

Incredible India



ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA



# INDIAN ADVENTURE TOURISM GUIDELINES

2018  
VERSION:2

A HUGE  
*Thank You* TO THE **ATOAI** EXECUTIVE  
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 (2016-2018)

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पर्यटन राज्य मंत्री (स्वतंत्र प्रभार)  
भारत सरकार, नई दिल्ली  
MINISTER OF STATE (IC) FOR TOURISM  
GOVERNMENT OF INDIA, NEW DELHI

## MESSAGE

As we celebrate the 'Year of Indian Adventure – 2018', I am pleased to know that the Adventure Tour Operators Association of India (ATOAI) has formulated the "Indian Adventure Tourism Guidelines" which will assist the Adventure Tour Operators to particularly address the aspect of 'Safety Standards' in the field of adventure tourism in the country.

2. These Guidelines would act as a defining and guiding force in respect of the key aspects, viz, what is an adventure activity, procedure to seek necessary approvals, customer training, equipment to be used, Standard Operating Procedures (SOPs) to be followed, operating instructions, documentation, risk mitigation, how to address medical concerns, emergencies, rescue and safety briefing, etc. The guidelines are also in line with the best international practices that ensure the safety of tourists and practitioners of adventure activities.

3. I am confident that these guidelines would strengthen safety across the sector and urge the adventure tourism providers to strictly adhere to the norms so as to ensure that tourists from all over the world embark on safe adventure filled with memories and extraordinary experiences in India that are unforgettable. I look forward to a positive response from all the Stakeholders in the public & private sector to come forward in observing these norms.

4. We want India to be looked at as one of the best adventure tourism destinations, with a strong safety management system in place in line with the best international practices that ensure the safety of tourists and practitioners of adventure activities.

  
(K.J. Alphons)  
May, 2018

Incredible India

अतुल्य भारत



*Dear Colleagues,*

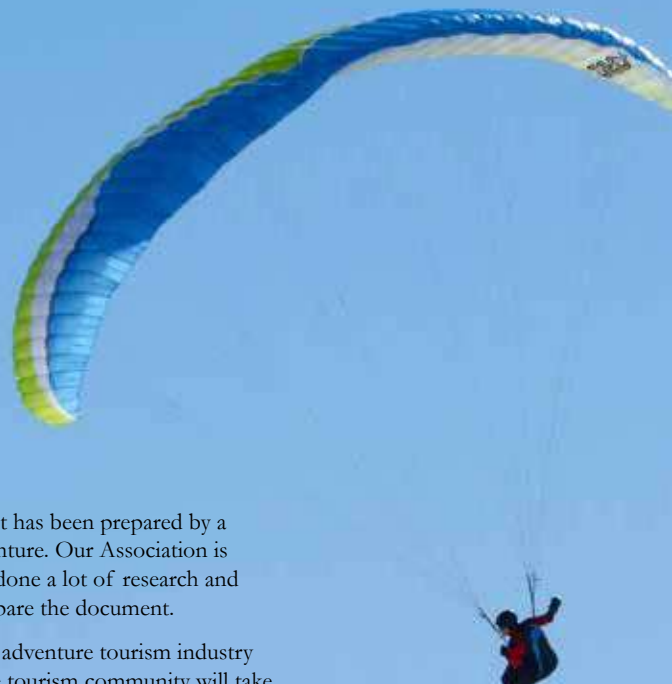
On behalf of the Adventure Tour Operators Association of India, it gives me immense pleasure to present to you the second version of the revised document on Basic Minimum Standards – Indian Adventure Tourism Guidelines, which covers eighteen activities which are land based, seven activities which are air based and six activities which are water based.

This elaborate and essential document has been prepared by a team of experts in each field of adventure. Our Association is grateful to the entire team who have done a lot of research and spent a lot of time and energy to prepare the document.

This will contribute to the growth of adventure tourism industry in India. I do hope that the adventure tourism community will take advantage of this and will ensure that they follow these guidelines in letter and spirit.

With adventure greetings,

**Capt. Swadesh Kumar**  
President





*Dear Adventure Community,*

It is an honor and a privilege for me to be associated with Version 2 of the Indian Adventure Tourism Guidelines which Ajeet Bajaj and all experts mentioned herein have done a fantastic job in putting together.

In your hand now this Version 2, is greatly enhanced and enriched. Adventurers, Tour Operators and regulatory bodies will undoubtedly find this document to be a very valuable resource. We should endeavor to keep abreast of new developments and keep upgrading this document periodically.

Wishing you many happy Adventures!

**Wg Cdr Amit Chowdhury, VSM, MAeSI (Retd)**

President Safety Commission, UIAA

Past Vice President Indian Mountaineering Foundation

Recipient of Tenzing Norgay National Adventure Award



## **ADVENTURE TOURISM AND SAFETY GUIDELINES**

1. Adventure Tourism has shown an impressive growth in our country. I am very happy that Govt. of India with help of ATOAI has framed minimum safety standards for adventure activities in India. Although all aspects of safety seemingly have been covered in the guidelines, the overriding factor of “Common Sense” should never be ignored while undertaking such activities.
2. It is also pertinent to mention that we need to engage fully trained and qualified manpower in such activities. I appreciate the efforts put in by various stakeholders in framing these safety guidelines which is a step forward in restoring the confidence of participants from all over the world. I am sure these guidelines shall be reviewed periodically and more teeth shall be added based on practical inputs from all the stake holders.
3. My best wishes and support will always be with such initiatives.

With warm regards

Yours Sincerely

**J. S. Dhillon**

Principal - Indian Institute of Skiing and Mountaineering

President - Winter Games Federation of India





*Dear Adventurer,*

This document exemplifies teamwork in the Indian adventure tourism fraternity. We are grateful to the entire Adventure Tour Operators Association of India (ATOAI) team that worked hard to produce the Indian Adventure Tourism Guidelines that will serve as a 'guiding light' for the adventure tourism industry in India for years to come.

There are three Gs that are critical when it comes to risk management: Guidelines, Guides and Gear. We have tried to address all three aspects in the INDIAN ADVENTURE TOURISM GUIDELINES. We have to ensure that we follow the standards and also spread the message that these guidelines should be considered as gospel in the Indian adventure tourism fraternity. The wilderness areas where we operate our trips are sacred places for us. Let us tread lightly and work as honorary wardens of our 'great outdoors.'

Wishing you happy and safe adventures.....

**Ajeet Bajaj**

*Padmashri Awardee*

Co Founder / Sr. Vice President

Adventure Tour Operators Association of India

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- Mr. Ravi Kumar  
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- Mr. Nirat Bhatt
- Ms. Deeya S. Bajaj
- Mr. Gurpreet Dhindsa
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- Ms. Gauri Jayaram
- Kr. Siddharth Singh
- Col. Manoj Keshwar
- Mr. Shekhar Babu
- Mr. Amit Sharma
- Mr. Akshay Kumar
- Mr. Mohan Tickoo
- Mr. Madhu Sudan G
- Mr. Samit Garg
- Mr. Jehan Driver
- Mr. Sanjay Basu
- Ms. Avanti Malsute
- Mr. Prateek Gupta
- Mr. Vinay Sirsi
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- Brig. S.P. Singh
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- Mr. Naveet Bali
- Mr. Paul Mc Pherson
- Mr. Rudra Bhanu Solanki
- Mr. Alistair Scott
- Col. Gary Bajwa
- Ms. Shirly T. Bajaj
- Ms. Aanchal Rathi
- Mr. Shishir Parab
- Ms. Sheena Theofin
- Ms. Neetu Goel
- Maj. S. K. Yadav

**Ajeet Bajaj**

Co Founder / Sr. Vice President  
Adventure Tour Operators Association of India



## Acknowledgements for the 4 pillar workshop held on April 20, 2012.

We would like to acknowledge the tremendous work put in by the entire committee specially Mr Tejbir Singh Anand, President ATOAI and Wg Cdr Amit Chowdhury, Secretary, Indian Mountaineering Foundation for the safety pillar.

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We also acknowledge the presence of Mr. Subhash Verma, President ADTOI and Mr. P. P. Khanna, Vice President, ADTOI at the workshop.

**Ajeet Bajaj**  
Co Founder / Past President  
Chairperson, 4 Pillar Workshop  
Adventure Tour Operators Association of India



ADVENTURE TOUR OPERATORS  
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# ACKNOWLEDGEMENTS 2017

## LAND BASED ACTIVITIES

All-Terrain Vehicle (ATV)  
**Col. Manoj Keshwar**

Bungee Jumping  
**Brig. S P Singh / Maj. S. K. Yadav**

Bicycling  
**Ms. Gauri Jayaram / Mr. Mohan Tickoo**

Mountain Biking  
**Mr. Nirat Bhatt**

Camel Safaris  
**Mr. Jitender Singh Rathore / Mr Anirudh Chaoji**

Horse Safaris  
**Kr. Siddharth Singh**

Jeep Safaris  
**Kr. Siddharth Rohet / Mr. Anirudh Chaoji**

Motor Cycling Expeditions  
**Col. Manoj Keshwar**

Mountaineering  
**Mr. Shekhar Babu**

Nature Walks/Bird Watching  
**Mr. Anirudh Chaoji**

Rock Climbing Artificial Wall Climbing And Abseiling  
**Mr. Amit Sharma**

Segway Tours  
**Mr. Nirat Bhatt**

Skiing/Snowboarding  
**Mr. Akshay Kumar / Col. J.S. Dhillon**

Trekking  
**Mr. Mohan Tickoo**

Wildlife Safaris  
**Mr. Anirudh Chaoji**

Zip Wires & High Ropes Course  
**Mr. Alastair Scott / Mr. Madhusudan**

## AIR BASED ACTIVITIES

Hot Air Ballooning  
**Mr. Samit Garg / Mr Naveet Bali / Mr Paul McPherson**

Paragliding  
**Mr. Gurpreet Dhindsa**

Paramotoring  
**Mr. Gurpreet Dhindsa / Mr. Satish Pathania**

Parasailing  
**Mr. Gurpreet Dhindsa**

Skydiving  
**Mr. Rudra Bhanu Solanki / Wg. Cdr. Amit Chowdhury**

Air Safaris  
**CAPT Satish Pathania**

Kite Surfing  
**Mr. Jehan Driver**

## WATER BASED ACTIVITIES

Kayaking & Sea Kayaking  
**Ms. Deeya S. Bajaj / Mr. Vaibhav Kala / Mr. Nirat Bhatt**

Rafting  
**Mr. Arvind Bharadwaj / Mr. Vaibhav Kala / Ms. Deeya S. Bajaj**

River Cruising  
**Mr. Sanjay Basu**

Scuba Diving  
**Ms. Avanti Malsute**

Snorkeling  
**Ms. Avanti Malsute**

Water Sports  
**Ms. Deeya S. Bajaj**

## ESSENTIALS

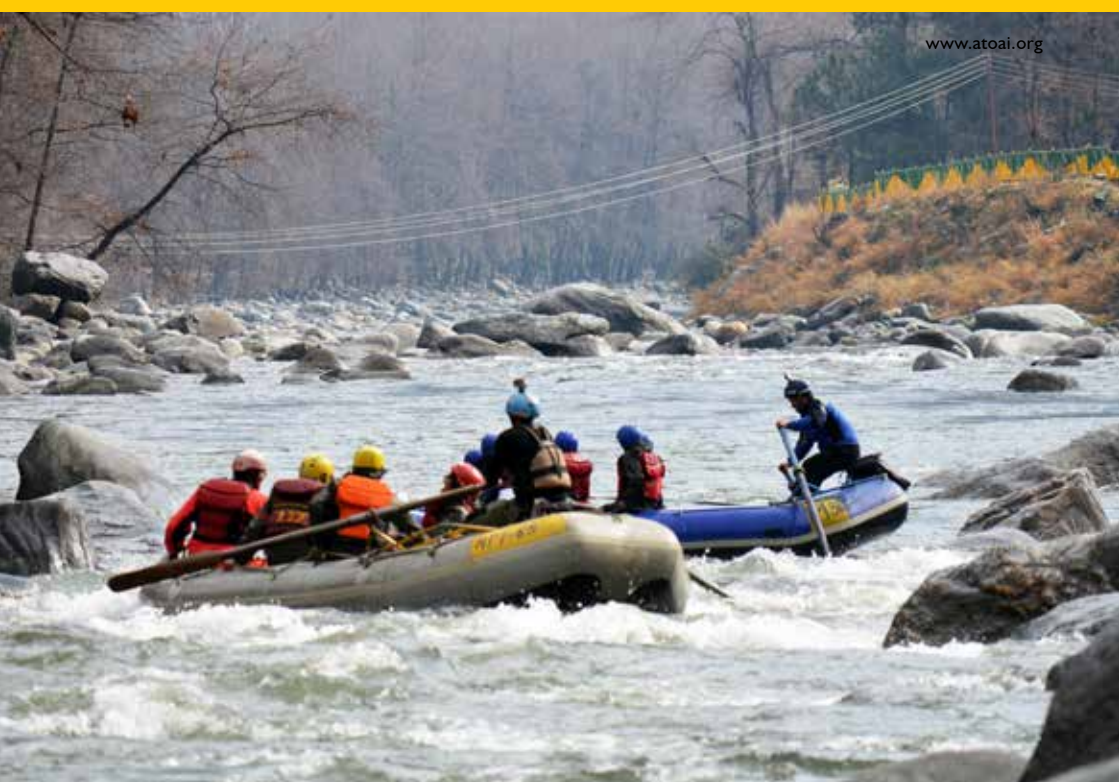
Sustainable Operations

Insurance  
**Mr. Prateek Gupta**

Liability and negligence template  
**Mr. Vaibhav Kala**

Risk assessment template  
**Mr. Vaibhav Kala**

FA/CPR  
**Mr. Vinay Sirsi**



## ADVENTURE TOURISM GUIDELINES

The compendium relating to "Indian Adventure Tourism Guidelines has been perused.

It encompasses Land based, Air based and Water based adventurous activities.

**Land based Adventure Tourism (15) comprises,** All Terrain Vehicle Tours (ATV), Bungee Jumping, Cycling Tours, Camel Safaris, Horse Safaris, Jeep Safaris, Motorcycle Tours, Mountaineering, Nature Walks / Bird Watching, Rock Climbing / Artificial Wall Climbing & Abselling, Personal Light Electric Vehicle Tours, Skiing / Snow Boarding, Trekking, Wildlife Safaris, Zip Wires and High Ropes Courses.

**Air Based Adventure Tourism (7) comprises,** Hot Air Ballooning, Paragliding / Hand Gliding, Para Motoring, Parasailing, Ski Diving, Air Safaris, Kite Boarding.

**Water Based Adventure Tourism (7) comprises,** Kayaking / Sea Kayaking, Rafting, River Cruising, Scuba Diving, Snorkelling, Water Sports Centres, Essentials.

The guidelines are mostly based on providing Standard Operating Procedures Instructions/Risk Mitigation & Emergencies (Qualification for Guides and Instructors for all these adventure tourism) Emergency and Rescues, Safety Briefing, Medical Concerns, Basic Minimum Standards for granting of recognition, Age limit, training, flying permission, equipments, use of sign board, use of alcohol / drugs, trained manpower, risk management strategy, inspections and maintenances. Insurance Liabilities, Death and Disabilities.



