

# TOURISM CONCERN



June 2013

Campaign Strategy 2013

Tourism Concern has a crucial role to play in promoting and developing forms of tourism that provide meaningful benefits to people in local destination communities.

# Tourism Concern

## CAMPAIGN STRATEGY 2013

### INTRODUCTION

With an additional 39 million international tourists in 2011, international tourist arrivals surpassed 1 billion (1.035 billion) for the first time in history in 2012. Tourism is now a key development driver in the global South and main foreign exchange earner for 65 (out of 69) developing countries. Tourism can be a huge force for good, helping local communities by providing employment, improving living standards and acting to protect natural resources and habitats. **Unfortunately a lot of tourism does exactly the opposite.**

Set up in 1989 Tourism Concern is a unique independent charity that campaigns for ethical and fairly traded tourism. We are campaigning for Better Tourism – trips where people experience the real community and the community gets real benefits as a result. Holidays that bring long term benefits to the local community, create decent jobs for local people, promote sustainable growth and are welcomed by the local people. Our campaigns support communities in challenging harmful practices and promote forms of tourism that bring real benefits to local people.

### Our Vision

A world free from exploitation in which all parties involved in tourism benefit equally and in which relationships between industry, tourists and host communities are based on trust and respect.

### Our Mission

Tourism Concern's mission is to ensure that tourism always benefits local people.

### Our Principles

#### Independence

Tourism Concern is a non-industry based organisation and believes that its independence is vital to its role.

#### Listening

We ensure that we listen to the opinions and perspectives of our partners in destination communities.

#### Shared values and vision

We believe in working with organisations that share our values and vision.

#### Inclusivity

We believe that all people have the right to participate in all decision-making that affects them both internally and in the work we do.

#### Ethical practices

We strive to operate in an ethical, sustainable and inclusive manner at all times.

## TOURISM AS THE PATH FOR DEVELOPMENT?

Development agencies and governments have promoted tourism as a driver of economic development for bringing in foreign exchange and corporate investment into developing countries. However, these governments have found themselves having to finance large infrastructural improvements (such as cruise ship terminals and airport extensions) to serve the needs of the tourist market. In addition, international trade agreements such as the GATS invariably favour the Northern liberalisation agenda. This makes it difficult for destination governments to regulate environmental impacts or to stipulate the employment of local people and the use of local products as a condition of their investment.

### Spreading tourism benefits to the community

At a local level there is a growing interest in distributing the benefits of tourism more widely. Recent developments include the growth of community based tourism initiatives such as home-stays, community managed hotels, events and tours as well as better linkages to the main tourist market through agriculture and crafts. However, market access, marketing skills and quality standards are key weaknesses that affect the success of many community based initiatives.

### Labour conditions

Working conditions in the tourism industry are notoriously exploitative. Tourism Concern's research in seven different popular tourism resorts used by Europe's leading tour operators uncovered the fact that national employees of leading hotels are paid less than a living wage, do not get paid compulsory overtime, do not receive training, do not have contracts, cannot join trade unions and are over-dependent on tips in order to manage at a basic level. These conditions keep workers in poverty and violate the labour standards laid out in national and international legislation.

### Tourism Concern is needed now more than ever

The negative impacts of tourism remain largely unchecked and are increasing. As one of the largest industries in the world, tourism's influence is staggering. However, like many international and globalised industries, tourism can undermine human rights and sadly it is often only possible to see the damage done when communities, livelihoods and environments have already been irreparably damaged. Tourism Concern provides a voice for local people in destination countries, who rarely have the opportunity to tell their story or have the influence to make change. We consistently challenge the tourism industry, tourists and the UK government to become aware of their impacts and to ensure that tourism always benefits local communities.

Tourism Concern is also creating solutions through fair trade tourism development, grassroots capacity building and providing tools and information for both the tourist and the industry.

## PAST CAMPAIGNS

### Water Equity in Tourism

Poorly regulated tourism and weak water governance are undermining access to water and sanitation for many people in the global South. This inequity is leading to social conflict, while hampering the tourism sector's contribution to wider sustainable development.

### Putting Tourism to Rights

Our Putting Tourism to Rights campaign demanded an end to human rights abuses in tourism. We called on the UK Government and tourism industry to take steps to ensure that the rights of local people in tourism destinations are protected in line with international law.

### Empowering coastal Communities in India

Aggressive tourism development along the coast of Kerala and Tamil Nadu in India continues to exploit vulnerable communities, creating a range of human rights issues, from displacement and loss of livelihood, to social and environmental issues. This undermines traditional lifestyles.

