

The logo for Bunnik Tours, featuring the company name in white text on a red background. The word "Bunnik" is on the top line and "Tours" is on the bottom line, with a white curved line above "Bunnik" and below "Tours".

Bunnik
Tours



**Tour
Director
Kit**



1	Bunnik Tours Company Information	3
2	Requirements of a Tour Director	9
3	VOX Audio Devices	18
4	Bunnik Tours Branding	21
5	The Typical Bunnik Tours Client	23
6	When Things Go Wrong	27
7	Emergency Response Plan	32

Section 1

Company Information

Bunnik Tours History

Bunnik Travel was established by Marion Bunnik in 1994 with her two sons, Dennis and Sacha. The business started as a retail travel agency in Adelaide, specialising in European and around- the- world holidays. In 2003, Bunnik Travel became the first 3-time winner of Australian Travel Agency of the Year at the National Travel Industry Awards.

That same year, Marion saw a gap in the touring market and Bunnik Tours was launched with 46 departures across 15 different tours.

Today, Bunnik Tours has grown to over 70 staff in Australia and 30 staff in Sri Lanka and now offers 60 different tour itineraries and over 600 scheduled departures per year.

Despite our rapid growth over the years, we have always stayed true to our strong family values - customer service, unique experiences and itineraries and value for money. These are the key factors that govern our daily actions and drive the company's astonishing growth.

Marion, Dennis & Sacha Bunnik



Pictured: The Bunnik family in the 1970's



At the very core of our company is the Bunnik family and our desire to share our love and passion for this incredible planet and its people.

Guiding us through this journey are two firm beliefs:

- That everything we do should be, first and foremost, about the client experience and,
- That tourism, when done correctly, can be an incredible force for good. We therefore have a responsibility to ensure that we benefit the communities we visit.

With these guiding principles in mind, we create small group tours that connect people, places and cultures. In doing so, we help break down barriers, create life-long memories and ensure the benefits of tourism are enjoyed by all.

We call this travelling the Bunnik Way.

How We Do This

- By designing tours that capture the essence of the places we visit.
- By having the client experience at the heart of every decision we make.
- By ensuring our tours have the right balance between organised sightseeing and free time so that clients can explore independently.
- By ensuring we have the best Tour Directors who are true ambassadors of the places we visit and of our philosophies.

Our Unique Selling Features

Bunnik Tours stands alone in the Australian marketplace.

Our key points of differences are:

- Small groups (ranging from maximum 12 to 20 guests).
- Many tours include airfares from Australia.
- All tours are designed specifically for the Australian market and are currently only sold in Australia.
- Tours include the right balance between organised touring and free time for independent exploration.
- Touring concepts include our classic style, In-Style and short tours (generally land only tours).
- Limited or no optional extras – all important sights are included.
- There are usually at least 50% more seats on our coaches than the group size – meaning there are always empty seats on the coach, except in some destinations where this is not logistically possible (on safari in Africa, for example).
- All itineraries have multi-night stops.

Our core philosophy is to provide our clients with unique and memorable holiday experiences that exceed their expectations.



Where We Go



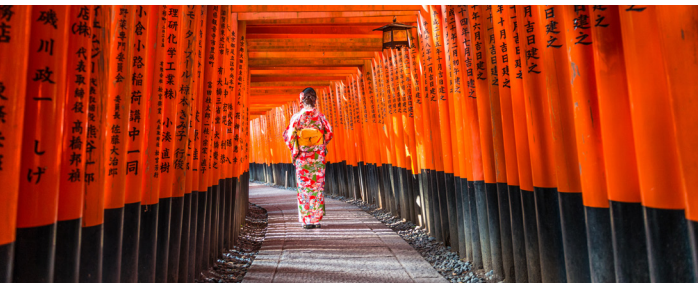
Europe



South & Central America



Africa



Asia



Egypt & the Middle East



Australia

Our Core Promises

It is important to understand our core promises to our clients. These are the minimum standards that should form the basis of every Bunnik Tour.



Small Groups

Small group sizes are our biggest competitive advantage in the Australian market. The maximum group size on many of our tours is 20 people, 12 in Africa, and 16 on our In-Style tours.



Unique Itineraries

Our tours are designed to capture the essence of the countries we visit. This means not just visiting the main sights – it means getting off the ‘tourist track’ to see and experience what the country and its culture is really like. This can include experiences unique to a country or region or spending time with a local family.

It’s important that all tours offer a ‘point of difference’ compared to our competitors. All important sights must be included with only ‘secondary’ sights or activities offered as optional.

All tours must include an element of ‘free time’ for clients to explore and discover on their own. For this reason, not all meals are included.



Value For Money

Bunnik Tours may not be the cheapest, but we offer the best value. In many cases, offering a total air and touring package ensures clients get the best value for money. Bunnik Tours does not cut corners, and we do not accept our suppliers cutting corners to reduce costs – what has been promised to the clients must be delivered.