ADVENTURE TOUR OPERATORS  
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# LAND BASED

## GUIDELINES FOR ALL TERRAIN VEHICLE (ATV) TOURS

**1.1** Adapted from guidelines available on the websites of the European ATV Safety Institute and All-Terrain Vehicle Safety Institute (USA).

## INTRODUCTION

**1.2** ATVs (also known as quad bikes), when operated properly, can be exciting and safe. However, their incorrect use can lead to serious injuries. Though ATVs are very similar to cars & motorcycles, their operation is very different. ATV operation requires a different level of instruction and training. These minimum standards have been outlined to promote safe practices among operators of ATV tours.

## GUIDES

**1.3** Guides supervising participants on All Terrain Vehicle (ATV). Accreditation given by any International Institute's may be accepted. Alternatively the guide should have completed an in-house training programme which focusses on the following topics:-

- a) An introduction to the ATV machine, protective clothing, equipment and pre-ride inspections.
- b) Range signals, rules and warm up exercises.
- c) Controls and starting the engine.
- d) Starting out, shifting gears and braking.
- e) Turning.
- f) Riding strategies / risk awareness.
- g) Riding circles and figures of eight.
- h) Quicker turns.
- i) Sharp turns.
- j) Quick stops and swerves.
- k) Quick stop in a turn.
- l) Riding over obstacles.
- m) Safe and responsible driving practices.
- n) U-turns and traversing hills.
- o) Circuit or Trail rides.

**1.4** In addition, all guides must be familiar with (and assessed on) the operating manual(s) of the ATV(s) which they operate.



## CUSTOMER TRAINING

**1.5** ATV operators should always follow the instruction in their Owner's Manual for recommended operating techniques. All participants of an ATV tour must receive a basic training course before their tour commences. The basic minimum training course should cover the following:

- a) To mount and sit on the ATV correctly, locate and operate the controls, and dismount.
- b) To use the brakes properly to bring ATV to a smooth, safe stop.
- c) To demonstrate basic turning skills by shifting weight properly to maintain balance and avoid the possibility of losing control of ATV.
- d) It is very important that all participants pay attention to the instructions provided by their guides.

## EQUIPMENT

**1.6 ATV Machine:** ATVs are subject to considerable wear and tear owing to the nature of their use outdoors. Therefore, only use an ATV from a reputable manufacturer and ensure maintenance is undertaken as per operating manual instructions.

**1.7 Helmet:** The single most important piece of protective gear riders must wear is a helmet, which can help prevent serious head injuries. Wearing an approved motorcycle helmet does not reduce essential vision and hearing. Use either a full face or three-quarter (open-face) helmet. Helmets must be properly fitted to the participant – it should be snug, comfortable and securely fastened.

**1.8 Face shield or goggles:** If the ATV tour is in a jungle or in areas with dense foliage, a face shield or goggles should be used to prevent eye injuries.

**1.9 Gloves:** Gloves should be of a quality that will help prevent your hands from getting sore, tired or cold, as well as offering protection in the event of a spill/fall. Off-road style gloves, available at leading motorcycle and ATV dealerships, provide the best combination of protection and comfort. They are padded over the knuckles for added protection.

**1.10 Footwear:** The minimum protective footwear is a pair of ankle-length shoes or boots with low heels to help prevent feet from slipping off the footrests.

**1.11 Clothing:** It is important to protect your skin from scratches. A long sleeved jersey/sweater, shirt or T-shirt and long trousers are requirements for rider protection.

**1.12 Spares & First Aid:** It is recommended that guides carry an appropriate first aid kit and tool kit during an ATV tour. Examine the tool kit that came with your machine.



## INSPECTIONS & MAINTENANCE PROCEDURES

**1.13** Before commencing each trip, Guides must carry out an inspection of any ATV to be used by themselves or their customers, before each ride. An inspection will minimise the chance of injury or malfunction, ensure long-term usage of your ATV. The ASI uses the following basic T-CLOC checklist:

(T-CLOC stands for Tyres and Wheels, Controls and Cables, Lights and Electrics, Oil and Fuel, Chain/Drive Shaft and Chassis).

## SOPS & OPERATING INSTRUCTIONS

**1.14** SOPs have to be formulated for conduct of training programme and the same should be approved by the Tourism Department of the respective State Government. The following rules should apply to all participants and guides during an ATV tour:

- a) All participants must wear a helmet and other protective equipment.
- b) Always keep both hands on the handlebars and both feet on the footrests of ATV during operation.
- c) Avoid paved surfaces – ATVs are designed to be operated off paved roads.
- d) Avoid public roads unless the machine has been specifically manufactured for this purpose and complies with the relevant automotive licensing requirements for road use.
- e) Never allow riding under the influence of alcohol or drugs.
- f) Never carry a passenger unless the machine has been specifically designed and manufactured to do so.
- g) Ride only on designated trails and at a safe speed as mandated by the manufacturer of the machine.
- h) Extreme care must be taken not to undertake random offroading as it has deep impact on the ecology of the area specially in regions like Ladakh.

## 1.15 Special arrangements for Children

- a) Children under the age of 18 require parental consent to ride ATV and adult supervision.
- b) ATVs are NOT toys and children aged below 18 years should only ride the right ATV for their age.
- c) Always follow the manufacturer's minimum age recommendations which will be shown on the ATV or in the Operating Manual.

## DOCUMENTATION

**1.16** The following is the basis minimum documentation required.

- a) ATV and associated equipment purchase documentation, including warranty, service & maintenance history documentation.
- b) Owner's / Operating Manual for each ATV.
- c) Training and assessment log for all guides.
- d) First aid certificates for all guides.

## RISK MITIGATION

**1.17** A basic risk assessment should be conducted on any trail intended for the use of ATV tours before participants are permitted to use such a route.

**1.18** An Emergency Action Plan must be in position and regular training imparted to the staff for the same.

## EMERGENCIES AND RESCUES

**1.19** A first aid kit must be available and the venue/route itself must be easily accessible. In addition, a detailed emergency procedure must be written that includes contact numbers of the available emergency services. Evacuation routes and emergency procedures must also be included in the company's risk assessment.

## SAFETY BRIEFING

**1.20** A pre ride safety briefing covering all aspects of risks and action to be taken both by conducting staff and the participants should be covered in details, some aspects are highlighted below.



- a) Rules and speed limits.
- b) Wearing of protective gear.
- c) ATV controls, operation and pre ride checks.
- d) Rider responsibilities and risk awareness.
- e) Group riding procedure to include lane position, following other vehicle, head lights, signals and parking.
- f) Handling dangerous surfaces and any special riding conditions.
- g) Indemnity bond by participant.
- h) Avoiding alcohol prior to/during the ride.
- i) Staying hydrated and rest stops.

## MEDICAL CONCERNS

**1.21** These are of two types : personal and accident related during the ride. For personal medical conditions clients should be advised to carry medication and inform the ride leader. For accident related concerns, the ride leader should have a plan in addition to a First Aid Kit.

## 1.22 BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO ATV OPERATORS

- a) The agency must own ATVs and all accessories and safety gear as specified above. The ATVs must be well maintained, serviced and in perfect working order with the required documentation.
- b) The agency must have at least two full time trained ATV guides duly qualified (specified above) / knowledgeable about conducting ATV activity safely, group dynamics, rules, communication skills and repairs / punctures etc. They must possess valid First Aid / CPR certification.
- c) The operator must have SOPs for conducting ATV trips and an Emergency Action Plan for all trips.
- d) A detailed risk assessment must be carried out prior to conducting ATV trips.
- e) A list of hospitals in the vicinity of the tour should be carried by the ATV guides.
- f) A detailed SOP for inspecting ATVs, documentation and safety gear prior to conducting trips must be in position.
- g) The agency must have a registered office.
- h) The agency must be registered with the local tourism authorities.
- i) Local level certification for ATV Operators. This is desirable which can be implemented at State Government Level.
- j) The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



ADVENTURE TOUR OPERATORS  
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# LAND BASED

## GUIDELINES FOR BUNGEE JUMPING

## INTRODUCTION

**2.1** Bungee Jump is a land based extreme adventure sports activity in which the jumper is made to jump from a height with a rubber cord tied to his ankle. It is an extremely dangerous activity if proper precautions are not taken and safety procedures are not followed. However once the safety procedures are followed and jump platform is constructed according to safety guidelines this activity is very safe and chances of accidents are greatly reduced.

## GUIDES/INSTRUCTORS

**2.2** The jump staff particularly the jump masters should be properly trained and have vast experience in this activity. They should possess a calm and mature attitude and have an eye for detail/errors. They require a very high level of physical fitness, self discipline, excellent communication and risk management skills and also the motivation to perform these activities.

## EQUIPMENT

**2.3** The equipment used for bungee jump should be certified and procured from reputed companies. The storage and maintenance of the equipment has to be proper. Regular inspection of the equipment should be carried out and record should be maintained. No unauthorized person should have access to the equipment. All the discarded equipment should be removed from the site and destroyed.

Rubber has to be procured from a reputed and recognized source. It's shelf life should be recorded. The rubber has to be stored in a cool dark place and saved from UV rays. Regular inspection should be carried out. Bungee cords should be made by the jump masters and certified. The record of jumps must be maintained.

## INSPECTION AND MAINTENANCE PROCEDURES

**2.4** The inspection should be done as per the Safety Manual. Daily, weekly and yearly inspection should be carried out and recorded. The record of all inspections should be entered in the safety log to be maintained at the site.



Regular maintenance of the equipment being used must be done and recorded.

## SOPS AND OPERATING INSTRUCTION

**2.5** Since there are no Indian standards, it is recommended that operations are carried out as per Australian and New Zealand standards. No Dilution in these standards is acceptable. The site should have SOPs for operations and rescue drills. The age limit for bungee jumping is 12 - 45 years. Minimum weight allowed for a jump is 40 kgs and maximum weight allowed is 110 kgs.

## DOCUMENTATIONS

**2.6** The following documents are required to be maintained at the site.

- a) Record of equipment.
- b) Safety log.
- c) Maintenance log.
- d) Record of rubber.
- e) Jump log.
- f) Incident folders.
- g) Medical Record.
- h) First Aid Kit Record.
- i) Insurance Record.
- j) Staff training record.
- k) Dossier of Jumpmaster.

## RISK MITIGATION

**2.7** The following measures will reduce the risk factor.

- a) Every Jump should be treated as a first Jump
- b) A highly experienced person should be appointed as the jump master.

- c) Jump master's word should be final and binding.
- d) Continuous training of the staff.
- e) Regular testing of the staff.
- f) Regular practice of rescue drill.
- g) Inspection and updating of the equipment.
- h) Recording of the jumps.
- i) All incidents to be reported, discussed and recorded.
- j) Updating of safety procedures.
- k) Motivation and welfare of the staff.

## EMERGENCIES AND RESCUES

**2.8** The staff should be fully prepared to deal with the emergencies and carry out rescue as per the SOP without looking for orders and in minimum time frame. The following will help in mitigating risk :

- a) Awareness of risks
- b) Training in rescues
- c) First Aid/CPR & other medical training of the staff
- d) An Emergency Action Plan should be in position and training for the same provided periodically to the staff.
- e) Doctor on call
- f) Rescue evacuation to be worked out
- g) Tie up with local hospital
- h) Procedure for reporting of incidents
- i) Insurance of the jumpers and staff
- j) Funds ear marked and available for medical cover.
- k) Regular briefing of the staff.

## SAFETY BRIEFING

**2.9** Safety briefing to be given personally by the jump master and audio visual briefing is also recommended. Disclaimer form should be signed by the jumpers. Safety briefing should be repeated before the activity. The safety measures should be displayed at a number of places prominently.

## MEDICAL CONCERN

**2.10** The Medical restrictions should be

displayed prominently. Fitness Certificate to be signed by the jumpers. No compromise to be made in case of any medical problem. Medical restrictions for bungy jumping include: 1. Heart problem 2. High blood pressure 3. Neurological disorder 4. Spondylitis 5. Back issues 6. Recent fracture, surgery or hospitalisation 7. Epilepsy 8. Osteoporosis 9. Pregnancy.

## BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO BUNGY OPERATORS:

**2.11** Since there are no Indian standards, it is recommended that operations are carried out as per New Zealand standards (AS/NZS 5848:2000). This Standard specifies and gives guidance on the site and site approval, the design, testing and approval of equipment, the management of the operation, the operating procedures, the emergency provisions and procedures and registration of operating staff of a bungy jumping operation. No Dilution in these standards is acceptable.

It is highly recommended that any outfit, entity, establishment or company seeking grant for recognition must fulfill these desirable criteria:

- a) The entity must own specialized certified equipment commensurate with needs of undertaking and running such an operation (listed above).
- b) The entity must have qualified personnel (minimum two full time qualified jump masters) on their payroll (listed above). These personnel must carry the requisite experience in the activity and have valid First Aid & CPR certification.
- c) The entity must operate with the required permits / licenses.
- d) It is recommended that the entity is registered with the state tourism department / recognized by the Ministry of Tourism, Govt of India.
- e) The entity must have a registered office.
- f) The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA

# LAND BASED

## GUIDELINES FOR CYCLING TOURS



## INTRODUCTION

**3.1** Bicycling tours in India have been managed by privately owned companies and do not fall under the purview of any government or any community-instituted central body. The Cycling Federation of India organizes races and tours for licensed elite athletes for prize money. Any tours where amateur athletes/ holidaymakers are entering into a commercial contract with a touring experience provider do not require any permissions from any sport related bodies.

## ADVENTURE GUIDES/ INSTRUCTORS: BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE

**3.2** While there are no technical criteria of qualifications required, these are experiences that will help a tour leader ensure a successful trip:

- a) Experience of being in the saddle and riding the distance covered per day. This will ensure that they are alert and not fighting their own fatigue. In a staged tour that lasts multiple days, the guests will experience cumulative fatigue; the tour leader cannot be in the same position. They need to have spent time cycling, so they do not experience saddle soreness and are able to help their charges and ensure a good experience for them.
- b) Knowledge of the terrain being traversed, potential hazards of that area, typical weather conditions, in addition to knowledge of Hindi, English and or local language are required.
- c) The knowledge to assess which customer needs what size of helmet and how to tighten or loosen the various straps to ensure a snug fit on their heads.
- d) First-aid and CPR certification.
- e) Basic knowledge of bike maintenance while on tour and fixing issues such as punctures, gears not working well and other such minor repairs.
- f) Owning a government authorized identity card and keeping it with them for the duration of the tour.

## Training

**3.3** No specific training is required to be a cycling tour operator in India. However, it is helpful if the organizers meet the basic qualifications listed above. It will go a long way towards ensuring the safety and well-being of your clients and your own confidence in your operation.

## EQUIPMENT REQUIRED

**3.4** Tour operators usually give their clients the option of bringing their own bicycles or providing bicycles to them.