### Burma Boycott

Tourism development in Burma has been explicitly linked with mass human rights abuses perpetrated by the ruling military regime, including displacement and forced labour. Tourism revenues have served to line the pockets of the generals and helped furnish them with a veneer of legitimacy, while providing limited benefit to the majority of Burmese.

### Sri Lanka: Post-tsunami displacement

Under our Tsunami and Displacement Project, Tourism Concern campaigned for the land and livelihood rights of tsunami-affected coastal communities in Sri Lanka.

### Save Bimini

We opposed the plans for the development of the Bimini Bay Resort and Marina in the North Bimini Island, which was threatening precious natural habitats, and the livelihoods of local residents.

### The Maldives

The Maldives are seen as an idyllic luxury holiday retreat, with tourism the biggest contributor to the country's economy. However, employees in the Maldivian tourism industry had few rights and typically endured appalling working conditions.

### Supporting Sustainable Tourism in Mexico

In 2008, Tourism Concern worked with local communities in Chiapas to train them in understanding and monitoring the impacts of tourism on their culture and livelihoods.

### Sun Sand Sea & Sweatshops

While we relax in the sunshine around the world, life is far from paradise for the waiters, cleaners, cooks, porters, drivers, receptionists and other staff working to make our holidays happy and carefree.

### Trekking Wrongs: Porters' Rights

Frostbite, altitude sickness and even death can be the cost for the porters carrying trekkers' equipment in the Himalayas, on the Inca Trail in Peru and at Mount Kilimanjaro, Tanzania. Tourism Concern's campaign helped to put a stop to the abuse of porters' human rights.

### Foreign Office Advice

Foreign Office Travel Advice is believed to be a fair representation of information on these countries. However, our campaign – Foreign Office Travel Advice: Safe and Sound? – highlighted many major inconsistencies.

### Zanzibar: the right to natural resources

Plans for a massive tourism development in the Nungwi peninsula, Zanzibar, which threatened to displace 20,000 people, were scrapped as a result of our campaigning efforts.

### Gambia and the right to a livelihood

All-inclusive hotels were banned by the Gambian government after Tourism Concern joined forces with local partners to highlight the negative economic repercussions such developments have on local communities.

### Displacement: East Africa

One of the most severe effects of tourism development is the forced eviction of people from their homes. Tourism Concern started campaigning on displaced people - people who have lost their homes and livelihoods through tourism in 1996. We focused particularly on the Maasai and other tribal people of East Africa.

### Golf

The 1980s economic boom saw a proliferation of golf courses world-wide and a massive surge in golf tourism, particularly in tropical south east Asia. By the 1990s, 350 new golf courses were being built world-wide each year. Maintaining golf courses in prime condition requires massive inputs of fertilisers, pesticides, herbicides and water.

### Goa

Goa was one of the first destinations where Tourism Concern forged a working relationship with local campaigning groups challenging mass tourism. The issues facing local people because of tourism include water, unregulated development, land grabs, and cultural offence caused by inappropriate tourist behaviour, such as nude and topless sunbathing.

## CURRENT CAMPAIGNS

The focus of our current campaigns is about making tourism better. Recognising that tourism can be a force for good and as a tool for international development. We will work with industry to improve their operations and provide advice and information to tourists, in order that they can make better and more informed decisions about their holidays - ensuring that holidays bring real benefits to destination communities.

## ALL-INCLUSIVES

Clearly, there is market demand for all inclusives: we all want holidays and in the current difficult economic times, all-inclusives offer us the opportunity to feel assured that we can afford such a holiday. When evaluated from the customers' perspective, the guarantee of a fixed travel budget is understandable. By choosing all-inclusive travel packages, tourists know they are in safe hands and there will be a quality product for a manageable price. Operators can enhance their control over the quality of the end product, and hotels can increase their efficiency and predictability of demand.

However, the implications for employees, other local businesses, the destination economy, and the tourist experience in terms of meaningful cultural exchange, throws up some serious questions about the sustainability and ethics of this tourism model.

