

# TourCert®

*Travel for Tomorrow*



## ACTIVITY REPORT 2019

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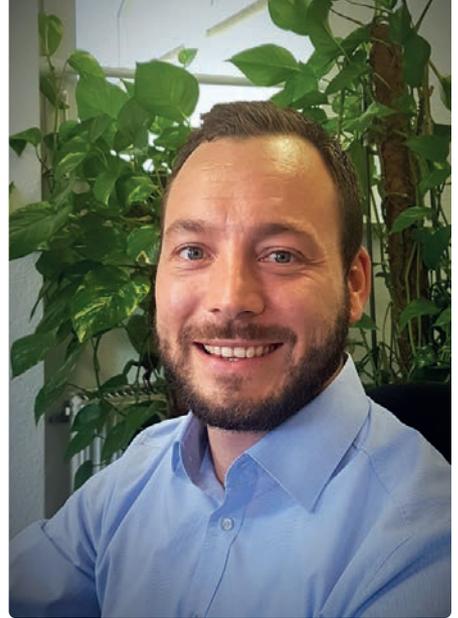
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# Dear Reader,

how would you work if you could reinvent yourself? What is essential? What can be omitted? What has to be different in order to meet the global challenges? Big questions for the next decade, right?

I would like to invite you to join our community, to work with us and participate, for example, in our innovative and exciting visionary projects for the tourism transformation. The TourCert Community is now a worldwide movement of about 400 companies and destinations in over 30 countries. We are very proud of this!

Our strategy as an international organisation is based on the so-called Agenda 2030 (Sustainable Development Goals). In it, the UN names both the historic opportunity and the urgency of a common approach to global sustainable development – in this sense, more and more companies are taking responsibility and joining us! In 2019 we welcomed 120 new members. That's awesome!

*„We can be the first generation to succeed in overcoming poverty, and at the same time perhaps the last generation to have a chance of saving our planet“, says Agenda 2030.*

The paralysis that has arisen because politicians, companies and customers are each waiting for more sustainable decisions from the other must be dissolved. By making long-term, responsible decisions, we are moving away from an economic path that relies on an ever-increasing consumption of resources and which increases inequalities rather than reducing them. Tourism

development must be thought in a more integrated and holistic way in the future. Tourism can make the world a better place. It must take full account of the social and environmental costs and benefits, at individual, regional, national and international level. With our international community we are actively shaping this shift!

By working together and developing joint models of action for sustainable tourism, we are making a joint contribution to the necessary tourism transformation towards a fairer world in which human rights are respected and natural resources are used responsibly.

But how to start? We take you as a company to your very own starting point, show you possible steps and encourage you to adopt a consistently responsible business approach. Beyond the current dogma of material growth, new ways of creating value can be created. Together we define a new standard – for your own business as well as for the industry – step by step. Dear reader, in our Activity Report 2019 we give you an overview of our projects and action fields. I hope you enjoy reading it.

Yours,

*Marco-A. Giraldo*

Marco Giraldo  
Managing Partner

# *Travel for Tomorrow*

## **Empowerment**



### **ABOUT US & OUR OFFERS**

Our non-profit innovation and certification company was founded in 2009 with the task of promoting ecological, social and economic corporate responsibility in tourism. TourCert advises and accompanies tour operators, accommodation providers, destinations and other tourism entities in the implementation of a consistently sustainable approach. We also provide qualification via seminars and online trainings offered by the TourCert Academy.

We certify tourism companies and destinations with the international TourCert label for sustainability and corporate responsibility (CSR) in tourism.

TourCert works on several international tourism projects and initiatives that promote sustainable tourism. We conduct feasibility studies, develop innovative concepts, offer development education, and are engaged in public relations.

## TOURCERT CERTIFICATION SYSTEM

We have developed an internationally recognized certification system which penetrates the entire tourism value chain in terms of sustainability and is applicable internationally. We have also introduced a methodology to support companies and destinations in implementing the TourCert system. "Empowerment" is the key, which means the development of learning structures and committed joint corporate development. Tourism companies train their own sustainability managers who pass on their knowledge to the team and motivate their colleagues to act sustainably.

Companies and destinations certified by TourCert have audited their business activities for sustainability according to the following criteria:

- Responsible corporate governance
- Respect for human rights, anti-discrimination, and protection of children
- Compliance with labour standards, training of employees
- Customer information on sustainable travel, surveys on customer satisfaction
- Involvement of local communities and promotion of the region
- Fair cooperation with partners and service providers
- Active environmental protection by saving resources and offsetting CO<sub>2</sub> emissions



*TourCert promotes responsible tourism, so that future generations will also be able to enjoy and discover our planet. No matter whether you are a company, a destination or a traveller – we provide orientation. To us, "Travel for Tomorrow" means to make the travel industry fit for the future and to sensitise travellers to achieve a positive contribution of everyone involved in their holiday experience.*



### COMMITMENT OF OUR TOURCERT COMMUNITY

With the TourCert label, tourism companies and destinations clearly acknowledge their responsibility and commit themselves to improving their sustainability performance on a continuous basis. Consultants and online tools support the process of implementing responsible management along the entire value chain. Independent experts regularly review sustainability performance. Our highest decision-making authority is the honorary Certification Council.

### COMMUNITY, COUNTRIES & FOCUS

In 2019 we were happy to welcome around 120 new members in our community. In recent years, the number of companies with TourCert certification or TourCert Check has increased significantly, especially in Latin America. The current focus is on Ecuador, Peru, Colombia, and Costa Rica.

Nevertheless, Germany, Switzerland and Austria remain important markets. In particular, TourCert is growing considerably through various cooperations and in the field of destination certification, where a network of sustainable partners is being established. In addition to tour operators, hotels and other tourism businesses, more and more entire destinations are getting certified. We are proud to count 22 certified Sustainable Destinations – 15 of them in Germany and seven of them in Latin America.

In late 2018, the first community in Ecuador was certified as part of the project Turismo Comunitario (p. 24) (English: community based tourism). In 2019 three more communities were certified in Ecuador.

## SUSTAINABLE DESTINATIONS WORLDWIDE

The TourCert system "Sustainable Destinations" with the green N is the first certification scheme in a German-speaking countries to consider the destination as a whole and to take all tourism service providers on board.

We have designed the system as a strategic mechanism to put a destination on the path to sustainability in an intensive exchange with the main stakeholders in tourism.

Important parameters include product and service quality, customer orientation, an efficient and responsible use of resources, accessibility and sustainable mobility. Our criteria are in line with international sustainability standards and ensure an effective strategic management process. Therefore, it can be seen as a support mechanism for a sustainable positioning.

A sustainable destination is a joint accomplishment depending on the cooperation of all institutions and companies as partners. Within the certified destinations, hundreds of tourism businesses work together as network partners and provide sustainable experiences for their guests.



## NEW FOCUS: VOLUNTOURISM

In recent years, the trend towards "Voluntourism" has increased considerably. The sector is profitable and continues to grow.

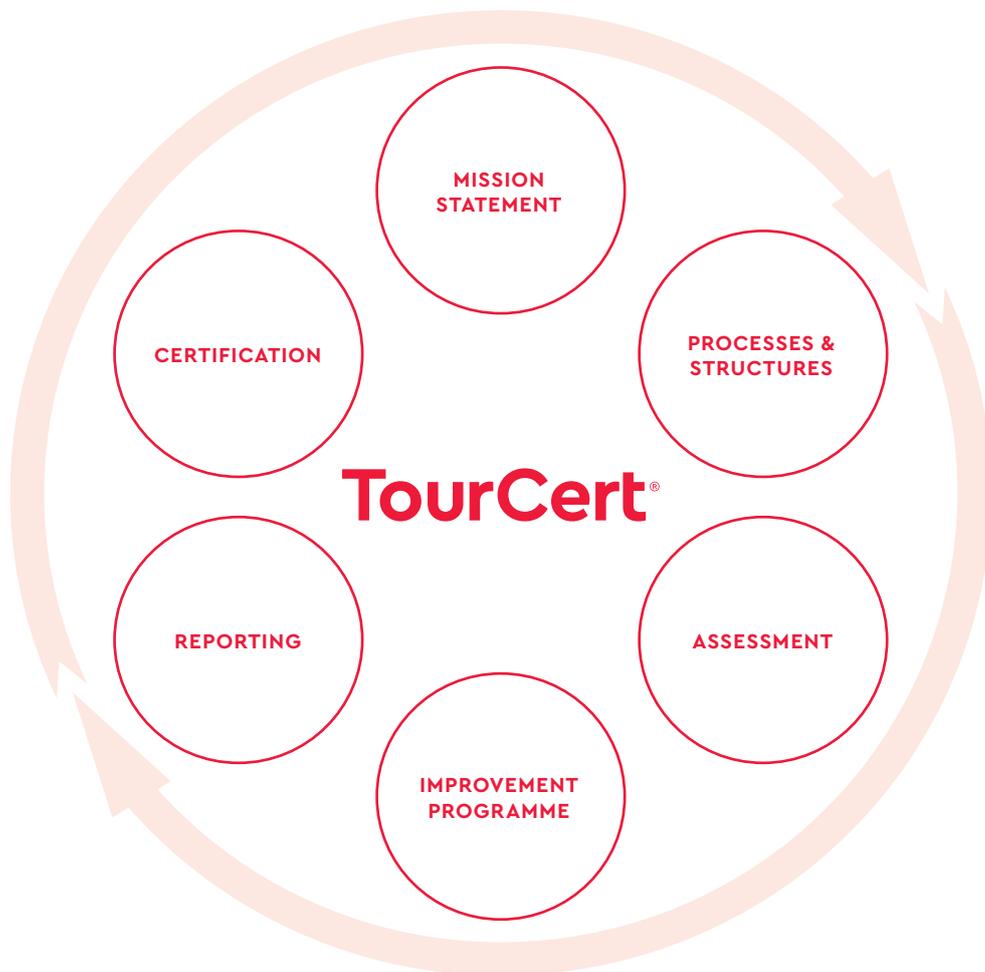
Volunteering on holiday has many dark sides which are not visible to the traveller at first sight. Short-term stays are very popular, but also highly questionable, especially when it comes to child protection and sustainable development.

In order to make tour operators offering volunteer placements more transparent and to highlight committed providers, TourCert would also like to serve this market. Together with experts in this industry such as Tourism Watch at Bread for the World, Forum Anders Reisen, and WWF, we developed the respective survey, which can analyse tour operators in this sector.

*TourCert is committed to the protection of children. In cooperation with the initiative 'The Code' we raise awareness and actively disseminate its Code of Conduct.*

# Certification for Tour Operators

*Systematic responsibility*



## **HOLISTIC SUSTAINABILITY MANAGEMENT FOR TOUR OPERATORS**

With our integrated management system, we get you on the right track: The sustainability performance of your company is converted into concrete, measurable indicators in the important business areas and processes. From this, optimization possibilities are derived in order to create a sus-

tainability report with the help of a web tool specially developed for the process. The sustainability system therefore does not tie up working hours unnecessarily and enables even the smallest companies to implement it and achieve certification.

## Six steps to success

1

### MISSION STATEMENT

As an introduction, the company develops a mission statement or examines the existing mission statement with regard to sustainability. This is anchored in the basic values of the company and is practised on a daily basis.

2

### PROCESSES & STRUCTURES

One person in the company is responsible for sustainability management both internally and externally. Sustainability is taken into account in day-to-day business decisions and is an integral part of operational processes. The certification process helps to integrate and standardise this.

3

### ASSESSMENT

A comprehensive evaluation of the status quo helps to measure sustainability performance. The assessment is based on fixed TourCert criteria and is made easier by an online tool. It includes economic data, data on employees and customers, the quality of consulting, product development as well as corporate and product ecology. Sustainability checks and surveys make it possible to conduct a standardised survey of service providers such as accommodations, partner agencies and tour guides and thus an analysis of the value creation chain.