- a) In the former case, the minimum materials needed would be spares (tyres, tubes, tyre levers, patch kits, brake and gear cables and their housing, chains, chain links, lubricants, floor pump with presta and shredder valves, multi tool or allen keys, small screw drivers, duct tape and zip ties.
- b) In the latter case, in addition to the above, add bicycle specific spare components such as brake shoes, drivetrain components, spokes, spoke wrench, etc.
- c) Bikes should be delivered to the clients fully built and ready to ride after individual saddle height adjustments.

## CYCLING GRADES

**3.5** It is important to categorise the biking / road cycling itinerary with proper grades so that the clients can chose their trip as per their level of fitness and preparedness:

**GRADE 1: EASY** - For those new to cycling or who don't have a high level of fitness. Easy combination of flatter or gently undulating routes. For riders seeking a very relaxed holiday. Beginners: 20-40 miles / 30-60 kms. per day.

**GRADE 2: GENTLE** - On undulating or rolling terrain, occasional moderate / challenging climbs. No high altitude ascents & the odd short steep climbs. For semi-regular riders / relative novices wishing to gain experience & fitness. 40-50 miles / 60-80 kms per day.

**GRADE 3: MODERATE** - For riders with experience, good fitness & a decent level of skill. Some features that may be experienced



more frequently in a higher-grade tour. Most days include a couple of significant climbs. Some long days & some steep to very steep sections. Not for beginners. 45-60 miles / 70-95 kms per day.

**GRADE 4: CHALLENGING** - For cyclists with stamina & a good level of fitness. Long & challenging days with multiple tough or high altitude ascents, with steep sections over extended distances. Long & often technically demanding descents. Road riding for experienced riders. 45-95 miles / 80-160 kms per day.

**GRADE 5: DEMANDING** - Designed for cyclists with good stamina and a high level of fitness. Consecutively long, challenging days with multiple serious or high altitude ascents. Frequent steep or very steep stages occasionally over extended distances. Includes long and often technically demanding descents. Serious road riding for experienced riders only. 60-100 miles / 95-160kms per day.

## EQUIPMENT CARE AND MAINTENANCE

**3.7** Maintaining the bicycles is critical to ensure every group of customers has a good experience. To do so, here are components of the trip that need care:

## BICYCLES

a) Ensure the bicycles are given care after every trip. This would include:

- i) Cleaning the bicycle.
- ii) Lubricating the chain.
- iii) Drivetrain service.
- iv) Check chain health.
- v) Check brake and gear cable tension.

b) Get a complete strip down service done with a trusted bicycle shop, for each bicycle every 1000 kms. You should get from them, a list of jobs carried out per cycle, parts replaced and have a sense of how long each of the parts are likely to last.

c) If the bicycles have been through a tough rocky terrain or a muddy region, inspection for damage and/ or sending them for inspection to a bicycle shop is recommended.

## HELMETS

a) Cycling helmets by respectable brands, stocked for all sizes from extra small (XS) to extra large (XL).

b) It is mandatory to use helmets on all rides and at all times.

## LIGHTS

- a) Head lights: Head lights that are powerful enough to see the road at night/ in foggy or rainy conditions. Typically, headlights with mounts, that can be removed easily when the bikes are being left by themselves.
- b) Taillamps: Taillamps that are powerful enough to be visible and provide the option of rapid blinking, so they are more visible to oncoming motor vehicles.
- c) Spare batteries for each of the lights.

## MATERIAL CARRYING EQUIPMENT & SAFETY EQUIPMENT

- a) Panniers and racks for luggage.
- b) Bungee cords to tie additional material to the bike rack.
- c) Cable locks to lock the rear tyre, possibly the front tyre, the frame of the bicycle to a pole, a gate or a similar construction.

## INSPECTION & MAINTENANCE PROCEDURES

**3.8** Listed above.

## SOPS & OPERATING INSTRUCTIONS

### 3.9 SOPS:

- a) Inspect gears 1-2 days before travel.
- b) Check weather conditions.
- c) Reach out to all service providers en route and get confirmations, if possible on email, of the terms of agreement with them.
- d) Check cash, cheque and card usage en route and ensure there are sufficient funds.

### OPERATING INSTRUCTIONS:

Instructions for tour leaders to customers:

- a) Give all customers a safety briefing at the start of the tour, such as not riding more than two abreast, right of way to larger vehicles, hand signals and following instructions of the tour leader.
- b) Explain to them how the bicycle gears function.
- c) Get them used to riding on seat posts, heights that are higher than what they are

likely to be used to, from childhood, if these are inexperienced cyclists.

- d) Explain the importance of a helmet to be worn at all times on the saddle, the right way to wear one snugly and the importance of wearing a helmet of the correct size.
- e) Check for medication clients are on and ensure that they are carrying sufficient dosage for the duration of the tour.
- f) In case of self-guided trips the guides MUST give the travelers a briefing of do's and don'ts including how to engage with the locals and where to stop / not stop.
- g) Self-guided riders must check in with the local operator on a daily basis to update them on their well being.

## 3.10 DOCUMENTATION

- a) Maintain a log book of all gear (cycles, helmets, racks, panniers, backpacks, lights, locks, etc.).
- b) Copies of permits to enter a region, if relevant.
- c) Copies of the tour operator's credentials.
- d) Copies of the identity and emergency contact details of each client.



- e) Mandatory insurance copies of each client.
- f) List of doctors & hospitals as well as ambulance providers along the route.
- g) List of reliable bicycling stores (which manage the cycle brands being used) along the route.
- h) Emergency Action Plan.

## RISK MITIGATION

### 3.11 RISK TO HUMANS

- a) Recommend a comprehensive medical checkup prior to a tour. Ask for a doctor's certificate of fitness while signing up for the trip, if the distance and terrain are challenging.
- b) Ensure customers have medical insurance and that copies of the insurance are handed over to the guide before the start of the trip.
- c) Ensure you have information like blood group, known allergies, known medical conditions, emergency contact persons (at least two names and numbers).
- d) An indemnity form signed by each tour participant that states that they are taking sole responsibility for their own well-being during the trip and this legally keeps the tour leader and touring company safe.
- e) In case of self-guided trips a detailed briefing covering the cultural situation in India, safety of women etc. should be given prior to commencement of the trip.

### EQUIPMENT RISK:

Tour operators must ensure that:

- a) A comprehensive first-aid kit is carried on the trip. Do ensure that all medicines are within expiry period.
- b) All bicycles are in good condition to ride – this should be confirmed by a service professional.
- c) Lights (head lights and taillamps) on all bicycles.
- d) Helmets for all riders.
- e) Support vehicle is close-by at all times.

- f) In a group with people of varied abilities the operating company must ensure that there is a leader and follower for every day.

### 3.12 EMERGENCIES & RESCUES

- a) To deal with an evacuation required due to natural disasters etc., assess emergency evacuation procedures for the various places the tour will go to.
- b) In an emergency situation, the touring group takes and follows instructions from the tour leader. This information needs to be communicated to the group at the start of every tour.
- c) The Tour Leader must assess the situation and administer first aid as appropriate and call for back-up as soon as possible.
- d) To deal with cases of medical emergencies, assess proximity to hospitals, time taken to reach there and mode of transport.
- e) If there is a medical emergency and the tour leader is occupied with the emergency, the company must set a practice of how to manage the rest of the group.

### SAFETY BRIEFING

**3.13** Leaders are required to give a brief demonstration of the bike (brakes, gears, any possible adjustments). It is recommended this happens before clients are given their individual bikes to ensure that they all focus on the explanation. The briefing to the clients must include:

- a) Keeping identification with them always.





- b) Taking ownership for assessing if they feel unwell or not up to the trip at any point and alert the tour leader.
- c) Riding safely, riding as per traffic rules.
- d) Keeping their helmet on at all times, while on the saddle.
- e) Using lights when conditions require it.
- f) Cleaning bicycles and keeping them ready for the next day of travel.
- g) Following instructions of the tour leader at all times, especially emergencies briefings during the trip:

**EVENING BRIEFINGS:** On the evening prior to each ride the leader must explain the next day's riding to the whole group. Points covered will include:

- i) Using a map to show the overview of the route for the day.
- ii) Any included transfers needed as part of the travel on that day.
- iii) Expected distance of the days ride.
- iv) Expected terrain (road surface, ascent and descent).

v) Planned stops: notable rest stops, lunch, and any visits.

vi) Where the ride will finish and the accommodation they will be using that night.

### **NEXT SECTION' ROUTE DESCRIPTIONS**

At rest stops and re-grouping points during the ride leaders are expected to give short 'next section' briefing to let clients know what is coming up:

- i) The distance and approximate duration of the next section.
- ii) Any known hazards (road surface, heavy traffic, steep descents, difficult route finding etc) and how to avoid them.
- iii) Any directions and junctions the group should look out for.
- iv) Points of interest to look out for
- v) The next planned stopping or re-grouping point.

### **MEDICAL CONCERNS**

**3.14** Covered above.

### 3.15 “BASIC MINIMUM STANDARDS” FOR GRANT OF RECOGNITION TO OPERATORS

- a) Tour operator organization to have:
  - i) Minimum two personnel qualified for the job (specified above).
  - ii) First aid /CPR certified personnel.
  - iii) Well maintained bicycles, (if being offered),basic safety equipment and tools.
  - iv) Knowledge of the region – history, geography and culture; permits needed for the region, inherent risks (natural, political, social, etc.).
  - v) Registered office.
  - vi) Recognition by local / state tourism department.
- b) Tour leaders with experience of:
  - i) Riding bicycles on the road for multiple days and riding the distance covered by the tour.
  - ii) Good communication skills.
  - iii) Ability to converse with government authorities and get relevant permissions.
  - iv) Ability to plan and schedule all events in advance.
  - v) Ability to deal with and iron out issues on the trip.
  - vi) Administering first aid and helping clients with medical insurance should the situation arise.
- c) The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.

### SECTION FOR MOUNTAIN BIKING

**3.16** Guidelines for mountain biking tours are similar to biking. There are some additional MTB specific guidelines a tour operator must ensure:

#### TRAIL RULES FOR MOUNTAIN BIKING

- a) Ride open trails only:
  - i) Do not use prohibited trails. In

national parks only designated trails are permitted.

- ii) Take necessary permission for restricted trails. Reserve forests may issue entry ticket with fees.
  - iii) Respect land rules for open trails.
- b) Leave no trace:
    - i) Wet and muddy trails are more vulnerable to damage than dry ones.
    - ii) When trail is soft, consider other riding options. Do not create new trails or cut switchbacks.
    - iii) Do not ride around standing water, it widens the trail.
    - iv) Pack out as much as you pack in. Also consider picking up any litter on the trail.
  - c) Control your bicycle:
    - i) Lack of attention even for a moment can lead to serious problems for the rider and others.
  - d) Follow suggested speed limit.
  - e) Trail etiquette:
    - i) Make all efforts to alert other trail users. A friendly greeting or ringing the bell will do.
    - ii) All downhill users must yield to uphill users.
    - iii) All mountain bikers must yield to trekkers and animals on trails.
    - iv) Always anticipate other trail users around corners.
  - f) It is important to watch out for animals on the trail.
  - g) Plan ahead for unusual conditions:
    - i) Know your equipment, ability, terrain, riding conditions, weather and available resources on route.
    - ii) Always stay in touch with your group.
    - iii) Carry clothes for change in weather conditions.
    - iv) Strive to be self-sufficient.
    - v) Follow all safety rules.



ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA



# LAND BASED

## GUIDELINES FOR CAMEL SAFARIS

## INTRODUCTION:

**4.1** Camel safaris in the Rajasthan desert are an experience of a lifetime. To ensure that clients have a wonderful experience in the desert, the camel handler must be experienced and familiar with his animal. The male camels (like elephants) tend to go 'musth' in the winter months. That is when they are unpredictable and dangerous. The handler must be confident of the animal's reliability and temperament.

## 4.2 CAMEL GUIDES: BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE

- a) The animal should be healthy and of a good size. The camel should not be too young since a young camel is often not strong enough to carry the weight of a rider.
- b) All camels in Rajasthan are Dromedaries (with a single hump) and the saddle used on safaris seats two people. Two persons should get on the same camel only if their combined weight is below 65 kgs.
- c) The tack used on the camel must be of good quality and comfortable for both camel and rider.
- d) Stirrups must be provided with the saddle for the riders.
- e) The girth must be secured properly, otherwise the saddle might slip and it is a long way down for the rider.

**4.3** Training Programmes for Camel Guides should include:

- a) Good desert knowledge and field training in desert ecosystems.
- b) Provide vernacular medium literature for local guides.
- c) Training in soft skills like communication, hospitality & hygiene.
- d) Importance of being well turned out.
- e) First Aid training to handle medical emergencies and also scaled viper bites and scorpion stings.
- f) For multiday camel trips it is recommended to limit distance per day to under 20kms on camel back.

## 4.4 SUGGESTED MINIMUM QUALIFICATION AND EXPERIENCE FOR CAMEL GUIDES:

- a) First Aid certification.
- b) Should have comprehensive knowledge of desert ecosystems.
- c) Minimum five years experience of working with animals.

## 4.5 EQUIPMENT REQUIRED WHILE ON CAMEL SAFARI

- a) Good Binoculars/ Spotting Scope.
- b) Optional - Good camera.
- c) Books and Field Guides for Desert Birds/Mammals/Snakes/Insects etc are a must.

## EQUIPMENT CARE AND MAINTENANCE :

**4.6** Camels must be treated well and looked after.

## 4.7 INSPECTION & MAINTENANCE PROCEDURES

- a) Health of the camels must be monitored on a continuous basis.
- b) There is a need for regular refresher courses and certification for guides.
- c) Medical kit to be checked for expiry dates of medicines.
- d) Binoculars have moving parts and are very sensitive equipment. They need regular checks for fungus and parallax.

## 4.8 SOPS & OPERATING INSTRUCTIONS

- a) Weather/ climate briefing: Before setting off on a Camel Safari, the guide must brief the client on expected weather conditions during the trip, trip duration and safety factors.
- b) As dehydration is a distinct possibility on a camel safari, sufficient fluids and light refreshments for any unexpected delays should be carried.



- c) The guides should be well trained and serve as good ambassadors of the country.
- d) The guides should brief guests about local traditions and customs

#### 4.9 DOCUMENTATION

- a) The guests must sign the disclaimer before they get on the camel.

#### 4.10 RISK MITIGATION

- a) The Camel handler must not be allowed to ride on the same camel as the guests.
- b) The guests must be briefed properly about how they should transfer their weight when the camel stands up and sits down. (in order for the rider to mount and dismount).
- c) Problems associated with stings and bites are a possibility. Do brief the clients to be sufficiently prepared and appropriately dressed.
- d) Camel Safari can bring in clients who are unfit/ or allergic to certain weather conditions. Brief medical condition of the client should be known. Specific instructions to carry the necessary medicines – owing to the paucity of good medical help in close proximity to wilderness areas, should be conveyed to the field staff prior to the trip.

#### 4.11 EMERGENCIES & RESCUES

- a) All resorts, trail leaders and guides must be aware of the nearest medical facility and the evacuation means.

