate the guests, the hosts have created their own botanical manual with photographs of local plant species. With the aim of preserving the biotopes of the seashore dunes, a wooden footbridge across the grey dune was built, and informative-educational stands about the protected area and plant and animal species were put up. When it is dark, light sensors with energy efficient bulbs are activated in the area of the guesthouse. Organic waste is composted or fed to hens and goats.

Guests can choose from a variety of activities – sand volleyball, street ball, orienteering track, rustic bathhouse, as well as typical maritime activities – pulling of a fishing net, fishing and cooking fish soup. For the most active tourists, the hosts recommend trekking along the seashore.



Campsite maisonette



Info stand about the biotopes of the seashore dunes



A sign at the seashore

LEISURE CENTRE VĒRBELNIEKI

www.verbelnieki.lv

The leisure centre is located in the dunes of the Baltic Sea seashore: one hundred meters from the seaside. A wooden footbridge was built in order to preserve the dunes and sands.

The territory of the centre is a functional recreation area; special picnic areas are separated from the area for overnight accommodation. Solar batteries were placed on the roof of a guesthouse in 2013. Toilets are equipped with mixer taps and toilet bowls with dual-capacity flushing mechanisms. Rainwater is stored in barrels and used for watering gardens. Organic waste is fed to domestic animals. In 2014, a project was prepared for the procurement of bicycles for the guests and submitted to the Rural Support Service.

In the centre, there is a café called “Siena šķūnis” (Hayshed) that does not use convenience food for the preparation of meals. They grow greens and dish up meals made of fish from the Baltic Sea – cod, fluke and herring. The cafe offers ‘sklandraušī’ (traditional Latvian dish; sweet pie made of rye dough and filled with potato and carrot paste) and grey peas; they collaborate with other catering companies and invite ladies from Rucava to introduce the guests to the traditions of Lejaskurzeme. Children can play on a large playground with different equipment and domestic animals - rabbits, goats and sheep.



Solar batteries on the roof of a guesthouse



Playground for children



Rabbit town

LIFELONG LEARNING PROGRAMME, LEONARDO DA VINCI

Transfer of innovation

CSR TOUR „Corporate Social Responsibility Training and Certification in the Travel Sector“

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The contents of this publication can under no circumstances be regarded as reflecting the position of the Office for Cooperation with NGOs of the Government of the Republic of Croatia and/or the position of Ministry of Tourism Republic of Croatia.”



Lifelong
Learning
Programme



GOVERNMENT OF THE REPUBLIC OF CROATIA
Office for Cooperation with NGOs



Ministry of Tourism
REPUBLIC OF CROATIA

Travelife
Sustainability in Tourism