

SKYPAC CODE OF CONDUCT

Skypac Vietnam code of conduct outlines professional and ethical standards, including honesty, safety, and respect for clients and local environments. Key elements involve providing accurate information, adhering to the agreed itinerary, ensuring client safety and well-being, respecting local culture and laws, and minimizing environmental impact. These codes help ensure responsible and sustainable tourism.

For our Customer

Honesty and transparency: Provide clear, accurate information about tours, prices, and any potential issues. Disclose personal commercial interests and avoid misleading claims.

Safety and duty of care: Prioritize client health and safety, comply with laws, and have proper insurance. This includes having appropriate emergency contacts, first-aid supplies, and communication equipment.

Professional conduct: Act professionally, be punctual, and conduct tours according to the agreed-upon itinerary. Avoid discriminatory practices and conflict situations.

Fair dealings: Avoid forced purchases or soliciting tips. Ensure services are consistent with what was promised in promotional materials and contracts.

For the environment and local culture

Environmental respect: Minimize environmental impact, respect wildlife, and follow local conservation efforts. Only access areas designated for visitors and reduced water and energy consumption.

Cultural respect: Treat local communities with respect and inform tourists about local customs and habits. Ensure tourism activities are undertaken with consideration for the region's specific traditions and local habits.

For legal and internal compliance

Legal compliance: Abide by all applicable laws and regulations in the destination.

Incident reporting: Report any serious incidents, such as injuries or deaths, to the authorities and the company as required.

Ethical behavior: Maintain loyalty to the company and avoid conflicts of interest.