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**Snowmobile Tours**

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Quality and Environmental Certification

On the Way to Sustainable Tourism

Specific Quality Criteria no. 206

5th edition 2022

**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.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***206-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *206-1.1* | For each type of tours there is an itinerary (written description) including a description of routes, schedule and other trip arrangements. |  |  |  |
| *206-1.2* | A checklist has been compiled for safety equipment on tours, including f. ex.:   1. First aid kit/equipment. 2. Communication devices. 3. Tracking devices. 4. Snowmobile helmets. 5. Extra clothing 6. Avalanche probes. 7. Shovels. 8. Lines/ropes. 9. Crevasse rescue equipment. 10. Other equipment according to conditions on each tour. |  |  |  |
| *206-1.3* | A written plan for renewal, cleaning and maintenance of safety  equipment is in place including procedures about i. a.:   1. Inspection and testing of equipment. 2. Disinfection and cleaning of equipment. 3. Lifespan of equipment (see manufacturer's accepted standards). |  |  |  |
| *206-1.4* | All equipment is in a very good condition, i.e.:   1. Helmets and fasteners unbroken and in order. 2. Clothing is clean and in a very good condition. |  |  |  |
| *206-1.5* | All equipment is well and neatly stored after usage. The storage is appropriate and does not reduce the safety and usability of the equipment. |  |  |  |
| *206-1.6* | A written plan for cleaning, disinfection and maintenance of vehicles is in place, detailing i. a. daily checks performed by employees and regular inspections performed by maintenance teams. A maintenance logbook is kept. |  |  |  |
| *206-1.7* | Written rules apply to customer/guide ratio according to conditions on each tour or excursion.  The customer/guide ratio can vary according to conditions on each tour and does not exceed 8 snowmobiles per guide, i.e. maximum 16 customers per guide. There must always be at least two guides on every excursion.  *Exception: On short tours (1 to 2 hours), in optimal conditions and when customer snowmobiles are four or less, i.e. up to eight customers, it is permitted to have only one guide on the tour.*  *A written definition of what are considered “optimal conditions” is in place. (Example visibility at least 2-3 km, the tour is not at the beginning of the season, new places or areas are not visited).* |  |  |  |
| *206-1.8* | To prepare guides for the tours/activities of each day they go through a checklist including the following items, among others:   1. Details of the itinerary and routes to be travelled. 2. Weather forecast. 3. Equipment. 4. Information about customers. 5. That contingency plans are always included / accessible on tours. |  |  |  |
| *206-1.9* | There is a checklist for guides on the safety matters that are covered with customers before and during the tour, e. g. regarding:   1. Local conditions and weather. 2. Schedule. 3. How to use snowmobiles safely. 4. Speed limits. 5. Safety precautions in situations where special care must be exercised. 6. How to react if they become separated from a group. 7. Appropriate clothing and equipment. 8. Food, drinks, and access to water during the tour. 9. 112 emergency number in Iceland. |  |  |  |
| *206-1.10* | The company ensures that all drivers have a valid driving license, the minimum age is 17 years. Licences for light motorcycles or tractors are not sufficient. |  |  |  |
| *206-1.11* | Written guidelines have been set for the minimum age of customers. Age requirements can vary depending on tours and circumstances. |  |  |  |
| *206-1.12* | Written guidelines have been set for a safe driving speed, which can vary depending on conditions. |  |  |  |
| *206-1.13* | All snowmobiles are licenced and properly insured. Breaks, skis, tracks and belts are checked prior to every departure. |  |  |  |
| *206-1.14* | The company informs customers that the consumption of alcohol or drugs can prevent participation in the tour. |  |  |  |
| *206-1.15* | The company has written guidelines on when to cancel tours due to weather. It is clearly stated who decides on the cancellation of tours. |  |  |  |
| ***206-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *206-2.1* | Marked roads or recognised vehicle tracks are always used. Off-road driving in winter and on glaciers shall be in accordance with Article 4. of Regulation no. 528/2005 regarding restrictions on traffic in Iceland's nature. |  |  |  |
| *206-2.2* | Customers are informed about toilet arrangements where conventional facilities are not available. |  |  |  |
| *206-2.3* | All equipment and waste are removed. The company ensures that no permanent traces/damages are seen in the nature in connection with the company’s tours or activities. |  |  |  |
| *206-2.4* | The company has established clear rules on the idling of vehicle engines. |  |  |  |
| *206-2.5* | At the beginning of the tour, the guide reminds the customers of responsible travel behaviour. |  |  |  |
| ***206-3*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *206-3.1* | Guides have experience in snowmobile guiding. |  |  |  |
| *206-3.2* | Guides receive training in the use of equipment f. ex. to be able to provide a correct location and information on accessibility to areas visited if assistance is required. In the training the following shall be covered:   1. Use of compass and map. 2. Use of GPS positioning device. 3. Use of appropriate means of communication for different areas, e.g. mobile phone, radio and Tetra. |  |  |  |
| *206-3.3* | Emergency drills are conducted every year. The training is based on types of tours and location and covers the following among others:   1. Crevasse rescue and other types of rescues using ropes and   technical equipment.   1. Search and rescue if people get separated from a group. 2. Use of emergency transport equipment such as stretchers and preparation for transport of wounded or sick individuals. |  |  |  |
| *206-3.4* | Guides on glacier tours receive appropriate instructions and training in crevasse rescue at least once a year. |  |  |  |
| *206-3.5* | Guides have completed the course *Wilderness First Aid* (Fyrsta hjálp 1, 20 hours) from ICE-SAR or a comparable First Aid course from another organization and attend a refresher course (4 hours) every two years. |  |  |  |
| *206-3.6* | Guides on tours through the wilderness\* have completed the course *Wilderness First Responder (WFR*) from ICE-SAR or a comparable course from another organization and attend a refresher course every three years. |  |  |  |

*\* Wilderness is a place or area where it takes at least two hours to get assistance/rescue from first responders by land.*