The Best Tour Directors

We understand that the Tour Director makes the trip. You, our guides, have a love of travel and the places you share with our clients.

You are our ‘brand ambassadors’ and should be professional at all times. You should be fully briefed and given the resources and support in order to deliver our core promises.

It is essential that you understand the needs and requirements of Australian travellers. Please see the section Our Travellers for cultural information.



Empty Seats

We all know that wonderful feeling when you board a flight and discover the seat next to you is empty. Our clients experience this feeling every day onboard our coaches.

Section 2

Requirements
of a Tour
Director

Professional Standards

Our Tour Directors are our 'brand ambassadors' and you are also the ambassadors for the country or city you represent.

Australians are relatively easy-going and friendly people. They expect their Tour Directors to be the same. Professionalism is important, but so is the ability to share a joke and have fun.

The following list details the minimum standards required of Bunnik Tours guides:

Be On Time

Make sure you arrive at least 10 minutes before you are meant to arrive for all departures and meeting points. You set the standard for the group to follow. Please make sure you also use the Bunnik Tours airport signs provided by the operator for airport pick ups, as it is very important that clients can easily identify you.

Have A Plan B

Things can go wrong – weather, floods, heat, traffic, security issues and breakdowns. It's how you handle these things that determine the difference between a good guide and a great guide. Always make sure you have a Plan B so that disruption is minimised, and clients are informed and looked after. Be transparent about the issue with clients.

Group Dynamics

Group dynamics are very important as they ensure clients have a good time and are accepting of the small things that may change on tour. It is important to get the group feeling as one early on – get them to introduce themselves at the welcome drinks and briefing. Equal attention must be paid to all group members so that no-one feels left out – do not sit with the same people at meals or on the bus each day, you need to mix it up. Short little games, sharing local stories/customs, or introducing the group to local food, delicacies or fruit in season are good ways to improve group dynamics and capture the essence of the regions visited.

Keep Them Informed

Our clients like to know what is happening – even if they need to be told more than once! At the beginning of each day explain the schedule of the day. At the end of each day, explain what is happening tomorrow and what time the group needs to meet. Some hotels will allow you to put up an information sheet – if so, please let clients know where this is. If you are doing a walking tour, let them know how long the walk will be and what they should bring with them.

Managing Expectations

As mentioned, our travellers like to be kept informed. If they know the reason why, and are kept informed, then they will generally accept many of the little inconveniences of travel. Therefore, if you know the next hotel is not as good as the last, let the clients know that it won't be as good, but that it has been chosen for other reasons (such as best available in a remote region, or location close to shopping or sightseeing etc). It is always best to under-sell something, rather than 'over-sell'.

Tour Pace

Here, you may also like to read the section on fitness level. As a Tour Director, you need to tailor the pace of the group correctly. This does not mean that one really slow person should be allowed to slow the entire group down. Likewise, you should not race ahead and start your talk whilst some people are still getting off the bus.

Any client with mobility issues who is slowing down the group will have a negative impact on the rest of the client's enjoyment of the tour. This should be managed by you and could include suggesting they stay back instead of participating in long walks or strenuous activities. In severe cases, please contact our office.

Some Tips

Australians generally don't like very lengthy explanations – especially if they have heard similar explanations from other local guides on the same tour. If our clients start to wander off then it is time to wrap things up and answer any questions on a one-on-one basis with those clients still interested.

Guides launching into lengthy speeches first thing in the morning before clients have had a chance to wake up will not be well received.

Also, for health and safety reasons, please make sure no clients are standing for extended periods in the full sun. At home, we avoid being in the sun. Finding a quiet spot away from other (loud) guides and in the shade is much appreciated.

Create a whatsapp group to share pictures and daily tour information.

Local Guides

Many local guides are excellent. Others need a bit of guidance. It is your responsibility to ensure local guides are aware of the requirements of the group. Do this before they do their touring – arrange to meet the guide early or brief them by phone if necessary.

Hotel Check-In

Group check-in should be arranged wherever possible to speed up the check-in process. You will need to assist clients with check-in and then wait around in the hotel lobby for at least 30 minutes in case clients have any issues with their room.

Upon arrival at each hotel, it is essential that you provide clients with information on the local area.

This should include location of nearby:

- ATM machine
- Supermarket or convenience store
- Recommendations of restaurants and, if you are aware, which ones to avoid
- Local laundry facilities – not required at every stop, but certainly a few times during the tour
- Also, a useful map of the area with the hotel's location marked

If you do not have this information already, the hotel concierge should be able to provide this to you over the phone before the group's arrival.

Meals

Australians will generally eat a large breakfast, small lunch and a large dinner.

Lunch, whilst small, is important and time should be allowed for lunch between sightseeing. This could be as simple as a stop at a local bakery. The lunch stop should be sometime between 12 and 2pm. If it is going to be later than this, please inform the group, as they will want to buy a snack (or they may start complaining).