4

### IMPROVEMENT PROGRAMME

The continuous improvement of performance in terms of corporate responsibility and sustainability is at the heart of the TourCert system. Every year, new goals and measures are set and checked for their fulfilment.

5

### REPORTING

The results of the evaluation are summarized in a standardised report. The company has the opportunity to describe and explain the results of the assessment.

6

### CERTIFICATION

The compliance of all TourCert certification criteria is assessed by external and independent experts within the framework of an audit. The final decision about the certification is made by the independent certification council. The first certification is valid for two years. Further recertification takes place every three years.

# Requirements for Tour Operators

## MINIMUM CRITERIA FOR THE CERTIFICATION OF TOURCERT

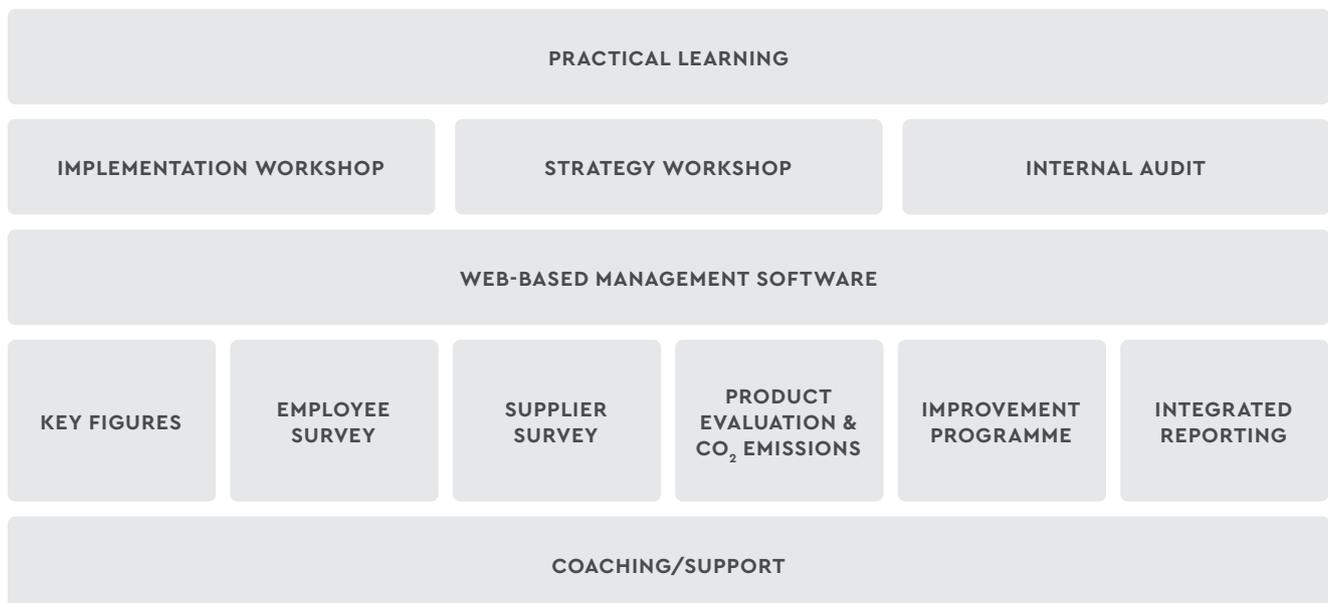
- Designation of a person responsible for certification (sustainability manager)
- Regular employee training on sustainable development of tourism
- Publication of the corporate mission statement
- Purchase of green electricity
- Improvement programme (to be updated annually)
- 50% climate compensation for business air travel
- Code of conduct for compliance with sustainability standards with the service providers
- Active promotion of sustainable travel to customers

### THE TOURCERT SYSTEM IS BASED ON INTERNATIONAL STANDARDS

All criteria catalogues of TourCert are based on the international quality and environmental management standards according to ISO and EMAS as well as the ISO guidelines for corporate responsibility (ISO 26000) and are oriented on the international regulations of the Global Sustainable Tourism Council (GSTC).



### INTRODUCTION PROCESS IN THE COMPANY AND QUALIFICATION OF SUSTAINABILITY MANAGERS:



The qualification of sustainability managers and the process up to company certification take approximately six months.

## PROCESS SUPPORT: PERSONAL, COMPETENT AND EFFICIENT

During the introductory sustainability process, TourCert offers to accompany the companies with experienced consultants. We train the responsible person in the company to become a sustainability manager.

The learning concept of the training corresponds to the blended learning approach, a mixture of online, face-to-face and practical learning phases. In the practical phases, the future sustainability managers introduce the elements of the TourCert management system step by step in their own company.

## Sustainable quality is convincing

We promise you, it's worth it! And the first steps are very easy to take. There are many concrete potentials that you can use for yourself.

### THE SUSTAINABILITY SYSTEM FROM TOURCERT

- supports you in structuring processes
- shows you what the sustainability situation is in your company
- reveals the strengths and weaknesses of your company
- motivates and inspires your employees with a shared vision
- enables credible positioning in competition
- opens up potential savings in costs, energy and working hours
- leads to more transparency in your company
- shows you ways to optimise products and customer loyalty
- improves your communication structures and supports you in decision-making processes
- creates a basis for the definition of your corporate goals and strategies
- strengthens the competence of your employees and the innovative ability of the company
- qualifies customer service and creates enthusiasm for sustainable travel

### CORE INDICATORS – SUSTAINABILITY IN CONCRETE TERMS

The results of the data collection are aggregated into measurable indicators that enable companies to compare their own sustainability performance with other companies. On this basis, further potential for improvement can be identified. The core indicators for tour operators are:

1. Contribution to local value creation
2. Product ecology: CO<sub>2</sub> emissions per guest per day
3. Quality index of customer information
4. Customer satisfaction index (with response rate)
5. Employee satisfaction index
6. Corporate ecology: CO<sub>2</sub> emissions per employee
7. Sustainability index partner agencies
8. Sustainability index accommodation providers
9. Sustainability index tour guides
10. Sustainability index product evaluation

*The certification process transforms good intentions into sustainable actions.*

# Certification for Destinations

*We prepare you for the future*



## **YOUR GUIDING PRINCIPLE FOR A CONSISTENT FOCUS ON SUSTAINABILITY**

Sustainability has become an important factor for tourist communities and regions and ensures their competitiveness. With our innovative and holistic approach, we also put your destination on the right track and ensure a long-term commitment that will benefit everyone involved in tourism.

"The certification as a "Sustainable Destination" is a unique procedure in German-speaking countries for the continuous sustainable orientation of a tourism destination. It was developed as a practical joint project with the Ministry of Justice and for Europe Baden-Württemberg and various tourist destinations." – Dirk Dunkelberg, German Tourism Association

The TourCert system is designed to review all tourism activities in the destination with respect to their environmental and social impacts and thus make them viable for the future. Particular emphasis is placed on the quality of products and services, customer orientation, careful use of resources, accessibility and environmentally friendly mobility. First rapid successes are generated, existing strengths and good examples are made visible and at the same time a route of continuous improvement is taken.

The process completely covers the criteria of the German Tourism Association (DTV) for the sustainable orientation of tourism destinations and is internationally recognized.

## *Six steps to sustainable success*

1

### **PROCESSES & STRUCTURES**

A person will be trained to be responsible for coordinating sustainability issues. This ensures that sustainability becomes an integral part of operational processes.

2

### **SURVEYS**

A practical inventory helps to assess the current sustainability situation. Concrete and internationally valid criteria are used, which are converted into direct actions by a web service. Specially developed surveys enable a standardised exchange with important tourism players. Various areas of responsibility and opportunities for creating a sustainable approach are identified and individually elaborated on the basis of on-site workshops.

3

### **ASSOCIATED COMPANIES**

All tourism stakeholders in the destination are encouraged to participate as partners of the Sustainable Destination. This partner network is highlighted in the DMO's communication and actively promoted.

4

### **IMPROVEMENT PROGRAM**

The continuous improvement of performance in terms of social responsibility and sustainability is the core of the TourCert system. New goals and measures are set from year to year and checked for their fulfilment.

5

### **REPORTING**

Together we identify where to place the destination on the market and its potential, develop approaches for implementing sustainability measures and point out concrete fields of action. Our online tool translates the destination's performance into measurable indicators. In this way, the process enables in-depth offer analyses and creates transparency for stakeholders.

6

### **CERTIFICATION**

The compliance with all TourCert certification criteria is checked by external and independent experts in the context of an audit. The final decision is made by the certification council. After that, the destination is marked with the renowned TourCert seal and awarded with the "Sustainable Destination" certificate which is valid for three years.

## That's how it works

A sustainable destination is based on collaborative work and cooperation of all participating institutions and companies.

LEARNING BY DOING	FLEXIBLE ONLINE TOOL	COACHING & CONSULTING
<ul style="list-style-type: none"> <li>→ Introduction workshop</li> <li>→ Intermediate evaluation with Ecomapping</li> <li>→ Strategy workshop</li> <li>→ Internal audit</li> </ul>	<ul style="list-style-type: none"> <li>→ Relevant key figures</li> <li>→ Sustainability check and surveys</li> <li>→ Improvement program</li> <li>→ Integrated reporting</li> </ul>	<ul style="list-style-type: none"> <li>→ Specific preparation for certification</li> <li>→ Support provided by an expert</li> </ul>

The certification of a sustainable destination includes three dimensions: The Destination Management Organisation (DMO) or the coordinating body, the associated companies and the destination as such. There are specific criteria for each unit. Indicators are identified, which are used as benchmarks and are collected regularly. In addition, basic criteria are defined for the entire destination.

The DMO thus establishes a sustainability strategy based on continuous improvement and in particular involves tourism stakeholders, who form a sustainable partner network and implement appropriate measures. For this purpose, the specially developed qualification system "TourCert Check" can be used to enable "starter companies" to participate in the network. The partnership with Servicequalität Deutschland also enables companies with a ServiceQ award to participate as associated companies.

The Sustainability Council discusses and supports the implementation of the measures and ensures the continuity of the process in the entire destination. It is composed by the DMO, representatives of service providers and other relevant interest groups in the destination.

### PROCESS SUPPORT: PERSONAL, COMPETENT AND EFFICIENT

TourCert assists destinations with the introduction of sustainability with experienced consultants. The learning concept of the training corresponds to a holistic qualification approach, which consists of a mixture of online, presence and practical learning phases. DMO employees introduce the elements of the sustainability system step by step into the DMO and are then awarded a certificate as a sustainability manager. The aim is to create a continuous process that can be implemented independently.

The certification process and the training to become a sustainability manager take approximately 6-12 months.

# TourCert®

## *Sustainable Destination*

### SUSTAINABILITY COUNCIL

Tourism Strategy

Invitation of all service providers as sustainable partner company

Fullfillment of destination criteria

Decision on key sustainability aspects

Destination improvement program



### DESTINATION MANAGEMENT ORGANISATION

Appointment of a Sustainability Manager

Creation or revision of a mission statement

Surveys (Selfcheck) & data entry – fulfillment of the criteria at DMO\* level

DMO\* improvement program

Preparation of the sustainability report

### PARTNER COMPANIES OF THE DMO\*

Tourism Strategy

Invitation of all service providers as sustainable partner company

Fullfillment of destination criteria

Decision on key sustainability aspects

Destination improvement program

\*Destination Management Organisation

## Sustainable quality convinces

We promise you, it's worth it! And the first steps are very easy to take. There are many concrete potentials that you can use for yourself.

