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# HEALTH AND SAFETY HANDBOOK FOR ADVENTURE TOURISM

A Guidance for National Tourism Institutions and  
Associations

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## OVERVIEW

Adventure tourism is one of the fast-changing and growing segments of the tourism industry, attracting high-value customers, supporting local economies, and encouraging sustainable practices. According to the Allied Market Research report, the international adventure tourism is expected to grow by at least 46 percent by 2020 and the global adventure tourism market was valued at \$444,850 million in 2016 and is projected to reach \$1,335,738 million in 2023.<sup>1</sup> Although the sector is rapidly growing, there is a lack of regulations related to adventure tourism activities. Some adventure activities are, by their nature, dangerous and can cause injury, and even loss of life, to persons and damage to property. Risk and safety management in adventure activities has increasingly received the attention of the market players. In addition to workplace health and safety regulations, many countries include regulatory or non-regulatory accreditation of safety provisions in adventure tourism. In recent years adventure tourism has grown as a result of a new type traveler who demands new and extraordinary experiences, encouraged by more accessible destinations, innovative activities and remote places almost undiscovered. But along with the risk, travelers also look for reasonable, consistent and proper management of those risks by tourism operators, with which they usually establish a contractual relationship.<sup>2</sup> Hence; adventure tourism sector should consider legal and risk management concerns and best practices at the outset of creating their businesses and make maintaining and updating these processes a regular basis. Crisis and risk management plans should be communicated to all appropriate stakeholders, as the ability of a business to effectively respond to crisis and risk occurrences determines if a business survives after a crisis, as well as the direction of the country's adventure tourism sector.

## OBJECTIVE

This handbook was created to address the health and safety issues specific to the adventure tourism providing theoretical and practical information, discussing the challenges with the health and safety in adventure tourism and international standard for providing guidance to national tourism associations and institutions in implementing a regulatory framework for risk management. It provides guidance on operating procedures on safety as well as templates for risk-benefit analysis, safety operating procedures, crises management. With the assistance of these materials in the handbook, national tourism institutions and associations will be able to gather all the required background information for taking an action and creating an ownership to compete in and benefit from the global adventure tourism market. In adventure tourism, there are numerous sector best practices, providing guidance in order to respond to the challenges. The handbook also contains references to country case studies and situations; background information for reforming steps, national regulations, and safety policies, an overview of organizational changes, strategical and operational plans, toolkits and templates.

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<sup>1</sup> Report summary on Adventure Tourism Market by Type, Activity, Type of Traveler, Age Group, and Sales Channel: Global Opportunity Analysis and Industry Forecast, 2017-2023, <https://www.apnews.com/a2e1d45a6299488096b4511c9a829a2a>

<sup>2</sup> UNWTO, Global Report on Adventure Tourism, AM Reports: Volume nine, p71, <https://skift.com/wp-content/uploads/2014/11/unwto-global-report-on-adventure-tourism.pdf>

## TARGET GROUPS

Adventure tourism is a complex industry with a wide variety of elements and suppliers. Some of these suppliers are also part of the mainstream tourism industry like accommodations, trip planners, event managers, marketing and finance directors, and advertising, public relations and communications, while the others like equipment manufacturers or retail travel agents are specific to adventure tourism. Since this handbook is designed for a large scale to give an overview on promoting risk management and health & safety in adventure tourism to the government officials, policy makers, national tourism associations, private sector associations, travel/tour operators, local suppliers, tour guides, all related industry professionals.

## CHAPTER 1: INTRODUCTION TO ADVENTURE TOURISM

### DEFINITION OF THE TERMS

#### WHAT IS ADVENTURE TOURISM

To date no definition of adventure tourism exists in UNWTO literature; however, the Adventure Travel Trade Association (ATTA) defines adventure tourism as a trip that includes at least two of the following three elements: *physical activity, natural environment, and cultural immersion*. Adventure tourism may involve various adventurous activities such as caving, climbing, cycling, hiking, hunting, rafting, but also activities like birdwatching or attending local festivals are a type of adventure tourism.<sup>3</sup>

Ecotourism, activity tourism and/ or sustainable tourism are among the other types of tourism, which share similar characteristics with adventure tourism. There are also many other phrases, such as “adventure travel” “adventure recreation” and “hard and soft adventure,” frequently used as terms alternatively to adventure tourism. Addison defines adventure travel as “any activity trip close to nature that is undertaken by someone who departs from known surroundings to encounter unfamiliar places and people, with the purpose of exploration, study, business, communication, recreation, sport, or sightseeing and tourism.” Carter comments that “adventure tourism is fundamentally about active recreation participation, and it demands new metaphors based more on ‘being, doing, touching and seeing’ rather than just seeing.”<sup>4</sup>

Although specific activities don’t define adventure, it is clear that adventure includes an action, it is not a passive experience. It includes a physical, intellectual, emotional or spiritual level of engagement, which is subjective and unique to each person.

#### TYPES OF ADVENTURE TOURISM

There are two major subcategories of adventure tourism: hard adventure and soft adventure. Hard adventure tourism generally involves an element of physical danger or risk, whereas soft adventure tourism simply seeks to explore areas that are not typical for travelers, such as visiting relatively undeveloped destinations.

<sup>3</sup> UNWTO, Global Report on Adventure Tourism, AM Reports: Volume Nine, p10, <https://skift.com/wp-content/uploads/2014/11/unwto-global-report-on-adventure-tourism.pdf>

<sup>4</sup> BH, Swarbrooke, Beard, Leckie and Pomfret, Adventure Tourism, The New Frontier, 2003.

ATTA divides adventure tourism activities into 34 types, namely:

archeological expedition, attending local festivals/fairs, backpacking, birdwatching, camping, caving, climbing, cruise, cultural activities, eco-tourism, educational programs, environmentally sustainable activities, fishing/fly-fishing, cultural tourism, hiking, horseback riding, hunting, kayaking/sea/whitewater, learning new language, orienteering, rafting, research expeditions, safaris, sailing, scuba diving, snorkeling, skiing/snow/sandboarding, surfing, trekking, walking tours, visiting friends and family, visiting historical sites, and volunteer tourism.



#### Hard Adventure

"Refers to activities with high level of risk, requiring intense commitment and advanced skills.



#### Soft Adventure

" Refers to activities with a perceived risk but low levels of real risk, requiring minimal commitment and beginning skills; most of these activities are led by experienced guides."

Table 1: The Continuum of soft and hard adventure  
(Source: Hill, 1995)

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## THE ADVENTURE TOURIST

According to the Adventure Tourism Market Study 2013,<sup>5</sup> the Adventure travelers are:

- generally from higher socio-economic groups, the average individual income of the traveler is 46, 800 per year;
- found in all age groups, but generally younger than non-adventure travelers,
- slightly more often male (57%) than female (43%),
- looking for varying degrees of physical and mental challenge,
- interested in authentic experiences,
- trying to connect with local people.

