



**AS A PARTNER OF THE WORLD CETACEAN ALLIANCE (WCA) WE COMPLY WITH THE FOLLOWING MINIMUM STANDARDS FOR RESPONSIBLE WHALE & DOLPHIN WATCHING**

**1. Publicize and use guidelines for safe approach to whales/dolphins**

Every boat must display a code of conduct / guidelines for how to approach marine mammals so that disturbance is kept to a minimum. Both the local codes of conduct / guidelines and the WCA Minimum Standards Guide (this document) must be displayed on all vessels in at least either English or the primary language of the country of operation. Customers should be made aware of these guidelines and where they are displayed before each trip begins and they must be available at all times.

For those Operators chartering third-party vessels and/or using very small vessels such as rigid-hulled inflatable boats or kayaks, guidelines must be applied at all times during chartered trips. The guidelines and the WCA Minimum Standards Guide must be made available in a waterproof folder, with passengers made aware of how to access it at all times.

In addition, both the local guidelines and WCA Minimum Standards Guide must be displayed on the Partner's website, along with details of an independent WCA contact point for customers to provide feedback.

**2. Be valuable as a learning experience**

Trips should be inspiring and educational, providing customers with information about the animals' behaviour and the environment they live in. Each boat should have at least one guide with a good knowledge of marine mammals. Each tour should include information on at least one issue of concern for cetaceans both locally and globally, with a positive action that guests can take to help.

**3. Meet the expectations of customers**

Each trip should provide customers with realistic information on what they are likely to see during the trip, and be clear on the rules they must follow to remain safe and respect cetaceans and the ocean at all times.

**4. Minimise any impact on the marine environment**

Excursions should actively seek ways to reduce their environmental footprint, and encourage passengers to think about how they can be more 'green' too.

**5. Emphasize research work undertaken or support for marine conservation efforts**

Guides should explain to customers how the business works collaboratively with other Partners to protect cetaceans and the oceans (for example through the WCA Partnership).