### THE TOURCERT CERTIFICATION IS BASED ON INTERNATIONAL STANDARDS

All TourCert criteria catalogues are based on the international quality and environmental management standards according to ISO and EMAS as well as the ISO guidelines for corporate responsibility (ISO 26000) and are also aligned to the international regulations of the Global Sustainable Tourism Council (GSTC).

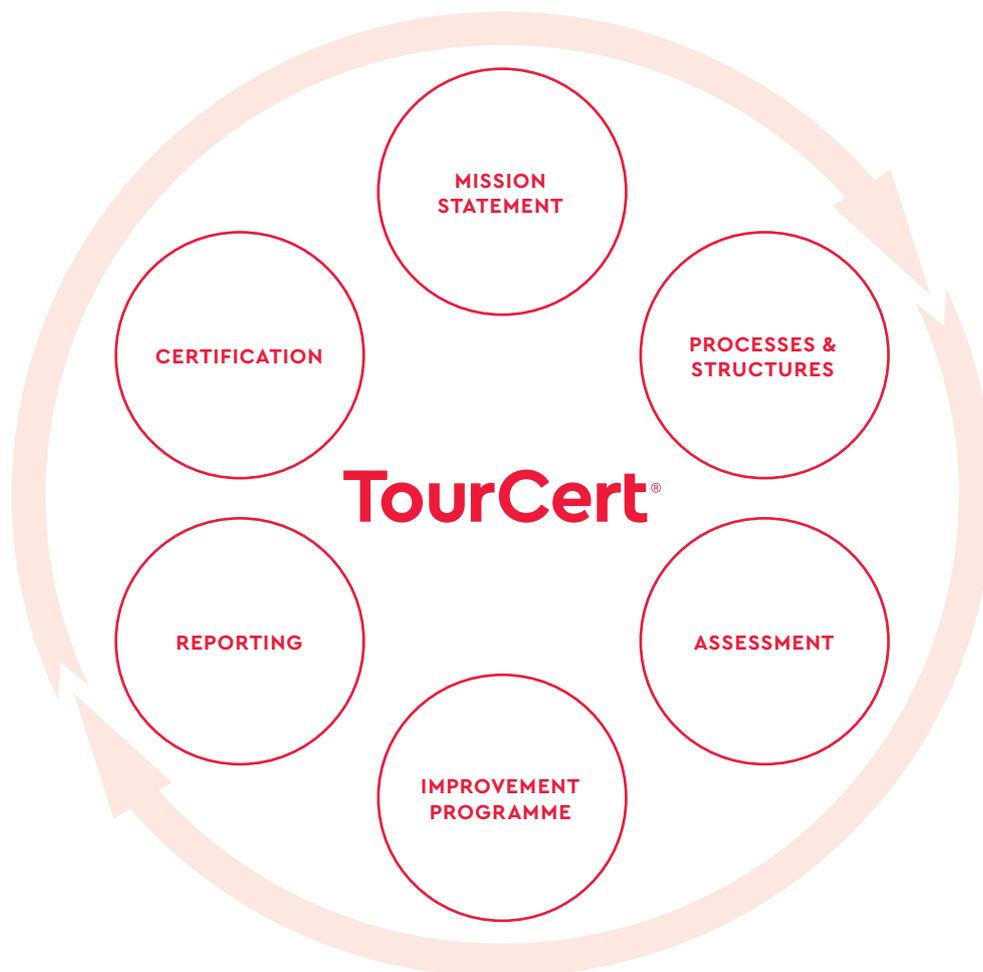
*The certification process transforms good intentions into sustainable action.*

### THE TOURCERT SUSTAINABILITY SYSTEM...

- shows you how sustainable your destination already is
- allows credible differentiation from the competition
- motivates and inspires your employees through a common vision
- strengthens the expertise of your employees and the destination's ability to innovate
- strengthens the collaboration with your service providers
- shows you ways to optimize products and ensure quality
- offers potential for savings in costs, energy and working hours
- improves your communication structures and supports you in decision-making processes
- creates a basis to define concrete sustainability goals and strategies
- qualifies guest care and customer advisory service and inspires to work on sustainability

# Certification for Hotels

## Systematic responsibility



### HOLISTIC SUSTAINABILITY MANAGEMENT FOR THE HOTEL INDUSTRY

With our holistic management system, we get you on the right track: The sustainability performance of your hotel is converted into concrete, measurable indicators in the important business areas and processes. From this, optimization possibili-

ties are derived in order to create a sustainability report with the help of a web tool specially developed for the process. The sustainability system therefore does not tie up working hours unnecessarily and enables even the smallest companies to implement it and achieve certification.

# Six steps to sustainable success

1

## PROCESSES & STRUCTURES

As an introduction, the hotel develops a mission statement or examines the existing mission statement with regard to sustainability. This is anchored in the basic values of the company and is practised on a daily basis.

2

## PROCESSES & STRUCTURES

One person in the company is responsible for sustainability management both internally and externally. Sustainability is taken into account in day-to-day business decisions and is an integral part of operational processes. The certification process helps to integrate and standardise this.

3

## ASSESSMENT

The evaluation includes general company and economic data, guest satisfaction, data on corporate ecology such as energy and water consumption, waste and emissions. The entire hotel is examined for ecological aspects through so-called "Eco-mapping". Sustainability checks and surveys make it possible to conduct standardized surveys of employees and suppliers. The procurement policy and the quality of the hotel's guest information are examined on the basis of sustainability criteria.

4

## IMPROVEMENT PROGRAMME

The continuous improvement of performance in terms of corporate responsibility and sustainability is at the heart of the TourCert system. Every year, new goals and measures are set and checked for their fulfillment.

5

## REPORTING

The results of the evaluation are summarised in a standardised report. The company has the opportunity to describe and explain the results of the assessment. The report is the basis for the external audit.

6

## CERTIFICATION

The compliance of all TourCert certification criteria is assessed by external and independent experts within the framework of an audit. The final decision about the certification is made by the independent certification council. The first certification is valid for two years. Further recertification takes place every three years.

# Requirements for Hotels

## MINIMUM CRITERIA FOR THE CERTIFICATION OF TOURCERT

- Designation of a person responsible for certification (sustainability manager)
- Regular employee training on sustainable development of tourism
- Publication of the corporate mission statement
- Eco-fair procurement guidelines
- Improvement programme (to be updated annually)
- Active promotion of sustainable travel to customers
- Code of conduct for compliance with sustainability standards with the service providers
- Climate compensation for business air travel (50%)
- Stakeholder involvement through surveys and checks

### THE TOURCERT SYSTEM IS BASED ON INTERNATIONAL STANDARDS

All criteria catalogues of TourCert are based on the international quality and environmental management standards according to ISO and EMAS as well as the ISO guidelines for corporate responsibility (ISO 26000) and are oriented on the international regulations of the Global Sustainable Tourism Council (GSTC).



### INTRODUCTION PROCESS IN THE COMPANY AND QUALIFICATION OF SUSTAINABILITY MANAGERS:



The certification process and the further training to become a sustainability manager take approximately eight months.

**PROCESS SUPPORT: PERSONAL, COMPETENT AND EFFICIENT**

TourCert accompanies the hotels with experienced consultants during the introduction of sustainability. Two responsible persons in the hotel are trained to become sustainability managers.

The learning concept of the training corresponds to the blended learning approach, a mixture of online, face-to-face and practical learning phases. In the practical phases, the future sustainability managers introduce the elements of the TourCert management system step by step in their own hotel.



**Sustainable quality is convincing**

We promise you, it's worth it! And the first steps are very easy to take. There are many concrete potentials that you can use for yourself.

**THE SUSTAINABILITY SYSTEM FROM TOURCERT**

- shows you what the sustainability situation is in your hotel
- enables credible positioning in competition
- reveals the strengths and weaknesses of your company
- motivates and inspires your employees with a shared vision
- opens up potential savings in costs, energy and working hours
- leads to more transparency in your company
- shows you ways to optimise products and customer loyalty
- improves your communication structures and supports you in decision-making processes
- creates a basis for the definition of your corporate goals and strategies
- strengthens the competence of your employees and the innovative ability of the company
- qualifies customer service and creates enthusiasm for sustainability in the hotel industry

**CORE INDICATORS – SUSTAINABILITY IN CONCRETE TERMS**

The results of the data collection are condensed into measurable indicators that enable hotels to compare their own sustainability performance with other companies. On this basis, further potential for improvement can be identified. The core indicators for hotels are:

1. Return on sales
2. Turnover per available room
3. CO2-emissions per overnight stay
4. Proportion of recycled paper
5. Residual waste generation per overnight stay
6. Water consumption per overnight stay
7. Guest satisfaction index
8. Employee satisfaction index
9. Proportion of sustainable products
10. Proportion of certified suppliers

*The certification process transforms good intentions into sustainable actions.*

# *International Activities*

## TourCert Latina – Community with Power

As part of the TourCert Latina project and with support of the Austrian Development Agency (ADA), a network of committed consulting partners, companies and destinations along tourism value chains has been established in four Latin American countries. They have joined hands on the way to a sustainable and better tourism.

Since the start of the project in 2015, the project achieved a very broad impact. 87 companies and destinations have been certified with the "TourCert Label" and 246 have been awarded the "TourCert Check". More than 300 people in the five countries were qualified as sustainability managers, 26 consultants and 13 auditors were trained. In addition, a further 2,498 employees in the companies were trained through seminars or e-learning on sustainability topics.

More companies and destinations have already registered. Certified organisations are developing new products and building cooperation networks across countries and continents. Innovations and improvements do not only take place in operational processes. New topics such as the protection of biodiversity and poverty reduction through community tourism are also included.

Several of our tour operators from German-speaking countries were delighted and grateful for the initiatives in Latin America and have included some of the new products and destinations in their programmes.

In view of the worldwide increase in travel volumes and the associated effects on the population, economy and environment, a change of direction towards sustainable and fair tourism is indispensable. Particularly in the countries of the Latin American economic region, the local tourism industry can be sustainably improved through targeted assistance. "In concrete terms, this means fair working conditions and remuneration for employees, an increase in local added value and the protection of cultural heritage and ecosystems," says Gottfried Traxler, ADA programme manager in charge, explaining the reasons for the support.

### **BENEFICIAL TOURISM FOR ALL: SELF-LEARNING STRUCTURES AS A KEY FOR SUCCESS**

Through TourCert's qualification programme, new jobs can be created for the local population in the long term and the negative effects of increasing tourism on local culture and the environment can be minimised. The central key in TourCert's work is to sensitise and train local people to social and ecological problems. This 'empowerment' approach ensures that structures develop independently.

TourCert Managing Director Marco Giraldo: "Within the framework of the project we were able to successfully adapt our TourCert system, which has already been tried and tested in Europe, to the local conditions in Latin America and establish independent structures in Peru, Ecuador, Colombia and Costa Rica".

The development of competence in the destination countries also benefits European tour operators: This improves the quality of tourism products and helps to meet the constantly rising customer expectations in terms of social and ecological aspects. TourCert-certified companies sensitise their customers to the respectful handling of local flora and fauna, promote cultural exchange, involve the local population in tourism activities and try to reduce transport routes wherever possible.

The success of the project shows how urgent and useful it is to implement a sustainability system in Latin American companies. In addition to the ecological impulses, social standards, such as local working conditions were particularly important innovation impulses.

WITH FUNDING FROM  

**AUSTRIAN  
 DEVELOPMENT  
 COOPERATION**



"One of the cornerstones of Andean Lodges is the practice of responsible and sustainable tourism for the benefit of our partner communities. We chose TourCert certification because we believe we share the same philosophy in which tourism is an important tool for the sustainable development of people. TourCert has helped us to implement practical measures to protect the environment and the traditional culture of the Andean people," says Franco Delgado of Andean Lodges.

