



# SUSTAINABLE TRAVEL INTERNATIONAL

CLIENT/EMPLOYEE  
FEEDBACK QUESTIONNAIRE

**In order for the applicant to self-monitor its sustainable business practices and policies, it is required that the following questions be integrated into existing client and employee feedback forms.**

## »»» INTRODUCTION

Sustainable Tourism Certification Programs are voluntary initiatives that evaluate the extent to which tourism providers mitigate their negative environmental, socio-cultural and economic impacts while maximizing their positive impacts. Please take a moment to “rate” your experience with your host. Your input will be used to help ensure continued compliance with the principles of sustainable tourism.

## »»» ENVIRONMENTAL, SOCIO-CULTURAL AND ECONOMIC IMPACTS

- |  |     |    |          |
|--|-----|----|----------|
| 1. Does the company actively work to conserve and protect the local environment?                                   | Yes | No | Not Sure |
| 2. Does the company actively work to minimize its client's impact on the local environment?                        | Yes | No | Not Sure |
| 3. Does the company actively work on waste management, reduction, reuse and recycling?                             | Yes | No | Not Sure |
| 4. Does the company actively work to manage and conserve energy?   | Yes | No | Not Sure |
| 5. Does the company actively work to manage and reduce its greenhouse gas emissions?                               | Yes | No | Not Sure |
| 6. Does the company actively work to reduce freshwater consumption?  | Yes | No | Not Sure |
| 7. Does the company actively work to manage its noise pollution and air quality?                                   | Yes | No | Not Sure |
| 8. On a scale of 1-5 (1-negative, 5=positive), rate how the company impacts the environment.                       | ①   | ②  | ③ ④ ⑤    |
| 9. Did the company use local guides and locally owned service providers?   | Yes | No | Not Sure |
| 10. Did the company positively impact the local community?   | Yes | No | Not Sure |
| 11. On a scale of 1-5 (1-negative, 5=positive), rate how the company impacts local communities and host countries. | ①   | ②  | ③ ④ ⑤    |
| 12. Please elaborate with comments:  |     |    |          |

## »»» GENERAL INFORMATION

- |  |     |    |          |
|--|-----|----|----------|
| 13. When did you travel with the company?  |     |    |          |
| 14. Did you decide to travel with this company because of their focus on eco-tourism or sustainable tourism?   | Yes | No | Not Sure |
| 15. Did you decide to travel with this company because of their sustainability policy or because of an affiliation with a sustainable tourism certification program? | Yes | No | Not Sure |