

**Cycling Tours**

**The following quality criteria are filled out by a company representative. A clear explanation of how each applicable criterion is fulfilled must be given with reference to appropriate documentation, e. g. employee handbook/quality manual, safety plans, photos etc. Random and/or selected criteria will be verified by the auditor.**

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 Quality and Environmental Certification

On the Way to Sustainable Tourism

Specific Quality Criteria no. 223

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| ***223-1*** | ***Safety***  | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *223-1.1* | For each type of tours there is an itinerary (written description) including a description of routes, schedule and other trip arrangements. |  |  |  |
| *223-1.2* | A checklist has been compiled for safety equipment on tours including f.ex.: 1. First aid kit/equipment.
2. Communication devices. (GSM is sufficient in urban areas)
3. Tracking devices.
4. Basic equipment for bike repairs.
5. Bike helmets.
6. Extra clothing.
7. Other equipment according to conditions on each tour.
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| *223-1.3*  | A written plan for renewal, cleaning and maintenance of safetyequipment is in place including procedures about i.a.:1. Inspection and testing of equipment.
2. Disinfection and cleaning of equipment.
3. Lifespan of equipment (see manufacturer's accepted standards).
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| *223-1.4* | All equipment is in a very good condition, i.e.: 1. Bikes are in a very good order.
2. Helmets and fasteners unbroken and in order.
3. Clothing is clean and in a very good condition.
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| *223-1.5* | All equipment is well and neatly stored after usage. The storage is appropriate and does not reduce the safety and usability of the equipment |  |  |  |
| *223-1.6*  | Written rules apply to customer/guide ratio accordingto conditions on each tour. |  |  |  |
| *223-1.7*  | To prepare guides for the tours/activities of each day they go through a checklist including the following items, among others: 1. Details of the itinerary and routes to be travelled.
2. Weather forecast.
3. Equipment.
4. Information about customers.
5. That contingency plans are always included / accessible on tours.
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| *223-1.8* | There is a checklist for guides on the safety matters that are covered with customers before and during the tour, e. g. regarding:1. Local conditions and weather.
2. Schedule.
3. Safety precautions in situations where special care must be exercised.
4. Proper use of bicycles.
5. Use of bicycle helmets.
6. Appropriate clothing and equipment.
7. Food, drinks, and access to water during the tour.
8. 112 emergency number in Iceland.
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| *223-1.9* | Breaks and tyres are checked prior each tour e.g. to ensure correct tyre pressure. |  |  |  |
| *223-1.10*  | The company has written guidelines on when to cancel tours due to weather. It is clearly stated who decides on the cancellation of tours. |  |  |  |
| ***223-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *223-2.1* | Marked roads or recognised vehicle tracks are always used. Off-road driving in winter and on glaciers shall be in accordance with Article 4. of Regulation no. 528/2005 regarding restrictions on traffic in Iceland's nature. |  |  |  |
| *223-2.2*  | When biking on walking paths, care is taken not to damage the paths or their vicinity. |  |  |  |
| *223-2.3* | The company uses designated campgrounds where possible. If this is not feasible, special effort is made to ensure that no signs of the stay are left at the location. |  |  |  |
| *223-2.4* | If campfires are lit, all firewood is brought into the area, and special care taken to ensure that they are fully extinguished before departure. Existing fire pits are used wherever possible; cf. the current Nature Conservation Act. |  |  |  |
| *223-2.5* | Customers are informed about toilet arrangements where conventional facilities are not available. |  |  |  |
| *223-2.6* | All equipment and waste are removed. The company ensures that no permanent traces/damages are seen in the nature in connection with the company‘s tours or activities. |  |  |  |
| *223-2.7*  | At the beginning of the tour, the guide reminds the customer of responsible travel behaviour. |  |  |  |
| ***223-3*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *223-3.1* | Guides receive training in the use of equipment f. ex. to be able to provide a correct location and information on accessibility to areas visited if assistance is required. In the training the following shall be covered:1. Use of compass and map.
2. Use of GPS positioning device.
3. Use of appropriate means of communication for different areas, e.g. mobile phone, radio and Tetra.
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| *223-3.2* | Guides on tours outside urban areas have completed the course *Wilderness First Aid* (Fyrsta hjálp 1, 20 hours) from ICE-SAR or a comparable First Aid course from another organization and attend a refresher course (4 hours) every two years. |  |  |  |
| *223-3.3* | At least one guide on tours through the wilderness\* has completed the course *Wilderness First Responder (WFR*) from ICE-SAR or a comparable course from another organization and attend a refresher course every three years. |  |  |  |
| *223-3.4*  | At least one guide on tours through the wilderness\* has completed the course *Rötun* from ICE-SAR or a comparable course from another organization. |  |  |  |

*\* Wilderness is a place or area where it takes at least two hours to get assistance/rescue from first responders by land.*