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<sup>5</sup> ATTA Adventure Tourism Market Study 2013, the Adventure Tourist,  
<https://scholarworks.umass.edu/cgi/viewcontent.cgi?article=2026&context=ttra>

According to Poon (1993), <sup>6</sup>the new type of tourists, including adventure tourists, have distinctive characteristics as listed down below:

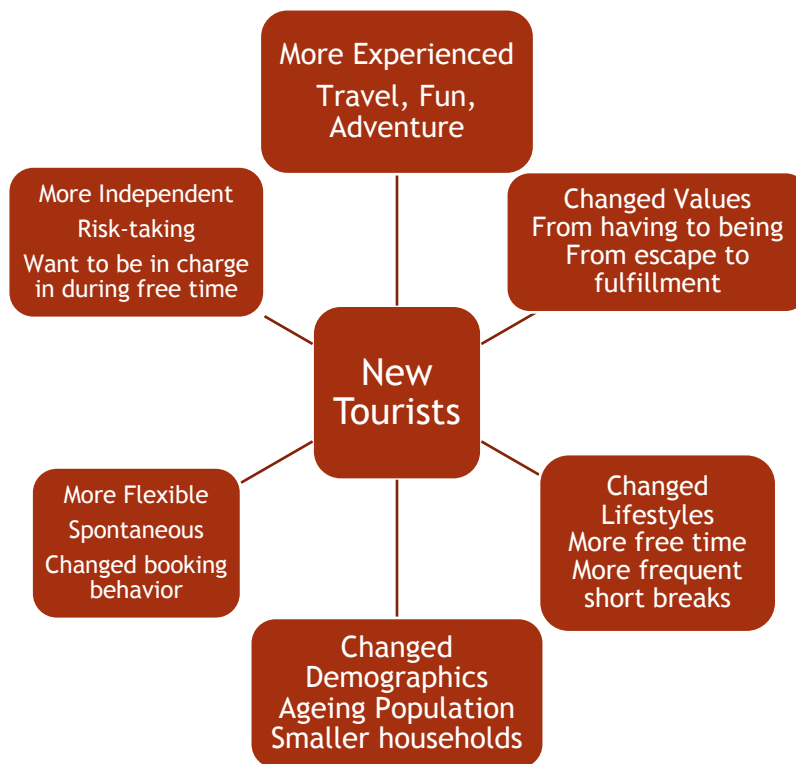


Table2: The Nature of New Tourists; adopted from Poon (1993)

## RECENT TRENDS AND CHALLENGES

The nature of sector involves inherent risk, different activities have widely varying risks. Adventure travelers are more likely to travel to remote locations and engage in riskier recreational activities than mainstream tourists. Not all adventure activities or destinations are covered by travel insurance companies.<sup>7</sup> Due to the nature of adventure tourism, operators could be faced with common law damages as a consequence of their actions, additionally, there has been a substantial growth in the Court's disposition to acknowledge mental as injuries, giving them the same right to reparation as physical injuries.<sup>8</sup> Despite the importance of risk management, it is not a well-established area of the adventure tourism industry. Although most adventure tourism organizations are often inconsistent across different companies and different sectors.<sup>9</sup> There are gaps in the safety management framework which allow businesses to

<sup>6</sup> Poon A., Tourism, Technology and Competitive Strategies. CAB International, New York, 1993.

<sup>7</sup> UNWTO, Global Report on Adventure Tourism, AM Reports: Volume nine, p52-53, <https://skift.com/wp-content/uploads/2014/11/unwto-global-report-on-adventure-tourism.pdf>

<sup>8</sup> UNWTO, Global Report on Adventure Tourism, AM Reports: Volume nine, p72, <https://skift.com/wp-content/uploads/2014/11/unwto-global-report-on-adventure-tourism.pdf>

<sup>9</sup> BH, Swarbrooke, Beard, Leckie and Pomfret, Adventure Tourism, The New Frontier, p278, 2003.

operate at different standards than those generally accepted, this situation could result in harm to individuals and their families, damage the country's tourism reputation. The role of education and training as a powerful tool for developing a sustainable safety and health prevention culture is, which is highly recognized at the international level.

In the absence of international and national legislation oversight, professional standards, concerning adventure tourism; private initiatives' voluntary efforts on the creation of guidelines, code of conducts and organizational schemes have become a benchmark in several countries, however without proper quality control for minimum workplace health and safety standards, the sector is still facing high risk of inconsistency in practice.<sup>10</sup>

On the contrary; relying solely on overarching legislation poses problems, there is insufficient assurance and risk disclosure as well in the field. Service providers state that many of their safety practices and health-related management systems were a direct result of negotiations with insurance companies, safety auditing needs to be improving in practice.<sup>11</sup>

Workplace communications are very critical in adventure travels. However, it is not a well-studied area in tourism. According to Griffith University's study in 2010,<sup>12</sup> there are information and perception problems in practice, approaches to managing safety are inconsistent, qualification and standards are insufficient in many countries.

Numerous factors have contributed to the fast growth of adventure tourism, one of them was definitely the internet, which has changed the customers' behavior and created new opportunities for the suppliers in marketing and communication. However, social media has a significant tool for accessing and circulating the information, whereas the defamation is a global problem.<sup>13</sup> Adventure tourism operators need to use social media effectively, provide current safety and security information, real-time communications should be carefully examined during the crisis.

## RISK MANAGEMENT IN ADVENTURE TOURISM: REGULATORY FRAMEWORK

Safety is a vital component of adventure tourism in industry. While the sector is growing constantly, adventure tourists are becoming increasingly aware of risks associated with traveling abroad and often choose their destinations based on expected levels of safety. Risk always exists and adventure activities naturally carry risks for participants. Therefore, increasing safety standards will attract more visitors and generate a higher turnover for the tourism industry. However, the issue of risk versus safety is the most distinguishing feature of adventure tourism. A great deal of research addresses the apparent contradiction between safety and risk within the concept of adventure tourism.<sup>14</sup> In New Zealand, long-term researches showed that adventure tourism is not inherently life-threatening. Majority of the adventure activities carry heightened inherent risks but the number of serious harm accidents and deaths appears low

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<sup>10</sup> Queensland's Driving Industry Taskforce states that "Unfortunately, experience over the 1990s has shown that it cannot always be assumed that all employers and self-employed persons in the recreational and snorkeling industry have been or are willing to voluntarily adopt safe systems of work in the absence of regulatory controls prescribing minimum workplace health and safety standards." (Wilks and Davis, 2000:594)

<sup>11</sup> Rogers, the Regulation of the Irish Adventure Tourism Industry: Perception of Kerry Providers, 2015.

<sup>12</sup> Buckley, Griffith University, International Centre for Ecotourism Research, Communications in Adventure Tour Products: Health and Safety in Rafting and Kayaking, 2010.

<sup>13</sup> Gudauri accident video is an example, which went viral and put the Country's reputation as a safe winter-sports destination endanger, <https://www.aljazeera.com/news/2018/03/georgia-damage-control-ski-lift-accident-viral-180319091500469.html>

<sup>14</sup> Mckay, Adventure tourism, opportunities and management challenges for SADC destinations, p36, 2012, [https://www.academia.edu/8763786/Adventure\\_tourism\\_opportunities\\_and\\_management\\_challenges\\_for\\_SADC\\_destinations](https://www.academia.edu/8763786/Adventure_tourism_opportunities_and_management_challenges_for_SADC_destinations)

when all practicable efforts are made to effectively manage the risk and minimize accidents as much as possible.<sup>15</sup> Tourism service providers are often well-acquainted with potential risks to travelers and therefore it can play an influential role in establishing good risk management practices in a country.