Especially the destination approach developed by TourCert was a great achievement and exceeded all expectations. In addition, the local network with partner organisations, associations and political institutions had an impact. TourCert was able to agree a strategic partnership with the Ministry of Tourism of Ecuador (MINTUR).

## OUTLOOK INTO A PROMISING FUTURE

Although the TourCert Latina project has now come to an end, the interest and dynamics associated with the topic of sustainable tourism and the certification of TourCert in Latin America are not breaking off. The local community is very committed, certified local companies are already developing new products and establishing cooperation networks across countries and continents.

Prof. Dr. Dagmar Lund-Durlacher, Director of the Institute for Tourism and Service Management at the MODUL University in Vienna, evaluates the project very positively. "With the promotion of the project "TourCert Latina", ADA has initiated an exemplary process of development partnership. Particularly impressive are the project's various development-relevant impacts in terms of cooperation with companies, associations, rural communities, consulting partners and tourism ministries."

Based on the successes achieved so far, the TourCert team and its local partners are highly motivated to introduce the system in other Latin American countries and thus contribute to making tourism fairer. Viva América Latina!

# Qualification of Sustainability Managers in Ecuador

Funded by a partnership of the develoPPP.de programme through Sequa gGmbH, TourCert trained Sustainability Managers in Ecuador to make the idea of responsible tourism take root. A qualification programme for tourism professionals was being developed and implemented in cooperation with local partners, the Fundación Municipal de Turismo Cuenca, the Ecuador Tourism Ministry (MINTUR) and Azuay University. Over 10 sustainability managers were trained, who subsequently accompanied sustainability processes in the partner companies of local pilot destinations. As a result of this process, San Joaquín, the first sustainable destination with a focus on gastronomy, was certified.

In addition, TourCert established a partnership with the Ministry of the Environment of Ecuador and the National Directorate of Biodiversity. Working together, we have developed a methodology and aligned standards for a qualification and certification system for protected areas, which was applied on a pilot basis in the areas of Puntilla Santa Elena, Machalilla, Cotopaxi and Cuyabeno in Ecuador.

The project was successfully completed in 2019.



## Turismo Comunitario

Community-based tourism is a form of tourism, in which travelers spend holidays in rural indigenous communities in order to get in touch with the local population and learn about their lives, culture and traditions in an authentic way. Furthermore, the sustainable community-based tourism approach is an enriching way of reducing poverty, of strengthening cultural identity and of protecting biodiversity in Latin America. The project activities are coordinated by the two non-profit organisations KATE and VSocial Foundation. TourCert supports this approach and is involved in three Turismo Comunitario projects in Ecuador, Peru, and Colombia. The German Federal Ministry for Economic Cooperation and Development (BMZ) provides financial support.

**THIS PROJECT HAS NOW BEEN COMPLETED WITH GREAT SUCCESS AND HAS MORE THAN FULFILLED ITS OBJECTIVES:**

The community of Yunguilla (Ecuador) was able to establish itself as a strong project-carrier, bring other communities on board and get them enthusiastic about the development of the organisation and the establishment of a network, including marketing by domestic agencies. The closing event took place at the end of May together with eight communities, who joyfully presented their customs and traditions and proudly accepted their certificates. Four communities have achieved the TourCert Certification, another four successfully completed the TourCert Check.

The communities of Amupakin and Sinchi Warmi are particularly impressive. The two organisations are characterised by groups of self-organised, knowledgeable women, who are committed to the preservation of traditional customs, local culture and flora. They support the local people and offer visitors an intensive cultural experience in health and community tourism.

Sinchi Warmi started about eleven years ago as an organization of 15 women. The name means "strong woman" in their mother tongue. Also called "Daughters of the Forest", they show strength and wisdom through their ancestral knowledge of the forest. The community is located in the province of Napo, 25 km east of the city of Tena. The ecotourism project offers guests various nature, adventure and cultural experiences and includes accommodation, a restaurant, hiking trails and activities such as forest walks, agricultural demonstrations and cultural events.

Amupakin is an association of Kichwa midwives in the upper Napo area that is particularly committed to strengthening traditional medicine and revitalizing the Kichwa culture in Ecuador's Ama-

zon rainforest. María Antonia Shiguango Chimbo founded the association in 1996 with a group of 19 women. With the support of various organizations such as the Spanish Red Cross, they began to care for pregnant women in a health center. Today the midwives also cultivate medicinal plants and pass on their knowledge to residents and visitors.

"Here at Amupakin we offer care for women before, after and during pregnancy in the Napo region of Ecuador. We use traditional Amazonian practices that we learned as teenagers from our mothers and grandmothers as the medicine of plants. We want to ensure that the knowledge of patients, volunteers, apprentices and tourist groups lives on," the women say about themselves.

Guests can attend workshops and conferences on naturopathy and traditional culture, take walks in the community garden to learn about plants and herbs, learn the Kichwa language, or indulge in health treatments such as steam baths and massages.



# Biodiversity in the Dominican Republic



The tourist destination Las Galeras on the Samana peninsula is the first Tourcert certified destination with a focus on biodiversity. The fantastic beaches, the small fishing village, the breath-taking nature and Caribbean calmness are only known to a few. People here are still far away from mass tourism – and want their region to remain this way.

The certification was a pilot process of TourCert with the financial support of the German Society for International Cooperation – GIZ and the technical support of the Global Nature Fund regarding biodiversity indicators. This provides the tourism sector with instruments to promote the protection and conservation of biodiversity with the participation of various stakeholders.

Empowerment at every level, as an important approach. Initially, the TourCert specialists trained local consultants, who supported 20 companies in examining their sustainability and biodiversity performance. These prospective partner companies of the destination Las Galeras (restaurants, accommodation, providers of excursions such as boat trips, diving and horse riding) carried out a comprehensive inventory and developed an action plan. Important topics included the environment, social issues, biodiversity and legal issues. Eleven of them have been awarded with the TourCert Check.

A committed multistakeholder Sustainability Council was established and managed the entire process up to certification. The Council is already officially registered as an association. A new board is elected and responsibilities for the different areas are defined.



30 tour guides were trained for over 3 months and received the official approval of the Ministry of Tourism. Afterwards the guides founded the Association of Tour Guides of Las Galeras.

La Galeras has two nature reserves. Due to the certification, the Ministry of Environment has decided to take the responsibility for these protected areas together with Las Galeras. A co-management agreement will be signed soon.

Efforts were made to integrate attractions in order not to concentrate all tourist activities on the beach. Nature reserves, mangrove forests, a "ginger route", and of course the local communities invite you to stay and enjoy.



## TourCert Danube



Thanks to the Deutsche Bundesstiftung Umwelt (DBU), we were able to work in an exciting project at the Danube with a special focus on Bulgaria. We see a considerable demand for environmentally friendly and socially responsible tourism offers – but not enough information about them. Interesting potential remains untapped. So far, very few of the hotels in Bulgaria have managed to combine their commitment to the environment with efficient marketing and successful sales. Our goal was setting the foundation for success.

### WHAT HAPPENS NEXT

We want to promote sustainable tourism development and nature responsibility with an innovative storytelling platform while taking local and national peculiarities into account and to create an added value for participating companies in order to attract new clients.

Additionally, a systematic sustainability assessment of the companies quickly identifies potential for improvement. It is also our aim to establish a network in order to promote the exchange between tourism stakeholders. The unique stories of the participating companies will be published on an online platform and showcased with examples from the industry.



# Tourism Excellence Uganda



In 2019, we celebrated great success in Uganda and paved the way for sustainable tourism development.

Together with the Swiss tour operator Private Safaris, a specialist brand of DER Touristik Suisse AG, we want to set positive impulses in Uganda and create sustainable tourism offers. With the Kenyan partner Sustainable Travel & Tourism Agenda (STTA), we established a local qualification network. The representatives of the national associations for tour operators (Association of Uganda Tour Operators) and for hotels & accommodation

(Uganda Hotel Owners' Association) have been trained on sustainability, quality and service standards in cooperation with STTA and Private Safaris, so that they can guide their member companies towards overall sustainability. The first round of group training for the associations' members has already taken place in November 2019. Further training sessions will be offered in 2020, including specific workshops on product development.

The empowerment approach is primarily intended to strengthen local structures and promote the spread of sustainable tourism.



## Initiative for Excellence – Sustainable Destinations

Tourism destinations committed to sustainability from all over Germany have joined forces to establish the "Initiative of Excellence for sustainable destinations", a network for the exchange of experience among sustainability pioneers in German tourism. TourCert has teamed up with the Tourist boards of Saarland and Northern Black Forest to support the development of the initiative, which is being funded by the Federal Ministry for Economic Affairs and Energy of Germany.

A kick-off event with 40 participating destinations and a first collection of ideas for the design of the network already took place in December 2018. In 2019, a core group of stakeholders was established, which discussed possible contents and formats of the initiative. The official foundation of the network will be held during a sustainability expert forum in cooperation with the German Tourism Association (DTV).



## Fairwärts

fairwärts – the competition for sustainable travel – was entering its third round in 2019. This time, it focused on the specific topics biodiversity, sustainable service chain and fair encounters.

An important component of the competition for German tourism companies are specially created knowledge modules on each key topic, which are freely available to all interested parties. In addition, the TourCert Forum 2019 featured practical and topic-specific workshops. The educational series will be supplemented by webinars in 2020.

For the main topics & competition categories, we have got support from the experts of Global Nature Fund, ServiceQualität Deutschland and the Studienkreis für Tourismus & Entwicklung.

The fairwärts project is financially supported by Engagement Global, an initiative of the German Federal Ministry for Economic Cooperation and Development (BMZ). The activities are carried out by kate Umwelt & Entwicklung e.V. and TourCert as partners in sustainable tourism.



Gefördert von



# TourCert Academy

## Courses

For all those who enjoy consulting and coaching and are enthusiastic about the topics of sustainability and CSR in tourism, TourCert offers the course "TourCert Coach & Auditor" annually.



Through the training, participants acquire sound knowledge in the assessment of sustainability management systems and reports and learn to actively participate as coaches in the certification process. With the help of extensive information and exercises on the individual components and instruments of the process, participants will be enabled to accompany sustainability managers in companies and destinations on their way towards sustainability according to the TourCert standards.

In 2019, we held a successful workshop "TourCert Coach & Auditor" with 15 international participants in Stuttgart. The workshop is planned to be hosted twice a year in the future.

## E-Learnings

The e-learning courses offered by our TourCert Academy are designed to make learning simple and convenient – wherever and whenever it suits the participants. Appealing design, an interactive approach and consistent hands-on content make learning easy despite the complexity of the topics.

Our standard e-learning course "Travel for Tomorrow Basic" offers everything you need to know about sustainability and social responsibility. It describes guidelines for the systematic integration of sustainability and provides tangible advice on how to implement and communicate sustainability in day-to-day business.



The compact e-learning course "Fit for future" imparts basic knowledge on sustainability and social responsibility and prepares you for future challenges in the tourism industry. "Fit for future" is available free of charge in German and English on our website:

| [www.tourcert.org/en/training/fit-for-future](http://www.tourcert.org/en/training/fit-for-future)

Additional e-learning courses are planned in 2020, as "Sustainable Traveller", our first e-learning course for end customers. Tailor-made e-learning courses may also be offered. Are you interested? Please contact us!

# TourCert Events

## ITB Berlin 2019

As one of around 10,000 exhibitors, TourCert was once again present with a booth at the leading international tourism trade fair. To celebrate a very special occasion: 10 years ago TourCert was founded by KATE Umwelt & Entwicklung. Together with Tourism Watch, Naturfreunde Internationale and the Hochschule für Nachhaltige Entwicklung Eberswalde, the internationally recognized management and certification system was born.



We celebrated the year of honour at the anniversary and certification ceremony on 6 March 2019. The TourCert team with presenter and radio announcer Nadine Kreutzer reviewed the history of the organisation. It was a very successful evening.