- b) Guides must know basic first aid to handle heat stroke and other weather-related issues.
- c) Emergencies could most often be due to medical condition of the client or due to snake bite/sting.
- d) A comprehensive Emergency Action Plan should be in position. All field staff must be trained and familiar with the Emergency Action Plan.

#### 4.12 SAFETY BRIEFING

Briefings for a good camel safari experience should include the following:

- a) Appropriate dressing for the season.
- b) Any medicines that might need to be carried and rehydration fluids.
- c) There are very few field toilets in India. Use of the bush needs utmost care.
- d) Ensuring zero garbage and a strict 'leave no trace' policy in wilderness areas. There is a need to take back all garbage to the base camp.

#### 4.13 MEDICAL CONCERNS

- a) Elderly clients and clients with need of regular medicines should be warned of poor medical facilities in the proximity of wilderness areas.
- b) First aid kits with material like sanitary napkins should be carried on the trip.



## “BASIC MINIMUM STANDARDS” FOR GRANT OF RECOGNITION TO OPERATORS

**4.14** The Adventure Tourism industry is now moving towards Environmentally Responsible Operators and expects certain basic standards to be maintained like:

- a) Responsible Tourism with sensitivity to the local people and their culture must be an integral part of the trip. A Waste Management Plan should be in place.
- b) Interpretation: This is one of the most important activities to educate and involve clients. Camel safari operators must invest in training good guides.
- c) Supporting local population and economy: Operators must be able to employ and capacity build local population to benefit from tourism. As far as possible the handicraft purchasing policy must reflect ‘Buy Local’ policy. It supports the local economy and operators can provide their clients with a realistic local experience.
- d) CSR Activity: Operators should be supportive of the local needs of education, medical and sporting activities.

It is highly recommended that any outfit, entity, establishment or company seeking grant for recognition as a camel safari operator must fulfill these desirable criteria:

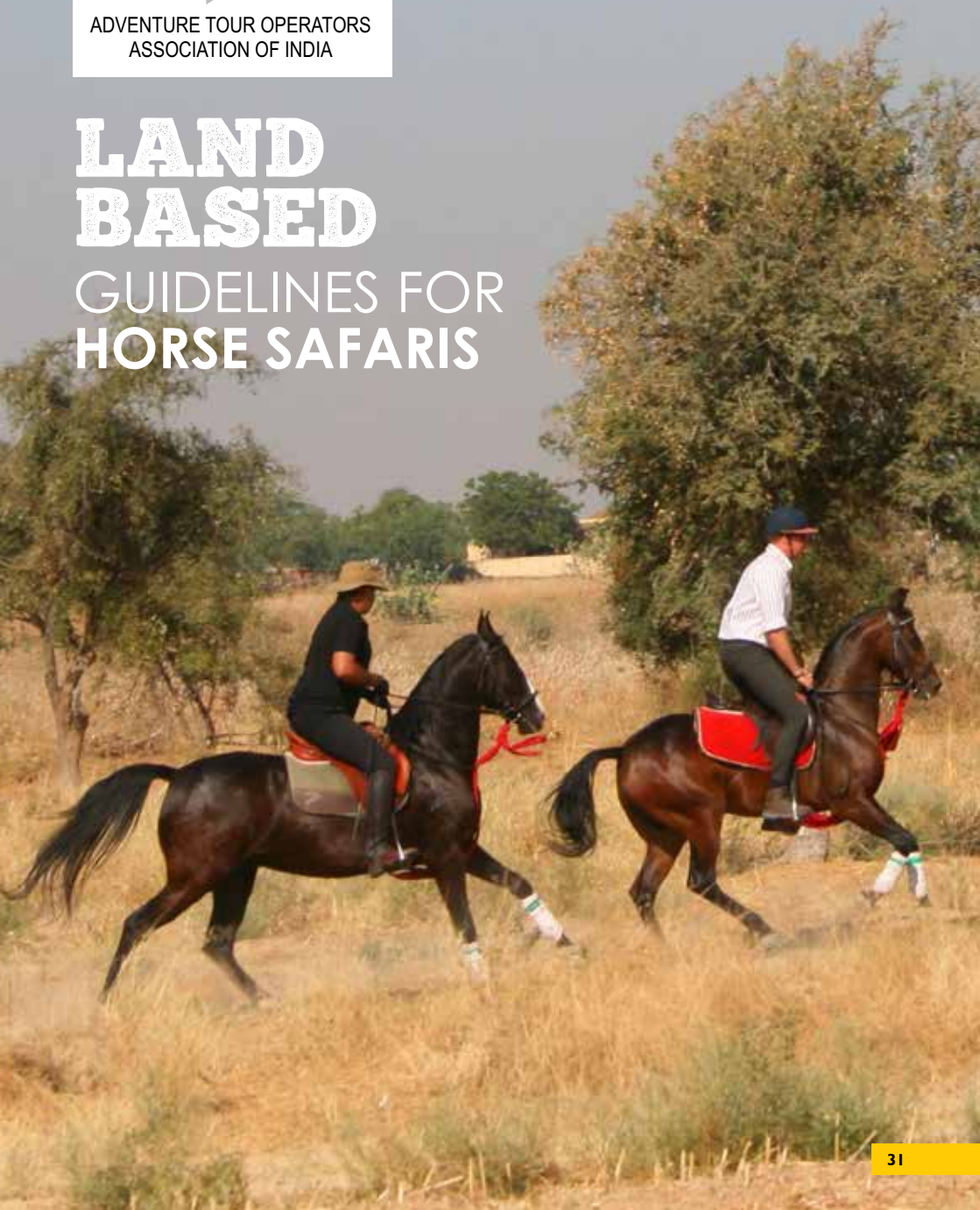
- a) Camel safari operators must own / have access to good quality riding equipment like saddles and tack.
- b) The entity must have qualified personnel (minimum two full time qualified staff) on their payroll. The entity must operate with the required permits.
  - i) It is recommended that the entity is registered with the state tourism department / recognized by the Ministry of Tourism, Govt of India.
  - ii) The entity must have a registered office.
  - iii) The camel safari company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



ADVENTURE TOUR OPERATORS  
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# LAND BASED

## GUIDELINES FOR HORSE SAFARIS



## INTRODUCTION

**5.1** Horse safaris are the best way to explore rugged or hilly terrain, deserts or other places which are off the beaten track in India.

This is a high risk activity and the highest safety standards must be maintained. It is difficult to gauge the riding ability of a horse-rider without seeing him/her ride, and therefore the allocation of an appropriate horse is always a challenge. The first time you usually allocate a horse to a rider is by the rider's perception of their riding ability. A word of caution here, most riders tend to overestimate their riding abilities. Most riders do not realize that a well-schooled, advanced, powerful horse could severely injure a rider who is not well-matched. Therefore it is imperative to match the right horse to a rider to avoid accidents.

## SUGGESTED MINIMUM REQUIREMENTS:

### 5.2 EQUIPMENT:

- a) The equipment used on the horses should be of specified standard quality. Eg. Saddle and tack.
- b) All people conducting horse safaris should be able to provide proper safety helmets, clothing and riding equipment.
- c) The tack and saddle must be of high quality. Good quality saddles are not only for the comfort of the rider but it is also for the comfort of the horse. A good fitting saddle will minimise saddle sores for the animal.
- d) The bridle and bits used must not be severe. A severe bit can seriously injure a horse if not used correctly. A simple snaffle or French link bit is ideal and recommended. In short, the tack must not cause pain or injury to the horse or rider in any way.

### 5.3 GUIDES:

- a) Horse riding guides should be accomplished riders and have a good knowledge of the terrain.
- b) Guides should have valid FA certification and regular refresher courses to recertify them should be conducted.

- c) Guides should be well trained and serve as good ambassadors of the country.
- d) Guides should brief guests about local traditions and customs.
- e) Guides must have on them the following equipment:
  - i) Binoculars/ Spotting Scope.
  - ii) Books and Field Guides for Birds/ Mammals/ Snakes/ Butterflies/ Insects/ Amphibians.
  - iii) First aid kit.
  - iv) Torch, GPS, maps.

## SOPS & OPERATING INSTRUCTIONS

### 5.4 FOR HORSES AND EQUIPMENT CARE

- a) The horses should be preferably owned by the service provider. This will ensure the quality of the horses, the basic well-being of the animal and that the horse is healthy enough to do the safari (not lame or malnourished).
- b) Quality check of riding equipment before every season is a must.
- c) Guides should check medical kits for expiry dates of medicines.

### 5.5 FOR SAFARIS

- a) Weather briefing: Before setting off on a horse ride, the guide must brief the riders on expected temperatures/ rain during the trip.
- b) Dehydration is a worry and a vehicle with water and light refreshments for any unexpected delays should accompany the riders and meet them at different pre-scheduled spots along the trail.
- c) Garbage disposal is a big issue while visiting remote areas. Empty chips, wrappers are salt laced and there a chance of wild animals swallowing them and choking and dying.
- d) The distance covered in a day's ride should not exceed 35 to 40 kms and that too if the riders are experienced.
- e) An experienced rider should weigh less than 90 kgs and an inexperienced rider should weigh less than 85 kgs.

f) The horses and their well being must come first. Utmost care should be taken in case of soreness or injury to the horse. An injured horse must be replaced.

## 5.6 DOCUMENTATION

- a) A disclaimer must be signed by all riders before they are allowed to get on the horse.
- b) Complete information of all riders including emergency contact details should be present with the operator.
- c) An Emergency Action Plan should be in position.
- d) Contact numbers of local hospitals, ambulance and police stations.

## 5.7 RISKS

- a) Falls from a horse are a possibility.
- b) Horse going violent in certain situations cannot be ruled out.
- c) Medical facilities are poor in wilderness areas.

## RISK MITIGATION

**5.8** Horse riding comes with a number of risks including dehydration, exhaustion and injuries. Stings and bites (also from horse flies) are also a possibility.

To mitigate these risks:-

- a) Briefing riders to dress appropriately is the first step.
- b) The person conducting the safari must be an accomplished rider and should be able to gauge the ability of clients and set the pace accordingly.

c) The riders must not be allowed to gallop off on their own even if they are experienced riders as they are riding in unfamiliar terrain.

d) The activity providers should have prior knowledge of allergies/ other medical ailments vis a vis riders and be prepared to handle medical issues.

e) The guides must know basic first aid and should carry a comprehensive First Aid kit.

f) As emergencies like snake bites and bee stings need immediate assistance, evacuation/ access to the nearest Primary Health Centre/ Civil Hospital should be planned for.

## 5.9 EMERGENCIES & RESCUES

- a) All guides and horse safari operators must be aware of the nearest medical facility and evacuation procedures.
- b) An Emergency Action Plan must be in position.

## 5.10 SAFETY BRIEFING TO RIDERS SHOULD INCLUDE THE FOLLOWING POINTS:

- a) Riders must have the necessary gear on them before they mount the horse.
- b) A well fitted riding helmet is a must.
- c) Boots with heels are recommended to stop the foot from sliding too deep into the stirrup. Half Chaps are ideal. They are easy to pack and serve the purpose of a full length riding boot.
- d) Appropriate clothes for the season.





e) The riders must carry a day pack with rehydration fluids, personal medicines, sun block, sun screen etc.

f) There are very few field toilets in India. One has to be extremely careful when using the bush.

g) Must ensure zero garbage policy in wilderness areas. They should be asked to take back all garbage back to resort/ base camp.

### **“BASIC MINIMUM STANDARDS” FOR GRANT OF RECOGNITION TO OPERATORS :**

**5.11** It is highly recommended that any outfit, entity, establishment or company seeking grant for recognition as a horse safari operator must fulfill these desirable criteria:

a) The horse safari operator should preferably own the horses or the operator should have the ability to hire horses appropriate for the safari. This will ensure the quality of the horses, the basic well-being of the animal and that the horse is

healthy enough to do the safari (not lame or malnourished).

b) Horse safari operators must own high quality riding equipment like saddles, tack and helmets.

c) The entity must have qualified personnel (minimum two full time qualified staff) on their payroll (specified above). These personnel must carry the requisite experience in horse riding and have valid First Aid & CPR certification.

i) The entity must operate with the required permits.

ii) It is recommended that the entity is registered with the state tourism department / recognized by the Ministry of Tourism, Govt of India.

iii) The entity must have a registered office.

iv) The horse safari company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



ADVENTURE TOUR OPERATORS  
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# **LAND BASED**

## **GUIDELINES FOR JEEP SAFARI & 4X4 DRIVING SAFARIS**

## INTRODUCTION

**6.1** Jeep Safaris provide opportunities to explore the incredible wilderness and majestic landscapes and opportunities to discover the unique customs, lifestyles and cultures of people in faraway lands. It then becomes the solemn duty of all those conducting safaris, to preserve and protect all that they showcase.

### JEEP SAFARI VEHICLES: BASIC REQUIREMENTS

**6.2** The most important feature in this activity is the vehicle:-

- a) Road worthy condition of the vehicle to be checked before each trip, norms to be fixed to ensure the physical fitness of drivers whenever necessary.
- b) The tyres should have correct air pressure.
- c) Any modifications done to the seating etc must be of the highest quality ensuring complete safety standards. There should be no sharp edges in the welding work. There should be enough leg and head room for the comfort of the passengers.
- d) The seats should all be forward facing and seat belts are a must.
- e) There must be a well equipped First Aid Kit and a fire extinguisher in every vehicle.
- f) It must look good from outside as well as inside. The vehicle interior (upholstery, carpet, overhead luggage racks etc.) should

be absolutely neat and clean. The windows must be spotlessly clean.

### 6.3 SAFARI DRIVERS: BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE

- a) Drivers must have a valid driving license.
- b) They must be experienced. In case of “off-roading”, they must have the expertise to navigate their vehicle through difficult terrain.
- c) The driver should ensure that all permits are acquired before the trip and guests are not kept waiting during the journey for want of any documentation.
- d) Need to conduct regular Training Programmes for Drivers. A comprehensive syllabus for drivers to be developed which should include the following points:-
  - i) Training should focus on honing basic vehicle maintenance, driving & off-road driving skills
  - ii) Drivers should wear seat belts and ensure that the occupants also use seatbelts at all times.
  - iii) No drinking / use of illicit drugs and driving.
  - iv) Mobile telephones should be kept on silent mode while driving.
  - v) Good understanding of local customs and traditions is a must to prevent any conflicts.





vi) Soft skills like hospitality and hygiene should be looked into. The drivers must be polite and well-turned out.

vii) First aid training to handle common medical emergencies and also bites and stings.

e) No refueling to be done with guests on board.

## 6.4 EQUIPMENT REQUIRED IN VEHICLE

- a) First aid kit.
- b) Fire Fighting equipment.

## 6.5 EQUIPMENT CARE AND MAINTENANCE

- a) Regular vehicle maintenance is a must for safaris.
- b) Additionally kit must have belts, fuses, spare tyres and tools.

## 6.6 INSPECTION & MAINTENANCE PROCEDURES

- a) There is a need for regular refresher courses for Jeep Safari Drivers.

b) Fire fighting equipment and medical kit to be checked for expiry dates.