Many countries have enforced specific regulation of the adventure tourism industry for different reasons. In England, the regulation scheme came as a specific response to the Lyme Bay kayaking incident of 1993, in which four children died, led to an Act of Parliament and the introduction by the British Government of the Adventure Activities Licensing Authority (AALA), a body established to regulate adventurous recreational and educational outdoor activities.<sup>16</sup>

In New Zealand regulation enforced within the industry under the objective of creating a sustainable and safe industry, which was a part of government's tourism strategy for 2001-2015. In 2009, after 37 deaths over four years, New Zealand's Prime Minister, order an urgent safety audit of the country's adventure tourism providers.<sup>17</sup> Australia, Brazil, Chile, France, India, Switzerland, and the United Kingdom uses non-statutory accreditation programmes to ensure safety in the sector. France also has statutory qualifications for activity leaders and the United Kingdom also has a licensing scheme for some activities provided to young people under age 18 not in the company of their parents.<sup>18</sup>

Although the specific regulations for adventure tourism are limited throughout the world, the occupational health and safety regulations are common, especially in Europe. Article 153 of the Treaty on the Functioning the European Union gives the EU the authority to adopt directives in the field of safety and health at work. The Framework Directive, with its wide scope of application, and further directives focusing on specific aspects of safety and health at work are the fundamentals of European safety and health regulation.<sup>19</sup>

Occupational safety and health (“OSH”) is generally defined as the science of the anticipation, recognition, evaluation, and control of hazards arising in or from the workplace that could impair the health and well-being of workers, taking into account the possible impact on the surrounding communities and the general environment.<sup>20</sup>

The International Commission on Occupational Health states that: *“Occupational health should aim at the promotion and maintenance of the highest degree of physical, mental and social wellbeing of workers in all occupations; the prevention amongst workers of departures from health caused by working conditions; the protection of workers in their employment from risks resulting from adverse to health; the placing and maintenance of the worker in an occupational environment adapted to his physiological capabilities; and, to summarize the adaptation of work to man and of each man to his job.”*

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<sup>15</sup> The Review of Risk Management and Safety in Adventure and Outdoor Commercial Sectors New Zealand 2009/2010, Final Report, <http://www.outdoorcouncil.asn.au/news/review-risk-management-safety-adventure-outdoor-commercial-sectors-new-zealand-200910-final-report/>

<sup>16</sup> Woollven, Allison, and Higgins, Perception and Reception: The Introduction of Licensing of Adventure Activities in Great Britain, *Journal of Experiential Education*, Volume 30, No. 1, p 1-20, 2007.

<sup>17</sup> Rogers, the Regulation of the Irish Adventure Tourism Industry: Perception of Kerry Providers, 2015.

<sup>18</sup> Review of risk management and safety in adventure and outdoor commercial sectors in New Zealand 2009/10, Final Report, June 2010, <https://worksafe.govt.nz/dmsdocument/1496-review-of-risk-management-and-safety-in-the-adventure-and-outdoor-commercial-sectors-in-nz-200910>

<sup>19</sup> European Directives on Safety and Health at Work, <https://osha.europa.eu/en/safety-and-health-legislation/european-directives>

<sup>20</sup> O. Ali, *Fundamental Principles of Occupational Health and Safety*, Second Edition, ILO, 2008.



In addition to workplace health and safety legislation, regulatory or non-regulatory accreditation of safety provision in adventure activities (for people who are dependent on the leadership and judgment of others) can be categorized in the following ways:

- Accrediting the provider organization's fitness to oversee the risk management and safe delivery of the activity.
- Certifying the activity instructor/guide who is with a dependent client. Accreditation (not statutory regulation) of providers is overtaking the certifying of instructors/guides.<sup>21</sup>

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## CERTIFICATIONS

In adventure tourism, also certifications exist to validate the technical performance of guides in specific activities. Below are some examples of the leading technical certification bodies:

- Rafting: The International Rafting Federation (IRF), since 1997, the IRF is recognized as the world governing body for Rafting Sport<sup>22</sup>
- Mountaineering: International Mountaineering and Climbing Federation (UIAA), founded in 1932, the UIAA is the international federation for climbing and mountaineering. The UIAA represents the interests of over three million climbers around the world.<sup>23</sup>
- American Mountain Guides Association (AMGA), The American Mountain Guides Association (AMGA) is an educational non-profit that is dedicated to supporting the American mountain guiding and climbing instructor community.<sup>24</sup>
- Rock climbing: American Safe Climbing Association (ASCA) is a non-profit organization for climbers.<sup>25</sup> Canyoning: International Canyoning Organization for Professionals (ICOPro)<sup>26</sup>, American Canyoneering Academy<sup>27</sup>

Adventure sector professionals may also participate in certification programs that are not certification programs that are not specific to adventure tourism but are nonetheless relevant to the sector, such as certifications that validate the quality of:

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<sup>21</sup> Review of risk management and safety in adventure and outdoor commercial sectors in New Zealand 2009/10, Final Report, June 2010, <https://worksafe.govt.nz/dmsdocument/1496-review-of-risk-management-and-safety-in-the-adventure-and-outdoor-commercial-sectors-in-nz-200910>

<sup>22</sup> More information about IRF is available at <http://www.internationalrafting.com/about/irf/>

<sup>23</sup> More information about UIAA is available at <https://www.theuiaa.org/>

<sup>24</sup> Please see AMGA webpage <https://amga.com/who-we-are/>

<sup>25</sup> Please see ASCA webpage "<http://www.safeclimbing.org/>"

<sup>26</sup> Please see ICOPro webpage "<http://www.icopro.org/>"

<sup>27</sup> Please see "<http://www.icopro.org/>"

- Hospitality and guest service standards: ISO 9001:2008, the Hospitality Association, Hospitality Assured.

## ADVENTURE TOURISM SAFETY STANDARD

The ISO Adventure Tourism Safety Standard, ISO/TC 228 WG 7, is the only official, international adventure tourism standard. The policy's completed in 2014, and addresses the ideation, structure, creation, and process of effective safety management systems and resources for consumers, buyer operators, and tourism activities. The standard, known as ISO/TR 21102 and ISO 21103 provides a basis for adventure tourism activity providers to plan, communicate about, and deliver adventure tourism activities as safely as practicable.