Australians have a dislike for a class system and consider all people equal. As such, they may ask for the guide and driver to join them for meals. If the driver does not speak English and feels uncomfortable, do not force them to join the group, but please explain to the clients that he/she does not speak English.

Suggestions

The nature of our tours means that clients will have free time for independent exploration and also some meals. It is essential that you provide clients with suggestions on what to see and do or where to eat.

Tour Directors are not expected to accompany clients but can if they wish.

Uniform

Tour Directors should always look smart. Your clothing should be clean and neat and appropriate to the weather at your destination.

The Tour Director should never wear any clothing or carry any bag or item that features the logo of another tour company!

Personal Hygiene

Personal hygiene is very important. It reflects professionalism and a positive impression and ensures the comfort of those around you. Proper hygiene practices help prevent the spread of illnesses and promotes a healthy environment. Our clients are unlikely to comment directly on poor personal hygiene, but they WILL notice it.

Smoking is banned in many places in Australia, therefore Australians are particularly sensitive to smoke. If either the Tour Director or the driver are smokers, please ensure they do so away from clients and the coach and freshen up afterwards.

We ask that all Tour Directors:

- Clean teeth and use breath mints
- Use deodorant daily
- Clean and wash hair regularly
- Shower and wash daily
- Change and wash clothes regularly

Personal Relationships & Drinking

Our Tour Directors and drivers are selected on the basis of their professionalism and integrity. Therefore, it goes without saying that we need to ensure the line is not crossed in terms of sexual relationships and drunkenness on tour.

Vehicle Cleanliness

Tour Directors need to ensure that the drivers maintain the cleanliness of the vehicle. Rubbish is to be removed and windows are to be cleaned daily. It's important the windows are cleaned, as clients like to take photos while driving.

Seat Rotation

Bunnik Tours does not have a seat rotation policy on its tours. This is because we use larger coaches so there are usually plenty of spare seats. However, please remind the group that the front seats should be shared around – not used by the same people each day.

Safety

A safety talk should be made at the beginning of the tour, with gentle reminders on a regular basis.

Australia is generally very safe with very little street crime (pickpockets) or gun crime. As a result, many of our clients are not as 'aware' as other tourists. Please advise clients on the best ways to avoid being robbed in the places you visit – by informing, but not alarming clients, you are sharing the responsibility with them.

We appreciate your consistent efforts to advise clients to store their valuables (passports, excess cash, etc.) in the hotel safety deposit box whenever available. When this is not possible, please encourage clients to always keep their valuables with them, preferably in a money belt or anti-theft bag. Never advise clients to leave their valuables unattended on the coach.

Other general safety tips to mention include traffic safety and watching where they walk. Many holidays have been ruined by a careless fall or simple traffic mishap.

Seatbelts on coaches should be used.

Emergencies

Tour Directors are expected to know and follow the Bunnik Tours emergency procedures. Please see the section on our Emergency Response Plan for further information.

Health On Tour

Colds and flu can ruin a holiday. Use of hand sanitiser and face masks can help to avoid the spread of colds. Please keep clients aware of this.

Optional Tours

Depending on the tour, you will be required to sell, coordinate, and attend optional tours.

Only pre-approved optional tours can be offered. Bunnik Tours is responsible for the quality and safety of all optional tours. Under no circumstances may Tour Directors offer any optional tour that has not been included on the approved list contained within the client documentation.

You may also need to advise clients to get cash out if intending to participate in an optional tour, as some optional tours accept cash only.

Shopping

Many people like to shop while on holiday. However, our clients do not like to be pushed into shopping at certain stores.

Bunnik Tours has the following guidelines in areas where shopping visits are considered part of the touring experience.

- Shopping at organised factory outlets should never interfere with sightseeing – for example, DO NOT reduce time at an important sight in order to visit a shopping outlet
- Limit the number of 'shopping' stops on each tour – too many and clients will complain. All shopping visits must be approved by the Bunnik Tours product department at the time of itinerary planning and no additional shopping can be added without approval
- Shopping must 'add value' to the client experience – this is achieved by ensuring the shopping is related to the culture of the destination (eg pottery in Cappadocia)
- Many people are put off by 'pushy' sales people

Organised shopping visits must be to retailers that sell good quality items – we will get blamed if the products are poor quality or the client does not get what they are promised or paid for

Clients must also have free time to shop at markets or other shops that they choose – this is very important as it gives clients the feeling they have 'experienced' the country and its culture

Toilet Stops

Please ensure regular toilet stops are made during sightseeing and assist by choosing clean facilities.

Group & Special Experience Photos

Throughout the tour (at appropriate sights) please take group photos and group special experience photos together with the Bunnik Tours sign. This should then be emailed to our office: marketing@bunniktours.com.au.

