

TOUR GUIDE AGENT

RESPONSIBLE VISITOR CHARTER

Scotland is a remarkable place, and by choosing to work with Tour Guide Agent you are helping to support self-employed professional guides, local communities and Scotland's cultural heritage. Our Responsible Visitor Charter sets out simple ways for both visitors and the travel trade to enjoy Scotland responsibly, protect the places you visit and ensure local communities benefit.

Protect Places and Heritage

- Follow all local signs and guidance from tour guides, rangers and site staff.
- Treat historic sites, monuments and landscapes with care. Avoid touching delicate surfaces or climbing on fragile structures.
- Stay on marked paths and trails to avoid erosion and damage to habitats.
- Leave natural and historic features as you find them. Do not remove stones, plants or artefacts.
- Keep noise levels low in residential areas.

Respect Nature and Wildlife

- Observe wildlife quietly from a distance and never feed, chase or disturb animals.
- Follow the Scottish Outdoor Access Code when exploring natural areas.
- Take particular care around farmland and livestock and follow any gate or access guidance.
- Dispose of litter responsibly or take it with you when bins are unavailable.
- Avoid fires or disposable barbecues unless clearly permitted.

Choose Low Impact Travel

- Use public transport, low-carbon transport, walk or cycle where practical, especially in cities.
- Choose rail over domestic flights for major routes where possible.
- Consider shared transfers instead of multiple individual journeys.
- Stay longer in fewer places to reduce overall travel impact.

Tour Guide Agent is a trading name of Expert Excursions Ltd, registered in Scotland company number SC645204.

Clyde Offices, Second Floor. 48 West George Street, Glasgow, G2 1BP, Scotland.

www.tourguideagent.com

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Support Local Communities

- Prioritise local, independent businesses including shops, cafes and activity providers.
- Encourage guests to purchase locally-made items rather than imported souvenirs.
- Enjoy seasonal Scottish food and drink from local producers whenever possible.
- Visit community-run attractions and lesser-known rural locations to spread visitor benefits.
- Respect residents, their privacy and daily routines, especially in small communities.

Reduce Waste and Use Resources Wisely

- Switch off lights, heating and electrical items when not required.
- Use water responsibly, including shorter showers and reusing towels where offered.
- Carry reusable bottles, cups and bags to minimise single-use plastics.
- Recycle correctly where facilities exist and separate waste as required.

Responsible Tour Design for Operators

- Plan itineraries that avoid overcrowding by varying visit times or choosing alternative attractions.
- Include community-run attractions and cultural projects where benefits stay local.
- Work with suppliers and guides who demonstrate strong sustainability practices.
- Share responsible travel guidance with guests before departure and on arrival.
- Brief guides and drivers on sustainability expectations to ensure consistent messaging.

Respect Culture and People

- Treat everyone with respect regardless of background, culture or beliefs.
- Behave respectfully at places of worship and memorials.
- Ask permission before taking photographs of people, homes or working environments.
- Choose authentic cultural experiences rather than stereotypical representations.

By following this Responsible Visitor Charter, you help protect Scotland's landscapes, support local communities and ensure that future visitors can enjoy the same incredible experiences. Thank you for travelling responsibly with Tour Guide Agent.

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