- Quality of attractions and venues: the Malta Tourism Authority offers a “Quality Assured Seal,” and Visit England’s Visitor Attraction Quality Schemes program also provides a benchmark for consumers to evaluate tourism businesses based on standards.
- Quality of interpretation provided by guides: Examples include the Field Guides Association of Southern Africa, International Tour Management Institute (United States of America), Professional Association of Wilderness Guides and Instructors (Canada), Wilderness Scotland.<sup>28</sup>

### NON-STATUTORY ACCREDITATION PROGRAMS

- **Australia- Adventure Activity Standards (AAS)** are the outdoor sectors practice guidelines used to manage risk and safety across a wide range of outdoor adventure activities.<sup>29</sup>
- **Brazil- Aventura Segura Programme** is a certification programme for adventure tourism operators, which has started in 2010, provides accreditation for safe adventure tourism.<sup>30</sup>
- **Switzerland- Safety in Adventures:** The Safety in Adventures Foundation provides certification for adventure tourism companies, it is a voluntary program, list the certified companies and do the auditing.<sup>31</sup>
- **United Kingdom- Adventuremark** is a non-statutory safety scheme devised by the Adventure Activity Industry Advisory Committee (AAIAC) for providers of adventurous activities that are outside the scope of the Adventure Activity Licensing regulations.<sup>32</sup>
- **New Zealand Outdoorsmark** was the first auditing body to be accredited under the New Zealand Adventure Activities Certification Scheme.
- **France Quality Tourism Brand**, the Qualité Tourisme™ brand was created with the view and intentions to improve the quality of tourist services in France and to better receive tourists.

<sup>28</sup> UNWTO, Global Report on Adventure Tourism, Volume 9, p 63-64, 2014.

<sup>29</sup> Please see the Australian Adventure Activity Standards, <https://australia.gov.au/>

<sup>30</sup> More information on Aventura Segura Programme, Brazil, <http://www.turismo.gov.br/%C3%BAltimas-not%C3%ADcias/3527-aventura-segura-e-certificada.html>

<sup>31</sup> Safety in Adventures, Switzerland, more detail can be found at <https://www.safetyinadventures.ch/en/certification/zertifizierung2.htm>

<sup>32</sup> What is Adventuremark? <https://www.adventuremark.co.uk/>

- **India- Basic Minimum Standards for Adventure Tourism Activities**, which covers eighteen activities which are land based, seven activities which are air based and six activities which are water based.<sup>33</sup>

## CHAPTER 2 RISK MANAGEMENT IN ADVENTURE TOURISM

### RISK MANAGEMENT

A risk is the prospect or probability of negative events and subsequent loss to a tourism business or destination arising from a negative event that sometimes can also be measured statistically. Tourism destinations face a wide variety of risks that may arise from events and circumstances beyond the control of management or also due to management failures.<sup>34</sup> The UNWTO defines risk broadly as a situation that exposes someone or something to danger harm or loss. Risk can be a physical safety matter, a risk of property loss, a financial business risk, and more. In varying degrees, risk in terms of physical safety and property security is present in most adventure tourism experiences, because adventure travelers tend to gravitate both toward activities that carry some inherent risk level and destinations that may not be as developed from an infrastructure or training perspective.<sup>35</sup> For example, canoeing along the shores of a lake is considered to pose a lower level of risk than does kayaking whitewater rapids. Crossing open water rapids. Crossing open water in sea kayak on a calm day has a lower level of risk than crossing in poor weather. Snow conditions make glacier travel more dangerous in October than in April.<sup>36</sup>

It is an increasingly common practice for businesses to develop a risk and security audit in order to understand the potential risks the business may be exposed to and to develop contingency measures to deal with the risk event when they occur.<sup>37</sup>

Many risk management models in tourism deal exclusively with the safety and physical risks of adventure tour activities. For example; in Brazil, sector operators assess risk on a formulaic scale of probability multiplied by consequences:<sup>38</sup>

<sup>33</sup> Indian Adventure Tourism Guidelines, 2017, Version:2,

<http://tourism.gov.in/sites/default/files/Indian%20Adventure%20Tourism%20Guidelines%20Oct%20202.pdf>

<sup>34</sup> Council of Australian Tour Operators, CATO, Tourism Risk, Crisis and Recovery Management Guide, p4, 2016,

<https://www.uts.edu.au/sites/default/files/20160329-Beirman-Risk-Crisis-Recovery-Tour-Wholesalers.pdf>

<sup>35</sup> What is adventure tourism? <https://www.tourismtattler.com/articles/risk-and-insurance/risk-adventure-tourism/59825>

<sup>36</sup> A Handbook for Administrators and Instructors in British Columbia, Risk Management for Outdoor Programs, <https://www.sfu.ca/earthsciences/links/external/Articulation/Site%20Body/Sharing/Field%20Trip%20Liability/RiskManagementforOutdoorPrograms-Admin-Inst.pdf>

<sup>37</sup> Council of Australian Tour Operators, CATO, Tourism Risk, Crisis and Recovery Management Guide, p5, 2016,

<https://www.uts.edu.au/sites/default/files/20160329-Beirman-Risk-Crisis-Recovery-Tour-Wholesalers.pdf>

<sup>38</sup> UNWTO, Global Report on Adventure Tourism, Volume 9, p 6-7, 2014.

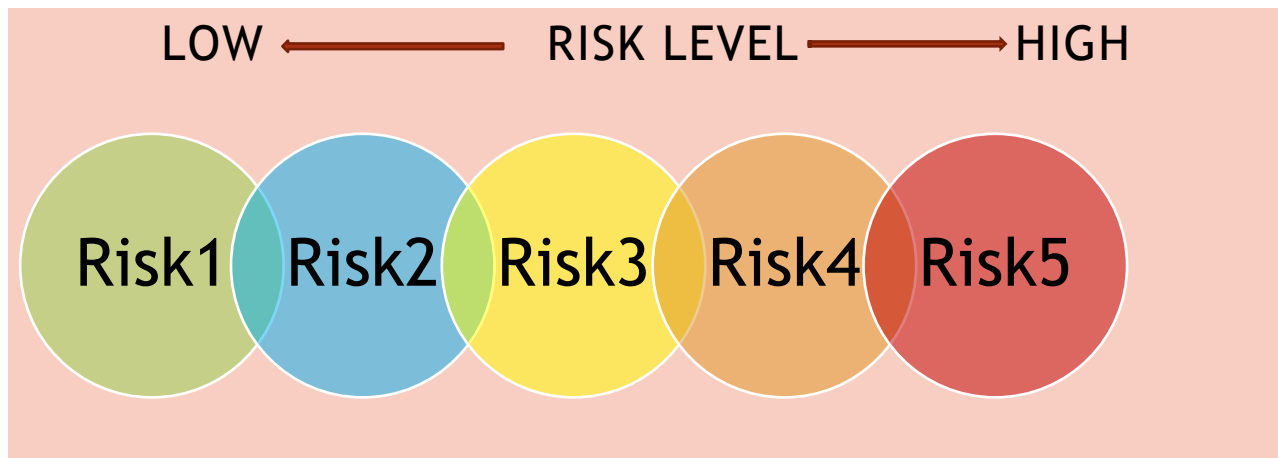
Probability runs on a scale of 1 (rare) to 5 (certain), while consequences run on a scale of 1 (no

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$$\text{Risk Analysis} = (\text{RA}) = \text{Probability} * \text{Consequences}$$

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harm) to 5 (catastrophic). The minimum Risk Analysis possible, 1 (rare) to 5 (certain), while consequences run on a scale of 1 (no harm) to 5 (catastrophic). The minimum Risk Analysis possible-1 (rare) X (no harm)= 1- would be a risk that is highly unlikely to happen, and if it did occur, would not result in harmful consequences. Therefore, this outcome is a very acceptable operational risk. The maximum Risk Analysis- 5 (certain) x 5 (catastrophic) = 25 - is a risk that is sure to happen, and if it occurred, would be catastrophically harmful.



