



RESPONSIBLE TRAVEL & ETHNIC TOURISM POLICY

Why Ingan Tours

Walk in the footsteps of our Ancestors...

Our passion lies within the people, trekking, culture and the spectacular world heritage protected rainforest of Davidson Valley, North Queensland.

These are all contributing factors that form this amazing world you wish to visit. Proudly we are dedicated to providing expert guidance throughout each stage of your holiday experience. Behind the scenes we are committed to the policies that you read below, we believe they make up the Ingan Tours difference and heighten the way you travel.

Local Jirrbal Experts & Great Value

We employ a range of dedicated and professional staff from administration and expert guides. They all are local Aboriginal people and each of them are employed on a full time and casual basis with Ingan Tours. We are the locals and have been working in the tourism, education & training fields for many years. Our journeys offer great value for money. We encourage you to evaluate the quality and inclusions that our holidays offer and you will discover that Ingan Tours really do supply the ultimate Indigenous Adventure experience.

Our trip prices are more reasonable compared to those of many larger companies. It is not because we sacrifice our service level. Many international companies will take anything from one third to three quarters of trip profits, by being 100% locally operated we are able to keep our prices reasonable and all trip proceeds support the local economy directly.

Health & Safety

Ingan Tours Team are fully trained in the following health and safety areas:

- We provide fresh hygienically prepared food on all our trips also catering for any particular diet requirements or food allergies.
- First aid procedures.
- Safety while mountain climbing.
- High altitude sickness (**if applicable**) the highest mountain trek is 600 metres above sea level.
- Monitoring all aspects of government policies and weather that may affect your trip.
- 24 hours a day communication.
- Helicopter Rescue is available (**please ensure that your travel insurance policy covers this**).

Small Groups

Leading small groups contributes to the organisation of our tours in a productive way. You are guaranteed that while travelling with our team you are sure to feel like one of our family.

- We are attentive to your individual needs.
- We are able to answer any questions while trekking and touring in World Heritage Rainforest on our traditional lands – The Jabanbarra Jirrbal People.
- With each of our trips it includes some free time at culturally significant sites where you can just sit back, take in the roaring waters of the Davidson Creek and cool off in the cool waters.
- All our groups are smaller which avoids making a negative impact on the environment.

Qualities of Service

Our professional, dedicated and highly motivated team are always at hand to make certain that every aspect of your journey is heart-warming and rewarding.

- International standard of service.
- Flexibility to accommodate any requirements.
- We build strong partnerships with our service providers to ensure quality.
- We use local Aboriginal leaders, guides on all our tours and treks.
- Our trips are not the cheapest although we can ensure the quality of service you receive is unmatched.

Trekking Policy

Ingan Tours appreciates the hard work our guides perform, without them your trip would not be possible. Therefore we treat and obey the following Guide Policy to ensure the working conditions of our guides are of humane and fair standard. We continue to strive towards eliminating avoidable illness, injury and death. We ask that you follow our guidelines for ethical trekking and treat them as you would like to be treated yourself, after all they are only human.

- All our guides receive medical care when ill or injured.
- We provide basic accommodation for our guides (tents with sleeping gear, food and drinks).
- We have insurance policies for each of our employees.
- We provide appropriate clothing for each season and altitude, ensuring protection from cold, rain and wind. This means windproof jackets, trousers, fleece jackets, suitable footwear, socks, hat, and sunglasses.

Responsible Tourism

Responsible Tourism is very much imperative as it becomes a responsibility of each and every individual within the tourism sector. The sustainability of the industry depends on this vital factor. Before our tour commences our guide will brief group members on the importance of conservation in the environment as part of our responsible tourism efforts. This procedure has become a sacred responsibility of our ongoing efforts for thousands of years. We encourage programs and frequently participate and/or initiate clean up campaigns to promote awareness as well as maintaining a clean and healthy living environment. Our dedication continues to sourcing further ways we can conduct responsible tourism.

Environmental Policy

Our eco green practices continue to deliver improved ways of travelling, by minimizing our impact on the environment. With each and every one of our treks or tours we are always conscious of the impact that we have on the environment and limit our group numbers to a maximum of 15 at any one time.

- At the office we run energy saving bulbs and turn off any un-necessary electricity, each night we switch off all power sources, including computers at the power point.
- As conscious business owners we have minimized our paper output by creating online brochures and e-newsletters.
- Along our tours and treks we use stainless mugs for tea and coffee to reduce paper wastage.
- Rubbish is placed in bins provided, unless where at high altitude then we porter the rubbish out, to the main city/town where it can be disposed of correctly.
- We ask that trekkers and tour groups remove unnecessary packaging and store items in reusable containers.
- We leave the campsites in better condition that when we found them, free of rubbish.
- Don't pollute water source, with soap or rubbish wastage.
- Every one of our employees minimizes the water usage, by limited showers and always using sparingly.
- We protect natural aspects and avoid creating new trails across switchbacks and fields.
- We request that our clients bring water canisters to re-use instead of buying bottled water.

Cultural Responsibility & Respect for each Country

As you are travelling to gain an insight into the Jirrbal Rainforest Aboriginal existence, we ask that you observe and respect the local way of life, after all this is what you have come to experience. Our clients are given a guideline to follow of the acceptable behaviours and practices throughout our culture and traditional country. We also ask that you adhere to the following listed.

- You will have many photo opportunities, please ask if it is OK to take someone's photo. Photography at culturally significant sites are generally permitted, please check with your guide first.
- We do not believe in discriminating against any person because of their colour, sex, religion, nationality, race, age or size.

Our Community & Social Responsibility

Ingan Tours works closely with their local community and is always available to lend a hand.

We are in the process of setting up a charity organisation through our sister company Ingan Aboriginal Corporation to support Indigenous employment, education and health needs.

We are also working on setting up a yearly charity trek throughout the year to support school projects. Our charity trek itinerary combines adventure and kindness, providing the participant with lasting memories of the Jirrbal people and their traditional lands while allowing them to contribute to a regional remote community such as Tully, North Queensland.

Be sure to keep a close eye out on our website for more detailed information pertaining to our charity trek and forming a unique partnership with the Ian Thorpe Fountain for Youth Foundation <http://ianthorpes-fountainforyouth.com/>