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**Riding Tours and Horse Rentals**

Quality and Environmental Certification

On the Way to Sustainable Tourism

Specific Quality Criteria no. 210

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.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***210-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *210-1.1* | For each type of tours there is an itinerary (written description) including a description of routes, schedule and other trip arrangements. |  |  |  |
| *210-1.2* | A checklist has been compiled for safety equipment on tours and excursions, including f.ex.:   1. First aid kit/equipment for people and horses. 2. Communication devices. 3. Tracking devices. 4. Riding helmets. 5. Extra clothing. 6. Reflectors for winter tours. 7. Other equipment according to conditions on each tour. |  |  |  |
| *210-1.3* | 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). |  |  |  |
| *210-1.4* | All equipment is in a very good condition, i.e.:   1. Saddles and riding gears. 2. Riding helmets. 3. Clothing is clean and in a very good condition. |  |  |  |
| *210-1.5* | All equipment is well and neatly stored after usage. The storage is appropriate and does not reduce the safety and usability of the equipment. |  |  |  |
| *210-1.6* | The maximum number of customers per guide is eight. |  |  |  |
| *210-1.7* | Guides/employees are able to select horses according customers’ ability and experience and can assess how fast to go depending on circumstances. Responsible party is defined. |  |  |  |
| *210-1.8* | 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. |  |  |  |
| *210-1.9* | All equipment (helmet, armour, saddle and stirrups) must be adjusted for each rider and it is ensured that the saddle girths are well and properly tightened at all times. |  |  |  |
| *210-1.10* | All riders wear helmets. |  |  |  |
| *210-1.11* | Care is taken to respect all rules regarding disease prevention to prevent spreading livestock diseases cf. current laws on animal diseases and precautionary measures against those diseases.  Helmets and other equipment that is brought from abroad must be sterilized according to current laws and rules. |  |  |  |
| *210-1.12* | 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. Safety precautions in situations where special care must be exercised. This may among other apply to steep slopes, rocky or rough terrain, riding by lakes or sea, frozen ground and frost lift in trails, roads and highways 4. Appropriate clothing and equipment. 5. 112 emergency number in Iceland. |  |  |  |
| *210-1.13* | The company ensures that when crossing rivers or streams, guides know how to choose fords where currents, depth and banks are suitable for crossing on horseback. |  |  |  |
| *210-1.14* | The company informs employees and customers of the necessity of being in good physical condition and that the use of alcohol or drugs can make them unfit to take part in a tour. |  |  |  |
| *210-1.15* | The company has written guidelines on when to cancel tours due to weather. It is clearly stated who decides on the cancellation of tours. |  |  |  |
| ***210-2*** | ***Handling and Care of Horses*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *210-2.1* | The company operates in accordance with the regulations on horse welfare and ensures that all employees are familiar with current regulations on facilities, care and health supervision of horses. |  |  |  |
| *210-2.2* | Stable floors are non-slippery and easily cleaned. Floors in stalls are clean and covered with soft materials. |  |  |  |
| *210-2.3* | Stalls are roomy enough to allow the horse to lie down and move around freely, and never smaller than stipulated in the current regulation on horse welfare. |  |  |  |
| *210-2.4* | A logbook is kept on the use and upkeep of horses. Horses are never subject to excessive workload. |  |  |  |
| ***210-3*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *210-3.1* | The company strives to minimise negative environmental impacts of its operations, avoids over-grazing and excessive strain on fragile environments. |  |  |  |
| *210-3.2* | Roads, tracks or routes where traversing does not cause damage to vegetation or soil are always used. Marked tracks or roads are used whenever possible. Laws and regulations on nature conservation are followed. |  |  |  |
| *210-3.3* | Customers are informed about toilet arrangements where conventional facilities are not available. |  |  |  |
| *210-3.4* | At the beginning of the tour, the guide reminds the customer of responsible travel behaviour. |  |  |  |
| ***210-4*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *210-4.1* | Guides have experience in guiding on horseback*.* |  |  |  |
| *210-4.2* | Guides on longer tours (four hours or longer) 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. |  |  |  |
| *210-4.3* | Guides and employees in tours have completed a first aid course (4 hours) from a certified trainer and attend a refresher course every two years. |  |  |  |
| *210-4.4* | At least one guide on longer tours (two hours or longer) have completed the course *Wilderness First Aid* (20 hours) from ICE-SAR or a comparable course from another organization and attend a refresher course (4 hours) every two years. |  |  |  |
| *210-4.5* | At least one guide on tours through the wilderness\* has completed the course *Wilderness First Responder (WFR*) from ICE-SAR or a comparable course from another organization and attends a refresher course every three years. |  |  |  |
| *210-4.6* | At least one guide on tours through the wilderness\* has completed the courses *Wilderness Survival* and Navigation from ICE-SAR or comparable courses from another organization. |  |  |  |

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