



Sustainability and Accessibility Policy

At ACME Voyages, sustainability and accessibility are central to all aspects of destination selection, product planning, and tour delivery. Our goal is to ensure that tourism experiences are environmentally responsible, socially inclusive, culturally respectful, and accessible to all travellers.

1. Sustainable Destination Selection

When selecting new destinations, ACME Voyages evaluates environmental, social, and cultural sustainability indicators:

- **Traffic-free or low-emission areas:** Priority is given to destinations that promote walking, cycling, and eco-friendly transport to reduce congestion and emissions.
- **Sustainable urban planning:** Destinations with green spaces, heritage preservation, and responsible land use are preferred.
- **Waste management:** Destinations and suppliers with proper segregation, recycling, and sewage treatment are prioritized.
- **Community participation:** We select destinations where local communities are engaged in tourism development and benefit economically.
- **Alternative destinations:** Lesser-known destinations are promoted to reduce pressure on over-visited areas and support local economies.

2. Sustainable Transport Considerations

Accessibility through eco-friendly transport is a key factor when selecting destinations:

- Destinations reachable via train, electric buses, or low-emission vehicles are preferred.
- Within cities, walking tours, cycling, and tuk-tuks are promoted over private vehicles.
- Local transport providers using hybrid or electric vehicles are preferred partners.
- Clients are provided with clear information on eco-friendly travel options from airports or stations.

Examples of Implementation:

1. Encouraging train travel from Delhi to Rajasthan for small groups.
2. Using electric tuk-tuks and bicycles in Udaipur city tours.
3. Providing eco-friendly airport transfers using hybrid vehicles in Kerala and Himachal Pradesh.

3. Accessibility Integration

Accessibility ensures all travellers, including those with visible or hidden disabilities, can enjoy travel experiences safely and inclusively:

Key Accessibility Measures:

- **Physical access:** Wheelchair-friendly paths, ramps, lifts, and accessible washrooms.
- **Inclusive services:** Shops and restaurants accept multiple payment methods and provide space for mobility aids.
- **Adaptive equipment:** Provision of adaptive kayaks, beach wheelchairs, and audio guides.
- **Supportive spaces:** Accommodations and attractions allow caretakers, service animals, and accessible seating.

- **Information accessibility:** Braille signage, captions, audio descriptions, and accessible digital materials.
- **Community awareness:** Guides and staff are trained to interact with empathy and respect.

Examples of Implementation:

1. Wheelchair-accessible heritage sites in Rajasthan and Kerala.
2. Adaptive equipment for kayaking, trekking, and adventure activities.
3. Hotels with accessible rooms and bathrooms supporting caretakers and service animals.
4. Captioning and audio guides at museums and cultural centres.
5. Staff training programs to enhance sensitivity and support for all travellers.
6. Annual review of destinations and suppliers to maintain accessibility compliance.

4. Integration into Company Processes

1. **Destination and Supplier Assessment:** Sustainability, transport, and accessibility criteria are applied before adding destinations or contracting suppliers.
2. **Staff Training:** Product managers, guides, and operations staff receive training on sustainability, accessibility, and responsible tourism.
3. **Monitoring and Feedback:** Annual audits, client feedback, and supplier assessments ensure continuous improvement.
4. **Traveler Engagement:** Pre-tour briefings educate travellers on responsible and accessible tourism practices.

EXAMPLES FOR READY REFERENCE

Category	Policy / Criteria	Examples of Implementation
Sustainable Destinations	Select destinations with eco-friendly infrastructure, waste management, community participation, and cultural preservation. Promote alternative destinations to reduce over-tourism.	- Bundi & Mandawa promoted instead of Jaipur/Jodhpur- Village homestays in Rajasthan & Assam- Eco-certified resorts in Kerala & Himachal Pradesh- Nature walks, responsible safaris, cultural workshops- Annual destination audits
Sustainable Transport	Prefer destinations accessible via low-emission or public transport. Promote eco-friendly travel within destinations.	- Train travel from Delhi to Rajasthan- Electric tuk-tuks & bicycles in Udaipur- Hybrid vehicle airport transfers in Kerala & Himachal Pradesh- Client info on eco-friendly options
Accessibility	Ensure all travellers, including those with visible or hidden disabilities, can access information, services, and experiences equally.	- Wheelchair-accessible heritage sites in Rajasthan & Kerala- Adaptive kayaks, trekking equipment, beach wheelchairs- Accessible hotel rooms & bathrooms with caretaker support- Captioning, audio guides, braille signage- Staff training for empathy and assistance- Annual accessibility reviews
Staff & Supplier Integration	Train staff and evaluate suppliers on sustainability, transport, and accessibility criteria. Conduct audits and continuous monitoring.	- Guides, drivers, and operations staff trained in sustainable and accessible tourism- Supplier assessment for eco-certification and accessibility- Annual audits & client feedback review
Traveler Engagement	Educate travellers on responsible and accessible tourism practices.	- Pre-tour briefings on sustainable and inclusive behavior- Guidance on local culture, eco-friendly transport, and accessibility options

5. Commitment

By embedding sustainability, accessibility, and responsible transport into our operations, **ACME Voyages ensures that tourism experiences:**

- Minimize environmental impact
- Benefit local communities
- Respect cultural heritage
- Are inclusive and accessible to all travellers

This integrated approach demonstrates our commitment to Travelife certification standards, making sustainability and accessibility a measurable, auditable, and core part of our business.