

## **KHIRI TRAVEL - CUSTOMER COMMUNICATION AND PROTECTION POLICY**

At Khiri, we put our clients and guests at the core of our business. Khiri aims not only to provide outstanding service but also educate, so that clients are able to make more informed decisions when traveling. We understand that the journey for our clients begins before they arrive in our destinations and ends after they return home.

Khiri understands that sustainability should be at the core of this journey and commits to:

- Ensuring that customer privacy is not compromised;
- Providing responsible marketing messages and product and destination information that is factual and does not promise more than is delivered, including sustainability claims;
- Informing clients how they can offset their carbon footprint caused by international flights;
- Ensuring that sustainable transport, accommodation and activities are presented clearly as the more responsible option;
- Communicating our sustainability commitments and participation in the Travelife certification scheme;
- Giving factual information on destinations, including sustainability information, and how they can make a positive contribution in our destinations;
- Ensuring clients are given clear information on areas of concern in our destinations, including child protection issues;
- Encouraging clients to purchase locally made goods and use local services, whilst ensuring they are kept informed of illegal souvenirs, especially with regards to historic artifacts and threatened flora or fauna;
- Measuring client satisfaction, including with regards to sustainability aspects, and making improvements where possible
- Handling complaints in line with established procedures and guidelines.