Logo, company name

Description automatically generated

Specific Quality Criteria no. 207

5th edition 2022

**ATV and Buggy Tours**

vakinn.is

Quality and Environmental Certification

On the Way to Sustainable Tourism

**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.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***207-1*** |  | ***Yes*** | ***N/A*** | **How fulfilled/explanations** |
| *207-1.1* | For each type of tours there is an itinerary (written description) including a description of routes, schedule and other trip arrangements |  |  |  |
| *207-1.2* | A checklist has been compiled for safety equipment on tours and excursions, including f.ex.:   1. First aid kit/equipment. 2. Communication devices. 3. Tracking devices. 4. Helmets. 5. Extra clothing 6. Whistles 7. Shovels. 8. Lines/ropes. 9. Blankets. 10. Other equipment according to conditions on each tour. |  |  |  |
| *207-1.3* | 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). |  |  |  |
| *207-1.4* | 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. |  |  |  |
| *207-1.5* | All equipment is well and neatly stored after usage. The storage is appropriate and does not reduce the safety and usability of the equipment. |  |  |  |
| *207-1.6* | 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. |  |  |  |
| *207-1.7* | 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 vehicles per guide, i.e. maximum 16 customers per guide. |  |  |  |
| *207-1.8* | 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. |  |  |  |
| *207-1.9* | 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. |  |  |  |
| *207-1.10* | Written guidelines have been set for the minimum age of customers. Age requirements can vary depending on tours and circumstances. |  |  |  |
| *207-1.11* | All vehicles are registered and insured. Brakes and tires are checked before each tour. |  |  |  |
| *207-1.12* | The company informs customers that the consumption of alcohol or drugs can prevent participation in the tour. |  |  |  |
| *207-1.13* | 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. 4. Proper use of vehicles. 5. Speed limits. 6. Appropriate clothing and equipment. 7. Proper use of safety gear. 8. Food, drinks, and access to water during the tour. 9. 112 emergency number in Iceland. |  |  |  |
| *207-1.14* | The company gets landowners permission for crossing their land, when necessary. |  |  |  |
| *207-1.15* | The choice of routes aims to minimize the risk, routes are inspected regularly, and conditions are assessed. |  |  |  |
| *207-1.16* | The company has written guidelines on when to cancel tours due to weather. It is clearly stated who decides on the cancellation of trips. |  |  |  |
| ***207-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *207-2.1* | 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. |  |  |  |
| *207-2.2* | Streams and rivers are only crossed in designated places and only where wading is considered safe. Where the riverbank is not maintained in terms of wading, damage to the environment shall be prevented as possible. |  |  |  |
| *207-2.3* | Customers are informed about toilet arrangements where conventional facilities are not available. |  |  |  |
| *207-2.4* | 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. |  |  |  |
| *207-2.5* | At the beginning of the tour, the guide reminds the customers of responsible travel behavior. |  |  |  |
| ***207-3*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *207-3.1* | 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. |  |  |  |
| *207-3.2* | 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. |  |  |  |
| *207-3.3* | 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. |  |  |  |
| *207-3.4* | All guides on tours through the wilderness\* have completed the course *Navigation* from ICE-SAR or a comparable course from another organisation. |  |  |  |

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