## 6.7 SOPS & OPERATING INSTRUCTIONS

- a) Drivers should be permanently employees of the safari service provider.
- b) The drivers should know their vehicles well.
- c) Vehicles should be properly inspected before every safari and a major inspection every 3 months.
- d) Garbage is one of the most dangerous problems created by tourism. Drivers should carry all garbage back.
- e) Drivers shall not operate a vehicle while under the influence of alcohol, drugs, narcotics or medication that could impair their ability to safely operate the vehicle.
- f) Drivers must not operate vehicles unless adequately rested and alert.
- g) Drivers must remove the ignition key, put parking brakes on and lock the doors when leaving the vehicle.

## 6.8 DOCUMENTATION

- a) In case of a self drive safari, the guest must possess a valid driving license. The vehicle being driven must be insured along with third party insurance. Proper instructions must be given and briefings must be conducted before the drive, by the instructors.
- b) An indemnity form must be signed by guests before they undertake the safari.

## 6.9 RISK MITIGATION

- a) The code of conduct for drivers should be reinforced before every safari.
- b) Regular maintenance of vehicles will assuredly mitigate the risk of breakdowns.

## 6.10 EMERGENCIES & RESCUES

- a) All drivers and trail leaders must know basic first aid.
- b) They should be aware of emergency evacuation procedures in case of an accident.
- c) They must be aware of the nearest medical facility along the route.
- d) Emergencies could most often be due to bites/ sting, sun stroke and other weather related situations. Emergencies like snake bites and bee stings need immediate assistance. Evacuation/ access to the nearest Primary Health Centre/ Civil Hospital should be planned for.
- e) Winches, tow ropes, sand shovels and other rescue tools must carried on the trip.
- f) Walky talky sets must be carried on the trip and convoy safety must be a part of the safety briefing prior to the trip.

## SAFETY BRIEFING

**6.11** Trip leader briefing to guests before a Jeep Safari should include the following:

- a) Guests should inform trip leader about any medical concerns and if any specific medicines need to be carried for that.
- b) There are very few field toilets in India. Use of bush needs utmost care.
- c) Ensuring zero garbage in wilderness



areas. There is a need to take back all garbage back in the vehicle.

- d) Elderly clients and clients with need of regular medicines should be warned of poor medical facilities in the proximity of wilderness areas.

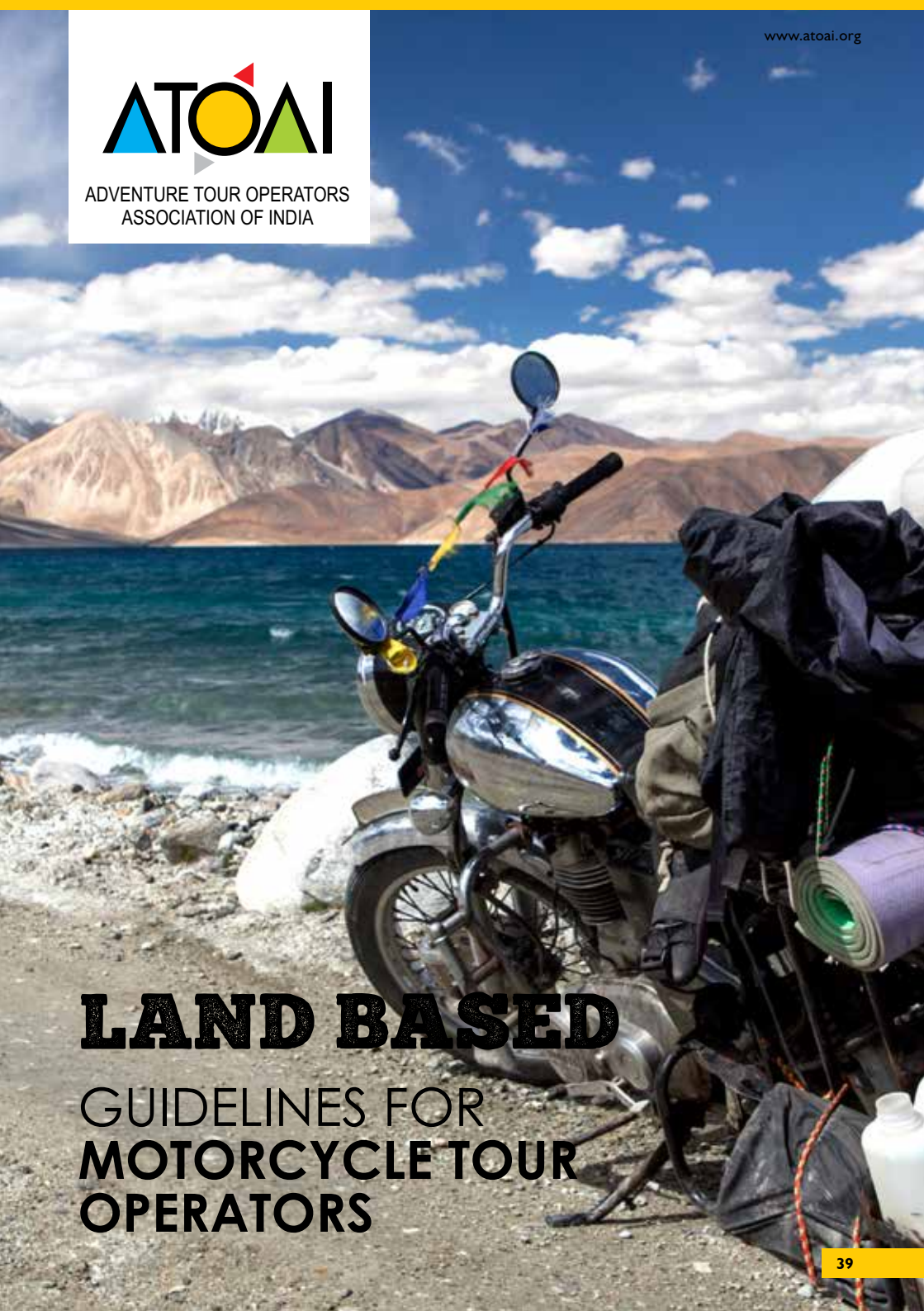
## “BASIC MINIMUM STANDARDS” FOR GRANT OF RECOGNITION TO OPERATORS :

**6.12** Basic Minimum Standards for grant of recognition to operators It is highly recommended that any outfit, entity, establishment or company seeking grant for recognition as a jeep safari operator must fulfill these desirable criteria:

- a) The entity must either own vehicles or be able to hire good quality vehicles commensurate with needs of undertaking and running such an operation.
- b) The entity must have qualified personnel (minimum two full time qualified staff) on their pay roll. These personnel must carry the requisite experience in the activity and have valid basic First Aid & CPR certification.
- c) The entity must operate with the required permits/licenses.
- d) It is recommended that the entity is registered with the state tourism department/recognized by the Ministry of Tourism, Govt of India.
- e) The entity must have a registered office.
- f) The jeep safari company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA



# LAND BASED

## GUIDELINES FOR MOTORCYCLE TOUR OPERATORS

## INTRODUCTION

**7.1** Motorcycle touring is a lot of fun and is filled with a sense of freedom, as against a car, but can also be a fairly high risk activity. Therefore, needs to follow a set of rules and practices to keep all involved safe especially in a commercially organized group riding scenario where all participants are a disjointed group. Adventure activities by their very nature involve some risks, these regulations are being introduced to ensure that tour operators who offer motorcycle adventure tours, have basic safety and operating standards in place.

**7.2** These regulations will give both foreign and domestic tourists confidence that appropriate steps have been taken to keep them safe and mitigate the risks involved.

## APPLICABILITY

**7.3** These regulations will apply to operations and services of travel agencies and tour operators, who organize or sell, motorcycle tourism related services to public for business purposes.

## OBJECTIVE

**7.4** To increase safety consciousness among tour operators as well as enabling tour operators to determine safety standards which apply to motorcycle tour operations and expeditions.

## ADVENTURE GUIDE/INSTRUCTOR – BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE

**7.5** Who is an Operator? Any person whether employer, a principal, or self employed person who provides an adventure activity to a person directly or indirectly for a payment, the purpose of which can be educational/recreational/business and deliberately exposes the participant to a risk of a possible serious harm.

**7.6** Basic Qualifications/Requirements. A tour guide/instructor should possess these basic minimum qualifications/experience.

- a) Drivers Licence. Operator should have held a full motorcycle licence for a minimum of 5 years, and have adequate experience

of riding in all types of terrains in India - Himalayas, Coastal, Deserts, National parks etc.

- b) Should preferably have completed a basic motorcycle safety course from a recognised Institute.

- c) Should have basic knowledge of the working and running repair of a motorcycle, that is being used in the expedition.

- d) Should have valid first aid and CPR certification.

- e) Have adequate computer skills and ability to handle/operate a GPS.

- f) Have basic map reading skills and ability to use a compass.

- g) Have customer handling and motorcycle group management skills.

- h) Possess adequate know how of traffic rules and general rules and regulations of area of operation.

- i) If the customer group does not speak Hindi or English, the operator must have a Guide who speaks the language of customer rider.

- j) For an expedition that is more than 4 days or operates in remote areas or had a group size more than 7 riders, a back up logistic truck may be provided. This could carry additional baggage, mechanical spares, reserve fuels etc.

## EQUIPMENT REQUIRED

**7.7** Based on the type of expedition and its duration, there is a comprehensive list of equipment that may be carried on a guided tour. Some basic essentials are listed below which, the operator must have and a recommended list for the client. The instructions to this effect must be conveyed to the customer, well in advance so that they come suitably prepared.

- a) A suitable motorcycle according to the route planned. They could bring their own or may be rent it from the provider.

- b) Suitable apparel according to the weather and safety gear to include certified safety helmet, high ankle boots, gloves, riding jacket, rain gear etc.

- c) Communication equipment radio/mobile/satellite phones (if applicable).
- d) Marked Maps, GPS with pre-fed maps and route-distance Charts.
- e) Handy tools and spares to carry out basic wilderness repairs including puncture repair kit.
- f) First aid kit and if operating in a high altitude area an oxygen cylinder and emergency contact numbers in case assistance required for causality evacuation.
- g) Recording and photographic media with adequate batteries and power banks.

## EQUIPMENT CARE, MAINTENANCE AND INSPECTION

**7.8** Operators must ensure that the vehicles used to provide a service are maintained to a standard that complies with or exceeds the servicing program specified by the manufacturer. Road worthy condition of the vehicle to be certified for each trip, norms to be fixed to ensure the Physical fitness of drivers whenever necessary.

**7.9** A complete comprehensive review by a specialist should be done before every ride to ascertain top condition of engine, body, brakes, lights and tyres before letting a vehicle on rental/tour.

**7.10** The inspections should include the following:

- a) All controls, cables, lights and battery.

- b) All fluids engine, coolant, clutch and brakes.
- c) Tyres, chain/belt and sprocket, suspension.
- d) All major systems e.g. electrical, fuel, ignition and engine etc.

**7.11** Additionally, a system of daily checks should be in place to ensure optimum availability of a safe motorcycle during the day of ride.

## SOP'S AND OPERATING INSTRUCTIONS AND DOCUMENTATION

**7.12** All operators must have in place a system of standard actions to be taken for various contingencies to ensure a satisfactory and consistent response to a situation and help provide a safer expedition environment. It is not possible to have a SOP for all possible contingencies, but at a basic level should cover following situations:

- a) Pre ride checks and briefings to include local traffic rules.
- b) Actions to be taken in case of motorcycle failure/accident.
- c) Medical emergency response, minor/major injury and evacuation.
- d) Lost party member tracking and retrieval.
- e) Group riding rules including night riding.
- f) Motorcycle and safety gear inspection.



## 7.13 DOCUMENTATION

- a) All necessary government registrations, clearances and permits for tour operations.
- b) Driving licences, motorcycle documents.
- c) All insurances (both for equipment and personnel).
- d) Carnets and overland permits. (as applicable)
- e) International driving licences.

## RISK MITIGATION

**7.14** Risk management and mitigation in its broadest term is to understand the risk involved in a particular activity and to take appropriate steps to reduce or nullify the same. For example hot weather riding, following can be done to mitigate the risk involved – cover up, hydrate, avoid caffeine, replace electrolytes, start early stop early and cool down. Similarly rainy weather, cold weather, Himalayan trail etc. requires specialist handling of riding group.

**7.15** There are two types of risks - subjective and objective. Subjective are inherent to the riders attitude. Objective are created by environmental, motorcycle, road and rider health conditions, these are the ones that tour operators need to focus on. Additionally, a written risk assessment should be carried out for each excursion/ tour. Involving identification and analysis of all contingencies and dangers involved, actions should be taken to mitigate these and participants should be informed of these special circumstances.

## EMERGENCIES AND RESCUE

**7.16** Emergency on a motorcycle tour can be majorly of two natures - equipment failure/ accident or medical nature e.g. a minor fall may just require first aid or a serious injury may require evacuation. Therefore, depending on severity of both detailed action plan / SOP should be available with the ride leader, including things like contact numbers of emergency services, to implement.

## SAFETY BRIEFING

**7.17** A pre ride safety briefing covering all



aspects of risks and action to be taken both by conducting staff and the participants should be covered in details, some aspects are highlighted below.

- a) Local traffic rules, speed limits and documents to be carried on person.
- b) Wearing of protective gear.
- c) Motorcycle controls, operation and pre-ride checks.
- d) Rider responsibilities and risk awareness.
- e) Group riding procedure to include lane position, following other vehicle, head lights, signals and parking.
- f) Handling dangerous surfaces and any special riding conditions.
- g) Night riding and fatigue.
- h) Indemnity bond by participant.
- i) Avoiding alcohol prior to/during the ride.
- j) Staying hydrated and rest stops.

## MEDICAL CONCERNS

**7.18** These are of two types : personal and accident related during the ride. For personal medical conditions the client should be advised to carry sufficient medication and inform about the same to the ride leader. For accident related the ride leader should have a plan in addition to a well stocked First Aid Kit.

**7.19 Infections.** An antibacterial disinfectant soap / sanitiser should be recommended to keep infections at bay.

**7.20 Inoculations.** When travelling in rural areas have vaccinations against cholera and



tetanus. Consult your local clinic for up to date information.

