

Newsletter No 9

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

Questionnaire on sustainability practices

Travelife criteria: **Overview of partners/ suppliers**



Tribes Travel requests all (new) suppliers (accommodation providers or local agents) to answer questions on sustainability. This includes questions on local people and customs, local economy, natural resources and pollution, as well as wildlife, flora and fauna. Suppliers' answers to each of these questions are available to clients in the tour information part of the company website. This emphasizes the company's commitment to sustainability, and actively demonstrates how important information is to suppliers. Any problems are discussed with the supplier by phone. The company 'keeps an eye on' those who do not provide a lot of information, and sometimes needs to make repeated requests for completion.

Tribes Travel (United Kingdom) in brief: Tribes was started by a married couple in 1998 after years spent as travel guides and in travel marketing. Over the years, the company has grown but it is still a family-run and an independent company. They want to provide the best holiday experience possible and try to ensure that their travels are sustainable.



www.tribes.co.uk

Tour guide's manual

Travelife criteria: **Communication with tour guides**



For each specific destination, product managers have included practical information in the tour guide's manual, such as how to behave in national parks, with taking photos, littering etc. Sawadee has noticed that tour guides are very interested in the sustainability issue and that is why a guidebook for tour guides is planned to be developed and distributed.

Swadee (Netherlands) in brief: Sawadee is a tour operator that offers some very exciting and adventurous travels. They are a part of the PEAK Adventure Travel Group, the global leader in active and adventure holidays. Sawadee stands for exceptional travel experiences that enable their guests to see the reality of the country and meet the local population.

SAWADEE
vakanties voor reizigers

www.sawadee.nl

Local food

Travelife criteria: **Local and fair food**



Most of the agencies offer tours that include catering – breakfast and dinner. As accommodation is mostly offered in rural areas outside villages, these are often the only places where guests can eat. Their meals come with the guarantee of fresh food that has been specially prepared for the guest. When planning meals, agencies do not order the caterers exactly what to cook, only inform them of special requests or allergies, encouraging thereat the use of seasonal and local products bought from local farmers. In addition, the caterers are encouraged to serve regional and typical food. To

promote a diverse catering offer, accommodation providers are regularly invited to participate in workshops organized by the Latvia Country Tourism Association.

Baltic Country Holidays (Latvia) in brief: Baltic Country Holidays grew out of the Latvian Country Tourism Association in 1998 and is a small incoming operator. All the staff are passionate outdoor and nature enthusiasts and that is why routes and offers are tested by employees. The company focuses on small businesses providing a personal touch and detailed local expertise. The company designs tour routes for individual travellers and small groups – travel by bicycle, boat or bus, hiking, bird watching, visits to artisans and designers, etc. Various guidebooks and maps are also available.

http://www.celotajs.lv/en/c/tour/tours_?lang=en

Newsletter Supplement

Our suppliers' sustainable practices

SELF-CATERING COTTAGE VĒJAVAS

www.vejavas.lv



View of the farm



Tent area



Fireplace



“Vējavas” is located on the territory of the North Vidzeme Biosphere Reserve, on the seashore of the Gulf of Riga where the Svētupe River flows into the sea, in the former fisherman’s yard. In the construction of the centre that consists of a self-catering cottage, tent area, fireplace, bathhouse and other household buildings, the existing environment was completely preserved, with old trees, a pine forest and the dune area that was bounded with stones in order to prevent travelling over the sands and dunes. The tent area is equipped with a tap with fresh water supply.

Guests can take part in coastal fishing (groups of several people) by boat and with seining; they talk about tradition and introduce the guests to lamprey fishing in the weir of the Svētupe River that is specific to the Vidzeme coast. The hosts present the process of cooking of lampreys and fish soup. The active tourists - wanderers and Nordic walkers can enjoy the routes along the seashore. Check out the Vējavas’ home page for cycling and boating routes, as well as a botany tour for plant watchers

MILK MANOR – BERGHOF

www.pienamuiza.lv



Manor house – hotel



The Milk SPA



The talking cow



Demonstration of the milking unit

The centre was established on the territory of a renovated manor house Sieksātes (Berghof). In the granary and cheese production part of the manor house, the Milk Museum was established (1985) where guests can follow the milk’s course from the cow to the final product. A didactic cow was designed to this end, “the talking cow” with a calf that “tells” and “demonstrates” how forage moves through a cow’s stomach. This story has been translated into four languages. The “talking cow” and the “mannequin” of a dairy cow are popular among families with children and groups of pupils. Those interested can turn milk into butter and taste it. Children can visit the fallow-deer garden.

The manor house restaurant serves food from local production (bought from the local farmers), but spices and vegetables are grown in the manor garden. The menu includes Latvian national food, for instance, hemp butter. House specialties are pumpkin soup, cheesecake and ice-cream shake.

Beauty and wellness treatments are available at the “Milk SPA” – relaxing bath, massage and other treatments using care products made by the experts of the manor house. The centre’s health and recreational offer also includes equipment for Nordic walking, bicycles and a tennis court. The manor house cooperates with tourist agencies and regional tourist information centres.

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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Lifelong Learning Programme



GOVERNMENT OF THE REPUBLIC OF CROATIA
Office for Cooperation with NGOs



Ministry of Tourism
REPUBLIC OF CROATIA

Travelife
Sustainability in Tourism