



27 Oct 2025

Mr. Shan Samsudeen
 Managing Director
ACME Travel (Pvt) Ltd
 Colombo 05
 Sri Lanka

Dear Sir,

We are pleased to inform you that Acme Voyages is engaged with Travelife and in the process of becoming a partner member very soon. We are adding the final touches at the moment.

We have been requested to communicate with partner companies with whom we deal in sending outbound clients. As we have listed India & Maldives in our website, we require supporting documentary evidence.

We wish to contract with your company for tour operations and list you as a DMC from India & Nepal for our clients.

Our company is inclined to promote sustainable tour arrangements with transportation, accommodation, excursion, and other activities including moderate focus on Sustainability guidelines for tourism promotions.

We would like to know in average the status of your main partners cooperating with you in providing sustainable tour products to tourist traffic generated via your company.

A - Best, B - Good, C - Average / Satisfactory and discontinue contracts with any supplier who has Poor and Bad Attitudes for Tourism Sustainability

Accommodation Partners	A
Transport Partners	A
Excursion Partners	A
Activities Partners	A
Other Services providers as	
Tour Guides	A
Tour Chauffeurs	A
Vehicle Drivers / Vehicle Assistants	A

Sustainability focusses on Respect to the Environment, Society, and economical benefits to all the participants

General terms and conditions

Your Trade Partners and suppliers being accountable and responsible for the products and services they render to your guest's behalf of you.

Rate positioning and vouchers

1. As per Seasonal / Annual Tariffs Agreement between our companies
2. Beyond these standard agreed rates, special (e.g., seasonal) packages/rates may be agreed upon between the parties on an ad-hoc basis also will be covered under the conditions of this contract.
3. Always agrees that rates available over the internet to their direct customers will be at higher than the net rates provided to [Our company] to have favourable price competition.
4. Emails or Digital Vouchers will be provided, honoured and accountable for tour products.
5. All the tour products prices will be basic tour prices and applicable Services Charges and Taxes where applicable) will include package prices.
6. All payments will be held in a separate account pending if any claim by after the tour date of stay. As a precautionary measure.

Rate consistency and cancellation

Rates and Cancellation conditions issued in the contract remain valid for the duration of the stated rate validity period.

7. This contract will follow standard cancellation policy as agreed by both parties.
8. Cancellations made at any time as a result of force majeure will not incur any cancellation fees.

In pursuit of sustainable tourism operations, the following agency terms apply between the parties.

Sustainability code of conduct

As part of our long-term collaboration, agree on jointly pursuing and promoting sustainable business practices with the aim of developing a more sustainable tourism to India. These terms and conditions are an integral part of our collaboration, and remain contracted if any.

Terms and conditions

1. Social welfare and human rights

1.1 The Company and partners shall follow fair business practices, including transparency and adherence to national law and regulation.

1.2 The Company and partners shall respect human rights and economic/social equity by establishing fair labour conditions for its staff and providing equal opportunities.

1.3 The Company and partners shall ensure that all employees are free to enter and terminate their employment without penalty and in accordance with the employment contract.

1.4 The Company and partners shall ensure that its activities do not jeopardize the provision or integrity of basic services to its neighbouring communities, such as soil, food, water, energy, health care or public space.

1.5 The Company and partners shall respect and safeguard the rights of children, which in the context of India means:

No employment of children below 16;

Special working conditions are put in place to safeguard any employees between 16 and 18 (for example part-time or on internship basis);

Follow the Child Protection Code against sexual exploitation of children. Any suspicious behaviour from persons on the premises or during excursion shall be reported to the local authorities immediately.

All employees must have written contracts in accordance with labour laws.

- 1.6 Partners must pay employees at or above the legal minimum or a living wage and provide evidence of compliance.
- 1.7 Overtime must be fairly compensated or time off given in return.
- 1.8 Annual leave, sick leave, and maternity/paternity rights must be granted without discrimination.
- 1.9 Forced labour, harassment, intimidation, or abuse of any kind is strictly forbidden.
- 1.10 Freedom of association and collective bargaining rights must be recognized.
- 1.11 Partners must establish grievance mechanisms so staff can safely raise complaints.

2. Socio-cultural conditions

2.1 The Company and partners shall purchase and use local food products, which are produced based on fair trade and sustainability principles

2.2 The Company and partners shall respect and maintain elements of local art, architecture, or cultural heritage.

2.3 The Company and partners shall not sell or promote souvenirs that contain historic or archaeological value, except as permitted by law.

- 2.4 Excursions must be designed responsibly to minimize negative visitor impacts on local cultures and communities.

3. Environment and biodiversity

3.1 The Company and partner shall minimize their impact on the environment by reducing plastic, using energy and water efficiently and ensuring proper waste management.

3.2 The Company and partners shall ensure that animal-related activities, if any, are operated within proper internationally accepted animal welfare conditions.

3.3 The Company and partners shall limit their negative effect on local and global biodiversity wherever feasible (e.g., do not offer red listed species on the menu at restaurants).

3.4 Excursions must not harm ecosystems, plants, or animals, and must comply with Travelife codes of conduct.

3.5 Captive animals must only be kept where legally obtained and cared for under humane conditions.

3.6 Wildlife must not be harvested, consumed, sold, or traded unless legally regulated and sustainable.

4. Sustainability training and motivation

- 4.1 Partners are encouraged to provide sustainability training for staff, guides, and drivers.
- 4.2 ACME Voyages will share Travelife resources, manuals, and best practices with partners.
- 4.3 Partners are encouraged to join Travelife or other Global Sustainable Tourism Council (GSTC)-accredited schemes.

5. Contracts

5.1 Written contracts with sustainability clauses must be signed with all key partners. 5.2 Contracts should be re-evaluated every two years or in case of major market changes.

6. Sexual Exploitation of Children

- 6.1 Partners must take proactive measures to prevent sexual exploitation of children in tourism.
- 6.2 Failure to act will result in termination of the agreement.
- 6.3 Partners are encouraged to cooperate with organisations such as ChildSafe, The Code, and ECPAT.

7. Labour Conditions

- 7.1 Partners must comply with all national labour laws protecting employees' rights.
- 7.2 Workplace discrimination on gender, race, religion, caste, disability, age, or orientation is prohibited.

7 Monitoring and Sanctions

- 7.1 The Company and Partners shall fully co-operate with the sustainability terms and conditions of this contract, and the DMC shall monitor their partners or suppliers with on-site inspections if necessary and required, including third party in order to monitor compliance with sustainability conditions.
- 7.2 In case of clear evidence that any partner or supplier disrespects the provision or integrity of basic services such as food, water, energy, healthcare, or soil to the neighbouring communities; the company shall warn and give proper guideline to maintain sustainable aspects and if not adhered by the partners or suppliers, the company shall terminate the contracts with the relevant partner or supplier.



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