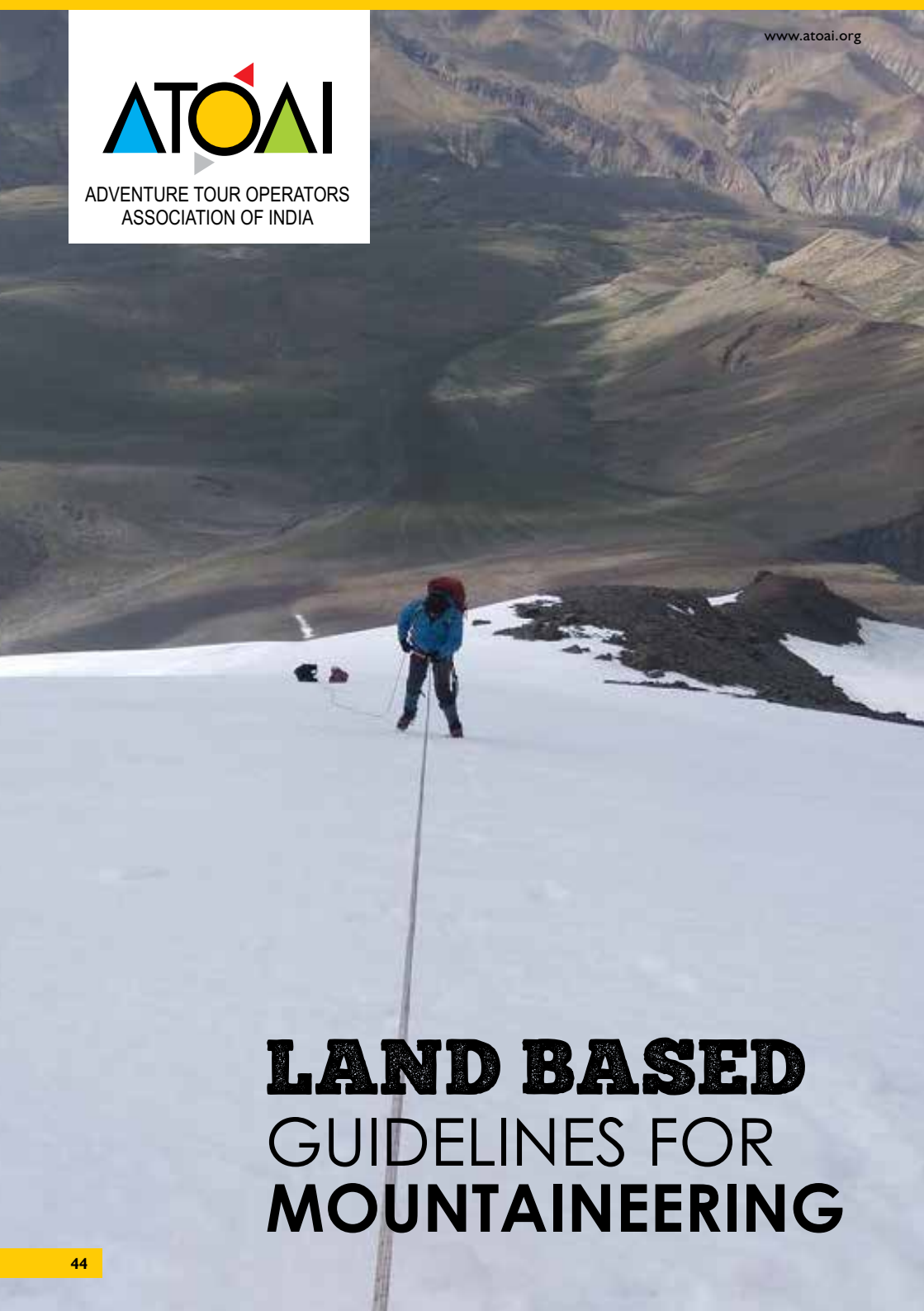
**7.21 Acute Mountain Sickness.** This applies to tours in Ladakh and high altitude rides. Acute Mountain Sickness (AMS) is an illness that can affect travelers at high altitude (typically above 10,000 feet or 3,050 meters). Tour leaders must have full knowledge of handling customers in such an environment - precautions and emergency procedures.

## **7.22 “BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS:**

- a) The agency must own or have the ability to hire suitable, registered motorcycles and all accessories as specified above. The motorcycles must be well maintained, serviced and in perfect working order with perfect documentation/insurance.
- b) The agency must have at least two full time trained motorcycle trip leaders duly qualified/knowledgeable about leading motorcycling trips safely, group dynamics, traffic rules, communication skills and field repairs/punctures etc. They must possess valid First Aid/CPR certification.
- c) The operator must have SOP's for different itineraries/motorcycling trips offered and Emergency Action Plans for all trips.
- d) A detailed risk assessment must be carried out by the trip leaders with the back up team prior to conducting any trips.
- e) A list of hospitals, police stations and workshops along the route should be carried by the trip leaders.
- f) A detailed SOP for inspecting motorcycles, documentation and safety gear prior to conducting trips must be in position.
- g) The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA



# **LAND BASED** GUIDELINES FOR **MOUNTAINEERING**

## INTRODUCTION

**8.1** India has 73 percent of the Himalayan range with a huge potential for mountaineering expeditions. Mountaineering is an activity for which Indian Mountaineering Foundation (IMF) is responsible to the Government of India through the Foreigner's act and other statutes. All tour operators must keep abreast of the guidelines given by IMF from time to time. These guidelines apply for both guided commercial expeditions and overseas expeditions booked by recognised adventure tour operators.

## GUIDES/INSTRUCTORS

**8.2** Lead guides and instructors who are leading mountaineering activities should, as a minimum, hold valid certificates in the following:

- a) A minimum 16 hour (2 day) First Aid/ CPR course provided by a recognized and qualified provider.
- b) Completed the Advanced Mountaineering Course from any of the National Mountaineering Institutes and carry a certificate duly authenticated by an IMF recognized body OR IMF accredited tour operator stating that the individual "has experience of 3 years in assisting mountaineering expeditions at altitudes of 6000m min 5/8 climbs above 6000m clearly reflected in a logbook duly authenticated/ validated by the operator and the clients".
- c) Maintain a logbook containing authenticated records of mountaineering experience.
- d) All guides to have a comprehensive understanding of altitude sickness, recognising its symptoms, treatment, knowledge of appropriate medication is essential to work at high altitude.
- e) They should also have a sound knowledge of cold weather problems like hypothermia/ frost-bite.

## EQUIPMENT

**8.3** The correct use and proper maintenance of climbing equipment is essential for conducting mountaineering activities and should never be taken lightly.

**8.4** Equipment, specially safety equipment should be of the highest standard available and preferably certified by ISI or an international body like CE or UIAA.

**8.5** Rope – There are many different types of ropes. The operator and leader must have sound knowledge of specifically designed climbing rope, including the different types and applications. Climbing rope comes in different diameters and specifications but the basics are dynamic, semi static and static. A safe working load of 25KN (2.5 tons) and CE approval is the internationally recognized standard for climbing ropes.

**8.6** Hardware (anchors, carabineers, belay devices etc.) – There is a wide range of climbing aids and devices and the operator and instructor must have sound knowledge of their applications including which devices are necessary to conduct mountaineering activities safely. These devices are also a "link" in the safety chain. As per all other climbing equipment items a safe working load of 25KN (2.5 tons) and CE approval is the internationally recognized standard for climbing hardware and devices.

**8.7** All equipment is subject to wear and tear and must be checked before every use. Incorrect storage, use and monitoring of rated and approved equipment is usually the cause of equipment failure. Operators and leaders must have sound knowledge of this and have systems in place in order to control and manage their equipment.

## INSPECTION AND MAINTENANCE PROCEDURES

**8.8** Inspections and maintenance require sound knowledge of the systems and equipment themselves and therefore must be carried out by qualified persons. As a minimum, the inspector must be qualified to be a guide/instructor. Basic inspections must be carried out before every use with complete and detailed inspections carried out on a regular basis in accordance with their operations procedures and risk assessments.

## SOP'S AND OPERATING INSTRUCTIONS

**8.9** All Mountaineering Tour Operators must maintain and update a Standard Operating Procedure for their operations and get the same vetted from IMF from time to time.

**8.10** Besides covering the methodologies that are adopted by the agency in organizing the expedition, such as assessing of members qualification, medical condition and experience, procedures for obtaining of various permissions, travel to the mountain, maintenance of base camp including hygiene, avoidance of high altitude sickness, safety precautions, communication, weather reports, procedure for emergencies, casualty evacuation, incident and accident reporting and feedback mechanism, the following must be included in the SOPs:

- a) The guiding staff and porters on the mountain and the material supplied must be adequate for the aims of the party and stated level of service offered.
- b) An experienced doctor in the party is desirable but at the very least advance arrangements must be known for medical help. Advance arrangements must also be made for evacuation assistance in case of an emergency.
- c) Advertising must give a true picture of all the difficulties and dangers involved and avoid promising the impossible. If an expedition is commercially launched by an operator, then the biographical information about the guiding team should be included.
- d) The client must truthfully reveal his experience, supported by documentation/ photograph, medical history etc to the organizer so that the organizer can make an informed choice about the potential client.
- e) Information supplied in advance will include a clear statement of the guiding, porters and equipment which will be supplied by the organizer, together with details of the clothing and equipment to be supplied by the client. This is not in context of the operators assisting expeditions with logistics alone.



## DOCUMENTATION

**8.11** The tour operator must maintain, at the minimum the following documentation:

- a) Details of all Guides and Instructors including, copies of certifications, record of expedition experience and feedback from clients.
- b) Copies of all Permits and Permissions of current expeditions.
- c) Copies of identification documents, Insurance cover and details of next of kin for all participants, guides and instructors.
- d) Copy of SOP's.
- e) Current list of emergency contact numbers.
- f) Emergency Action Plan

## 8.12 RISK MITIGATION

In order to mitigate the risk of high altitude, the following is advised:

- a) Participants should be physically and medically fit.
- b) To ensure that at least one or two members of the expedition have experience of high altitude climbing.
- c) To provide wireless sets or take on hire from IMF, for communication between camps on the mountain and the base camp.
- d) To bring radio receiving sets in case weather forecasts by All India Radio are required to be arranged by the IMF.
- e) To ensure that environmental safeguards are implemented in their programme so that

the area and peak visited by them suffers no damage, and is left clean for subsequent expeditions.

f) Environment guidelines provided by IMF shall be followed strictly.

### 8.13 EMERGENCIES AND RESCUES

In addition;

- a) Adequate first aid medical equipment must be available. Pulse Oximeters to be part of the FA kit.
- b) Evacuation routes must identified and known to participants, guides and instructors of the team.
- c) A detailed and documented Emergency Action Plan must be available at the base camp along with closest available emergency services which can be called upon as required.
- d) Oxygen and OR Gamow Bag(PAC/ Certec etc) to be at base camp for emergencies.
- e) Walki-talkies at base camp and with the group whenever they are out climbing and all the camps where climbers are.
- f) Routes with highly avalanche risks or history of avalanche accidents should carry Avalanche transceivers, Shovel & probe also.
- g) The operator must announce the maximum group size up front. The maximum group size should be fixed depending on the kind of mountains. We can divide them into two categories:

1. Trekking Peaks & Mountaineering Expeditions
2. Trekking

### 8.14 SAFETY BRIEFING

The lead guide / expedition leader must give a proper briefing to expedition members before starting from the base camp and this should include:

- a) Exact route, campsites and places where ropes have been fixed. Hazards on the mountain and expected weather.



- b) The protocol to be followed during the climb. Details on SOP's to be followed.
- c) Role of the expedition lead guide and assistant guide.
- d) Procedures to be followed in an emergency.

### 8.15 BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS

It is highly recommended that any outfit, entity, establishment or company seeking grant for recognition must fulfill these desirable criteria:

- a) The entity must own specialized equipment commensurate with needs of undertaking and running such an operation (listed above).
- b) The entity must have qualified personnel (minimum two full time qualified staff) on their payroll (listed above). These personnel must carry the requisite experience in the activity and have valid First Aid & CPR certification.
- c) The entity must operate with the required permits / licenses.
- d) It is recommended that the entity is registered with the state tourism department / recognized by the Ministry of Tourism, Govt of India.
- e) The entity must have a registered office.
- f) The mountaineering company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



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A person is seen from the back, wearing a dark jacket and holding binoculars to their eyes. They are looking out over a landscape where many birds are flying in the sky. The background is a warm, golden-orange color, suggesting a sunset or sunrise. The overall scene is peaceful and focused on nature observation.

# LAND BASED GUIDELINES FOR NATURE WALKS / BIRD WATCHING

## INTRODUCTION:

**9.1 NATURE WALK:** A nature trail or nature walk is a specially developed hiking trail or footpath that runs through the countryside, along which there may be marked stations or stops next to points of natural, technological or cultural interest. These may convey information about, flora and fauna, soil science, geology, mining, ecology or cultural history.

**9.2 BIRD WATCHING,** is a form of wildlife observation in which the observation of birds is a recreational activity. It can be done with the naked eye, through a visual enhancement device like binoculars and telescopes or by listening for bird sounds.

It often involves a significant auditory component, as many bird species are more easily detected and identified by ear than by eye. Most birdwatchers pursue this activity for recreational or social reasons, unlike ornithologists, who engage in the study of birds using formal scientific methods.

## GUIDES/ INSTRUCTORS:

**9.3** Basic minimum qualifications and experience:

- a) Preferred bachelors degree in Botany Zoology., Forestry Sciences, Conservation, Environmental Science.
- b) Field training in multiple ecosystems to prepare guides for different locations.
- c) Thorough knowledge of the local area or the bird watching site.
- d) Good bird knowledge – migration/ distribution of species/endemic bird species.
- e) Provide vernacular medium literature for local guides.
- f) Comprehensive syllabus for Guides to be developed.
- g) Need to understand safe distance necessary to be maintained to prevent animal/insect attack/charge.
- h) Emergency manoeuvres in case of a charge by an animal.
- i) First aid and CPR knowledge/certification

## 9.4 EQUIPMENT REQUIRED

- a) Good binocular / spotting Scope.
- b) Field book / guide on Birds / Mammals/ Snakes / Butterflies/ Insects/ Amphibians etc are a must.
- c) Good camera.
- d) A notebook for recording time and place of bird sightings.
- e) First aid kit.
- f) Kit: Measuring tape, magnifying glass, torch light, GPS, POP powder and kit, camera trap etc.

## 9.5 INSPECTION & MAINTENANCE PROCEDURES

- a) Binoculars have moving parts and are very sensitive equipment and can easily be mishandled. They need regular checks for fungus and parallax.
- b) Medical kit to be checked for expiry date of medicines.
- c) There is a need for regular refresher courses for Guides.

## 9.6 SOPS & OPERATING INSTRUCTIONS

In order to provide clients with a good wildlife experience, while maintaining a safe distance from animals - guides need a training programme. Some of the most important areas that need to be covered include:

- a) Weather/climate briefing: Before setting off on a Birding / Nature Trail, the guide must provide clients sufficient brief on the expected heat/ cold/ rain etc during the trip. Clients need to dress accordingly and to be prepared for personal and equipment protection.
- b) Dehydration is a reality. Sufficient fluids and light refreshments for any unexpected delays should be carried. This becomes even more important with medical backgrounds of some clients that may not be known.
- c) Garbage is one of the most dangerous problems created by Wildlife Tourism. Empty chips wrappers are salt laced but

the animals are unable to lick the salt from inside the wrappers. Hence the packets are swallowed by animals leading to their choking and death.

**d)** Knowledge and experience of the Guides is often the limiting factor in providing clients with a good experience. Resorts must invest in good Guides/ Naturalists.

