

# Code & Conduct Policy

At Southern Hemisphere Horizons PTY LTD, we are committed to providing all clients with a safe, respectful and enjoyable travel experience. Our Code of Conduct outlines the expectations for client behaviour during our trips and ensures that everyone can fully appreciate and benefit from their time with us.

## 1. Respect for Others:

- Treat fellow travellers, trip leaders, guides and local communities with courtesy, kindness and respect.
- Avoid behaviours that may be offensive, discriminatory or disruptive to others.

## 2. Cultural Sensitivity:

- Respect the customs, traditions and cultural practices of the destinations visited.
- Seek to learn and understand the local culture and engage with local communities in a respectful and responsible manner.

## 3. Environmental Responsibility:

- Minimise environmental impact by following Leave No Trace principles and local conservation guidelines.
- Avoid littering, damaging natural habitats or disturbing wildlife during outdoor activities.

#### 4. Safety Awareness:

- Follow all safety instructions provided by trip leaders, guides and local authorities.
- Exercise caution and good judgment during activities and adventures to minimise risks to yourself and others.

#### 5. Alcohol and Substance Use:

- Consume alcohol responsibly and in moderation, if at all, during certain trips.
- Avoid the use of illegal drugs or substances prohibited by local laws and regulations.

#### 6. Conflict Resolution:

- Resolve conflicts or disagreements with others in a calm, respectful and constructive manner.
- Seek assistance from trip leaders or Southern Hemisphere Horizons if unable to resolve a conflict independently.

#### 7. Compliance with Laws:

- Abide by all applicable laws and regulations of the countries visited during our trips.
- Familiarise yourself with local customs, regulations and etiquette to ensure compliance and avoid misunderstandings.

#### 8. Representing Southern Hemisphere Horizons:

- Conduct yourself in a manner that reflects positively on Southern Hemisphere Horizons and its values.
- Refrain from engaging in behaviours that may tarnish the reputation of Southern Hemisphere Horizons or cause harm to its clients or partners.

By participating in a trip with Southern Hemisphere Horizons, clients agree to adhere to the Code of Conduct outlined above. Failure to comply with this policy may result in removal from the trip without refund.

Sincerely, Byron Rutter.

Southern Hemisphere Horizons