



RESPONSIBLE TOURISM POLICY

Before even thinking about coming on one of our tours it's important to know that you have a responsibility not only to the country you are travelling to, the people you are helping but also to yourself. Our tours are not simply sightseeing, giving hugs and taking lots of photos letting your friends know how wonderful you are away from home.

We take travelling very seriously. It can certainly be enjoyable and great fun but it's also important to remember sometimes it is work and you don't get paid! You may work with people who have very challenging lives, you will see things you would never dream you would and you'll most likely be exhausted and emotionally drained by the end of your tour but we will guarantee you definitely won't be the same person you were on day one and most people almost always find they have to come back at some stage (you'll want to bring your friends and family as well).

Our responsibilities

1. On our House Build tours we are committed to supporting the people of Cambodia by providing basic housing, sanitation, care packages (including food), clothing, education and business skills.
2. We use local support staff on all our projects, including and not limited to builders, transport providers, translators and educators allowing for growth within the country and try to limit our outside sources where possible. You will be working alongside these people helping each other to grow and better yourselves.
3. Where we ask for a donation, your donations/fundraising are yours to spend however each tour will have a set amount allocated to a particular project. It is expected that your donation/ fundraising will be spent on this first and foremost. Any excess funds on volunteer tours in Cambodia through donations and fundraising must be donated to Heartprint inc. (a registered Australian charity) to ensure supporter's money goes towards the intended use. You may choose to have input into where the excess funds will be spent however Heartprint Inc. will have the final say to ensure all funds are spent where they are most needed.
4. Tour costs on House Build tours are kept completely separate to donations/ fundraising.
5. We will at times make our own contributions to projects or may be asked to act on behalf of a third party in using their donation.
6. Whilst on tour at least one staff member will be committed to your needs 24/7.
7. We will provide all necessary training prior to your tour / volunteering task/s. You will be fully supervised during your whole volunteer hours and at no time will you be expected to do something you are not comfortable doing.

8. We will provide you with an orientation meeting that will provide you with all the information you will need during your tour.
9. Our staff will dress appropriately (following the customs of the country) at all times and wear branded clothing for easy recognition.
10. We will happily put forward any former tour attendees so you may discuss with them their experience and the quality of our tours.
11. We are more than happy to provide any information on previous tour outcomes and can provide a timeline and photo evidence of the ways we have helped in the past.
12. We will at no time give out your personal details without your permission.

Your responsibilities

1. Ensure you are committed to the task ahead. Be committed to turning up everyday in a positive state of mind and ready to enjoy your tour.
2. When on a House Build tour, read and sign the Heartprint child protection policy.
3. Continue to correspond with us prior to leaving and during your tour to ensure you have all the necessary information and so you can ask any questions you may have.
4. Follow the rules set out at all times
5. Be sensitive to the country's culture, dress and behave appropriately; this may at times mean wearing the provided t-shirts or branded clothing as well as long pants for girls and a minimum of knee length shorts for men during your volunteer hours. Outside of volunteer hours modest clothing is preferred.
6. Do your homework; research the history of the country you are travelling to and its customs (we will also be there to guide you along the way for these)
7. We encourage you to buy locally which in turn helps the wider community.
8. If you intend to bring donations with you, ask us for ideas on what will be useful and appropriate to bring.
9. Respectfully try and learn at least a small amount of the language and make communication between yourself and a non-English speaking person as clear as possible without being condescending.
10. Never ever use a banned substance or break the laws of the country.
11. If you intend to consume alcohol keep it to a safe and acceptable limit where you are in control at all times. Remember you are not at home; you are in a foreign country.
12. Remain environmentally conscious just as you would at home; don't litter, save water and use electricity sparingly.
13. Be a good role model at all times. Remember you are not only just representing yourself or your association/company you are representing your country.
14. Come home and spread the word. You are now an ambassador to a country that needs help and educating people in first world countries about your experience is a great way to raise awareness for their plight. Remember at all times to remain positive and respectful about your experience.
15. Never give money to children or adults, if you feel there is a need please check with a staff member prior to doing so. Handing out cash can lead to child abductions, child labour and bad common practices.