## TourCert Forum 2019

The "exchange among experts" took place for the seventh time – and offered a varied program of lectures, speed dating, theme workshops and lots of networking. Around 50 participants met on Friday, 29 November 2019 at the Haus am Dom in Frankfurt am Main.

The mixed group of participants consisted of members of the TourCert community, project partners, external guests and of course the TourCert team. The purpose of the meeting was to exchange ideas, discuss current topics, make contacts and learn about TourCert news.



*The TourCert  
Community*

COUNTRY	CITY	NAME	WEBSITE	TYPE	STATUS
Armenia	Yerevan	<b>Nueva Vista DMC</b>	exploreamenia.net	Tour operator	Check
Austria	Linz	<b>Indigourlaub GmbH</b>	www.indigourlaub.com	Tour operator	Zertifizierung
Austria	Feldkirchen bei Graz	<b>Oliva Reisen</b>	www.olivareisen.at	Tour operator	Check
Austria	Dornbirn	<b>Rhomberg Reisen GmbH</b>	www.rhomberg-reisen.com	Tour operator	Zertifizierung
Bolivia	La Paz	<b>La Paz on Foot</b>	www.lapazonfoot.com	Tour operator	Check
Cambodia	Siem Reap	<b>Travel Loops Group Co., Ltd</b>	www.travelloops.com	Tour operator	Check
Cape Verde	Mindelo	<b>Aventura Incoming Agency</b>	www.aventura-turismo.com	Tour operator	Check
Cape Verde	São Filipe	<b>vista verde tours</b>	www.vista-verde.com	Tour operator	Check
Chile	Santiago	<b>Logistur – Logística y Turismo Ltda.</b>	www.logistur.travel	Tour operator	Check
Colombia	Yopal	<b>Casanare Natural</b>	www.casanarenatural.com	Tour operator	Zertifizierung
Colombia	La Macarena	<b>Cristales Aventura Tours</b>	www.cristalesaventuratours.com	Tour operator	Zertifizierung
Colombia	Bogotá	<b>DE UNA Colombia Tours</b>	www.deunacolombia.com	Tour operator	Zertifizierung
Colombia	Bogotá	<b>Ecodestinos</b>	www.ecodestinos.travel	Tour operator	Zertifizierung
Colombia	Bogotá	<b>Frontera Travel</b>	www.fronteratravel.co	Tour operator	Zertifizierung
Colombia	Bogotá	<b>Kontour Travel</b>	www.kontour-travel.com	Tour operator	Zertifizierung
Colombia	Salento	<b>Montañas Colombianas</b>	www.montanascolombianas.com	Tour operator	Zertifizierung
Colombia	Bogotá	<b>Nature Colombia</b>	www.naturecolombia.com	Tour operator	Zertifizierung
Colombia	Medellín	<b>Palenque Tours</b>	www.palenque-tours-colombia.com	Tour operator	Zertifizierung
Colombia	Salento	<b>Páramo Trek</b>	www.paramotrek.com	Tour operator	Zertifizierung
Colombia	Bogotá	<b>Promotora Neptuno</b>	www.neptunocolombia.travel	Tour operator	Zertifizierung
Colombia	Bogotá	<b>Pure! Colombia</b>	www.pure-colombia.com/colombia	Tour operator	Zertifizierung
Colombia	Bogota	<b>Vitramar</b>	www.vitramar.com	Tour operator	Zertifizierung
Colombia	Bucaramanga	<b>Zaia Travel</b>	www.zaiatravel.com	Tour operator	Zertifizierung
Costa Rica	Sarapiquí	<b>Aguas Bravas</b>	www.aguasbravascr.com	Tour operator	Check
Costa Rica	Sarapiquí	<b>Anhinga Tours</b>	www.anhingatours.com	Tour operator	Check
Costa Rica	Sarapiquí	<b>Ara Ambigua Lodge</b>	www.hotelaraambigua.com	Accommodation	Check
Costa Rica	Sarapiqui	<b>Aventuras del Sarapiquí</b>	www.sarapiqui.com	Tour operator	Check
Costa Rica	Sarchí	<b>Cabinas de Montaña Fantasía</b>	cabinasfantasialtda@gmail.com	Accommodation	Check
Costa Rica	Sarchí	<b>Cabinas de Montaña Manantial</b>	www.facebook.com/ CabinasManantial5237	Accommodation	Check
Costa Rica	Sarapiquí	<b>Cámara de Turismo de Sarapiquí</b>	www.sarapiqui.cr	Other	Check
Costa Rica	Sarapiquí	<b>Campos Azules</b>	www.facebook.com/ camposazules2015	Other	Check
Costa Rica	Sarapiquí	<b>Casona Tica Linda</b>	www.facebook.com/ Casona-Tica-Linda-Hospedaje- Restaurante-163983916982733	Accommodation	Check

COUNTRY	CITY	NAME	WEBSITE	TYPE	STATUS
Costa Rica	Sarchí	<b>Centro turístico los ranchos</b>	www.hotelvillaslosranchos.com	Accommodation	Check
Costa Rica	Sarchí	<b>Coopearsa R.L</b>	www.coopearsarl.com	Other	Check
Costa Rica	Sarchí	<b>Fábrica de Carretas Chaverri</b>	www.facebook.com/FabricaDeCarretasJoaquinChaverri	Other	Check
Costa Rica	Sarchí	<b>Fábrica de Carretas Eloy Alfaro</b>	www.facebook.com/F%C3%A1brica-de-Carretas-Eloy-Alfaro-454418107902428	Other	Check
Costa Rica	Sarchí, Alajuela	<b>Fábrica de Mecedoras Los Cuyos</b>	www.facebook.com/fabricamecedoras.loscuyos	Other	Check
Costa Rica	Sarchí Sur	<b>Fábrica de muebles campos</b>	www.destinosarchi.com/fabrica-de-muebles-campos	Other	Check
Costa Rica	Sarapiquí	<b>Finca Guarumo</b>	www.fincaguarumo.com	Accommodation	Check
Costa Rica	Sarapiquí	<b>FUNDECOR</b>	www.fundecor.org	Other	Check
Costa Rica	Sarapiquí	<b>Green Rivers</b>	www.sarapiquigreenrivers.com	Tour operator	Check
Costa Rica	Sarchí	<b>Hotel Alto Palomo</b>	www.hotelaltopalomo.com	Accommodation	Check
Costa Rica	Sarapiquí	<b>Hotel Gavilán Río Sarapiquí</b>	www.gavilanlodge.com	Accommodation	Check
Costa Rica	Sarchí	<b>Jardín Else Kientzler</b>	www.elsegarden.com	Other	Check
Costa Rica	Sarchí	<b>Jucahuje Lodge Hotel</b>	https://www.facebook.com/hotelvillasarchi.jucahujelodge.1	Accommodation	Check
Costa Rica	Sarapiquí	<b>La Quinta Lodge</b>	www.hotellaquintasarapiqui.com	Accommodation	Check
Costa Rica	Sarapiquí	<b>La Selva Biological Station</b>	www.tropicalstudies.org/natural-history	Other	Check
Costa Rica	Sarapiquí	<b>Oasis Nature Tours</b>	www.oasisnaturetours.com	Tour operator	Check
Costa Rica	Sarapiquí	<b>Oasis Nature Tours</b>	www.oasisnaturetours.com	Other	Check
Costa Rica	Sarapiquí	<b>Palmitour</b>	www.facebook.com/Palmitour	Other	Check
Costa Rica	Sarapiquí	<b>Refugio Lapa Verde</b>	www.lapaverde.cr	Other	Check
Costa Rica	Sarchí	<b>Residencias Vivens</b>	www.vivenscr.com/es	Accommodation	Check
Costa Rica	Sarchí	<b>Restaurante Don Lolo</b>	www.facebook.com/restaurante-donlolocr	Other	Check
Costa Rica	Sarapiquí	<b>Ríos Pura Vida</b>	www.riospuravida.com	Tour operator	Check
Costa Rica	Sarapiquí	<b>Ríos Pura Vida</b>	www.riospuravida.com	Other	Check
Costa Rica	Sarapiquí	<b>Sarapiquí</b>	www.sarapiquisostenible.com	Destination	Zertifizierung
Costa Rica	Sarapiquí	<b>Sarapiquí's Rainforest Lodge</b>	www.sarapiquis.com	Accommodation	Check
Costa Rica	Sarchí	<b>Sarchí</b>	www.destinosarchi.com	Destination	Zertifizierung
Costa Rica	Sarchí	<b>Soda y Cafeteria la Abundancia</b>	www.facebook.com/Soda-y-Cafeteria-La-Abundancia-1329112143783470	Other	Check
Costa Rica	Sarapiquí	<b>Sun Sun Lodge</b>	www.sunsunlodge.com	Accommodation	Check
Costa Rica	Sarapiquí	<b>Tirimbina Biological Reserve</b>	www.tirimbina.org	Other	Check
Costa Rica	Sarapiquí	<b>Tours Pozo Azul S.A</b>	www.pozoazul.com	Other	Check
Costa Rica	Sarchí Sur	<b>Viejillos Bar</b>	www.facebook.com/ViejillosBar	Other	Check
Denmark	Aarhus	<b>Nordic Tours A/S</b>	www.nordictours.dk	Tour operator	Check

COUNTRY	CITY	NAME	WEBSITE	TYPE	STATUS
Deutschland	Großbottwar	<b>Tripwunder</b>	www.tripwunder.de	Other	Check
Ecuador	Manta	<b>Ariel Travel Cia. Ltda.</b>	www.arieltravel.com	Tour operator	Zertifizierung
Ecuador	Quito	<b>Campus Trekking &amp; Adventures</b>	www.campus-trekking.com	Tour operator	Zertifizierung
Ecuador	Mindo	<b>Casa Divina Lodge</b>	www.mindocasadivina.com	Accommodation	Zertifizierung
Ecuador	Provincia de Manabí	<b>Comunidad de Agua Blanca</b>	www.comunidadaguablanca.com	Community	Check
Ecuador	Provincia de Manabí	<b>Comunidad de Salango – Centro de Investigación y museo</b>	www.comunidadsalango.com	Community	Check
Ecuador	Nanegal	<b>Conservación y Turismo Santa Lucía</b>	www.santaluciaecuador.com/es	Community	Zertifizierung
Ecuador	Parroquia Sagrario – Cuenca	<b>Cuenca (Fundación Municipal Turismo para Cuenca)</b>	www.cuenca.com.ec	Destination	Zertifizierung
Ecuador	Tena	<b>Eco Aldea de Shandia</b>	www.shandialodge.com.ec	Community	Zertifizierung
Ecuador	Mindo	<b>Endemic Tours Agencia de Viajes</b>	www.mindoendemic tours.com	Tour operator	Check
Ecuador	Cuenca	<b>Expediciones Apullacta</b>	www.apullacta.com	Tour operator	Zertifizierung
Ecuador	Guayaquil	<b>Expedisa</b>	www.expedisa.travel	Tour operator	Check
Ecuador	Quito	<b>Galacruises Expeditions Cia. Ltda.</b>	www.galacruises.com www.islasgalapagos.travel	Tour operator	Zertifizierung
Ecuador	Quito	<b>Geo Reisen Cia. Ltda.</b>	www.georeisen-ecuador.com	Tour operator	Zertifizierung
Ecuador	Quito	<b>Hagan Cruises</b>	www.haugancruises.com	Tour operator	Zertifizierung
Ecuador	Riobamba	<b>Hostería La Andaluza</b>	www.hosteriaandaluza.com	Accommodation	Zertifizierung
Ecuador	Baños de Agua Santa	<b>Hostería Monteselva</b>	www.monteselva.com	Accommodation	Check
Ecuador	Tumbabiro	<b>Hostería Pantaví</b>	www.hosteriaspantavi.com	Accommodation	Zertifizierung
Ecuador	Cuenca	<b>Hotel Boutique Los Balcones</b>	www.hotellosbalconescuenca.com	Accommodation	Zertifizierung
Ecuador	Baños de Agua Santa	<b>Hotel La Floresta</b>	www.laforestahotel.com	Accommodation	Check
Ecuador	Cuenca	<b>Hotel Mansión Alcázar</b>	www.mansionalcazar.com	Accommodation	Zertifizierung
Ecuador	Manta	<b>Hotel Mar Azul</b>	www.marazulhotel.com.ec	Accommodation	Zertifizierung
Ecuador	Ibarra	<b>Hotel Montecarlo</b>	www.hotelmontecarloibarra.ec	Accommodation	Check
Ecuador	Baños de Agua Santa	<b>Hotel Spa La Villa del Peñón</b>	www.lavilladelpenion.com	Accommodation	Check
Ecuador	San Joaquín	<b>La Quinta Restaurant &amp; Events</b>	www.facebook.com/ laquintaeventoscuenca	Other	Check
Ecuador	Quito	<b>Latventure Incoming Cia. Ltda.</b>	www.latventure.com	Tour operator	Zertifizierung
Ecuador	Cuenca	<b>María Asunción Restaurante</b>	www.facebook.com/ mariaasuncioncuenca	Other	Check
Ecuador	Quito	<b>Ocean Pacific Travel Cia. Ltda.</b>	www.oceanpacific-travel.ec	Tour operator	Zertifizierung
Ecuador	Quito	<b>Positiv Turismo</b>	www.positivturismo.com	Tour operator	Zertifizierung
Ecuador	Quito	<b>Pure! Ecuador</b>	www.pure-ecuador.com	Tour operator	Zertifizierung
Ecuador	Cuenca	<b>Restaurante Típico El Campo Cia. Ltda.</b>	www.facebook.com/El-CAMPO- Restaurante-651266548292738	Other	Check
Ecuador	Mindo	<b>SabinaTour Operator</b>	www.mindosabinatour.com	Tour operator	Zertifizierung