### Our arguments are simple: We believe that the All Inclusive model is:

- **Not good for employees.** Tipping is an important source of revenue for people working in the hospitality business but the All Inclusive model results in fewer tips and therefore reduced income for many workers.
- **Not good for local hotels.** Reports of pressure from UK operators to transform hotels into all-inclusives in many resorts, with much lower returns for hotel operators. One hotel association contact in Turkey told us that they receive €20 a night for the whole package per person.
- **Not good for other local businesses,** such as restaurants, shops, taxi drivers and small guest houses, who all lose out to the all-inclusive model, as guests are deterred from leaving the hotel grounds. In some destinations, countless businesses have been forced to close, which in turn deters tourists holidaying on bed and breakfast packages, as the destination has less to offer.
- **Not good for the local economy.** Analysis of an all-inclusive found as little as 10% of the tourist spend reached the regional economy. In Kenya, where the vast majority of holidays sold are all-inclusive, tourist expenditure reaching the local economy is placed at 22.8% by the World Bank.
- **Not good for tourists:** All-inclusives can alienate tourists from the destination they are visiting and the people who live there. This can hamper positive cultural exchange, while allowing resentment to build amongst local people who are blocked from being able to benefit from the tourism economy. This can lead to a vicious circle, in which tourism harassment levels increase (an issue frequently capitalised upon by the hotels themselves), which in turn deters people from leaving the hotels.

It is true that all forms of tourism can be made more socially, economically and environmentally responsible. But these efforts need to start with the rights of workers and communities in destinations. The current mainstream all-inclusive model is perpetuating social and economic exclusion and inequality, while threatening the very character of the destination that tourists pay to see. This does not make for sustainable tourism.

## Campaign Aims

1. To raise awareness with holidaymakers
2. To provide reliable and credible research on the all-inclusive model
3. To work with industry to improve the all-inclusive model where possible
4. To promote alternative holidays that are better and bring greater benefits.

### Previous activity

- Media coverage in newspapers, website, BBC Breakfast and BBC Fasttrack
- Online survey of tourists who had visited an all-inclusive resort. 1900 responses.

### Current activity

- To undertake research on labour conditions, comparing all-inclusive to non all-inclusives in three destinations (Spain, Barbados, Kenya).
- To produce a report on the findings on worker conditions
- To work with industry to improve the AI model where possible
- To raise awareness with tourists and promote better holidays

## Timeframe

- Report completion – July 2013
- Report launch – September 2013

## POVERTY TOURISM

Poverty or Slum Tourism is the controversial phenomenon of organised excursions to informal settlements or 'slums' in places such as India, the favelas in Rio and the townships in South Africa. We are raising awareness and using our expertise and position to influence tour operators to undertake these tours ethically and in a way that benefits local residents.

Today slum tours are sold as an alternative to traditional tourism and a more realistic form of experiencing a country - getting in touch with real people and the local culture. It is estimated that 40,000 tourists visit favelas in Rio de Janeiro each year while around 300,000 visit the townships in Cape Town. Tours are also widespread in India, Kenya, Mexico, and many other countries in the developing world.

According to UN-Habitat slums are groups of people living in urban areas that lack one or more of the following: durable housing, sufficient living space, easy access to safe water, access to adequate sanitation and security of tenure that prevents forced evictions. However, it is important to highlight that not all slum dwellers suffer from the same degree of deprivation.

### Is slum tourism good or bad?

Despite the growing popularity of slum tours there is much criticism and controversy in relation to this form of tourism. On the one hand, proponents of poverty tourism argue that this form of tourism can contribute to a change in the representation of the slums and its people and that slum tourism is a legitimate way to fight poverty. They also argue that the tours help tourists to better understand the world and become more compassionate.

Opponents argue that it's exploitative of poor people and really doesn't add much to the understanding of the complicated issues. Moreover, they highlight the fact that the motivation to undertake this kind of experience is only related to voyeuristic consumption of poverty and that the basic human rights of the local residents to dignity and privacy are often undermined. Additionally the inhabitants of these communities, have an uneven access to the benefits generated by tourism.

Of course the reality is more complex. For example if the tours are community based, where negative stereotypes are challenged and local residents have control over and benefit from tourism activities, then this could bring real and lasting benefits to some of the poorest communities.

However, given that almost every tour operator will market their tour as beneficial to the community, it is difficult for tourists to know which tours are supported by the communities and will bring real benefits and which are just marketing hype and exploitative.

Tourism Concern believes that the best people to advise tourists are the residents themselves; local people must have a say in tourist development and can provide a better understanding on how these tours affect their communities. Tourism Concern therefore spoke to the residents of Favela da Rocinha in Rio de Janeiro, the biggest and most visited favela in Brazil to get their perspective on this controversial form of tourism.