Professor Rall Buckley of Giffith University provides a more holistic and circumstantially fluid method for assessing the risk aspects of running an adventure tourism business, beyond just the safety and physical risks associated with activities. Professor Buckley reviews risk in adventure tourism categories:

**Commercial:** The standard commercial risks associated with business management. Examples specific to tourism include travel market downturns or drops in visitors due to changing consumer preferences, terrorism, natural disasters, exchange rate shifts, and more.

**Legal:** Permits and licenses required for adventure tour operators to operate legally; ensuring that contractual arrangements with commercial partners and suppliers are appropriate.

**Medical:** Depending on the destination, conditions, and activities involved in the trip, advanced screening may be involved in the trip, advanced screening may involve age, strength, and general health. Risk factors here include fitness and pre-existing medical conditions.

**Operational:** Operational logistics of risk, such as itinerary details, gear, lodging and vehicle maintenance, and quality, as well as emergency operations, such as medical evacuations, carrying first aid kits, and guide training in field medicine.

**Physical:** Physical safety during the adventure activity, the prevention of injury or disease.

**Social:** Managing interactions among clients, between clients and guides, and between the group and people in the community.<sup>39</sup>

## RISK MANAGEMENT PROCESS

UNWTO identifies risks to the safety and security of visitors, host communities and tourism employees from sources (Robertson, Kean and Moore 2006: 19-20):<sup>40</sup>

### 1. Source: The Human and Institutional Environment

These risks exist when visitors fall victim to:

- Common delinquency (theft, pickpocketing, assault, burglary, fraud, deception);
- Indiscriminate and targeted violence (such as rape) and harassment;
- Organized crime (extortion, the slave trade, coercion);
- Terrorism and unlawful interference (attacks against state institutions), hijacking and hostage taking;
- Wars, social conflicts and political and religious unrest; and
- A lack of public and institutional protection services.

### 2. Source: Tourism and Related Sectors

Tourism and related sectors such as transport, accommodation, can endanger visitors' personal security, physical integrity, and economic interests through:

- Poor safety standards in tourism establishments (fire, construction errors, lack of anti-seismic protection);
- Poor sanitation and disrespect for environmental sustainability;
- The absence of protection against unlawful interference, crime and delinquency at tourism facilities;
- Fraud in commercial transactions;
- Non-compliance with contracts; and
- Industrial disputes by staff.

### 3. Source: Individual Travelers

Travelers or visitors can endanger their own safety and security, and those of their hosts by:

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<sup>39</sup> UNWTO, Global Report on Adventure Tourism, Volume 9, p 6-7, 2014.

<sup>40</sup> Robertson, Kean and Moore, Tourism Risk Management/ An Authoritative Guide to Managing Crises in Tourism, 2006, p 19-20, <https://earthcheck.org/media/7635/tourism-risk-management.pdf>

- Practicing dangerous sports and leisure activities, dangerous driving, and consuming unsafe food and drink;
- Traveling when in poor health, which deteriorates during the trip;
- Causing conflict and friction with local residents through inadequate behavior towards the local communities or by breaking local laws;
- Carrying out illicit or criminal activities ( e.g., trafficking in illicit drugs);
- Visiting dangerous areas,
- Losing personal effects, documents, money, etc., through carelessness.

#### 4. Source: Physical and Environmental Risks

Physical and environmental damage can occur if travelers:

- are unaware of the natural characteristics of the destination, in particular, its flora and fauna;
- have not undertaken adequate medical preparations for the trip (vaccinations, prophylaxis);
- do not take the necessary precautions when consuming food or drink or in their personal hygiene; and
- are exposed to dangerous situations arising from the physical environment. <sup>41</sup>

### A MODEL OF RISK MANAGEMENT



**Table3: Model of Risk Management Practice in Mountain Adventure Tourism (After British Mountaineering Council)<sup>42</sup>**

Risk management is about exploring the likelihood of things turning out differently than expected and acting to reduce the chances of negative outcomes and/or increasing the chances

<sup>41</sup> Ural, The Importance of Risk Management for the Sustainability of Tourism, Balıkesir University The Journal of Social Sciences Institute, Volume:18- Number:33, June 2015, <http://sbe.balikesir.edu.tr/dergi/edergi/c18s33/163-178.pdf>

<sup>42</sup> BH, Swarbrooke, Beard, Leckie and Pomfret, Adventure Tourism, The New Frontier, p177, 2003.

of positive ones.<sup>43</sup>The British Mountaineering Council model incorporates contemporary viewpoints drawn from risk management literature, and details specific risk management strategies that mountaineering adventure tourism operators employ in practice.<sup>44</sup> The model incorporates the four risk management strategies as described down below:

**Risk Avoidance:** Avoidance of risk due to poor in-country arrangements, socio-political instability, and objectivity regarding outdoor dangers.

**Risk Reduction:** Reducing the potential severity of loss - for example, having one person at a time cross an avalanche slope rather than allowing the whole group to cross at the same time, or adopting an organizational structure that ensures that a major loss to one unit will not adversely affect another. Many outdoor businesses use holding companies and a number of incorporated entities to limit the possibility that a major loss to one business unit will affect another.

**Risk Transfer:** The transfer of risk from the operator to others is a key method used in managing risk. Operators can transfer the risk in three ways: Insurers, Clients, and Third Parties.

**Risk Retention:** Risk that cannot be transferred or controlled is retained by the institution. Risk retention occurs where risk is not transferred to others and is accepted deliberately, either unconsciously or owing to the inability to transfer it to others.<sup>45</sup>

## CHAPTER 3 COUNTRY CASE STUDIES

### ADVENTURE TOURISM IN ICELAND

Iceland provides a largely natural environment, varying cultural experiences and a wide variety of physical activities, which caters for varying elements of risk for adventure seekers, that's why Iceland is one of the top destinations of adventure tourism today. According to Icelandic Tourist Board's statistics; the average yearly growth rate has been 24.3% since 2010, whereas the biggest increase was from 2015 to 2016, or 39.0%.<sup>46</sup>

## "INSPIRED BY ICELAND"

The Image Campaign includes also a webpage highlighting the adventure activities in Iceland from the soft to hard such as Northern Lights, Birdwatching, Whale Watching, Ice Climbing, Caving, Cycling and Hiking.

## THE IMPACT OF THE ERUPTION OF EYJAFJALLAJÖKULL

<sup>43</sup> ISO 21101, Adventure Tourism- Safety Management Systems, A Practical Guide for SMES

<sup>44</sup> BH, Swarbrooke, Beard, Leckie and Pomfret, Adventure Tourism, The New Frontier, p176, 2003.

<sup>45</sup> BH, Swarbrooke, Beard, Leckie and Pomfret, Adventure Tourism, The New Frontier, p177, 2003.