COUNTRY	CITY	NAME	WEBSITE	TYPE	STATUS
Ecuador	Saraguro	<b>Saraurku Cía. Ltda.</b>	www.saraurku.com	Tour operator	Zertifizierung
Ecuador	Santa Cruz – Galapagos	<b>Scuba Iguana</b>	www.scubaiguana.com	Tour operator	Check
Ecuador	Puerto Misahuallí	<b>Sinchi Warmi</b>	www.sinchi-warmi-amazon-lodge.negocio.site	Community	Zertifizierung
Ecuador	El Tambo	<b>Sisid Anejo</b>	www.facebook.com/Sisid-Anejo-1697892940427534	Community	Check
Ecuador	Cuenca	<b>SLT (South Land Touring)</b>	www.sltecuador.com	Tour operator	Zertifizierung
Ecuador	Guayaquil	<b>Summer Vacations</b>	www.summervacations.com.ec	Tour operator	Zertifizierung
Ecuador	Quito	<b>Surtrek – South American Travel Experiences</b>	www.surtrek-adventures.com	Tour operator	Zertifizierung
Ecuador	Guayaquil	<b>Tecnoviajes S.A.</b>	www.ltnecuador.travel	Tour operator	Zertifizierung
Ecuador	Quito	<b>Terra Ecuador</b>	www.ecuador-viaje.com	Tour operator	Zertifizierung
Ecuador	Isabela	<b>The Wooden House Lodge</b>	www.thewoodenhouselodge.com	Accommodation	Zertifizierung
Ecuador	Quito	<b>Tierra del Volcán</b>	www.tierradelvolcan.com	Tour operator	Zertifizierung
Ecuador	Yunguilla,	<b>Yunguilla</b>	www.yunguilla.org.ec	Community	Zertifizierung
Ethiopia	Addis Ababa	<b>Kompas Ethopia Tour Plc</b>	www.kompasethiopiatur.com	Tour operator	Check
Finland	Nurmes	<b>Äksyt Ämmät Oy</b>	www.aksytammat.fi	Tour operator	Zertifizierung
France	Laboule	<b>Ardèchereisen</b>	www.ardechereisen.de	Tour operator	Zertifizierung
Georgia	Tbilisi	<b>Georgia Insight</b>	www.georgia-insight.eu	Tour operator	Check
Georgia	Tbilisi	<b>Visit Georgia Ltd.</b>	www.visitgeorgia.ge	Tour operator	Check
Germany	Hamburg	<b>a&amp;e erlebnis:reisen</b>	www.ae-erlebnisreisen.de	Tour operator	Zertifizierung
Germany	Aachen	<b>Accept-Reisen GmbH&amp;Co.KG</b>	www.accept-reisen.de	Tour operator	Zertifizierung
Germany	Bielefeld	<b>AER Kooperation</b>	www.aer.coop	Other	Zertifizierung
Germany	Bremen	<b>Ajimba African Tours GmbH</b>	www.ajimba.com	Tour operator	Check
Germany	Leipzig	<b>Akwaba Afrika</b>	www.akwaba-travel.de	Tour operator	Zertifizierung
Germany	Münster	<b>America Andina GmbH &amp; Co KG</b>	www.america-andina.de	Tour operator	Zertifizierung
Germany	Garbsen	<b>Amitabha Reisen</b>	www.amitabha-reisen.de	Tour operator	Zertifizierung
Germany	Oberammergau	<b>Ammergauer Alpen GmbH</b>	www.ammergauer-alpen.de	Other	Check
Germany	Frankfurt am Main	<b>atambo GmbH (atambo tours)</b>	www.atambo-tours.de	Tour operator	Zertifizierung
Germany	Stuttgart	<b>Aventerra e.V.</b>	www.aventerra.de	Tour operator	Zertifizierung
Germany	Freiburg im Breisgau	<b>avenTOURa GmbH</b>	www.aventoura.de	Tour operator	Zertifizierung
Germany	Bad Mergentheim	<b>B. W. Premier Parkhotel Bad Mergentheim</b>	www.parkhotel-mergentheim.bestwestern.de	Accommodation	Check
Germany	Baiersbronn im Schwarzwald	<b>Baiersbronn Touristik</b>	www.baiersbronn.de	Destination	Zertifizierung
Germany	Bremen	<b>baltikum exklusiv</b>	www.baltikum-exklusiv.com	Tour operator	Check
Germany	München	<b>Bayerisches Pilgerbüro</b>	www.pilgerreisen.de	Tour operator	Zertifizierung

COUNTRY	CITY	NAME	WEBSITE	TYPE	STATUS
Germany	Filderstadt	<b>BEST-RMG Reisen Management AG</b>	www.best-reisen.de	Other	Zertifizierung
Germany	Freiburg im Breisgau	<b>Biketeam Radreisen</b>	www.biketeam-radreisen.de	Tour operator	Zertifizierung
Germany	Berlin	<b>biss Aktivreisen</b>	www.biss-reisen.de	Tour operator	Zertifizierung
Germany	Berlin	<b>Boundless</b>	www.boundless-reisen.de	Tour operator	Zertifizierung
Germany	Hinterzarten am Titisee	<b>Boutique-Hotel Alemannenhof</b>	www.hotel-alemannenhof.de	Accommodation	Check
Germany	Annweiler am Trifels	<b>Büro für Tourismus – Trifelsland</b>	www.trifelsland.de	Other	Check
Germany	Leinsweiler	<b>Büro für Tourismus Landau-Land</b>	www.landauland.de	Other	Check
Germany	Maikammer	<b>Büro für Tourismus Maikammer</b>	www.maikammer.suedlicheweinstrasse.de	Other	Check
Germany	Celle	<b>Celle Tourismus und Marketing GmbH</b>	www.celle-tourismus.de	Destination	Zertifizierung
Germany	Kößlarn	<b>cG Touristic GmbH</b>	www.cgtouristic.de	Other	Zertifizierung
Germany	Berlin	<b>Chamäleon Reisen GmbH</b>	www.chamaeleon-reisen.de	Tour operator	Zertifizierung
Germany	Berlin	<b>CHINA BY BIKE</b>	www.china-by-bike.de	Tour operator	Zertifizierung
Germany	Regensburg	<b>Cilentano GmbH</b>	www.cilentano.de	Tour operator	Zertifizierung
Germany	Oldenburg	<b>Club Aktiv</b>	www.club-aktiv.de	Tour operator	Zertifizierung
Germany	Bordesholm	<b>Contrastravel</b>	www.contrastravel.com	Tour operator	Zertifizierung
Germany	Köln	<b>Daktari Travel</b>	www.daktaritravel.de	Tour operator	Zertifizierung
Germany	Leipzig	<b>Dein Marokko</b>	www.dein-marokko.de	Tour operator	Zertifizierung
Germany	Hamburg	<b>drp Kulturtours Kother/Pätzold GbR</b>	www.drp-kulturtours.de	Tour operator	Zertifizierung
Germany	Neustadt	<b>Ehlert-Suhr</b>	www.ehlert-suhr.de	Accommodation	Check
Germany	Neustadt am Rübenberge	<b>Erlebnis- und Abenteuerhof Borstel</b>	www.erlebnishof-borstel.de	Accommodation	Check
Germany	Weeze	<b>Fairway Travel GmbH</b>	www.fairway.de	Tour operator	Check
Germany	Hamburg	<b>Fairlines Flug- und Reisevermittlung GmbH</b>	www.fairlines.de	Other	Check
Germany	Stuttgart	<b>Feel the World Travel GmbH</b>	www.feeltheworld.travel	Tour operator	Check
Germany	Köln	<b>For Family Reisen</b>	www.familien-reisen.com	Tour operator	Zertifizierung
Germany	Frankfurt am Main	<b>France écotours</b>	www.france-ecotours.com	Tour operator	Zertifizierung
Germany	Löffingen	<b>Gasthaus &amp; Naturparkhotel Linde</b>	www.linde-loeffingen.de	Accommodation	Check
Germany	Kiel	<b>Gebeco GmbH &amp; Co. KG</b>	www.gebeco.de	Tour operator	Zertifizierung
Germany	München	<b>Geisel – anna hotel</b>	www.annahotel.de	Accommodation	Zertifizierung
Germany	München	<b>Geisel – Hotel Excelsior</b>	www.excelsior-hotel.de	Accommodation	Zertifizierung
Germany	Juist	<b>Gemeinde und Kurverwaltung Juist</b>	www.juist.de	Destination	Zertifizierung
Germany	Heidelberg	<b>Geotoura GmbH</b>	www.geotoura.com	Tour operator	Zertifizierung
Germany	Göttingen	<b>Ghana Reisen</b>	www.kasapa.eu	Tour operator	Zertifizierung