## Campaign Aims

We will conduct primary research within Favela da Rocinha; using a grassroots approach to development we will forge relationships with the local communities and establish what the current situation is, how this impacts the residents and what they would like the solutions to be. We will produce a report and series of tips for tourists, guiding them on how they can maximise the social and economic benefits of their visit to the community whilst minimising the negative impacts.

- To raise awareness of the issues with tourist
- To produce best practice guidelines for tour operators
- To undertake research in Favella Rochina and engage with local residents / tour operators and tourists
- To produce a tips for tourist leaflet on what how to take a tour ethically which can be distributed in local hotels in Rio (in association with local community organizations)
- To produce a briefing paper on the issue with recommendations for industry, tourists and resident groups.

The aim is to produce a briefing on the issue. Although this will include examples of current good practice in South Africa and India but will mainly focus on the favelas in Rio, where Eve has already undertaken research. We are also collaborating with Sheila Souza, a local entrepreneur and resident of Morro Santa Marta, a Rio de Janeiro slum, on the development of behavior guidelines for tourists visiting her community.

## Timeframe (dependent on funding)

- Research completed – October 2013
- Tips for tourists completed – November 2013
- Briefing Paper / best practice guidelines completed – December 2013

## GIVS (GAP YEAR AND INTERNATIONAL VOLUNTEERING STANDARD)

With volunteering overseas on development projects rapidly growing in popularity and increasing numbers of adventure tour operators offering 'voluntourism' packages, serious questions have arisen about how some such projects are managed and how the benefits are being shared. It is also a challenge for prospective volunteers to identify organisations that embrace best practice.

We work to promote best practice in international volunteering, to maximise the beneficial developmental impacts in the communities where volunteering takes place, minimise the negative impacts, and to ensure volunteers have a worthwhile experience.

Tourism Concern seeks to ensure that volunteering is a force for good by collaborating with ethical and responsible international volunteering organisations who are passionate about maximising the positive developmental outcomes of volunteering, whilst also working to minimise potential negative impacts.

### Campaign Aims

- Produce a briefing paper on volunteering
- Produce guidance for potential volunteers
- Improve industry practices promoting the GIV principles
- Facilitate continuous improvement by forming a GIVS group of operators and organizations sending volunteers.

### Timeframe

- Report to be launched in October 2013

## ORPHANAGE TOURISM AND VOLUNTOURISM

Every year thousands of volunteers and tourists are lured to giving love to children in need around the developing world. Are tourists fueling the orphanage industry?

In the past decade the number of orphan children has declined worldwide, however the increasing number of orphanages in many developing countries matches the rising numbers of tourists.

In many parts of the world orphanages have become a tourist attraction and a 'bucket list' volunteering opportunity. The orphan child has become a pseudo commodity for volunteers who are lured into giving love to children in need. The orphanage business has seen a "gap" in the market and is objectifying children all around the developing world as a product and principal element of a packaged holiday "orphanage voluntourism" and this needs to stop.

Nobody doubts the good intention of the donors, travellers, and volunteers who give time or money to orphanages. However we believe that orphanage tourism, and volunteerism are fuelling the demand for "orphans", and so driving the unnecessary separation of children from their families.

In Cambodia the number of orphans have halved and yet the number of orphanages has doubled - 75% of children in these institutions are not in fact orphans. In Ghana the figure is as high as 90%. The Convention on the Rights of the Child state clearly that the institutionalisation of vulnerable children should be a last resort, and not a final solution. Children do not belong in orphanages; they are highly damaging and dangerous institutions. Children belong with their family or another family-like situation if they can't stay with their direct family.

Tourism Concern is urging tourists not to visit orphanages, but to seek out alternative ways that they can benefit local people. Further, we campaigning to stop tour operators marketing orphanages that that in most cases volunteering overseas with vulnerable children in orphanages is inappropriate. We will launch a petition in October 2013 to demand that tour operators and volunteering organisations stop sending tourists and unqualified volunteers to orphanages and that holiday companies cease marketing volunteering with vulnerable children altogether.

### Campaign Aims

- Raise awareness of the issues with tourists
- Raise awareness with potential volunteers
- Lobby the 50 UK tour operators that currently send volunteers to orphanages to stop
- Launch a petition calling on tour operators to cease sending unqualified volunteers to orphanages.

### Timeframe

- Publish articles and raise awareness of the issues (June / July 2013)
- Work with partner organisations and NGOs (ongoing)
- Write to all tour operators setting out our concerns (September 2013)
- Launch online petition (October 2013)

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## TREKKING WRONGS: PORTERS' RIGHTS

As a result of Tourism Concern's ground-breaking campaign, *Trekking Wrongs: Porters' Rights*, over half of UK trekking tour operators adopted our code of conduct for improved working conditions for mountain porters. The successes of this campaign have also informed other campaigns and industry codes of conduct.