<sup>46</sup> Tourism in Iceland in Figures 2018, p5,

<https://www.ferdamalastofa.is/static/files/ferdamalastofa/Frettamyndir/2018/oktober/tourism-in-iceland-2018.pdf>

As a one of volcanically active areas of the world, Iceland is an interesting case study as this tourist booming over the last couple of years was not expected from the public authorities. Despite the eruption of Eyjafjallajökull in 2010, which was a big concern, Iceland has been able to turn these negative events into a relative success story.<sup>47</sup> After the eruption, an expensive image campaign was launched under the title “Inspired by Iceland.” As a result, tourism has changed the structure of the economy and tourism’s share of foreign exchange earnings has grown from 26.4% to 42.0% between 2013-2017 according to measurements on the export of goods and services.<sup>48</sup>

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## HIGH SENSITIVITY TO HEALTH AND SAFETY

In addition to successful publicity campaigns, it is the country's high sensitivity to the issue of safety that made Iceland today’s one of the popular destinations of adventure tourism. The Icelandic Act on Working Environment, Health and Safety in Workplaces No. 46/1980<sup>49</sup> is intended to ensure a safe and healthy working environment in accordance with guidelines, and instructions from the Administration of Occupational Safety and Health.

- This Act regulates all activities, where one or more persons are employed, whether they are owners of the enterprise or employees.
- Employers are obliged to ensure that the working environment, safety and prevention of hazards are appropriate and satisfactory.

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## AN ACCIDENT PREVENTION PROJECT: “SAFETRAVEL”

In 2010, the Icelandic Association for Search and Rescue team implemented an accident prevention project called SafeTravel,<sup>50</sup> aiming to provide travelers with education and resources for safe travel in Iceland. Today, the project is active on social media, running series of safety information, safety alerts for the visitors.

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## QUALITY AND CERTIFICATION PROGRAM “VAKINN”

The Icelandic Tourist Board also manages Vakinn, a quality and environmental certification system for Icelandic tourism.

- The aim of Vakinn is to strengthen the quality, safety and environmental awareness within Icelandic tourism by means of guidance and support in addition to promoting social responsibility of tourist service providers in the process.

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<sup>47</sup> Invest in Iceland, Long-term Strategy for the Icelandic Tourism Industry, 2013, <https://www.government.is/library/04-Legislation/Act%20No%2046%201980%20with%20subsequent%20amendments%202018.pdf>

<sup>48</sup> Tourism in Iceland in Figures 2018, p2-p5, <https://www.ferdamalastofa.is/static/files/ferdamalastofa/Frettamyndir/2018/oktober/tourism-in-iceland-2018.pdf>

<sup>49</sup> Act on Working Environment, Health and Safety in Workplaces, No. 46/1980, <https://www.government.is/library/04-Legislation/Act%20No%2046%201980%20with%20subsequent%20amendments%202018.pdf>

<sup>50</sup> SaveTravel Information is available at <https://safetravel.is/about-us>



- For its members, Vakinn is an effective tool to increase quality and safety, providing diverse supplementary materials, guidelines, data and checklists that are useful in improving operating procedures.<sup>51</sup>

## ADVENTURE TOURISM IN IRELAND

Adventure tourism is a rapidly growing part of the global tourism market and accounts for €830 million worth of business in Ireland every year with more than 930,000 tourists participating in some activity holiday.<sup>52</sup> According to 2016 report, Ireland is one of the countries that got the highest scores for the category of entrepreneurship.<sup>53</sup> In 2017, Ireland hosted approximately 10.65 million overseas visitors to the island of Ireland, delivering revenue of about €5.78 billion whereas the government is determined to ensure that tourism growth continues targeting at €6 billion overseas tourism revenue in 2018.<sup>54</sup> Watersports, walking, cycling, sailing, horse-riding, and angling are among the most popular adventure tourism activities in Ireland.

## HEALTH AND SAFETY

In Ireland, the Adventure Activities Standards Authority Act was passed in 2001 to regulate adventure tourism activities and to define its functions and to provide for related matters. The Act establishes an authority to operate the scheme and to bring forward regulations.<sup>55</sup> The functions of the Adventure Activities Standards Authority (AASA) are to encourage, foster, facilitate and regulate the safe operation of adventure activities in the Country, establish and maintain a register of adventure activity providers online for public information. AASA also can investigate accidents and make special reports on safety issues and incidents.

- In Ireland; every adventure activities operator, either a person or company must register in respect of that adventure activity,
- AASA is entitled to prepare codes of conduct for activities and comply with the code of conduct approve appropriate codes of practice drawn up by other bodies (e.g. governing bodies of sport).
- AASA is empowered to draw up a scheme for the regulation of adventure activities in the State and to set up an inspectorate.
- The inspectorate will be provided with warrants which enable them to enter registered or unregistered providers' premises to establish whether activities are being provided or whether codes of practice are being applied.<sup>56</sup>

<sup>51</sup> Information about Vakinn is available at <https://www.vakinn.is/en/about-vakinn>

<sup>52</sup> Activity tourism has "huge potential" <https://www.irishtimes.com/life-and-style/travel/activity-tourism-has-huge-potential-1.8149>

<sup>53</sup> ATDI 2016 Report, <https://www.adventuretravel.biz/research/2016-adventure-tourism-development-index/>

<sup>54</sup> Tourism Ireland Welcomes Growth of +7.6 % in overseas visitors for January- May 2018,

<https://www.tourismireland.com/Press-Releases/2018/June/Tourism-Ireland-welcomes-growth-of-7-6-in-overse>

<sup>55</sup> Adventure Activities Standards Authority Act 2001 (Act 34/ of 2001)- Adventure Activities Standards Authority Bill 2000 (Bill 68 of 2000), <https://www.oireachtas.ie/en/bills/bill/2000/68/>

<sup>56</sup> Adventure Activities Standards Authority Act 2001 (Act 34/ of 2001)- Adventure Activities Standards Authority Bill 2000 (Bill 68 of 2000), <https://www.oireachtas.ie/en/bills/bill/2000/68/>

Adventure Activities Registration Scheme is also statutory regulation, which addresses some key issues, like the instructor competence, the standards for high ropes courses, equipment inspections.<sup>57</sup>

## ADVENTURE TOURISM IN AUSTRALIA

Australia has been ranked as the seventh among the world's top adventure tourism destinations in the 2016 Adventure Tourism Development Index.<sup>58</sup> Adventure tourism in Australia offers a range of activities like rock-climbing, surfing and sail boarding, skiing, and snowboarding, skydiving, scuba diving, para sailing, bungee jumping, snorkeling and exploring the wilderness. According to statistics for Tourism Research Australia, there has been a boom in the number of people traveling to Australia, with arrivals surging more than 50 percent in just six years. In 2011, just 5.3 million international visitors flew to the Land Down Under, a number that by 2017 had grown to an impressive 8.1 million overseas travelers.<sup>59</sup>

### HEALTH AND SAFETY

Australia's first safety and environmental standard for adventure providers was introduced in 2003 with the aim of encouraging responsible and consistent practices across Victoria's adventure industry. Adventure Activity Standards (AAS) are not statutory standards by law. The AAS outline minimum voluntary guidelines for organizations conducting outdoor recreation activities where the participants are dependent on the activity provider.

The AAS were developed to promote:

- Safety for both participants and providers
- Understanding the minimum requirements for running quality, accountable adventure activities
- Knowledge for an industry, public consumers, insurers and the legal system<sup>60</sup>

It covers key business practices, such as leader competency, emergency procedures, equipment, and commitment to environmentally sustainable operations.