**e)** Interpretation: On return from Safari/ Trail, the Resort Guide/ Naturalist must ensure a good post trail de-brief to provide the tourists with a good experience. Resorts/ campsites must also invest in a good library with field guides and interpretation material

**f)** Our presence alone is responsible for a significant pressure on the forest. We need to prevent further increase by crowding, teasing, feeding, using flash etc.

**g)** Collecting souvenirs like antlers, feathers, bones, shells and plant parts is illegal and strictly prohibited. Guides should not budge to client pressure to provide these materials.

**h)** Sight of nesting birds is uncommon. However, we must understand that this is a very sensitive period for the bird. They can be threatened by our very presence. At such times, extreme care needs to be taken while photographing bird activity. Photographing birds on their nests is strictly forbidden.

## DOCUMENTATION

**9.7** Lists of bird observations compiled by members of local bird-watching societies are very useful in determining dispersal, habitat, and migration patterns of the various species.

## 9.8 RISK MITIGATION

**a)** Wildlife Tourism comes with a different set of risks. While conflict with large animals are rare and few, it is the problems associated with stings and bites that are a reality. Briefing the clients to be sufficiently prepared and well dressed is the first step

**b)** Wildlife Tourism can bring in clients who are unfit/ or allergic to certain weather conditions. Brief medical condition of the client should be known (such as asthma



and bee sting allergies) and with very specific instructions to carry the necessary medicines – owing to the paucity of good medical help in close proximity to wilderness areas.

**c)** Wild animals are unpredictable. But certain situations can easily be prevented:

**i)** Coming too close to animals is dangerous.

**ii)** Mothers with young ones are easily provoked.

**iii)** Use of flash can anger even the most docile animals.

**iv)** Feeding of animals is prohibited. However certain animals can attack even on realising the existence of food. Eg monkeys and langoors can snatch food.

**v)** Handling snakes is dangerous. This must be done only by a trained handler. However in a situation where there is no such handler, care must be taken to provide the snake with an exit route. Identifying venomous and non-venomous snakes should be left to experts. All snakes should be handled with due care.

## EMERGENCIES & RESCUES

**9.9** All Resorts, trail leaders and Guides must be aware of the nearest medical facility and evacuation means.

**a)** Guides must know basic first aid/CPR

- b) Emergencies could most often be due to medical condition of the client or due to snake bite/ sting.
- c) Bee stings can become life threatening. You don't always need venomous snakes to run into an emergency.
- d) Sun stroke and other weather related situations can get aggravated on long exposure.
- e) An Emergency Action Plan should be in position. All field staff must be periodically trained in the Emergency Action Plan.

## SAFETY BRIEFING

**9.10** Briefings for a good wildlife experience should include the following:

- a) Appropriate clothing for the season and camouflage.
- b) Any medicines that might need to be carried and rehydration fluids.
- c) There are very few field toilets in India. Use of bush needs utmost care. Clients should use the washroom prior to leaving for the nature walk / birding.
- d) Noise disturbs animals – while most animals will shy away, some like juvenile elephants and wild boars may charge.
- e) Ensuring zero garbage policy in wilderness areas. There is a need to take all garbage back to resort/base camp.

## 9.11 MEDICAL CONCERNS

- a) Elderly clients and clients with need of regular medicines should be warned of poor medical facilities in the proximity of wilderness areas.
- b) Emergencies like snake bites and bee stings need immediate assistance. Evacuation/ access to the nearest Primary Health Centre/Civil Hospital should be planned for. Anti Snake Venom cannot be normally stored and administered by untrained personnel.
- c) First aid kits should be carried on the trail /maintained at locations.

## “BASIC MINIMUM STANDARDS” FOR GRANT OF RECOGNITION TO OPERATORS

**9.12** The Wildlife Tourism industry is now moving towards Environmentally Responsible Operators and expects certain basic standards to be maintained like:

- a) All bird watching / nature walk trips should follow a strict ‘leave no trace’ policy. Responsible Waste Management plan should be in place to segregate/ compost waste generated.
- b) Multi Activity Resorts: Resorts must not depend only on a single activity like a Safari for its clients. Instead effort must be made to give them a comprehensive ‘Wild Experience’ with activities like cycling, bird watching, adventure, community interaction, farming and harvesting among others. This will not only reduce the pressure on the Wilderness – but also help the Resort to increase business by increasing options for more night stays.
- c) Interpretation: This is one of the most important activities to educate and involve the client. Resorts/ Campsites must invest in training good guides.
- d) Supporting local population and economy: Resorts/ Campsites must be able to employ and capacity build local population to benefit from tourism. As far as possible the purchase policy must reflect a ‘Buy Local’ policy. It supports the local economy and Resorts can provide their clients with a realistic local experience. Most importantly, it reduces the environmental cost of food material due to transportation.
- e) CSR Activity: Resorts/ Campsites should be supportive of the local needs of education, medical and sporting activities.
- f) Trained guides: as highlighted above.
- g) The activity provider must follow all guidelines as listed in the Global Sustainable Tourism criteria.

## 9.13 RISK ANALYSIS AND MANAGEMENT PROCESS

### RISKS - ACCIDENT, INJURY OTHER FORMS LOSS

- a) Dehydration
- b) Sunburn/Heat stroke
- c) Stings
- d) Injury/bruises/lacerations
- e) Lost person
- f) Animal attack

### 9.14 CAUSAL FACTORS

Hazards, perils, dangers

#### PEOPLE

- a) Making noise and displaying aggressive behaviour
- b) Not carrying enough water, sunscreen, hat or appropriate clothing to protect from weather
- c) Photographers getting too close/ using flash on nesting birds/ animals

#### EQUIPMENT

- a) Inappropriate clothing
- b) lacking water bottles
- c) Insufficient 1st Aid Kit

#### ENVIRONMENT

- a) Heat/ Cold
- b) Rough weather
- c) Bees/ plant inducing allergies. Etc

## 9.15 RISK MANAGEMENT STRATEGY

### NORMAL OPERATION - PEOPLE

- a) Explain that if tourists are hyper active - they will loose the privilege of the wildlife experience and will need to turn back

### NORMAL OPERATION - EQUIPMENT

- a) Confirm that clients are carrying water and light snacks. Are appropriately dressed with cap/ hat
- b) Participants should dress up in camouflaging clothes



- c) Well equipped First Aid kit to be carried

### NORMAL OPERATION - ENVIRONMENT

- a) Check for honey combs and presence of sloth bear/ honey buzzard nearby
- b) Check for condition of vehicle.

### EMERGENCY

- a) Know where the nearest hospital is, ensure that the guide knows basic first aid
- b) A vehicle on call for Emergency evacuation should be available

## 9.16 GUIDELINES RECOMMENDED

- a) Recommended not to do some walking trails when it is raining, Look out for areas that will be slippery, any falls would be serious
- b) Areas with tigress with cubs need to be avoided
- c) Photographing birds on nest to be totally avoided

## 9.17 SKILLS REQUIRED BY STAFF

- a) Guides to have knowledge of first aid and should have a well equipped First Aid kit
- b) Thorough knowledge of wildlife and terrain
- c) Driver to be able to undertake minor repairs of the vehicle



ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA

# **LAND BASED** GUIDELINES FOR ROCK CLIMBING / ARTIFICIAL WALL CLIMBING AND ABSEILING



## INTRODUCTION

**10.1** Climbing and abseiling are adventure activities growing in popularity in India. However if not conducted safely it can lead to injury and serious accidents. The purpose of these minimum standards is to enumerate best practices for operating rock climbing and abseiling sessions. These apply to purpose-built (artificial) structures and single pitch climbing venues with fixed protection systems.

## 10.2 TERMS AND DEFINITIONS

- a) Single Pitch** – An easily accessible climbing venue where both top and bottom of the climbing surface can be accessed safely by foot without the need for personal protective equipment and roped systems.
- b) Fixed protection systems** – “Bolts” or “anchors” specifically designed and fitted for the purpose of attaching roped systems to a structure/natural climbing venue.
- c) The safety chain includes the anchor;** the rope; the carabiners and slings; the knots; the harness and the alert belayer.
- d) Bottom roping** where the belayer is situated at the bottom of the climb and the rope is directed through an anchor at the top of the climb and back down to the climber.
- e) Top roping** where the belayer is situated at the top of the climb and the rope is directed from the belay system directly to the climber.
- f) Lead climbing** where the climber places protection during the climb and has no roped protection above.
- g) Leader placed protection** is protection specifically designed for the use of lead climbing and rigging where no fixed protection is available.
- h) Fall factor** a method in which to scale the severity and force of a fall.

## GUIDES/INSTRUCTORS

**10.3** Guides and instructors who are supervising climbing and abseiling activities should, as a minimum, hold valid certificates for the following:



- a)** A minimum 8 hour (1 day) first aid course provided by a recognised and qualified provider.
- b)** Basic Mountaineering Course from any of the National Mountaineering Institutes and be certified by a MOI Qualified Instructor to have assisted climbing and abseiling activities for a minimum of 100 hours OR Indian Mountaineering Foundation (IMF) recognised Sports Climbing Instructors course or should have sufficient experience certified by suitably qualified Coaches/Instructors duly recognised by IMF.

## 10.4 EQUIPMENT

- a)** The correct use and proper maintenance of climbing equipment is essential for conducting safe climbing and abseiling activities and should never be taken lightly.
- b)** Although these standards do not cover the fitting or construction of fixed protection systems, these systems should be rated by the manufacturer and have a quantifiable safe working load. As a minimum standard for such systems, operators must adhere to a safety factor of 3 in accordance to the operator's weight limitations. In addition, fixed protection systems must be proven to withstand 10KN (1 ton) without displaying any visible deformation or damage. In order to fully understand appropriate fixed anchor/ protection systems an operator must also have sound knowledge of static/dynamic load and fall factors.

c) Rated and quality assured personal protective equipment or PPE must be used. An internationally recognised safe working load for such equipment is 25KN (2.5 tons). In order to comply with this standard it is recommended that all PPE is CE (European Conformity) approved. Here is a list of the minimum PPE requirements for an average climbing and/or abseiling session:

**d) Harness** – The single most important piece of personal protective equipment which allows the climber to be safely attached to the roped system and is also a “link” of the safety chain. Harnesses however do not fit themselves and when fitted incorrectly introduce further risk due to providing a false sense of security. For this reason, all harnesses must be checked by a qualified leader to ensure they are fitted correctly prior to leaving the ground and being exposed to a potential fall.

**e) Helmets** – Climbing helmets are designed to withstand impact from above by falling rock and equipment, NOT the head impacting on the ground from a falling climber. As such, it is the responsibility of the owner/operator to deem if a climbing helmet is necessary in accordance with their risk assessments. The general rule however is that in natural rock venues use a helmet; in bottom rope artificial venues a helmet is optional; in top rope/abseil artificial venues, use a helmet. If in doubt, use a helmet.

**f) Rope** – There are many different types of rope. The operator and leader must have a sound knowledge of specifically designed climbing rope, including the different types and applications. In order for the operator or leader to fully understand the applications or different climbing ropes they must also fully understand fall factors. Climbing rope comes in different diameters and specifications but the basics are dynamic, semi static and static. The operator must consult the manufacturer’s manual to ascertain its intended use. Rope not intended for climbing is made with different materials and has different specifications.



Rope that isn’t designed specifically for the use of climbing and abseiling activities must NEVER be used for this purpose. A safe working load of 25KN (2.5 tons) and CE approval is the internationally recognised standard for climbing rope.

**g) Hardware (carabiners, belay devices etc.)** – There is a wide range of climbing aids and devices and the operator and instructor must have a complete and sound knowledge of their applications including which devices are necessary to operate climbing and abseiling activities safely. These devices are also a “link” in the safety chain. As per all other climbing equipment items a safe working load of 25KN (2.5 tons) and CE approval is the internationally recognised standard for climbing hardware and devices.

**h)** All equipment is subject to wear and tear and must be checked before every use. Incorrect storage, use and monitoring of rated and approved equipment is usually the cause of equipment failure. Operators and leaders must have sound knowledge of this and have systems in place in order to control and manage their equipment. Details of how to do this is included in the Indian Climbing Leader Award.

## INSPECTION AND MAINTENANCE PROCEDURES

**10.5** Inspections and maintenance require sound knowledge of the systems and equipment themselves and therefore must be

carried out by qualified persons as a minimum the inspector must be qualified to be a guide/instructor. Basic inspections must be carried out before every use with complete and detailed inspections carried out on a regular basis in accordance with their operations procedures and risk assessments.

## 10.6 SOPS AND OPERATING INSTRUCTIONS

- a) For rock climbing and abseiling, the systems required at each individual venue vary. The following is the minimum requirement and standards that apply to all climbing and abseiling activities.
- b) The safety chain
  - i) **The Anchor** – Is permanent and been fitted with the intention to be used for this particular activity. Has been tested to withstand a minimum of 10 KN (1 ton). Does not show any signs of damage or deformity.
  - ii) **The rope** – Is a climbing rope that has been made by an approved manufacture. It is the correct type of rope for this particular activity. It does not show any signs of damage or deformity i.e. excessive “fluffing”, cuts, rips or tears, thin bits, fat bits etc. Is correctly secured to the anchor.
  - iii) **The carabiners and slings** – Equipment is for its intended use only. There are no signs of damage, deformity or wear and tear. Are correctly secured.
  - iv) **The knots** – Are the correct knots. Have been double-checked before exposing anyone to a potential fall.
  - v) **The harness** – There are no signs of damage, deformity or wear and tear. Is correctly fitted.
  - vi) **The alert belayer** – Has the belay device fitted correctly. The belayer knows how to use the device. The belayer alert, paying attention to the climber and performing the correct 5 point belaying technique (covered in the Indian Climbing Leader Award).



- c) During all following applications and systems, and in line with the exception of this minimum standard, neither the instructor nor participant should ever be subject to potential fall greater than a fall factor of 1.
- d) Bottom rope system
- i) The weight of the climber and belayer should be calculated to judge if a ground anchor for the belayer is necessary.
  - ii) The appropriate belay system for the venue/group should be utilized.
  - iii) It is preferable that the belay device be locked off under load allowing the instructor to escape from the system – applicable to customer/group belaying and ground anchor belay systems.
- e) Top rope system
- i) The instructor must always be attached via an independent safety line that allows him/her to escape from the system whilst the climbing rope is under load.
  - ii) The instructor must be able to lock off the belay device under load.
- f) Group abseil (releasable abseil) system
- i) The abseil rope, safety rope and instructor safety line must be attached to individual anchor points.
  - ii) The abseil rope must be a redundant system that is releasable under load enabling it to be discarded if necessary.
  - iii) The instructor must be able to lock off the safety rope whilst under load.
- g) Participants
- i) Age is not a factor but a participant must be of suitable size in order to be fitted safely into their harness. Chest harnesses are to be used where necessary.
  - ii) Participants must be aware of the risks involved and in turn must listen and adhere to the instructions of their instructor.
  - iii) Specific health concerns must be considered before participating.
- h) The venue
- i) All venues under the purview of this minimum standard must remain within the definition of single pitch.
  - ii) Artificial structures must be designed and certified to withstand the forces involved and include a safety factor of 3 on all safety critical components.
  - iii) Anchor points on both artificial and natural venues must be accessible without the need for lead climbing or leader placed protection. Failing this, they must be rigged, checked and accessed by suitably trained and experienced instructors.