### The issue

Mountain trekking – it's exhilarating, it's beautiful, it's challenging. But how many of us could do it without the porters who carry our luggage and equipment? Porters are an essential part of treks. However, they often suffer appalling working conditions.

Frostbite, altitude sickness and even death can be the cost for the porters carrying trekkers' equipment in the Himalayas, on the Inca Trail in Peru and at Mount Kilimanjaro, Tanzania. Lack of shelter, inadequate food and clothing, and minimal pay are commonly faced problems. For example, most Nepalese porters are poor farmers from lowland areas, unused to high altitudes and harsh mountain conditions. Nepalese porters suffer four times more accidents and illnesses than Western trekkers. Reports of porters being abandoned by tour groups when they fall ill are not unusual. Porters have even been abandoned in life-threatening blizzards while trekkers were rescued by helicopter.

These problems are repeated worldwide, leaving some porters to believe they are simply seen as beasts of burden. In the words of a Peruvian porters' syndicate: "We suffer humiliation upon humiliation, and are treated as less than human." A tour operator in Pakistan reported that the way porters are treated amounts to modern slavery. Tourism Concern's campaign sought to address the roots of this problem: the policies and practices of the tour operators who the porters ultimately work for. The majority of UK operators running trekking tours were not addressing porters' rights and working conditions.

We did not encourage people to stop trekking – porters need the work. Instead, we collaborated with the trekking industry and UK tour operators to develop a code of practice highlighting minimum standards of working conditions that could be used as a basis for policies on porters' rights. We also campaigned publicly on this issue to raise awareness amongst trekkers and mobilise their support for improved industry practice

### Campaign Aims

- To encourage all UK tour operators to adopt our code of conduct and display the Ethical Trekking logo
- To raise awareness with trekkers via media, trekking blogs and magazines
- To work with porter groups in destinations to improve working conditions and support

## INDIGENOUS PEOPLE'S CODE OF CONDUCT FOR TOUR OPERATORS

Indigenous Peoples' Code of Conduct for Tour Operators. Indigenous people are often exposed to tourism with no preparedness or education on how to deal with the industry. Tour operators often include visits to indigenous groups considered to be exotic but have negative impacts on the communities.

In the Andaman islands semi-nude Jarawa women are being forced to dance for tourists in exchange for food – by the police, who instead of protecting them, encouraged behaviour after being bribed by the tour operators. Similar 'human safaris' are suspected of taking place in Peru. Here, tour operators are allegedly profiting from taking people to view uncontacted indigenous people, the Mashco-Piro, in Peru's Amazon jungle. Tourism Concern wants to make sure that indigenous communities will benefit from enhanced participation in the decision-making process including Free, Prior and Informed Consent, access to tourism generated revenues, better protected and respected rights, and increased awareness of indigenous rights issues worldwide.

### Solution

The Indigenous Peoples' Code of Conduct will provide guidance on the following issues:

- The right for indigenous people to decide whether to engage in tourism activities
- Making profit of indigenous territories and cultures without "Free, Prior and Informed consent"
- Natural Resources, socio-cultural issues, economic benefits and the marginalisation and discrimination of indigenous women

### Campaign Aims

To develop a practical code of conduct for UK tour operators working with indigenous peoples.

- Create a Core Working Group representing the NGO sector, the tourism industry, academics, and the indigenous peoples themselves.
- Case studies will be collected and analysed to highlight the most pressing needs and issues, and serve as a basis for developing common solutions.
- Develop the code and consult with the Wider Consulting Group of indigenous communities and organisations, international NGOs, Tour Operators.

## CLIMATE CHANGE AND TOURISM

Climate change is already having a devastating impact upon the lives of people around the world. Many of the poorest people and countries in the global South are suffering the worst of its effects, despite wealthy, industrialised Northern countries being largely responsible for its causes. Furthermore, poor Southern countries have the least resources and capacity to mitigate and adapt to the challenges of climate change. These include rising sea levels, loss of biodiversity, and changing weather patterns leading to increased and prolonged periods of drought and flooding.

Aviation – a major component of tourism - accounts for some 5 per cent of global carbon emissions, constituting a significant contributor to global warming. However, the aviation industry continues to expand, while the tourism industry more broadly is failing to comprehensively address climate change. Cheap domestic and international flights have become the norm, with consumer demand rising steeply in the rapidly growing economies of India and China.

