



# SUSTAINABILITY

## SUSTAINABILITY POLICY

Free Tour Cartagena is committed to the sustainable development of tourism in environmental, socio-cultural, economic and legal aspects, raising awareness collaborators, customers and suppliers in the matter.

In order to make the policy known, it will remain available to the public and for other interested parties in our web portal.

## Sustainability Objectives

- Contribute to intercultural understanding, referencing facts that shaped the local culture.
- Inform clients and suppliers on sustainability issues.
- Generate income opportunities for local guides, regardless of gender and age.
- Foster the culture of service that offers the best treatment to clients and collaborators.
- Acquire ecological materials that are friendly to the environment.



## Sustainability Programs

- Sustainable Culture

## Regulations and Laws

Free Tour Cartagena is a company committed to the fulfillment of laws and regulations that govern it for its proper development.

- We are subject to the liability regime of Law 300 of 1996 (law general tourism), Decree 1825 of 2001 (provisions related to the activity of tourist guides), Decree 53 of 2001 (provisions related to the activity of travel agencies), Law 1101 of 2006 (modifications to the general tourism law), Decree 2438 of 2010 (provisions related to the liability of travel agencies in the provision of tourist services), Law 410 of 1971 (Code of Trade) and other regulations, where its quality of Agency is indicated of Travel and Tourism Operator.
- In compliance with Article 17 of Law 679 of 2001, Law 1336 and Resolution 3840 of 2009, Free Tour Cartagena, rejects all forms of sexual exploitation and other forms of abuse to minors and warns which will be punished according to the legal provisions in force. Complying with Law 1336 of 2009 and resolution 3840 that complements Law 679, has a code of ethics to prevent and prevent the sexual exploitation of children and adolescents in tourism.
- Free Tour Cartagena is committed to Sustainable Tourism giving compliance with Law 17 of 1981 and Law 1333 of 2009 in order to avoid illegal traffic of flora and fauna species. Law 63 of 1986, Law 1185 of 2008 of Illegal Traffic of Cultural Property, Law 2811 of 1973 on the Code National Renewable Natural Resources and environmental protection Environment, Law 0584 of 2002 declaring the wild species that are threatened in the national territory and Law 379 of 1997 Law General of Culture handling information in a respectful manner about the different attractions and activities related to the cultural and natural heritage of the country.



## Responsible Tourist

- Protect the flora and fauna and their habitat, and do not buy products made from plants or animals in danger or in danger of extinction.
- Try to minimize the generation of waste and make an adequate disposition according to its classification. Remember that they are a source of contamination.
- Place trash in the established areas for this purpose. Do not throw trash in common use areas.
- Gather the necessary information about your destination, and do not be confused with places other than those established for tourist services.
- Properly reward (with tip, recommendation, comment) the guide when the service received was excellent.
- Take time to understand the customs, norms and traditions of the place of destination. Avoid behaviors that may offend the local population.
- Remember that any form of exploitation violates the objectives fundamentals of tourism. Child sexual exploitation is a punishable offense, both in the place where it is carried out and in the country of residence of whoever commits it.
- Contribute to local development by acquiring local products, and stick to the principles of fair trade.
- Find out about current legislation so as not to commit any act that is considered criminal in the country. Do not deal with drugs, weapons, antiquities, protected species, or products or substances that are dangerous or prohibited by national regulations.
- Ask about the origin of what you are buying and make sure that the souvenirs that you take home have a documented history and have export permit.
- Free Tour Cartagena does not generate negative impacts on the natural heritage, cultural and social aspects of the destinations it promotes.

## Supplier and Responsible Partner

Free Tour Cartagena, according to its culture of service commits to:

- Recommend visits to duly formalized establishments that can complement the experience of our tour, when the client requested it.
- Acquire and recommend products and services that generate positive impacts to the environment, natural heritage and culture.

And we expect from you the same commitment.