The Council of Australian Government finalized an intergovernmental agreement in 2008 to facilitate a consistent skills base for licensed and regulatory activity through the use of training package qualifications and units of competency. Driving forces for introducing the standards included:

- Promoting the safety of adventure participants
- Protection for providers against legal liability claims and penalties
- Assistance in obtaining insurance cover.

<sup>57</sup> Adventure Activities Registration Scheme for Ireland: What's the Plan? <https://blog.papertrail.io/adventure-activities-registration-scheme-for-ireland/#.W-LIApMzY2w>

<sup>58</sup> 2016 Adventure Tourism Development Index, <https://www.adventuretravel.biz/research/2016-adventure-tourism-development-index/>

<sup>59</sup> The Telegraph, "Why the world loves Australia: What's behind the %50 jump in visitor numbers?" <https://www.telegraph.co.uk/travel/news/australia-tourism-boom/>

<sup>60</sup> What is Adventure Activity Standards? <https://qorf.org.au/industry/downloads-master/aas/>

- Legal liability for injuries or property damage is primarily governed by the law of Contract and Negligence.<sup>61</sup>

## THE NATIONAL OUTDOOR LEADER REGISTRATION SCHEME (NOLRS)

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In addition to AAS above mentioned, the National Outdoor Leader Registration Scheme (NOLRS) is a voluntary, national registration scheme for individuals who lead groups in outdoor activities. NOLRS is intended to improve quality assurance within the outdoor industry and provide a number of other potential outcomes for outdoor leaders, land managers, employers, and policymakers, including:

- National recognition of skills, knowledge, and experience irrespective of the outdoor leader's pathway to a qualification tool for monitoring currency of skills, knowledge and experience of outdoor leaders,
- A Mechanism for Quality Management in training options relevant to the industry by delivery of training to meet the national industry standard,
- A Database for agencies and employers seeking to monitor the status of outdoor leaders
- Increased public confidence in outdoor programme delivery.<sup>62</sup>

## ADVENTURE TOURISM IN INDIA

Over the past years, the tourism sector has developed and evolved significantly in India. Adventure tourism has evolved into one of the most important subsectors in the tourism industry.

According to the government of India report, the tourism industry is the biggest service industry in India. It is expected that the tourism sector's part to the country's gross domestic product (GDP) will grow at the rate of 7.0% yearly in the period 2013-2024.<sup>63</sup>

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*In India, Adventure Sports is not just popular for foreign visitors. 400% rise was seen by domestic tourists in last 5 years*

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Adventure sport is gaining popularity in the Indian market with its domestic travelers. According to ATOAI (Adventure Tour Operators Association of India) in the last five years, the demand by domestic tourists for adventure sports has shown a 400% rise as compared to International tourist's demand. Foreign adventure tourists spent less than USD 4,000 per head per trip for adventure packages.<sup>64</sup>

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<sup>61</sup> Adventure Tourism Market Study in India, p55,

[http://tourism.gov.in/sites/default/files/Other/Adventure\\_Tourism\\_Final\\_Report\\_revise\\_on\\_26-10-2016\\_%282%29.PDF](http://tourism.gov.in/sites/default/files/Other/Adventure_Tourism_Final_Report_revise_on_26-10-2016_%282%29.PDF)

<sup>62</sup> Information about NOLRS can be found at <http://www.outdoorcouncil.asn.au/nolrs/>

<sup>63</sup> Khan, Adventure Tourism in India, International Journal of Multidisciplinary Research and Development <http://www.allsubjectjournal.com/download/683/49.pdf>

<sup>64</sup> Padmanabhan, A scope for Adventure Tourism in India- A Review- <https://acadpubl.eu/jsi/2018-118-18/articles/18e/66.pdf>

On the other hand, adventure tourism in India leading to deaths and massive environmental pollution. Litigation against mass trekking operations has led to a ban on nearly all mountain tourism in Uttarakhand, leaving 100,000 jobless, and recently rafting ban also created reactions from the Adventure tourism community.<sup>65</sup>

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## HEALTH AND SAFETY

In India, all organizations are legally obliged to conduct regular health and safety risk assessments to identify any occupational hazards that might be present in the workplace and take steps to alleviate them. They are required to regularly undertake safety audits and plug loopholes that could be found as a result. However, there is no specific regulation for adventure activities.<sup>66</sup>

In the absence of regulation, ATOAI has prepared a version II of the Safety Guidelines for adventure tourism, which has circulated across all the states. These guidelines were shared and discussed with the representatives of all Indian states, Basic Minimum Standards - Indian Adventure Tourism Guidelines, which covers eighteen activities which are land-based, seven activities which are air-based and six activities which are water-based. General guidelines for all adventure sports as following:<sup>67</sup>

- Every group of persons taking part in adventure sports must be accompanied by a person designated as a “leader”.
- “Leaders” must possess appropriate qualification and skills as indicated in relevant chapters of this document.
- Every person joining a group engaged in adventure sports must receive introductory training and leaders should be satisfied that they have acquired the skills necessary to participate.
- Leaders should have a first aid certification and must be competent to impart first aid training in the use of stretchers.
- Leaders should be familiar with search procedures and should brief all group members in these procedures.
- All group members must be familiar with the use of radios where these are being used.
- Leaders should be familiar with helicopter operations, know how to approach a helicopter and procedures for being winched up and down.
- Leaders should be proficient in the use of maps and compasses in any weather by day or night.
- Leaders should be satisfied that all members are medically fit to take part in the adventure sports.

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<sup>65</sup> <https://www.outdoorjournal.com/featured/opinion-editorial/adventure-tourism-in-india-uttarakhand-ban/>

<sup>66</sup> Health and Safety Culture in India, <https://www.shponline.co.uk/occupational-health/health-safety-culture-in-india/>

<sup>67</sup> General Guidelines for All Adventure Sports, <http://tourism.gov.in/sites/default/files/Other/atoguideline.pdf>

- Leaders should satisfy themselves that equipment to be used meets all the safety norms for each adventure sport; all inspections have been carried out as recommended by the manufacturer and is fit for use.
- Under no circumstances should the capacity rated by the manufacturer of adventure sports equipment be exceeded, any unauthorized modifications except as additional safety measures be carried out or sub-standard material used.
- Information regarding the nature of an activity, an area of operation, a period of activity, possible hazards, persons to be contacted in an emergency and list of members should be given to the concerned safety and rescue committees.
- Suitable handheld devices with graded distress signal capabilities should be made available to adventure tourist groups at suitable prices when available in India.
- A qualified Doctor should be available on call
- Communication facilities such as Mobile Telephone / Walkie - Talkie should be available.

## ADVENTURE TOURISM IN NEW ZEALAND

New Zealand is seen as a pioneer of adventure tourism, first for its domestic market and then increasingly for foreign visitors. The country is marketed and perceived as an outdoor adventure destination. New Zealand has been very successful in attracting people not only with its incredible nature but also with its strong focus on safety measures in adventure tourism.