COUNTRY	CITY	NAME	WEBSITE	TYPE	STATUS
Germany	Berlin	<b>Go'n joy africa</b>	<a href="http://www.gonjoy-africa.com">www.gonjoy-africa.com</a>	Tour operator	Check
Germany	Winterberg	<b>Hapimag Resort Winterberg</b>	<a href="http://www.hapimag.com/de/resorts/countries/DE/6">www.hapimag.com/de/resorts/countries/DE/6</a>	Accommodation	Check
Germany	München	<b>Hauser Exkursionen</b>	<a href="http://www.hauser-exkursionen.de">www.hauser-exkursionen.de</a>	Tour operator	Zertifizierung
Germany	Gechingen	<b>Heckengäu-Brennerei</b>	<a href="http://www.heckengaeu-brennerei.de">www.heckengaeu-brennerei.de</a>	Other	Check
Germany	Enzklosterle	<b>Heidelbeer-Haus</b>	<a href="http://www.heidelbeer-haus.de">www.heidelbeer-haus.de</a>	Other	Check
Germany	Köln	<b>Highländer Reisen GmbH</b>	<a href="http://www.highlaender-reisen.de">www.highlaender-reisen.de</a>	Tour operator	Check
Germany	Hinterzarten	<b>Hochschwarzwald Tourismus GmbH</b>	<a href="http://www.hochschwarzwald.de">www.hochschwarzwald.de</a>	Destination	Zertifizierung
Germany	Breitnau	<b>Hofgut Sternen</b>	<a href="http://www.hofgut-sternen.de">www.hofgut-sternen.de</a>	Accommodation	Check
Germany	Münster	<b>HORIZONTE</b>	<a href="http://www.horizonte-reisen.de">www.horizonte-reisen.de</a>	Tour operator	Check
Germany	Todtnau-Brandenburg	<b>Hotel Gasthaus Hirschen</b>	<a href="http://www.hirschen-brandenburg.de">www.hirschen-brandenburg.de</a>	Accommodation	Check
Germany	Köln	<b>Hotel Park Consul Köln</b>	<a href="http://www.pckoln.consul-hotels.com">www.pckoln.consul-hotels.com</a>	Accommodation	Zertifizierung
Germany	Esslingen	<b>Hotel Park Consul Stuttgart/ Esslingen</b>	<a href="http://www.pcesslingen.consul-hotels.com">www.pcesslingen.consul-hotels.com</a>	Accommodation	Zertifizierung
Germany	Bad Herrenalb	<b>Hotel Restaurant Vinothek LAMM</b>	<a href="http://www.lamm-rotensol.de">www.lamm-rotensol.de</a>	Accommodation	Check
Germany	Karlsdorf	<b>Hummel Reiseideen</b>	<a href="http://www.hummel-reiseideen.de">www.hummel-reiseideen.de</a>	Tour operator	Zertifizierung
Germany	Kaltenbronn	<b>Infozentrum Kaltenbronn</b>	<a href="http://www.infozentrum-kaltenbronn.de">www.infozentrum-kaltenbronn.de</a>	Other	Check
Germany	Wedel	<b>Island Erlebnisreisen</b>	<a href="http://www.islanderlebnis.de">www.islanderlebnis.de</a>	Tour operator	Zertifizierung
Germany	Münster	<b>Israel mal anders</b>	<a href="http://www.israelmalanders.de">www.israelmalanders.de</a>	Tour operator	Zertifizierung
Germany	Bad Mergentheim – Markelsheim	<b>Jakobshof-Lehr</b>	<a href="http://www.jakobshof-lehr.de">www.jakobshof-lehr.de</a>	Accommodation	Check
Germany	Bielefeld	<b>Jambo Kilimanjaro</b>	<a href="http://www.jambo-kilimanjaro.com">www.jambo-kilimanjaro.com</a>	Tour operator	Check
Germany	Bad Wildbad	<b>Kaffee-Manufaktur Bad Wildbad</b>	<a href="http://www.kaffeemanufaktur-bw.de">www.kaffeemanufaktur-bw.de</a>	Other	Check
Germany	Freiburg im Breisgau	<b>Kolibri-Reisen</b>	<a href="http://www.kolibri-reisen.de">www.kolibri-reisen.de</a>	Tour operator	Zertifizierung
Germany	Winterberg	<b>Korn Kurparkstuben Winterberg</b>	<a href="http://www.kurparkstuben-winterberg.de">www.kurparkstuben-winterberg.de</a>	Accommodation	Check
Germany	Zürich	<b>Kuoni</b>	<a href="http://www.kuoni.ch">www.kuoni.ch</a>	Tour operator	Zertifizierung
Germany	Bad Dürkheim	<b>Kur- und Bäder GmbH Bad Dürkheim</b>	<a href="http://www.tourismus.badduerkheim.de">www.tourismus.badduerkheim.de</a>	Destination	Zertifizierung
Germany	Bad Mergentheim	<b>Kurverwaltung Bad Mergentheim GmbH</b>	<a href="http://www.bad-mergentheim.de">www.bad-mergentheim.de</a>	Destination	Zertifizierung
Germany	Ahaus	<b>Laade Gartenreisen</b>	<a href="http://www.gartenreisen-laade.de">www.gartenreisen-laade.de</a>	Tour operator	Zertifizierung
Germany	Baiersbronn-Huzenbach	<b>Landhaus Waldeshöhe</b>	<a href="http://www.landhaus-waldeshoehe.de">www.landhaus-waldeshoehe.de</a>	Accommodation	Check
Germany	Köln	<b>lernen &amp; helfen Sprachreisen</b>	<a href="http://www.lernenundhelfen.de">www.lernenundhelfen.de</a>	Tour operator	Zertifizierung
Germany	Troisdorf	<b>Lupe Reisen</b>	<a href="http://www.lupereisen.com">www.lupereisen.com</a>	Tour operator	Zertifizierung
Germany	Wismar	<b>MITourA GmbH</b>	<a href="http://www.mitoura.com">www.mitoura.com</a>	Tour operator	Zertifizierung
Germany	Osnabrück	<b>Natours Reisen GmbH</b>	<a href="http://www.natours.de">www.natours.de</a>	Tour operator	Zertifizierung
Germany	Berlin	<b>Naturamerica Reisen</b>	<a href="http://www.naturamerica-reisen.de">www.naturamerica-reisen.de</a>	Tour operator	Check

COUNTRY	CITY	NAME	WEBSITE	TYPE	STATUS
Germany	Wildberg	<b>Naturheilpraxis Melchger</b>	www.naturheilpraxismelchger.de	Other	Check
Germany	Neustadt am Rübenberge	<b>Naturpark Steinhuder Meer</b>	www.naturpark-steinhuder-meer.de	Destination	Zertifizierung
Germany	Rheinbach	<b>Neue Wege Seminare &amp; Reisen GmbH</b>	www.neuwege.com	Tour operator	Zertifizierung
Germany	Köln	<b>nomad GmbH</b>	www.nomad-reisen.de	Tour operator	Zertifizierung
Germany	Neustadt am Rübenberge	<b>Obsthof Rieke</b>	www.obsthof-rieko.de	Other	Check
Germany	Aichach	<b>OCEANO MEERZEIT Reisen</b>	www.oceano-whalewatching.com	Tour operator	Zertifizierung
Germany	Rehburg-Loccum	<b>Ökologische Schutzstation Steinhuder Meer e.V.</b>	www.oessm.org/	Other	Check
Germany	Oldenburg	<b>Oldenburg Tourismus und Marketing GmbH</b>	www.oldenburg-tourismus.de	Other	Check
Germany	Köln	<b>OLIMAR Reisen Vertriebs GmbH</b>	www.olimar.de	Tour operator	Zertifizierung
Germany	Schleswig	<b>Ostseefjord Schlei GmbH</b>	www.ostseefjordschlei.de	Destination	Zertifizierung
Germany	Köln	<b>Papaya Tours</b>	www.papayatours.de	Tour operator	Zertifizierung
Germany	Freiburg	<b>Picotours</b>	www.picotours.de	Tour operator	Zertifizierung
Germany	München	<b>Praktikawelten</b>	www.praktikawelten.de	Tour operator	Check
Germany	Karlsruhe	<b>Radissimo Radreisen</b>	www.radissimo.de	Tour operator	Zertifizierung
Germany	München	<b>Rainbow Garden Village</b>	www.rainbowgardenvillage.com	Tour operator	Check
Germany	Dortmund	<b>Reisen mit Sinnen</b>	www.reisenmitsinnen.de	Tour operator	Zertifizierung
Germany	Nürnberg	<b>ReNatour</b>	www.renatour.de	Tour operator	Zertifizierung
Germany	Baiersbronn	<b>ROTH REISEN GmbH</b>	www.rothreisen.de	Tour operator	Zertifizierung
Germany	Münster	<b>Rucksack Reisen</b>	www.rucksack-reisen.de	Tour operator	Zertifizierung
Germany	Blieskastel	<b>Saarpfalz-Touristik</b>	www.saarpfalz-touristik.de	Other	Check
Germany	Berlin	<b>SAPIO Kulinarische Entdeckungsreisen</b>	www.sapio.de	Tour operator	Zertifizierung
Germany	Bielefeld	<b>Schattenspringer GmbH</b>	www.schattenspringer.de	Other	Check
Germany	Bad Herrenalb	<b>Schwarzwald Panorama</b>	www.schwarzwald-panorama.com	Accommodation	Check
Germany	Augsburg	<b>seabreeze.travel</b>	www.seabreeze.travel	Tour operator	Zertifizierung
Germany	München	<b>Sento Wanderreisen Sonja Heidtmann</b>	www.sento-wanderreisen.de	Tour operator	Zertifizierung
Germany	Bad Herrenalb	<b>Siebertäler Therme Bad Herrenalb</b>	www.siebentaelertherme.de	Other	Check
Germany	Köln	<b>SKR Reisen GmbH</b>	www.skr.de	Tour operator	Zertifizierung
Germany	Buxtehude	<b>Solecu Tours GmbH</b>	www.solecu.de	Tour operator	Zertifizierung
Germany	Wetzlar	<b>Sport- und Bildungsstätte Wetzlar</b>	www.sportjugend-hessen.de/ bildungsstaette-wetzlar	Accommodation	Check
Germany	Bad Teinach-Zavelstein	<b>Teinachtal-Touristik</b>	www.teinachtal.de	Other	Check
Germany	Essen	<b>TFC Airlebnis Reise &amp; Event GmbH</b>	www.tfc-airlebnis.de	Other	Zertifizierung
Germany	Traunstein	<b>TICKET EASY GmbH</b>	www.ticket-easy.de	Other	Zertifizierung

