

## RIGHTS AND DUTIES OF CUSTOMERS, EMPLOYEES AND SUPPLIERS



## CUSTOMER RIGHTS

- Personalized attention and human quality.
- Provide to the interested user in Santa Marta and in the branches, all the information regarding the tourist activities offered in the promise of services and the way to use or access to them.
- Express their concerns, suggestions, requests, complaints, and congratulations related to the services of the social tourism program and regarding touristic packages.
- Right to receive courteous and friendly treatment from the employees of the Fund and personnel assigned during the processing of the service and during the touristic package.
- Right to evaluate the service received through a satisfaction survey.
- Enjoy the touristic attractions of our region and the tourist destination that can be national and international.
- Know the policies, conditions, and restrictions of the travel agency.

**Note:** the information is taken from the document *Tourism Service Promise CPS-1-DE-28 of the Kawak application.*

## RIGHTS AND DUTIES OF CUSTOMERS, EMPLOYEES AND SUPPLIERS

- Know the information on the management of natural, socio-cultural and economic of our region.
- Know the information of the legal requirements applicable to tourism activities customers.
- Learn about the flora and wildlife in danger of extinction of our region and the touristic destination.
- Learn about the activities and campaigns that are being carried out in the travel agency to promote sustainability.
- Know about responsibility and commitment to sustainable management in environmental aspects (protection of natural heritage, efficient use of water, energy, and proper waste management) and sociocultural (cultural heritage, rejection of the sexual and commercial exploitation of boys, girls, and adolescents, rejection of child labor and support for the non-discrimination of any type: race, culture, religion, among others) that is required when it comes to visiting the destination.
- Acquire an insurance policy with scope to all clients who acquire the travel services.
- Inform customers and/or companies of the conditions and restrictions of the service, in the same way as the scope of the policy contracted for each activity.
- We promise to keep our users informed regarding changes in the service program caused by any eventuality.
- Guarantee that the CAJAMAG suppliers contracted that provide the service offer quality products and services.
- 100% compliance with the established service offer.
- Immediate attention to complaints and claims.

**Note:** the information is taken from the document *Tourism Service Promise CPS-1-DE-28 of the Kawak application*.

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# CUSTOMER DUTIES



For the provision of the service, the client must comply with the following aspects:

- Provide clear, truthful and complete information when registering.
- Deliver the form completely filled out with its respective documents annexes when required.
- Comply with the departure time of the touristic activity, with the itinerary and with the scheduled return time.
- Good treatment to the staff who will attend them during the activity.
- Take care of and make rational use of the resources provided by CAJAMAG and by the service provider companies during the activity.
- Pay in full the value of the tourist package in case of credit or other payment method.
- Attend the tourist activity only with the personnel who are registered as they are covered by the travel insurance policy.
- Have a valid passport or tourist visa in the case of an international plan.

**Note:** the information is taken from the document Tourism Service Promise CPS-1-DE-28 of the Kawak application.



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- For international tourist packages, the client must comply with the following requirements: have the vaccines required by the country or touristic site to be visited; in the case of seized persons, have a document, proof or certificate of permit or authorization to leave the country issued by the competent entity and other documents required by the country to visit.
- Any person with special needs, be it: Young person, adult or person
- elderly who wishes to participate in the tourist activities developed by the Social Tourism Program, they must bring a companion, otherwise they will not be able to access the service, for reasons of safety and care of the person with special needs.
- In case of assistance of minors to tourism activities, present proof of permission or authorization authenticated by the notary of parents or person responsible for the minor.
- For all tourist activities, bring your identity document.
- Respect the culture, beliefs, traditions and habits of people from different touristic destinations to visit and from our region.
- Make good use of the natural resources of the tourist destination to visit.
- Respect the tranquility and rest of all customers who use the touristic services or the same touristic destination.
- Throw the waste generated by the customers in their respective places.
- Comply with the legal requirements of tourism and sustainability
- Assume the legal consequences in case of missing one of the current requirements applicable in said law, regulation or decree.
- Reject CSEGBA (Commercial Sexual Exploitation of Girls, Boys and Adolescents), child labor exploitation and any practice discriminatory.
- At the time of declaring a Pandemic due to a disease:
- Wear the mask during activities and tours.
- Comply with the physical distancing stipulated by the health entities.
- Wear the mask properly.
- Respect the warning signs indicated in the facilities of the hotels and places to visit.