### HEALTH AND SAFETY

In response to high profile adventure accidents in 2008, a nationwide review of the adventure tourism industry in New Zealand was conducted in 2009-2011. The results of this review lead to the development of a mandatory auditing system for all adventure tourism businesses.<sup>68</sup>

The Health and Safety in Employment (Adventure Activities Regulations 2011) sit under the Health and Safety in Employment Act 1992. They require those commercial adventure tourism and outdoor operators in New Zealand who provide adventure activities to undergo a safety audit and become registered.<sup>69</sup> The regulations require commercial operators who provide adventure activities, as defined by the regulations, to pass safety audits and become registered by WorkSafe New Zealand.

According to the law;

- Passing a safety audit is also required for registration.
- WorkSafe must develop and continue to review safety audit standards specifying the requirements that adventure activity operators must comply with to reduce risks when providing adventure activities.
- Safety audit standards must include requirements to manage the risks of drug and alcohol use by operators and their staff.
- WorkSafe may publish a safety audit standard, or a change to a safety audit standard, by notice in the New Zealand Gazette.

<sup>68</sup> Mackenzie S., The Evolution of Adventure Tourism in Aotearo/ New Zealand: Current Trends & Future Issues, p6, [file:///C:/Users/asiya\\_000/Downloads/The\\_evolution\\_of\\_adventure\\_tourism\\_in\\_Ao.pdf](file:///C:/Users/asiya_000/Downloads/The_evolution_of_adventure_tourism_in_Ao.pdf)

<sup>69</sup> "Adventure Activities Regulations" <http://www.supportadventure.co.nz/adventure-activities-regulations>

- Safety audits are performed by safety auditors recognized by WorkSafe. Safety auditors are engaged directly by operators.
- A safety auditor must audit an operator for compliance with the safety audit standard that applies to the adventure activities provided by the operator.
- If the operator passes the safety audit, the auditor must issue a safety audit certificate to the operator that specifies the adventure activities that were audited.
- Safety audit certificates are valid for a period specified by the auditor up to a maximum of three years. Renewal is required on or before the expiry date.
- An auditor may issue a certificate subject to any conditions the auditor considers are required to maintain the safety of the activities, as consistent with the safety audit standard.

The Safety Audit Standard for Adventure Activities, dated March 2013, updated in as the Standard 2017. The reasoning of this update is to make consequential changes resulting from: the creation of WorkSafe in 2013; the Health and Safety at Work Act 2015; and the Health and Safety at Work (Adventure Activities) Regulations 2016.

- This new version also clarifies the language about different technical roles supporting the operator and the audit team.
- This standard sets out the requirements of a safety management system (SMS) for operators that provide the adventure activities covered by the Regulations.
- In addition to the regulated requirements for registration, the scope of this standard includes ancillary services provided by an operator to participants where such services involve serious risk (such as, for example, of-road transport to or from an adventure activity).<sup>70</sup>

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<sup>70</sup> Safety Audit Standards for Adventure Activities, New Zealand, [file:///C:/Users/asiya\\_000/Downloads/WKS-17-safety-audit-standard-adventure-activities-operators-requirements.pdf](file:///C:/Users/asiya_000/Downloads/WKS-17-safety-audit-standard-adventure-activities-operators-requirements.pdf)

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## LIST OF ANNEXES

### 1. WKS-ADVENTURE ACTIVITIES DECISION TREE

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Worksafe, New Zealand, <https://worksafe.govt.nz/dmsdocument/1625-adventure-activities-decision-tree>

### 2. ADVENTURE ACTIVITIES GENERIC RISK ASSESSMENT

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Goingouthere, Toolkit: Adventure Activities, <https://www.goingouthere.co.uk/toolkits/item/toolkit-adventure-activities>

### 3. RISK ASSESSMENT FORM WITH EXAMPLES

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Iceland Tourist Board's Vakinn Template  
[https://www.riskmanagement4tourism.org/resources/#id\\_tools](https://www.riskmanagement4tourism.org/resources/#id_tools)

### 4. STANDARD OPERATING PROCEDURE- OUTDOOR EDUCATION

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Dynamic Earth Education, UK, Standard Operating Procedure: Outdoor Education  
<https://www.dynamicearth.co.uk/media/1605/fire-and-ice-arthurs-seat-walks-2014.pdf>

### 5. INCIDENT REPORT TEMPLATE

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Support Adventure, New Zealand,  
<http://www.supportadventure.co.nz/system/files/Incident%20Report%20.docx>

### 6. INCIDENT REPORT EXAMPLE1

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Vakinn/ Safety Plans in Tourism/<https://www.vakinn.is/static/files/Enska/incident-report.pdf>

### 7. SOPS ACCOMMODATIONS

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GIZ and Explore Worldwide <https://drive.google.com/file/d/0B82zMMTt40psbINMY1NaOFM0Q3c/view>

### 8. SOPS DRIVERS

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GIZ and Explore Worldwide <https://drive.google.com/file/d/0B82zMMTt40psVTk5NGJLZUL4YLU/view>

### 9. SOPS GUIDES

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GIZ and Explore Worldwide <https://drive.google.com/file/d/0B82zMMTt40psbUEyWC0wcnpZVkk/view>

### 10. EMERGENCY PREPAREDNESS PLAN TEMPLATE

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GIZ based on the Icelandic Tourism Board's Vakinn Safety Plan  
<https://drive.google.com/open?id=0B82zMMTt40psWWg4WG5YaUxFN1E>

## **11. CAMPING GENERIC RISK ASSESSMENT**

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Goingoutthere, Toolkit: Adventure Activities, <https://www.goingoutthere.co.uk/toolkits/item/toolkit-adventure-activities>

## **12. CANOEING WORKED EXAMPLE RISK ASSESSMENT**

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Goingoutthere, Toolkit: Adventure Activities, <https://www.goingoutthere.co.uk/toolkits/item/toolkit-adventure-activities>

## **13. CLIMBING WORKED EXAMPLE RISK ASSESSMENT**

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Goingoutthere, Toolkit: Adventure Activities, <https://www.goingoutthere.co.uk/toolkits/item/toolkit-adventure-activities>

## **14. ADVENTURE ACTIVITIES DAY WORKED EXAMPLE**

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Goingoutthere, Toolkit: Adventure Activities, <https://www.goingoutthere.co.uk/toolkits/item/toolkit-adventure-activities>

## **15. ADVENTURE ACTIVITIES GENERIC PARENTAL INFORMATION**

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Goingoutthere, Toolkit: Adventure Activities, <https://www.goingoutthere.co.uk/toolkits/item/toolkit-adventure-activities>

## **16. ADVENTURE ACTIVITIES WORKED EXAMPLE VISIT PLAN FOR DAY**

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Goingoutthere, Toolkit: Adventure Activities, <https://www.goingoutthere.co.uk/toolkits/item/toolkit-adventure-activities>

## **17. TRAVEL CHECKLIST**

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Australian Government Travel Check List, <https://www.australia.gov.au/information-and-services/passports-and-travel/australian-travellers>

## **18. TREKKING WORKED EXAMPLE RISK ASSESSMENT**

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Goingoutthere, Toolkit: Adventure Activities, <https://www.goingoutthere.co.uk/toolkits/item/toolkit-adventure-activities>