Tipping

Tipping is not part of daily life in Australia. Although tipping is more commonplace these days, many Australians are unsure of how much or when to tip.

For these reasons, Bunnik Tours operates a pre-paid tipping policy, where a pre-determined amount is charged to each passenger at the time of booking.

As the Tour Director, you are responsible for the administration and distribution of this system. The tour operator should provide you with a tipping sheet which details the amount each service provider should receive on tour. Service providers include yourself, drivers, local guides and restaurant staff for included meals.

Some important notes on tipping:

- Tipping guidelines must be followed. Bunnik Tours will conduct spot checks and it is important that there is consistency between different Tour Directors and the same suppliers
- If you tip below the recommended amount, then you must make a note and advise your DMC
- Bunnik Tours does not place a mark-up on the tipping. Any difference is due to exchange rate variances with tipping in both AUD and foreign currency amounts set at the beginning of each season
- Pre-paid tipping only works if everybody adheres to the system – do not mess it up for everyone!
- Sometimes clients will make additional tips at the end of their tour. This is a bonus – do not ask for additional tips under any circumstances
- Pre-paid tipping does not include optional tours – if tipping is required, please inform clients of the appropriate amounts



Celebrations

At Bunnik Tours, we hold our clients' birthdays and milestone anniversaries in high regard. The Bunnik Tours Operations team will notify your DMC of a client's birthday or anniversary on the passenger list when sent. We require the you to ensure the day is celebrated with the group.

Celebration Guidelines

Nothing makes someone feel special more than singing Happy Birthday! Therefore, we expect you to coordinate for the group to sing "Happy Birthday" and provide a shared cake or an appropriate gift, depending on the location. Sometimes a huge cake at a meal isn't always best, it may be that you know of a wonderful local bakery or traditional gift shop, whereby a small token could be purchased, but be very memorable for the client at the same time.

Flexibility

The timing and way in which the group celebrate is at your discretion as the Tour Director and can be integrated into sightseeing activities or included meals.

Local Expertise

As the Tour Director, you possess expert local knowledge, and can therefore plan birthday celebrations tailored to enhance the client experience within your respective countries.

Payment

Based on the amount of celebrations on any given departure, the cost of the cake/gift may be included on the invoice sent to Bunnik Tours by your DMC. For European tours, if tipping is organised via cash passport, the Bunnik Tours Operations team will allocate between €40-60 per celebration. This information is outlined at the bottom of the tipping sheet.

Celebrating birthdays and anniversaries while on tour elevates our commitment to delivering memorable and personalised travel experiences.

Section 3

VOX Audio Devices

VOX Contact Details

Global Headquarters

Via Sebastiano Veniero 39 – 00192

Rome

+39 06 3903 0579 (Headquarters)

+39 32 9052 8295 (Operations team)

longrent@voxtours.com

VOX Audio Devices

In today's bustling tourist destinations, ensuring that every member of our groups can hear the director clearly is essential for an enriching and enjoyable experience. For selected tours with 10 or more clients, Bunnik Tours includes audio devices. These state-of-the-art devices are supplied by Vox, a global leader for guiding solutions in tourism and culture. The devices provide a more personalised and immersive experience and allow you, as the Tour Director, to manage and communicate with the clients more easily. Providing each client with a personal listening device ensures everyone can hear your commentary without straining, making the tour more interactive, informative, and memorable.

Pick-up Process

Prior to the tour's departure, and during the finalisation process, the Bunnik Tours Operations Team will confirm (via the Vox online portal) the quantity of devices needed, your name and the tour hotel where the audio devices should be delivered by Vox. This is generally always the first hotel where the tour begins and is also where you, as the Tour Director, need to ensure the devices are collected and distributed to the clients for the first day of sightseeing.

Collection

Once you arrive at the first hotel, please visit reception and after making yourself known, request to retrieve the devices.

If the devices are hand delivered (the Vox headquarters are in Rome), they will be contained in a cardboard box simply labelled 'Vox'.

If delivered via courier (outside of Rome/Italy), the box will usually be inside a red plastic bag, marked with a shipping label mentioning your name and 'Bunnik Tours/Travel'. Inside the box there will also be a green bag which will need to be kept in a safe place as this is needed for the return of the devices, as well as the box itself.

Drop-off Process

At the same time the Bunnik Tours Operations Team confirms the quantity of devices needed, your name and the tour hotel where the audio devices are to be delivered, the Operations Team will also confirm the last hotel where the audio devices should be collected and couriered back to Vox. This is generally always the last hotel and where the tour ends.

Returning

The pick-up/courier is scheduled by Vox and therefore no action is required of you as the Tour Director, or the hotel where the devices will be collected from. You will however be required to retrieve all devices from clients after the last day of sightseeing and ensure they are placed within the box that you originally received the devices in at the start of the tour.

