

WELCOME TO VIETNAM!

In order to prepare and improve your stay in this mesmerizing country, we have established for you a helpful guide



OUR ENGAGEMENT

As your local interlocutor operating for your travel agency, we have tried to see how we could participate to a more sustainable world. As to give us a guideline, we have engaged ourselves to work towards the Travelife Certification. We aim to promote human rights and social condition in our company and with our partners, reduce our energy and water consumption, reduce our waste and encourage all our partners (hotels, activities, transport, restaurants) to engage in a sustainable process.

You can have access to our full sustainability policy here

REDUCING YOUR WASTE

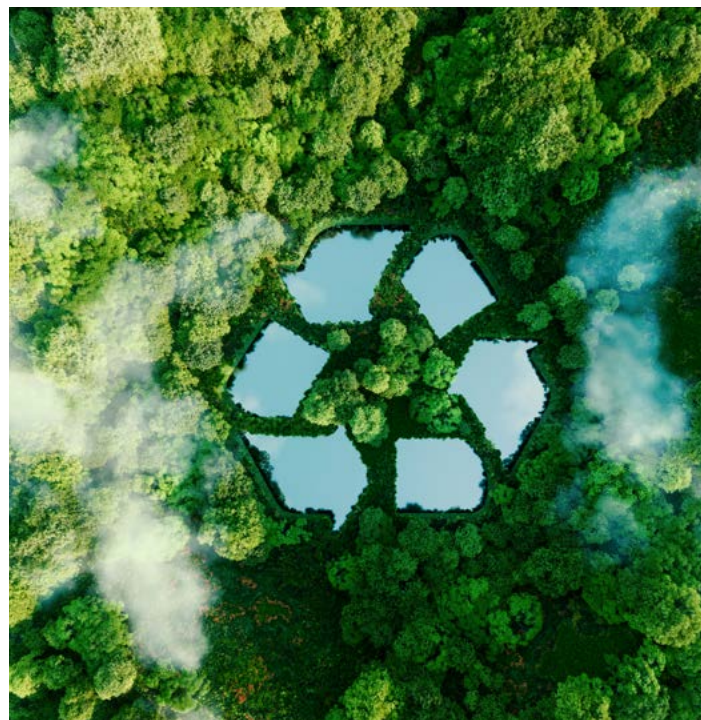
Vietnam is a country with few decent waste management facilities. By reducing your own consumption, you will therefore reduce your and our carbon footprint. One of the main concerns is plastic. Wet wipes have completely been eliminated. Additionally, you may act on the following to avoid single used plastic items:



Carry your own shopping bag to avoid plastic use



Tap water is not drinkable, we have therefore prepared big water bottles for you to refill





CHILDREN PROTECTION

Children are at the heart of every society, but they are the most vulnerable too. Observe human rights and protect children from exploitation or abuse – if you see or suspect any abuse, report it immediately to local authorities.

Here are 7 tips and advice written by “**ChildSafe Mouvement**” - an activity we have joined.

THINK!

1. **THINK!** Children are not tourist attractions – let’s not treat them like they are.
2. **THINK!** Volunteering with children feels good but could be harmful – look for better ways to help them.
3. **THINK!** Children pay a price for your generosity – don’t give to begging children.
4. **THINK!** Children should not be at work instead of school – report child labor.
5. **THINK!** Sex with children is a crime – report child sex tourism.
6. **THINK!** Professionals know best – call them if a child needs help.
7. **THINK!** Keep our planet ChildSafe – protect the environment.



Childsafe hotline: **111** or **18001567** or contact: report@thinkchildsafeg.org

COMMUNITY BASED TOURISM PROJECTS WE SUPPORT



STREETS International[®]
A hospitality and tourism social enterprise initiative

STREETS International provides impoverished youth with professional level training and apprenticeship, including English language and life skills, for careers in culinary arts and hospitality service.



KOTO is the first social enterprise in Vietnam, providing positive, permanent change for at-risk & disadvantaged youth in a 2 year hospitality training programme that incorporates both vocation training & life skills.



RESPECT OF NATURAL AREAS AND WILDLIFE

We support activities that support the local environment and biodiversity. When visiting a protected area or national park, please follow the regulations (if they exist)!



Always dispose waste in the appropriate bins. This even goes for cigarettes butts.



Do not wander out of the designed trekking routes.



Do not, under any circumstance, touch, feed or hunt wild animals.



Do not remove natural resources, such as stones, fossils, shells, plants, flowers or others from their original environment.



Do not touch plants, trees, flowers. Some may be toxic and some can be part of a fragile eco-system.



RESPECT OF CULTURAL & RELIGIOUS DIFFERENCE

Regarding visiting local minorities, take the chance to make meaningful connections with the people and avoid ogling the locals, snapping pictures and only buy tourist tat. Your guide is here to help you connect, share and truly immerse yourself to have an ethical approach.

You can find below information about culture, history, religion and behavior tips about what can and cannot be done in Vietnam. If you have any doubts during your stay about how to act or react, ask your guide or even better, wonder if you would act this way or tolerate such behavior in your city/village/church or even your home.



A GENERAL GUIDELINE

DO'S

- ✓ Enjoy streetfood respectfully whenever you can to help local businesses.
- ✓ Say "xin chào" and "cảm ơn" – the Vietnamese words for 'hello' and "thank you" with a smile.
- ✓ Help to keep Vietnam clean and beautiful by not leaving litter.
- ✓ Show respect to the local religious customs and dress appropriately (long and body covering clothes) while in religious sites and when taking photos.
- ✓ Do visit the local markets, they are a great way to experience the culture.
- ✓ Many Vietnamese like to have their picture taken, but always ask for permission first, **especially children.**
- ✓ Take off your shoes and leave them outside the house before entering a Vietnamese's home.
- ✓ **Be careful not to walk around in front of or disturb the altars in shops and homes.**
- ✓ Purchase local handicrafts and products to support the local economy.

ABOUT DO'S AND DONT'S

DONT'S

- ✗ **Don't raise your voice or show anger, affection in public.**
- ✗ **Don't point with your feet/toes in someone's direction.**
- ✗ **While the middle finger is not traditionally an offensive digit in Vietnam, the typical "fingers crossed" gesture that many people from the West make to indicate that they are hoping for the best is highly impolite. If you hope for good luck, keep your fingers out of it!**
- ✗ **Don't wear shorts, tank tops to the pagodas, temples or other religious places. You will be considered rude and sometimes you will not be allowed in.**
- ✗ **Don't give gifts or money to children as it encourages begging. Instead, it is wise to give to an established organization or village elders.**
- ✗ **Don't buy antique Buddha images or other sacred items as a lot of them were stolen from unprotected temples and sites.**
- ✗ **Don't buy articles containing materials of threatened flora and/or fauna in the destination.**