



Code of Conduct

Orbis Expeditions is dedicated to preserving cultural values and a healthy environment which is advantageous for the local communities. Therefore, we ask all of our clients to carefully read our Traveler's Code of Conduct before their departure.

We are committed to providing a responsible traveling experience in terms of the environment, culture and society and have termed this as 'Responsible Travel.' We kindly request that you carefully read the terms on this page, and also visit our 'Responsible Travel' section so that you can learn more about becoming a responsible traveler. We believe that this will help us in ensuring sustainability of all the places you visit and as well as enhancing your overall trip experience.

1. Before leaving for your trip, you should be aware of the local culture and the traditions which are followed in the country as much as possible. Please do spend some time and search for the unique cultural norms that are prevalent of the region. This will serve as a great insight and can help in avoiding unwanted offenses and embarrassment. If you are open and willing to learn about the cultural differences that exist between your respective nations it can broaden your perspective hugely. All through your trip, please remember that your trip would not be as special had these differences not existed.
2. Try to learn a few commonly used words and phrases in the local language so that you can communicate basically with the localities. Similarly, if you listen to the local music or read local literature, your trip will be more enlightening.
3. Support all business, restaurants and hotels that are local to the region. The same goes for all others which you would be visiting. Eat traditional food, buy local brands, use the public transport or just walk along the roads. All this will help you in meeting the people who live there, and can provide you with lots of fun and useful information about the place.
4. Before you go anywhere, think carefully. We highly recommend you not to eat



in those inns, visit those shows, or shop at those markets that promote cruelty or have endangered species.

5. Do all your shopping from local artisans, and try to buy local products. All the imported items which can easily be bought in your region, try and swap for local ones you will not, as it will help keep local traditions alive. You can bargain if it is common in the place, but just keep in mind that an amount that may be small for you might be important for the seller.

6. Follow the local environmental guidelines so that you can play your part in preserving resources. For example, if the hotel where you are staying supports the re-usage of towels or sheets, please try to follow it as much as you can. Remember to switch off the lights when you leave your room and turn off any equipment that is not being used. Water is also considered precious so please try not to waste it too much.

7. If you visit a national park during your trip, walk on the predefined paths so that natural habitats can be preserved and the animals can remain undisturbed. Also try and avoid making unnecessary noise if you truly want to admire the sights and the natural peace and calmness that can be found in these areas.

8. Keeping in mind the local standards, please make sure your dressing is appropriate throughout the trip. If you visit religious places, dress modestly and if you dive in the pools or the beach, make sure your swim wear is acceptable to the local area and customs.

9. In every region, there are different attitudes regarding bartering, tipping and begging, which you should be aware of so as to not offend anyone. Your guide can advise you more about these.

10. Take permission from the individuals before you photograph them or take video. Also please make sure to provide them with a copy of it later, if this is at all possible.

11. We highly discourage giving money to beggars or gifts to people with whom



you have just been acquainted with. Instead, please support the community through a clinic or development project because which may be more beneficial.

12. Respect and care for the surroundings as much as you can. Avoid picking flowers, littering the place or cluttering it unnecessarily. Please try to recycle anything that can be re-used so that the environment remains clean, unpolluted and healthy.

13. Make sure to only leave your footprints behind. Take care of the environment like you take care of your own home and try and use other alternatives instead of regular plastic bags.

14. When you return home, extend your support to organisations that aim at protecting the environment, welfare and the culture of where you visited.

15. Fill our post trip questionnaire and provide us with feedback regarding our responsible practices. This helps us a great detail in improving our travel initiatives and offered services.

16. Smile a lot and have plenty of fun!

At Orbis Expeditions, we strive to maintain the fact that our clients improve a destination rather than leaving it worse off. Your cooperation to try and help us reach this goal will be greatly appreciated!



Letter of Acknowledgement

Thank you for booking your travel arrangements through Orbis Expeditions, we will do everything we can to make your journey and stay in Africa as enjoyable as we can. Nevertheless travel in Africa can be very different to a fortnight in Spain and we must draw your attention to some important matters before you travel. Although we will take all reasonable precautions, each participant has an equal duty to look after themselves and their fellow travellers and not take unnecessary risks.

Your health and safety are our paramount concern and by booking with us you confirm that you and all members of your party are sufficiently fit and able to complete the tasks involved. Anyone suffering from mobility issues, illness or disability or undergoing treatment for a medical condition must disclose such issues and make arrangements for medication or treatment necessary. A failure to make such a disclosure may result in that person either being prevented from travelling at all or being asked to leave in which case all monies paid will be lost.

It is a sensible precaution for all members of the group to seek medical advice well in advance of departure from their GP, we suggest at least 2 months before departure and if necessary obtain their written consent to travel.

If you or one of your group commit an illegal act whilst in Africa or make threats, or behave in a disruptive manner or in the opinion of our suppliers threaten any disruptive or abusive behaviour or cause damage to property we may terminate that person's travel arrangements without any further liability on our part.

We always follow the advice of the Foreign and Commonwealth office to ensure that your safety is safeguarded but this may mean we need to make changes in light of changing advice. Where we are able to do so, we will advise you well in advance of your departure for Africa but there may be occasions where for your own health and safety changes may have to be made whilst you are in Africa. You must accept that occasionally changes may have to be made without any notice and that the same level of emergency health facilities may not be available, planned transport may be unreliable and the standards may be very different to those found



in Western Europe. If we change your itinerary, you must be prepared, for your own safety, to follow the advice we give, we will make changes only where we believe them to be necessary for your own wellbeing and if you are not prepared to accept this may occur on rare occasions, this may not be a suitable journey for you. There are hazards such as disease, loss of property, discomfort and inconvenience that we aim to minimise but cannot completely eliminate.

Despite these warnings, we know our customers tell us that Africa is an adventure that they did not want to miss and we expect that your adventure will be one to remember for years to come. We do however equally believe in being honest and pointing out the risks, however unlikely they may be.