The box must then be placed inside the green bag that was also supplied, which is marked with a return label. Failure to do so will result in the package not being collected by the courier.

Please then leave the package with the hotel reception for collection.

*In the instance a tour travels between multiple countries, the headsets may or may not continue with the group. It is therefore important to check with your DMC or the Bunnik Tours Operations Team if you are unsure of when to expect to collect or drop off audio devices.

What should be expected within the Vox pack?

An instruction booklet is included which outlines how to use the devices and transmitter. The pack will also contain a list of contents, which when you first open the box, should be checked to ensure all items are there. Should anything be missing, please ensure you contact the Vox Operations team as soon as possible to advise.

Most importantly, the box will contain the audio devices, which should not be confused with the transmitter. The audio devices have blue buttons and the Vox logo. The transmitter has white buttons and the Vox logo.

What should happen if a device or the transmitter malfunctions or is not working?

Most of the time a device issue can be rectified by changing the device frequency. All devices need to be set to the same frequency as the transmitter. Another common issue is a device not working due to low battery. If changing the frequency does not resolve the issue, try replacing the battery using the spares provided, or exchange a spare device/transmitter which is provided within the pack.

Should you require assistance from Vox, please contact their Operations team using the details provided.

What should happen if the Vox pack is not at the hotel for collection?

As soon as you can, contact the Vox Operations team who will be able to provide more information on the location of the pack.

What should happen if a client damages and/or misplaces a device whilst on tour?

Promptly provide the client with a spare replacement device to ensure they experience minimal disruption on tour. Clients are advised on their documentation that should they misplace or damage a device; they will be required to pay a fee to replace it. In the instance this occurs, please contact both the Bunnik Tours and Vox Operations teams for advice on how to proceed.

Section 4

Bunnik Tours Branding

Branding Requirements

Only the Bunnik Tours brand should be on display during the tour. Do not wear jackets, polo shirts or carry bags that feature any other tour company logos.

The following signage is provided:

Clipboards

We have provided the DMC with a clipboard for you to use. This is for you to keep your paperwork in while on tour. The clipboards have the logo on the front and back. They can also be used as airport signs if needed.



Airport/Coach Signs

These are to be used when collecting clients from the airport or other meeting points. It's very important that these signs are used. If clients cannot easily identify who is meeting them it may lead to complaints. These signs can also be used in buses when you are parking the bus in large car parks so clients can easily identify the bus when they need to reboard.



Restaurant Cards

We have provided a number of restaurant table signs to the DMC for you to use. Please place these signs on hotel/restaurant tables when there is a group meal so people can easily identify where they are to sit.



Other Possible Branding:

- Luggage strap
- Luggage wallet
- Ticket wallet
- Hat
- Polo shirt
- Jacket



The 'Working with Bunnik Tours' webpage on the Bunnik Tours website has the appropriate branding information for name tags, polo shirts etc.

<https://www.bunniktours.com.au/working-with-bunnik-tours>

Section 5

The Typical
Bunnik Tours
Client

The Typical Bunnik Tours Client

The typical Bunnik Tours clients are aged in their 60s – 70s. They are reasonably well travelled and aware of the world around them. They like to be treated with respect but don't like overly formal situations. They generally have a good sense of humour and like to share a joke with fellow passengers, tour directors and drivers.

On average, Bunnik Tours clients travel overseas once a year – not always on a tour. They have money but are not necessarily wealthy. They are therefore more concerned about getting value for money, and seeing everything they want, rather than choosing a tour company based on 'image and prestige'.

They will already be planning their next holiday and will have a list of destinations they want to see and are working their way through it.

Many clients on a Bunnik Tour are repeat – they have already experienced our touring concept, they understand it – so they have certain expectations that it will match their previous experience.

Key Points About Australian Travellers

Below is a list of some things to keep in mind when dealing with Australian tourists.

- They want value for money and do not want to feel ripped off or taken advantage of
- They prefer less formality, more genuine friendliness
- In general, they treat people with respect and honesty
- They like to gain knowledge and make friendships with people from other countries and cultures. They enjoy mixing with the locals, tour directors and drivers
- Generally like shopping (more the women than the men) but don't like pushy sales people or being forced into certain shops
- Are mostly understanding and interested in other religions, cultures and opinions, and will have a keen interest in the culture and history of the countries they visit
- Australians tend to speak very quickly and at times use a lot of colloquial language. Please ask for an explanation if you do not understand



Background Briefing: Australia

Population

Today, Australia has a population of more than 24 million people. More than 43% of Australians were either born overseas themselves or have one parent who was.

The Typical Australian?

Given the diverse nature of today's Australia, it's hard to say there is a 'typical Australian'. The majority of Australians are law-abiding, fair people with a good sense of humour. Many people from other countries believe that Australians live mainly in rural areas, the 'outback' or the bush. In fact, approximately 75% of Australians live in urban centres, in and around the capital cities along the coast.