COUNTRY	CITY	NAME	WEBSITE	TYPE	STATUS
Germany	Hamburg	<b>Tour Exquisit</b>	www.tourexquisit.de	Tour operator	Zertifizierung
Germany	Bad Liebenzell	<b>Tourismus GmbH Nördlicher Schwarzwald</b>	www.mein-schwarzwald.de	Destination	Zertifizierung
Germany	Saarbrücken	<b>Tourismus Zentrale Saarland GmbH</b>	www.urlaub.saarland	Destination	Zertifizierung
Germany	Schiffweiler	<b>Tourismus- und Kulturzentrale Neunkirchen</b>	www.region-neunkirchen.de	Other	Check
Germany	Bad Herrenalb	<b>Tourismusbüro Bad Herrenalb</b>	www.badherrenalb.de	Destination	Zertifizierung
Germany	Edenkoben	<b>Tourismusbüro Verein SÜW Edenkoben</b>	www.garten-eden-pfalz.de	Other	Check
Germany	Meißen	<b>Tourismusverband Elbland Dresden e.V.</b>	www.dresden-elbland.de	Other	Check
Germany	Bad Bergzabern	<b>Tourismusverein Südliche Weinstraße Bad Bergzabern e.V.</b>	www.badbergzabernerland.suedliche-weinstrasse.de	Other	Check
Germany	Enzklösterle	<b>Tourist Information Enzklösterle</b>	www.enzklösterle.de	Other	Check
Germany	Saarbrücken	<b>Tourist Information Regionalverband Saarbrücken</b>	www.regionalverband-saarbruecken.de/tourismus	Other	Check
Germany	Deidesheim	<b>Tourist Service GmbH Deidesheim</b>	www.deidesheim.de	Other	Check
Germany	St. Martin	<b>Tourist-Info St. Martin</b>	www.stmartin.suedlicheweinstrasse.de	Other	Check
Germany	Oberwesel	<b>Tourist-Information Oberwesel</b>	www.oberwesel.de	Other	Check
Germany	Neustadt an der Weinstraße	<b>Tourist, Kongress und Saalbau GmbH</b>	www.neustadt.eu	Other	Check
Germany	Bockenheim	<b>Touristeninformation Leiningerland</b>	www.leiningerland.com	Other	Check
Germany	Grünstadt	<b>Touristinformation i-Punkt Grünstadt</b>	www.gruenstadt.de	Other	Check
Germany	Potsdam	<b>Travel Friends GmbH</b>	www.travel-friends.com	Other	Check
Germany	Stuttgart	<b>Travel To Life</b>	www.traveltolife.de	Tour operator	Zertifizierung
Germany	Heitersheim	<b>travel-to-nature GmbH</b>	www.traveltonature.de	Tour operator	Zertifizierung
Germany	Prenzlau	<b>Uckermark</b>	www.tourismus-uckermark.de	Destination	Zertifizierung
Germany	München	<b>Unplanned Moments GmbH</b>	www.unplanned.de	Tour operator	Check
Germany	Karlsruhe	<b>Urlaub &amp; Natur</b>	www.urlaubundnatur.de	Tour operator	Zertifizierung
Germany	Berlin	<b>Ventura TRAVEL GmbH</b>	www.venturatravel.org	Tour operator	Zertifizierung
Germany	Berlin	<b>Ventus Reisen</b>	www.ventus-reisen.de	Tour operator	Check
Germany	Lambrecht	<b>Verbandsgemeinde Lambrecht (Pfalz)</b>	www.vg-lambrecht.de	Other	Check
Germany	Bonn	<b>Via Verde</b>	www.via-verde-reisen.de	Tour operator	Zertifizierung
Germany	Hagen	<b>Wikinger Reisen GmbH</b>	www.wikinger-reisen.de	Tour operator	Zertifizierung
Germany	Bad Wildbad	<b>Wildline Bad Wildbad</b>	www.wildline.de	Other	Check
Germany	Köln	<b>Windbeutel Reisen</b>	www.windbeutel-reisen.de	Tour operator	Zertifizierung
Germany	Winterberg	<b>Winterberg Touristik und Wirtschaft GmbH</b>	www.winterberg.de	Destination	Zertifizierung
Germany	Linden	<b>ZeitRäume – ZR-Reisen Individual UG</b>	www.zeitraeume-reisen.de	Tour operator	Zertifizierung
India	Noida	<b>dnata Travel</b>	www.dnatatravel.in	Tour operator	Check

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India	Mumbai	<b>India Someday</b>	www.indiasomeday.com/de	Tour operator	Check
India	Haryana	<b>Indo Asia Tours</b>	www.indoasia-tours.com	Tour operator	Check
India	Nattika	<b>Nattika Beach Ayurveda Resort</b>	www.thenattikabeach.com	Accommodation	Check
India	Haryana	<b>Sita</b>	www.sita.in	Tour operator	Check
Ireland	Galway	<b>Slieve Aughty Centre</b>	www.slieveaughtycentre.com	Accommodation	Check
Italy	Cammarata	<b>Alba Incoming</b>	www.albaincoming.com	Tour operator	Check
Italy	Catania	<b>Mandala Tour</b>	www.mandalatour.com	Tour operator	Check
Mexico	Mexico City	<b>SAT Mexico DMC</b>	www.satmexico.net	Tour operator	Check
Mongolia	Ulaanbaatar	<b>Active &amp; Adventure Tours Mongolia LLC</b>	www.tourmongolia.com	Tour operator	Check
Montenegro	Podgoica	<b>3etravel Ltd.</b>	www.3etravel.me	Tour operator	Check
Myanmar	Yangon	<b>Asian Tour Co. Ltd.</b>	www.asiantour-myanmar.com	Tour operator	Check
Nicaragua	Granada	<b>ORO Travel</b>	www.orotravel.com	Tour operator	Check
Peru	Cusco	<b>Andean Cultures</b>	www.andeancultures.com	Tour operator	Zertifizierung
Peru	San Sebastian, Cusco	<b>Andean Explorer's Cusco</b>	www.andeanexplorerscusco.com	Tour operator	Zertifizierung
Peru	Cusco	<b>Andean Lodges</b>	www.andeanlodges.com	Tour operator	Zertifizierung
Peru	Cusco	<b>Andean Origins Tour Operator</b>	www.andeanorigins.com	Tour operator	Check
Peru	Cusco	<b>Apumayo Expediciones</b>	www.apumayo.com	Tour operator	Zertifizierung
Peru	Lima	<b>Arawi Perú Expediciones</b>	www.arawiperu.com	Tour operator	Zertifizierung
Peru	Cusco	<b>Auqui Machu Picchu Travel Expert</b>	www.auqui.travel	Tour operator	Zertifizierung
Peru	Cusco	<b>CBC Tupay</b>	www.cbctupay.com	Tour operator	Zertifizierung
Peru	Cusco	<b>El Albergue Ollantaytambo</b>	www.elalbergue.com/es	Accommodation	Zertifizierung
Peru	Cusco	<b>El Balcón</b>	www.balconcusco.com/es	Accommodation	Zertifizierung
Peru	Arequipa	<b>Giardino Tour Operator</b>	www.giardinotours.com	Tour operator	Zertifizierung
Peru	Cocachimba	<b>Gocta Andes Lodge</b>	www.goctalodge.com	Accommodation	Zertifizierung
Peru	Cusco	<b>Inca Peru Travel</b>	www.incaperutravel.com	Tour operator	Zertifizierung
Peru	Cusco	<b>Inka Routes</b>	www.inkaroutes.com	Tour operator	Zertifizierung
Peru	Pisac	<b>Kawsaypaq</b>	www.kawsaypaq.com	Tour operator	Zertifizierung
Peru	Cusco	<b>La Casa Campesina</b>	www.hotelescbc-cusco.com/casacam	Accommodation	Zertifizierung
Peru	Cusco	<b>La Casa de Fray Bartolomé</b>	www.hotelescbc-cusco.com/hotelfray	Accommodation	Zertifizierung
Peru	Cusco	<b>Machu Picchu Viajes Perú</b>	www.machupicchuviajesperu.com	Tour operator	Zertifizierung
Peru	Cusco	<b>PACHATUSANTrek</b>	www.pachatusantrek.com	Tour operator	Zertifizierung
Peru	Cusco	<b>Peru Agency</b>	www.peruagency.com	Tour operator	Zertifizierung

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Peru	Cusco	<b>Peruvian Sacred &amp; Adventure SRLTDA</b>	www.peruviansacred.com/es	Tour operator	Zertifizierung
Peru	Cusco	<b>Pukupuku Travel SRL</b>	www.pukupukutrael.com	Tour operator	Zertifizierung
Peru	Tarapoto	<b>Pumarinri Amazon Lodge</b>	www.pumarinri.com	Accommodation	Zertifizierung
Peru	Miraflores – Lima	<b>Pure! Peru</b>	www.pure-peru.com	Tour operator	Zertifizierung
Peru	Lima	<b>Q'inti</b>	www.q-inti.com/de	Tour operator	Zertifizierung
Peru	Cusco	<b>Qosqo Místico SRL</b>	www.qosqomistico.com	Tour operator	Zertifizierung
Peru	Cusco	<b>Rasgos del Perú</b>	www.rasgosdelperu.com	Tour operator	Zertifizierung
Peru	Cusco	<b>Salkantay Trekking</b>	www.salkantaytrekking.com	Tour operator	Zertifizierung
Peru	Miraflores	<b>Setours – Handicrafted Journeys</b>	www.setours.com	Tour operator	Check
Peru	Cusco	<b>Sun Gate Tours</b>	www.sungatetours.com	Tour operator	Zertifizierung
Peru	Cusco	<b>Tecte Guest House</b>	gustavograjeda1@gmail.com	Accommodation	Zertifizierung
Peru	Miraflores, Lima	<b>Terra Peru</b>	www.tourisme-perou.com	Tour operator	Zertifizierung
Peru	Cusco	<b>Terres Magiques des Incas</b>	www.terresmagiques.com	Tour operator	Zertifizierung
Peru	Cusco	<b>Tierras de los Andes</b>	www.terandes.com	Tour operator	Zertifizierung
Peru	Cusco	<b>Tour in Peru</b>	www.tourinperu.com	Tour operator	Zertifizierung
Portugal	Água de Alto	<b>advantage REISEN Lda.</b>	www.advantage-reisen.eu	Tour operator	Zertifizierung
Portugal	Portimão	<b>Portimar Lda</b>	www.portimar.pt	Tour operator	Check
Scotland	Edinburgh	<b>Wind &amp; Cloud Travel</b>	www.schottland-reise.com	Tour operator	Check
Spain	Barcelona	<b>Oi Cabo Verde</b>	www.oicaboverde.com	Tour operator	Check
Sri Lanka		<b>Singharaja Garden AGRO &amp; ECO-Lodge</b>	www.singharaja-garden.com	Accommodation	Check
Sri Lanka	Tissamaharama	<b>Thaulle Resort</b>	www.thaulle.com	Accommodation	Check
Sri Lanka	Colombo	<b>Walkers Tours</b>	www.walkerstours.com	Tour operator	Check
Sri Lanka	Colombo	<b>Whittalls Travels</b>	www.whittallstravels.com	Tour operator	Check
Switzerland	Zürich	<b>asia365</b>	www.asia365.ch	Tour operator	Zertifizierung
Switzerland	Basel	<b>cotravel</b>	www.cotravel.ch	Tour operator	Zertifizierung
Switzerland	Zürich	<b>Dorado Latin Tours</b>	www.dorado-latintours.ch	Tour operator	Zertifizierung
Switzerland	Baden	<b>Dreamtime Travel AG</b>	www.dreamtime.ch	Tour operator	Zertifizierung
Switzerland	Zürich	<b>Helvetic Tours</b>	www.helvetictours.ch	Tour operator	Zertifizierung
Switzerland	Zürich	<b>Insight Reisen</b>	www.insight-reisen.com	Tour operator	Zertifizierung
Switzerland	Baden	<b>Kontiki Reisen</b>	www.kontiki.ch	Tour operator	Zertifizierung
Switzerland	Zürich	<b>Kuoni Cruises</b>	www.kuonicruises.ch	Tour operator	Check
Switzerland	Zürich	<b>lth link to hotel AG</b>	www.olimar.com	Tour operator	Zertifizierung

COUNTRY	CITY	NAME	WEBSITE	TYPE	STATUS
Switzerland	Zürich	<b>manta reisen</b>	www.manta.ch	Tour operator	Zertifizierung
Switzerland	Zürich	<b>MICExperts</b>	www.micexperts.ch	Tour operator	Zertifizierung
Switzerland	Zürich	<b>Private Safaris</b>	www.privatesafaris.ch	Tour operator	Zertifizierung
Switzerland	Vitznau	<b>Rigi Bahnen AG</b>	www.rigi.ch/Information/ Bergbahnen/Rigi-Bahnen	Other	Zertifizierung
Switzerland	Sattel	<b>Sattel-Hochstuckli AG</b>	www.sattel-hochstuckli.ch	Other	Zertifizierung
Switzerland	Bern	<b>Team Reisen AG</b>	www.team-reisen.ch	Tour operator	Zertifizierung
Switzerland	Wallisellen	<b>tourasia</b>	www.tourasia.ch	Tour operator	Zertifizierung
Turkey	Antalya	<b>DSC Management</b>	www.dscmanagement.com	Tour operator	Check
Uganda	Kampala	<b>Matoke Tours</b>	www.matoketours.de	Tour operator	Check
Vietnam	Hanoi	<b>Handspan Travel Indochina</b>	www.handspan.com	Tour operator	Check
Zambia	Livingstone	<b>Savannah Southern Safaris</b>	www.savannah-southern-safaris.com	Tour operator	Check

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