



TEMPORA TRAVEL

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Tempora Travel's Policy for Sustainable Tourism



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We from **Tempora Travel Company**, based on our total commitment to people and to the future, are determined to help create a higher quality of life for all people, and to do our part to help ensure that progress continues within the world community.



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TEMPORA TRAVEL Ltd., an inbound tour operator, based in Sofia, Bulgaria was established in 2005 with the general idea of creating tailor-made travels and discovery tours in **Bulgaria and on the Balkans**. Ever since the company has kept the same philosophy, always improving and diversifying its services to become one of the best providers of high quality tourist products on the Bulgarian and the Balkan market.

Our work is a reflection of the values on which the company is founded: client satisfaction, fair relations with our partners, team spirit, social and environmental responsibility and first-hand credibility.

Both for our partners **(B2B)** and our customers **(B2C)**, we design travel arrangements of the highest quality available with understanding, prompt response to the particular enquiries and attention to detail.

We are aware that quality service is at the core of how we do business.

OUR PRODUCT PHILOSOPHY

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When developing our travel products and executing our trips we always make an extra step to make sure we help destinations, businesses and travelers understand the importance of sustainable tourism development. We implement solutions that protect the environment and maintain sense of place, while generating economic benefits.

Our product range features:

- ✓ **Cultural & Historical Round Trips in Bulgaria** (classical, archaeological, religious)
- ✓ **Festivals & Events** (including the Rose Festival in Bulgaria, the Bulgarian Folklore Festivals in Koprivshtiza and Rozhen, the all-year round Music Festivals and the Opera & Ballet Festival in Varna)
- ✓ **Balkan Highlights Tours** (Bulgaria, Romania, Greece, Macedonia, Turkey, Albania, Serbia)
- ✓ **Special interest programs** (botanic, bird watching, photo tours, eco-tours, craft workshops)
- ✓ **Wine & Dine programs**
- ✓ **Active & Adventure programs** (walking, trekking, hiking, biking, rafting, kayaking and more)
- ✓ **Caravan Tours management**
- ✓ **City breaks**
- ✓ **Fly & Drive programs**
- ✓ **Summer & Winter Holidays**
- ✓ **SPA & Wellness**
- ✓ **Golf Packages**
- ✓ **Tailor-made programs**
- ✓ **Full range of tourist services for individuals and groups** (hotel reservation, air tickets, professional guide and translation assistance, rent-a-car, meet & greet service and much more)
- ✓ **Business travel management**
- ✓ **MICE**

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Our guideline is to reveal Balkans as a must-visit place, along with it we offer **‘out of cliché’**, innovative opportunities for travel, discovery and adventure. Based on our experience with foreign travellers and partners we create our products in order to meet their expectations perfectly, with flexibility and attention to the detail as our core values.

Tailor-made travelling refers to creativity, flawless communication, responsibility and trust, thus we always welcome new ideas and carefully extend our network of loyal suppliers and partners who share our values.



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Towards Corporate Social Responsibility and our Tour operator's intermediate role between clients and tourism business

We at TEMPORA TRAVEL put a heavy emphasis on the impact which travel industry has on the environment, because we believe that it is our common responsibility to protect the touristic resources for the future generations. **We are aware how important our sustainable position is, when choosing our partners, clients and the development within the destinations.**

Long before joining the Travelife Partner program and starting the elaboration of our Company Sustainability Policy we have been studying the sustainability commitments and the good practices of our Austrian Partner Weltweitwandern GmbH.

Then our Sustainable Policy Coordinator who has successfully passed and completed the Travelife Training in 2015 became the contact person in our company when it comes to developing the contribution to the protection of the environment and culture, and respecting social and human rights in the destination our clients visit.

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Tempora Travel's Policy for Sustainable Tourism

The key operating areas where we at Tempora Travel choose to invest in sustainable development and innovative conservation initiatives that will provide long-term solutions to critical social and environmental issues are the following:

Respect for the law

Tempora Travel comply with the laws and regulations of the countries in which it operates in all matters but especially as regards human rights, the environment and the health and safety of our employees, our customers and all others. We encourage our partners/suppliers to work together.

Human rights

We support the Universal Declaration of Human Rights and United Nations conventions on child labour. We are opposed to forced labour and the sexual exploitation of children. We advocate for safe, humane, equitable and motivating working conditions and we are an equal-opportunity employer.

Protecting the environment

We are aware of current environmental issues and are taking measures to evaluate and reduce the impact our activities may have on the environment.



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We will improve our environmental performance” in-house”: our efforts have mainly targeted towards reducing consumables as energy, non-recyclable materials and paper.

We make efforts to reduce numbers of printed brochures and to use more environmentally friendly materials.

We will work on raising awareness towards CSR among our team members, customers and partners. Tourism is above all about people. We need a motivated, committed team.

Protecting cultural diversity and heritage

We believe it is important to protect and promote cultural diversity and heritage, which includes, for example, typical or historical buildings, works of art, archeological sites, ruins, all significant or historical places and landscapes, natural sites and notable ecosystems.

Host communities

We endeavor to ensure that the communities that host our tourist benefit economically and socially. We understand that tourism can put pressure on host communities and we want to make sure our organization, our partners and, if necessary, the communities themselves and their authorities, remain sensitive to this challenge and take specific measures to offset such stresses.

Delivering quality

We endeavor to develop a safe, quality product for our customers by assuming our responsibilities, demonstrating professionalism and adopting recognized best practices in our industry, while ensuring our suppliers do the same.

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Transparency

We will communicate honestly and regularly about our efforts to promote sustainable tourism, especially regarding the status of our objectives, actions and results

At the end:

Tourism is above all about people. Beyond postcard-perfect landscapes, beaches and monuments, it is an industry driven by curiosity, discovery and humanity, which has become one of the most important industries in the world for the last 50 years. Preserving ecosystems, protecting natural and built heritage, showing interest in and respect for everyone’s cultural backgrounds and traditions, demonstrating solidarity and being clear-minded about the impacts of tourism—all of these are vital ways of practicing responsible, sustainable tourism.

We know that it is our employees who make the difference, and will continue to do so in the future. For any tour operator whose mission is to make sure its customers enjoy memorable holidays, personnel are on the front lines—especially in an industry as complex as ours, in which every link,



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stretching across several countries, contributes to delivering an intangible service, in a context in which emotions come to the fore.

Offering smiles and professional attitudes, all members of our team share responsibility for our success and our ability to advance the cause of sustainable tourism.

This policy, which we publish in full on our Web site, was adopted by the Team of Tempora Travel on February 01, 2016.