Australians tend to be confident and outgoing. Most are relatively informal socially and also with their relationships with acquaintances and work colleagues. They call each other by their first names.

Australians are also seen as loving their leisure time, particularly sport, and whilst this is true, Australians are amongst the hardest working people in the world, with some of the longest working hours in the developed world.

Australians can also be seen as being open and direct and saying what they mean. They also believe in the principal of giving people a fair go, and standing up for their friends, the disadvantaged and the underdog. They also queue or line up patiently when waiting to be served and going before your turn or 'jumping the que' is perceived to be rude in Australia.



Religious Worship

Australia is a predominantly Christian country, with around 64% of all Australians identifying as Christian. However, most other religious faiths are practised, reflecting Australia’s culturally diverse society. There is no official state religion, and people are free to practice any religion they choose, as long as they obey the law. They are also free not have a religion.

A Sporting Culture

It’s true, Australians do love their sport – both playing it and watching it.

The most watched sports in Australia include Cricket, Australian Rules football and Rugby. The Australian Open, held in Melbourne in January every year, is one of tennis’ four Grand Slam events.

You’ll win Aussie hearts by updating the group on weekend footy results.

- Australian Rules Football (AFL) www.afl.com.au Season: Apr – Sept
- Rugby www.nrl.com.au Season: Apr – Sept

Days of Significance

Most workers in Australia have around 12 national and state public holidays throughout the year, in addition to their annual holidays. The most important is Anzac Day.

When you have clients from Australia in your country on this day, 25 April, it’s important to mention the date and recognise it’s significance. Anzac Day is the day the Australian and New Zealand Army Corps (the Anzac’s) landed at Gallipoli in Turkey in 1915 during World War I. This day is set aside in memory of those who fought for Australia and those who lost their lives in war. The day is a national public holiday and is commemorated with ceremonies, the laying of wreaths and military parades.



Australian Rules Football (AFL)



National Rugby League (NRL)

Section 6

When Things
Go Wrong

When Things Go Wrong

Due to the nature of the travel industry and the logistics involved in organising group tours, it is inevitable that sometimes things go wrong and clients will be unhappy.

How these situations are handled is very important and will determine how serious it becomes.

When dealing with complaints, the following guidelines should be followed:

Resolve It On The Spot

Most complains/issues can be handled easily and simply on the spot – these include:

- Dirty rooms (ask the hotel to change the client to another room)
- Poor service (speak to the client to check expectations and handle appropriately)
- Clients allocated single beds rather than double beds (if requested, couples will expect to be sleeping in one big bed, not two single beds)
- Single room size – we have received many complaints about size etc., and you need to ensure single rooms are the same size as double occupancy rooms

It is important that we take a proactive approach when dealing with complaints and service issues, as this allows them to remain in context and results in minimum impact on the overall trip.

Handling Complaints

The Tour Director should:

- Always listen to and acknowledge the client and their issues, even if they do not agree with the client. Often giving the clients the opportunity to talk and explain their issue will go a long way to solving the problem.
- It is important to remain calm. Never get angry with a client or argue with them
- If the issue can be dealt with easily on the spot, then do so
- If the issue is a major one or one that you, as a guide, cannot fix, advise the client that you will need to check with your manager/office

- Never make any promises that you cannot deliver. Do not promise unrealistic timeframes for the issue to be resolved. This will just make the situation worse
- Never promise a refund or compensation to the client. Only Bunnik Tours management are able to authorise refunds or compensation
- If a client has a complaint, always discuss this with them in private and away from the main group. Australians do not like confrontation and especially not in front of other people

Anti-Social Behaviour

Clients are expected to behave in a friendly manner whilst on tour, taking into account the welfare and enjoyment of all group members. Rude behaviour or abuse should never be accepted.

If a client is displaying anti-social behaviour and this is causing problems within the group, please pull them aside and discuss this with them in a polite and respectful manner, away from the rest of the group.

It is ok to tell them that their actions are being disruptive and are affecting the enjoyment of others on the tour. If they continue being disruptive, speak to your manager and please also inform Bunnik Tours by emailing us in Australia.

One of our managers will speak with the clients and, if we deem it appropriate, they may be removed from the tour.

Anyone travelling overseas is required to abide by all laws of the country they are visiting. In the unlikely event that one of our clients breaks a serious law within your country, it should be reported immediately to Bunnik Tours and the local police. The nearest Australian Embassy should also be advised.

