

 **The following quality criteria are filled out by a company representative. A clear explanation of how each applicable criterion is fulfilled must be given with reference to appropriate documentation, e. g. employee handbook/quality manual, safety plans, photos etc. Random and/or selected criteria will be verified by the auditor.**

**Easy Walks in Urban Areas and Lowlands**

Specific Quality Criteria no. 201

5th edition 2022

 Quality and Environmental Certification

On the Way to Sustainable Tourism

vakinn.is

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| ***201-1*** | ***Safety and responsibility*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *201-1.1* | For each type of tours there is an itinerary (written description) including a description of routes, schedule and other trip arrangements. |  |  |  |
| *201-1.2* | Written rules apply to customer/guide ratio according to conditionson each tour. |  |  |  |
| *201-1.3* | Before each tour, the guides/staff review the tour's checklist, which includes items regarding e. g. itinerary and weather forecast. |  |  |  |
| *201-1.4* | The company has written guidelines on when to cancel tours due to weather. |  |  |  |
| *201-1.5* | The company ensures that contingency plans are at hand/accessible on every tour.  |  |  |  |
| *201-1.6* | Customers are informed about toilet arrangements before embarking on a tour. |  |  |  |
| *201-1.7* | At the beginning of the tour, the guide reminds the customers of responsible travel behaviour. |  |  |  |

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| ***201-2*** | ***Education and training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *201-2.1* | Guides have completed specialized training/education, e. g. are certified guides and/or have substantial experience appropriate for the tour in question. |  |  |  |
| *201-2.2* | Guides have completed a certified first aid course (4 hours) and attend a refresher course every two years. Applies to employees and contractors alike. |  |  |  |
| *201-2.3* | Guides on tours in rural areas have completed the course *Wilderness First Aid* (Fyrsta hjálp 1, 20 hours) from ICE-SAR or a comparable course from another organization and attend a refresher course (4 hours) every two years. |  |  |  |