



South Africa

Visitor Code of Conduct - Uthando Philanthropic Educational Excursion

Uthando is fully committed to ensuring the guest experience is as fulfilling, meaningful and educational as possible, whilst also benefitting and respecting the local communities being visited. Below are guidelines which promote this philosophy and policy, based on Fair Trade principles:

- Local communities are benefitting from Uthando visits and donations. Visitors must enjoy the excursion knowing that their presence is welcomed, appreciated and valued by the local communities.
- Guides provide visitors with information on local greetings and customs at the outset of the visit, in order that they may engage with locals in a respectful manner.
- Uthando guides provide as much information as possible on local customs, culture and traditions, thus ensuring a comprehensive overview on the communities being visited.
- Donations are not to be given and / or are not expected during the excursion.
- Visitors wishing to make donations can obtain information in this regard from the guide at the conclusion of the excursion. There are no bowls requesting donations during the visit.
- No sweets, clothes or any other items are to be given directly to children, but rather to the director of the relevant project, if the visitors bring such items with them to donate.
- Uthando does not encourage children to develop a culture of begging, reliance or expecting handouts from visitors. Please also refrain from picking children up.
- Visitors are encouraged to be respectful when taking photographs. Taking photographs of people other than at the projects may be viewed as rude and inappropriate. Guides to make clear what is acceptable in respect of photography during the course of the visit. If any doubt by visitors regarding taking of photographs guides to be consulted. Photographs taken by visitors are strictly to be used for personal and/or private use and not commercial use.
- Visitors are to remain at the project site unless accompanied by the guide. Walking off unaccompanied could pose a security risk to the visitor and Uthando.
- Visitors are encouraged to avoid excessive displays of wealth (eg very expensive jewellery etc), Visitors are encouraged to wear casual, modest and understated clothing. Visitors are to leave excessive amounts of money, credit cards, expensive mobile phones, passports and other valuable personal items at their hotel. Do bring some cash to spend at local crafts projects. If applicable, guests are to dispose of litter in a responsible manner, preferably taking it with them after the excursion.
- **TIPPING :** Guides must indicate on the Excursion feedback form whether any money was received from visitors, and whether such money is a tip or donation. Any tip received and declared belongs to the applicable guide on that excursion. At no stage before, during or after the excursion is the guide to solicit any tip or donation from visitors, and any contravention of this regulation will result in disciplinary action.