Fitness Levels

Within seven days of making a booking, clients need to complete a Passenger Registration form, which includes a fitness to travel declaration. They need to declare that they are able to do the following:

- Walk for a minimum of 2-3 hours daily, on uneven surfaces without the use of any walking aids at a group pace (often in humid forest areas in Africa and South & Central America)
- Regularly walk up multiple flights of stairs and short, steep hills
- Stand for extended periods of time without needing to sit down, including in hot/humid climates

- Carry their own luggage
- Get on and off various modes of transport without assistance, including small boats
- Drive along very bumpy, dirt and gravel roads for extended periods of time, particularly in Africa
- Manage extended periods of time at high altitudes (3,000 – 4,000mtrs) when travelling in Africa and South and Central America

On occasion a client may think their level of fitness is better than it is. As Tour Director, you may witness this and it may be necessary to alert Bunnik Tours Australia if you feel their level of fitness is impeding the rest of the group and is placing the client themselves at risk. In this instance, we ask that you notify the Bunnik Tours office.

Removal From Tour

Bunnik Tours reserves the right to remove clients from a tour in the following situations:

- Clients have put themselves or fellow travellers in danger
- A client's behaviour is having a serious adverse effect on another client's enjoyment of the tour
- Clients have undertaken illegal activities
- Clients physically hurt or intimidate fellow travellers or staff
- Clients are not physically able to participate in the tour and their continued participation in the tour is likely to aggravate their condition or have an adverse effect on other client's enjoyment of the tour

If you feel a passenger needs to be removed from the tour, please contact Bunnik Tours senior management in Australia immediately. We will require a full report on the reasons why you recommend this course of action.

Only Bunnik Tours senior management in Australia have the authority to remove passengers from the tour. In case of removal from the tour, Bunnik Tours can assist with arranging flights home, however, all additional costs are the responsibility of the passenger. No refund will be provided for any unused portion of the tour.

Special Requirements

Throughout our booking process we ask passengers to provide us with details of any special needs. These are passed on our local operators. However, in some cases passengers do not inform us and you will need to deal with this locally.

Medical

Many passengers will have medications on them. Please note that some medication needs to be kept refrigerated. If hotel rooms do not have fridges in them, please assist passengers with arranging a solution with hotel reception.

Some passengers may have sleeping aids that require electrical power throughout the night. If your tour is in a remote area, please advise hotel reception so that this can be arranged.

Dietary

An increasing number of Australian travellers have special dietary requirements. These can either be for medical reasons (serious allergies) or lifestyle choices (vegetarian).

It is the responsibility of the client to ensure they manage their needs and advise guides and restaurant staff. As the tour director, please be aware that you may be asked to assist in explaining these needs to local restaurant staff. This is especially important for serious allergies.

Mental Illness

In the event that a client is experiencing a mental illness whilst on a tour, we ask that you assist the passenger and notify Bunnik Tours immediately. Mental illness is wide-ranging in type and severity. It can include anxiety, depression, dementia and schizophrenia. It is important that the client is assisted with visits to a medical professional as appropriate.

People who suffer from mental illness often feel stigmatised so we ask that you handle any issues with discretion and compassion.

Please Note

IT IS A CONDITION OF TRAVEL THAT ALL CLIENTS HAVE TRAVEL INSURANCE.

Section 7

Emergency Response Plan

Emergency Response Plan

Important Notice

The following information relates to the Bunnik Tours Emergency Response Plan. It does not replace your own plan, rather they should work together to ensure all emergency situations are handled appropriately.

We therefore expect that each supplier has their own emergency response plan and that all staff are fully trained and briefed on its operation.

What To Do

The highest priority in all situations is client safety and security, as well as your own safety and security.

COMMUNICATION, COMMUNICATION, COMMUNICATION

In this hyper-connected world of 24 hour news and social media, communication is the key to managing any emergency situation.

We need to know as soon as possible if an even has occurred.

Once client safety is ensured, please inform us immediately in case of any of the following types of incidents:

- Any vehicle accident that involves personal injury (including accidents where people outside the group – e.g., local population) have been injured in an accident involving our clients
- Death on tour
- Hospitalisation or serious injury on tour
- Robbery involving violence – including muggings or attempted armed robberies
- Natural disasters
- Terrorist attacks
- Civil disturbances – riots, protests, coups etc
- Physical fight between clients or between clients and locals

It is essential that we are provided with full details as soon as possible. We need this information in case we get phone calls from families, the clients or the media. We also need this information to determine our course of action.

Note: In case of terrorism/civil disturbance/natural disaster, the media coverage will always focus on the worst aspects of the event – this will cause fear and concern amongst family members in Australia and can cause long term damage to the market. It is therefore vital that we provide a balanced view and keep information flowing.

Once you are able to provide us with full details, we need to know:

- Nature of incident – what has happened?
- Are any clients injured or deceased?
- What is happening to the other clients?
- Where are the other clients? – we need contact details
- What are the actions being taken?
- What assistance do you need from us?

Our Response

In case of a serious incident with multiple casualties, we will activate the Bunnik Tours Crisis Management Plan.

A team from Bunnik Tours Australia will travel to the scene. This will include one of the company owners. Please note, that due to the distance, it can take 24-48 hours for us to reach the scene.