Tourism and those who depend upon it for their livelihoods also stand to be major victims of climate change. Low-lying island idylls, such as The Maldives and the Pacific Islands, are already falling victim to rising sea levels and sea acidification that is destroying the sealife that tourists flock to see. Meanwhile, rising temperatures mean snow shortages in many of our favourite ski resorts.

Many poor countries and communities are heavily dependent on tourism, despite major question marks over its long-term sustainability. If tourist numbers were to suddenly decline, this would have a negative impact on local people. This means that climate change adaptation and mitigation strategies need to take such tourism dependencies into account, and foster alternative, sustainable livelihood sources and strategies for local people and economies if tourism declines.

### Campaign Aims

Over a billion tourists travelled internationally last year and this number is expected to double over the next 20 years.

- Tourism Concern would like to organise a conference on *Tourism, Flying and Climate Change* to explore how the tourism industry can reconcile the growth in tourism with the need to reduce carbon emission whilst ensuring tourism brings real and long term benefits to destinations, especially in the global south.

## WEBSITE - ETHICAL TRAVEL GUIDE, INTERACTIVE MAP, LIBRARY RESOURCES

As at June 2013 we have 9766 email subscribers and the website attracts over 20,000 (20,987 May 2013) visits every month.

### Ethical Travel Guide

Thousands of grass roots, low impact, high sustainability initiatives all over the world struggle to tell tourists they exist. Very few of these inspirational initiatives have the resources or skills to market themselves in an industry dominated by multinational companies. Like its predecessors, the 3rd edition of the Ethical Travel Guide is a challenge to this dominance, seeking to redress the balance in order to make tourism fairer. However a print publication has certain limitations, so we would like to fully update and revise the 2013 Edition and make it freely available online.

- 500 to 1000 entries from around the world – each need assessment and ongoing maintenance
- Wish to keep in accessible to all organizations (large and small) but an admin fee £100 a year charged for those who can afford it

### Interactive Map

A clear role for Tourism Concern is to change consumer behavior in order that people make better and more informed choices about their holidays. Whilst the briefings and newsletters are important the website needs to be more focused on information that this useful for the traveler. We would therefore like to redevelop the website in order that it provides easily accessible information to consumers on ethical travel. A country by country approach with an interactive map that could combine our issues with ETOG, and the Ethical Travel Guide is the preferred approach.

- Need to input, maintain and update country information and issues

### Library

In addition to our campaign work we have also undertaken research and provided educational resources to students and academics. We have built up one of the most extensive libraries on ethical and fair trade tourism in the world; most of the leading tourism scholars have at one time used our resources, many of which are not available anywhere else. There are almost 50,000 articles from almost every country – from industry, NGO's and community groups - on subjects as diverse as child sex tourism to golf tourism, from all-inclusive resorts to wildlife tours; from cruise ships to agro-tourism. Additionally we have files on every country as well as over 300 specialist books and thousands of journals and publications.

The best solution to save the library is to digitise the information and make it freely available online – not only will this make it easier to manage but will also ensure that students from anywhere in the world can access our unique and authoritative resources.

- Each file in the library needs to be gone through and the information collated into a briefing which will reference relevant articles.
- Information needs to be accessible via the website (search, cross referencing)
- Information needs to be kept up to date.

### Timeframe

- Soft launch – September 2013; Full launch November 2013 (World Travel Market)

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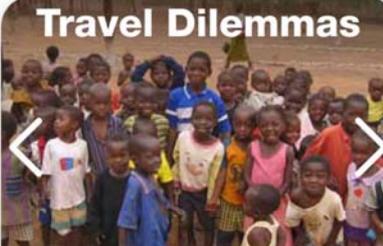
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**UPDATE: The Water Equity in Tourism Campaign (WET)**

Phase II of WET marks the beginning of the 'Zero Tolerance for Water Injustice' Campaign in Goa.  
Aug 5, 2013

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**Should I visit a turtle conservation facility?**

Rachel Alcock, Wildlife Campaigns Manager at the World Society for the Protection of Animals (WSPA) gives hints and tips on what to look out for...  
Aug 5, 2013

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**Success at The London 10k Run!!**

A huge thank you, to Amy, Silvia, Massimo, Mark, Rob, Matthew, and Agata who were brave enough to complete the London 10k run in the scorching heat.  
Jul 24, 2013

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