**Note:** the information is taken from the document *Tourism Service Promise CPS-1-DE-28 of the Kawak application.*

## RIGHTS AND DUTIES OF CUSTOMERS, EMPLOYEES AND SUPPLIERS



# EMPLOYEES RIGHTS

- Receive fair and timely payment for services provided.
- Learn about the projects and initiatives developed by the Agency regarding Sustainability topics.
- Be linked to the Agency's projects and initiatives.
- Receive feedback on the provision of their services in sustainable aspects.
- Security in the facilities of the Travel Agency.
- Receive clear and complete information on the activities to be carried out during the Touristic plan

**Note:** the information is taken from the document *Tourism Service Promise CPS-1-DE-28 of the Kawak application.*

## RIGHTS AND DUTIES OF CUSTOMERS, EMPLOYEES AND SUPPLIERS



# EMPLOYEES DUTIES



- Knowledge and implementation of the legal requirements in relation to the sustainability.
- Comply with all the Travel Agency guidelines related to the tourism and sustainable activities.
- Stay informed about the advances and new sustainability practices in the Travel agency.
- Provide timely information on irregularities or breaches of the commitments acquired around Sustainability.
- Actively participate in the training programs implemented by the Agency.
- Make suggestions for strengthening Sustainability programs.
- Responsibly provide information about heritage of the natural and cultural attractions of the Nation and Region.
- Provide information on current legal regulations on the illicit traffic of flora and wildlife, cultural property and sexual and commercial exploitation with boys, girls and adolescents.
- Reject CSEGBA (Commercial Sexual Exploitation of Girls, Boys and Adolescents), child labor exploitation and any discriminatory practice.

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- Participate in social and charitable actions called by the Travel Agency.
- Provide clear and complete information on the activities to be carried out.
- Comply with the programmed Itinerary for the touristic activity.
- Have a good personal presentation for the development of the activity.
- At the time of declaring a Pandemic due to a disease:
  - Wear the mask during activities and tours
  - Comply with the physical distancing stipulated by the health entities.
  - Wear the mask properly.

**Note:** the information is taken from the document Tourism Service Promise CPS-1-DE-28 of the Kawak application.

## RIGHTS AND DUTIES OF CUSTOMERS, EMPLOYEES AND SUPPLIERS



### SUPPLIER RIGHTS

- Receive fair payment for services provided.
- Know the policies, actions, projects and initiatives that the agency develops regarding sustainability.
- Receive respect and courteous treatment in the provision of services and contact with the travel agency staff.
- Security in the agency's facilities.
- Receive information on the programs, campaigns and training implemented by the Agency.
- Participate in sustainable campaigns and activities carried out by the agency.

**Note:** the information is taken from the document *Tourism Service Promise CPS-1-DE-28* of the Kawak application.



## RIGHTS AND DUTIES OF CUSTOMERS, EMPLOYEES AND SUPPLIERS



### SUPPLIER DUTIES



- Receive and appropriate the guidelines reported by the travel agency
- related to sustainability and quality.
- Be aware of and comply with the legal requirements reported by the agency
- trips to strengthen sustainability programs.
- Present the documentation requested by the travel agency to verify your
- suitability and legality.
- Have an updated and current national tourism registry.
- Provide timely information on irregularities or breaches of the
- commitments acquired around Sustainability.

**Note:** the information is taken from the document Tourism Service Promise CPS-1-DE-28 of the Kawak application.

## RIGHTS AND DUTIES OF CUSTOMERS, EMPLOYEES AND SUPPLIERS

- Reject CSEGBA (Commercial Sexual Exploitation of Girls, Boys and Adolescents), child labor exploitation and any discriminatory practice.
- Participate in social and environmental actions called by the Travel Agency.
- Provide an environmentally friendly service or that generates the least negative impact to the environment.
- Have personnel trained in their work and use the personal protection elements.
- Promote caring for the environment.
- Promote good sustainable practices with the environment.

**Note:** the information is taken from the document *Tourism Service Promise CPS-1-DE-28 of the Kawak application.*