In the meantime, we need to be kept fully informed of the situation on the ground.

THE HIGHEST PRIORITY IS TO ENSURE CLIENTS ARE BEING WELL LOOKED AFTER!

Types of Incidents

Deaths on Tour

By law, the client's next-of-kin (family) are to be informed by the Australian Police. Local staff and Bunnik Tours Australia-based staff are not permitted to advise families. Full information should therefore be provided to local police (by you) and Australian Police (by us).

In the event of the death of Australian citizen overseas, the nearest Australian Embassy or Consulate must be informed as soon as possible. They will be able to provide consular assistance to the family.

Please ensure all other passengers (those not injured) are well treated and removed from the scene as soon as possible. They must not be left alone – local staff are to stay at the hotel with them.

Depending on the nature of the incident, the tour will generally go on. This means you will need to travel on with the group. Local office staff and Australian Consular officials will be responsible for looking after the deceased person's family.

Medical Emergency

Seek immediate professional help to deal with any medical emergency. It is a condition of travel with Bunnik Tours that each client has Travel Insurance.

You may be required to provide translation services between the client and medical staff.

If a client is admitted to hospital for an extended period of time, the tour must continue, and you must travel with the group.

Traffic Accident

Handle as per medical emergency. We will need a full report of what happened. Remind clients on a regular basis throughout the tour to wear seatbelts on the coach.

Armed Robbery/Theft

Things can be replaced – people cannot. Therefore, please be safety aware and comply with all instructions during an armed robbery situation.

As soon as you are able, please inform the police. Statements will be required for insurance purposes. If police are unable to provide reports for the insurance, then you will be required to prepare a report and send it to us. We will pass this on to the client's insurance company.

Please note that Australia is a relatively safe place with very little gun crime. What may seem minor to you may be viewed as very major by clients. Be aware of this and do not discuss similar incidents involving other tourists as this will only add to the clients increased level of anxiety.

Please make clients aware of any parts of the city that they should avoid – especially if these areas are near their hotel or the main tourist attractions.

Protests/Riots

Bunnik Tours groups are to be kept away from public demonstrations and potential riots. It is your responsibility to be aware of local news reports and to alter the sightseeing accordingly to avoid any protests or areas of civil disturbance.

Terrorism

In the current climate, we all need to be terrorism aware. This means keeping an eye out for anything out of the ordinary or anything that does not feel right.

If something does not feel right, please take the group out of the area immediately. Report any suspicious luggage or parcels to the police immediately and move away from them.

If you are involved in a terrorist incident, follow all instructions given by local authorities. Get the group back to the hotel as soon as possible. Call Bunnik Tours.

If there is a terrorist incident in the city you are travelling in but you are not affected, please contact Bunnik Tours immediately to let us know you are safe. We will be receiving phone calls from clients, their families and/or the media so we need to know you are safe.

Other Types of Incidents

This can include natural disasters, fire, floods, storms, disease etc. In all these cases, the safety of clients is paramount, and you should follow the instructions of local authorities. Please be aware of fire escape locations of any building you are in.

Dealing With Important Situations

Important points to remember:



Be Proactive

In an emergency or disaster situation, acting quickly is essential to ensure clients are moved quickly to safety. Do not wait for things to happen.



We Control The Flights

In most cases, we are holding clients international flight bookings in OUR reservation system. This means we have a high level of control. Our staff are often better equipped to handle flight changes than local airline offices, therefore, contact us first.



Communication is King

Clients must be kept informed and not lied to or misled. By keeping communication flowing and working proactively, most problems can be solved before they become problems.



Be Available

Make sure your phone is always charged and turned on. Have important contact details/information with you at all times



Don't Forget The Other Clients

In case of a crash or injury, our natural focus is on the clients injured or deceased. Don't forget the other clients that were not injured – this is where the complaints will come from if they feel they have not received enough attention.



Look After Yourself & Your Staff

Be aware of burn-out. Local staff should have regular breaks and access to food and water.

Emergency Contact Details

Office Number

Adelaide, Australia

+61 8 8359 2295

Dennis Bunnik

Joint-CEO

Mobile: +61 416 179 399

dennis.bunnik@bunniktours.com.au

Sacha Bunnik

Joint-CEO

Mobile: +61 413 717 188

sacha.bunnik@bunniktours.com.au

Marion Bunnik

Joint-CEO

Mobile: +61 411 516 084

marion.bunnik@bunniktours.com.au

Annelieke Huijgens

General Manager - Australia

Mobile: +61 410 725 879

annelieke.huijgens@bunniktours.com.au

Kevin Bishop

General Manager - Sri Lanka

Mobile: +940 770 973 3283

kevin.bishop@bunniktours.com.au

Jennifer Calnin

Head of Sales - Australia

Mobile: +61 434 012 761

jennifer.calnin@bunniktours.com.au

THANK
YOU!