## 10.7 DOCUMENTATION

- a) Associated equipment purchase documentation, including warranty, service & maintenance history documentation.
- b) Documented installation/structure checks.
- c) Logbook of instructor training and qualifications.
- d) Valid first aid/CPR certificate.
- e) Emergency Action Plan

## 10.8 RISK MITIGATION

- a) A basic risk assessment of the venue is required before use.



- b) Emergency/evacuation procedures must be formulated in which all leaders are trained.

## EMERGENCIES AND RESCUES

**10.9** If the above systems are adhered to, climbing and abseiling rescues are simple and safe, the details of which are covered in the Indian Climbing Leader Award. In addition:

- a) A first aid kit must be available on site.
- b) Evacuation routes must be easily accessible as per the definition of single pitch.
- c) A detailed and documented evacuation/emergency procedure must be written which includes the contact numbers of the closest available emergency services which can be called upon as required.

## 10.10 SAFETY BRIEFING

- a) All instructors and guides should be able to give a thorough safety briefing that covers all safety aspects and detailed climbing/abseiling and rescue instructions in detail.
- b) This briefing must be clear and instructors must have the ability to give the safety briefing in English, Hindi or local language, with ability to prepare guests for the activity.

## 10.11 MEDICAL CONCERNS

- a) All instructors and guides must have information on medical issues before the activity is conducted.
- b) It is recommended that heart patients, those with spinal issues, recent surgery or any other medical issue of concern, expecting mothers and under age children do not undertake the activity. It is also recommended that epilepsy and asthmatic patients, avoid this activity. Asthma inhalers must be carried by guests for the activity.

## 10.12 BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS

It is highly recommended that any outfit



seeking recognition must fulfil these criteria:

- a) The entity must own specialized equipment commensurate with needs of running such an operation ( specified above).
- b) The operator must have minimum two full-time qualified personnel on their payroll. These personnel must carry the requisite experience in the activity (specified above) and have valid First Aid & CPR certification.
- c) The operator must operate with the required permits / licenses.
- d) It is recommended that the entity is registered with the state tourism department / recognized by the Ministry of Tourism, Govt of India.
- e) The entity must have a registered office.
- f) The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA

# LAND BASED

## GUIDELINES FOR PERSONAL LIGHT ELECTRIC VEHICLE (PLEV/ SEGWAY) TOURS



## INTRODUCTION

**11.1** Personal Light Electrical Vehicle or PLEV was first introduced by Segway Inc. PLEV is a two wheeled, self-balancing, personal transporter. It uses sensors, motors and a computer to keep it in an upright balanced position. The gyroscopic and accelerometer based leveling sensors detects the weight shift on the vehicle and tries to maintain balance. As a result riders get motion.

It is important to ensure that riders get comprehensive training, briefing and use proper safety gear prior to the conduct of a tour since improper vehicle or riding practice can cause serious danger to riders, other people and property.

Risk of injury can be caused from loss of control, collisions, and falls.

## 11.2 ADVENTURE GUIDES/ INSTRUCTORS: BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE

### Definitions

- a) Vehicle:** Any Personal light electrical vehicle (PLEV) or Segway.
- b) Guided Tour:** A Segway (vehicle) Tour guided by a certified guide.
- c) Spotter:** The person who supports the rider to learn basic skills of riding the vehicle and prepare for a guided Segway tour.
- d) Guide:** The person who is certified/ trained to guide the tour.
- e) Segway Tour Operator:** Who operates a guided tour arranging the vehicle, spotter and guide.
- f) Rider:** the person who rides a vehicle during a guided tour.

## 11.3 QUALIFICATIONS & EXPERIENCE:

### Certified Segway Spotter:

- a)** Must have knowledge and acquired skills of all functions of vehicle as mentioned in the manufacturer's guidelines.

- b)** Must have experience to ride on various terrain.
- c)** Must have documented experience as a spotter with a minimum experience of 50 rides under supervision of an experienced spotter or guide.
- d)** Must have knowledge and understanding of section 11.2 to 11.13 of these guidelines.

### Certified Segway Guide:

- a)** Must fulfil all requirements mentioned in section 11.3.
- b)** Must have documented minimum experience of 100 documented tours under supervision of certified Segway guide.
- c)** Must be a certified First Aid/CPR provider by ATOAI recognised first aid training provider.
- d)** Should have good communication skills.
- e)** Must have knowledge and understanding of section 11.2 to 11.13 of these guidelines.

### Certification:

- a)** A certified guide having experience of 500 documented tours can certify spotter and guide, if they pass respective eligibility criteria as mentioned in section 11.3.

## 11.4 EQUIPMENT REQUIRED

### Operating Equipment

- a)** Vehicle & all necessary components and accessories.
- b)** Maintenance equipment.
- c)** Wrench Sets.
- d)** Charging Unit.
- e)** Other necessary equipment suggested by manufacturer.
- f)** Safety Equipment: helmets; knee, elbow and wrist guards.
- g)** For Personal Light Electric Vehicle - Fitness certificate for the safety aspect to be obtained from the competent authority.

## 11.5 EQUIPMENT CARE AND MAINTENANCE

### Vehicle Care :

- a) Always shut down vehicle and unplug the AC Power cord before performing any maintenance or installing any part or accessory.
- b) Adhere to torque specifications when tightening fasteners. Over tightening or under-tightening fasteners can result in damage or malfunction.
- c) Use only compatible and approved tyres for replacement.

### Battery Care

- a) Charge your batteries only when they are within the specified charging temperature range.
- b) Ensure that the charging port is dry.
- c) Ensure power cord is properly grounded.
- d) Follow manufacturer's guideline for frequency & time of battery charging and replacement.

## 11.6 INSPECTION & MAINTENANCE PROCEDURES

### Daily

- a) All components are installed and functioning within manufacturer's guidelines.
- b) All components are fastened as per manufacturer's guideline.
- c) Tyre wear and tear.
- d) Check and clean all safety gear.

### Every Ride

- a) Adjustment of the components for every rider.
- b) Tyre pressure.
- c) Battery power.
- d) Check and fix, if there is any safety alert.

### After any incident or accident

Detailed inspection and necessary maintenance & repair.

### Preventive Maintenance

Follow manufacturer's guideline to prepare inspection and maintenance schedule.

### Repair

Do necessary repair and document it before vehicle is used for a guided tour.

## SOP'S & OPERATING INSTRUCTIONS

**11.7** Tour operator must ensure that the rider is medically, physically and mentally eligible for a guided tour as mentioned in section 11.13.

### Tour operator must provide:

- a) Learning and practice sessions to the riders by certified spotter/guide.
- b) The operator must ensure that all riders wear helmets and protective gear, duly checked by the spotter/guide, prior to the conduct of the practice session and during the entire duration of the tour.
- c) Manage the practice environment where children, pedestrians, pets, vehicles, bicycles, or other obstacles and potential hazards can be avoided during learning and practice sessions.

### Spotter must:

- d) Ensure that riders understand the components of vehicle and their use.
- e) follow inspection procedure described in section 11.6 and prepare vehicle for a ride.
- f) ensure that rider is safe for riding and feels comfortable on the vehicle.



g) ensure that under the spotter/guide's guidance, basic riding skills listed below are acquired by rider before riding:

- i) Stepping on.
- ii) Balancing.
- iii) Moving forward & Backward.
- iv) Stopping.
- v) Turning.
- vi) Turning while moving.
- vii) Stepping off.
- viii) Parking.

h) make rider aware about terrain, possible hazards and obstacles.

### Spotter must ensure that riders

- i) practice riding in controlled area.
- j) avoid obstacles and distractions in controlled area until they get comfortable with the vehicle.
- k) be able to ride in narrow areas, curving and paved walkways.
- l) feel comfortable with the PLEV and have acquired desired skills before being allowed to ride on a guided tour under guidance of a certified guide.

### Guide must

- m) provide necessary safety briefing and instructions to riders as mentioned in section 11.12.
- n) ensure that riders do not stay unattended during learning and practice sessions as mentioned above.
- o) cross check the skills and eligibility criteria of a rider before they can be taken on a guided tour.
- p) establish communication with evacuation and rescue team.

### Tour operator must

- q) ensure safe environment for riding and guided tour.
- r) ensure quick and safe return of riders, in case of emergency.
- s) evacuate and rescue the member/s or

team member in case of an emergency.

## 11.8 DOCUMENTATION

### For tour operator:

- a) All permits, licenses, contracts and statutory documents that can be demanded by either government authorities or tour members.
- b) Necessary insurances.
- c) Safety audit record.

### For guide and spotter

- a) Necessary certificate or documented log for training of spotter and guide.
- b) Certified logbook for Guide & spotters.
- c) First aid/CPR certificates for all guides.

### For rider

- a) Required signed application, indemnification & risk release form.
- b) Medical certificate.
- c) Necessary insurance.
- d) Instruction manual.

### For vehicle

- a) Installation, service, maintenance and user manuals.
- a) Inspection checklist.
- a) Preventive maintenance schedule and log.
- a) Breakdown maintenance log.

## INCIDENT REPORTING

### 11.9 Accident report.

## RISK MITIGATION

**11.10** Following inspection and preventive maintenance procedure as mentioned in section 4 and 5.

- a) Maintain Up-to-date documentation as mentioned in section 11.8.
- b) Follow SOP's and Operating instruction as mentioned in section 11.7.
- c) Setting up an emergency and rescue system as mentioned in section 11.11.
- d) Evaluate risk and safety criteria before starting a tour.

- e) Provide precedence to safety over anything and everything.

## 11.11 EMERGENCIES & RESCUES

### TOUR OPERATORS MUST HAVE

- a) trained staff for first aid, evacuation and rescue.
- b) an Emergency Action Plan and provide periodic training to staff in evacuation, rescue and emergency scenarios.
- c) communication system between operator and necessary medical services in case of emergencies.

Tour operators must document incidents and near misses and report it as required by the law.

## SAFETY BRIEFING

**11.12** Tour operator or a guide must instruct riders and ensure the following safety guidelines and instructions during the tour.

### a) Dos:

- i) Use caution when riding in new environments.
- ii) Be careful when riding through a doorway.
- iii) Make sure you leave enough wheel clearance.
- iv) Watch out for terrain transitions such as pavement and grass.
- v) Avoid slippery surfaces, loose materials, steep, slopes, and obstacles.
- vi) Follow manufacturer's guideline to move on steps.
- vii) Do not ride on stones / allow a wheel to go over a stone or touch a pavement.
- viii) Be careful and considerate of others.
- ix) Always ride under control at a speed that is safe for you and those around you.
- x) Always be prepared to stop.
- xi) Be careful about overhead obstacles.
- xii) Always turn slowly and with caution. Fast turns can lead to loss of control and falls. Lean into turns.



**xiii)** Learn about and obey applicable laws and regulations.

**xiv)** Be relaxed. Ride in a relaxed position with your knees and elbows slightly bent and head up.

### b) Don'ts:

- i) Do not attempt to ride if you are ill or if you cannot comply fully with the instructions and warnings.
- ii) Do not ride under the influence of alcohol or drugs.
- iii) Do not wear loose clothing that can catch in the moving components.
- iv) Do not carry a passenger or cargo that make you uncontrolled.
- v) Do not take risks. When you encounter a slope, uneven terrain, or other features with which you are not experienced or if you are concerned about your safety, do not risk riding over it and seek help of your guide.
- vi) Do not ride with an empty battery condition.
- vii) Do not exceed the maximum weight limit.
- viii) Do not step off a moving vehicle. Always come to a stop, before stepping off.

**ix)** Do not ride in the dark. Do not ride the vehicle in low visibility conditions without a light. To ride safely, you must be able to clearly see what is in front of you and you must be clearly visible to others.

**x)** Avoid distractions. Do not use a cell phone or headphones, or engage in any other activity that might distract you or interfere with your ability to monitor your surroundings while riding.

**xi)** Never let go off a balancing vehicle. It can risk injury or get damaged.

**xii)** Do not ride your vehicle on private property (inside or outside) unless you have obtained permission to do so.

### **c) Pedestrians & sidewalks:**

**i)** Respect pedestrians by always yielding the right of way.

**ii)** Avoid startling pedestrians. When approaching from behind, announce yourself and slow down to walking speed when passing. Pass on the right whenever possible. When approaching a pedestrian from the front, stay to the left and slow down.

**iii)** In heavy pedestrian traffic, slow down and proceed at the pace of pedestrian traffic. Overtake only if there is ample space to do so safely. Do not weave in and out of pedestrian traffic.

**iv)** When riding with other riders, maintain a safe distance, identify hazards and obstacles, and do not ride side-by-side unless there is plenty of room left for pedestrians.

**v)** Do not park your vehicle in a way that blocks pedestrian traffic.

**vi)** Cross roads at designated crosswalks or signalled intersections.

**vii)** Do not jaywalk/ride.

**viii)** Only travel on a road when a pedestrian way is not available or when sidewalk use is not allowed.

## **MEDICAL CONCERNS**

**11.13** Tour operators must ensure:

**a)** the rider is physically, mentally and medically fit for learning & practice sessions and a guided tour as mentioned in section 11.7 (b), 11.7 (c), 11.7 (d), and 11.7 (e).

**b)** rider is not under the influence of alcohol or drug.

**c)** riders with any serious medical concerns such as a weak heart condition, spinal issues, recent surgery or serious illness, epilepsy and expecting mothers should avoid segway rides.

## **11.14 "BASIC MINIMUM STANDARDS" FOR GRANT OF RECOGNITION TO OPERATORS:**

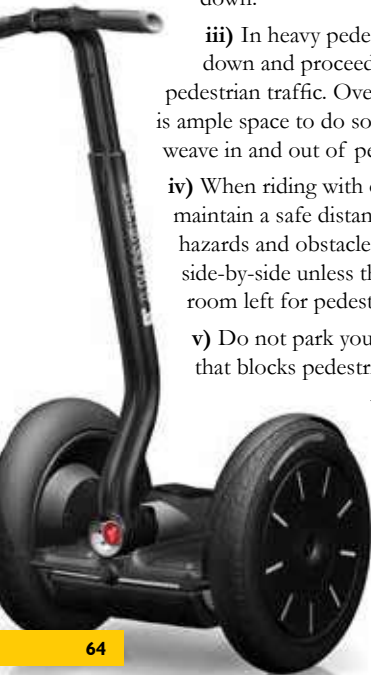
**a)** Tour operators using their own equipment and staff can be granted recognition if they follow section 11.5 to 11.13.

**b)** Operators using rented equipment and their own staff can be granted recognition if they legally ensure with their supplier that rental vehicles are in compliance of section 4 & 5 and they (tour operator) follow section 11.7 to 11.13.

**c)** Operators using own equipment and contracted staff can be granted recognition if they follow section 11.5 to 11.14 and ensure that their contracted staff is legally bound to follow section 11.6 to 11.13.

**d)** Operators using rental equipment and contracted staff can be granted recognition if they legally ensure with their supplier that rental vehicles are in compliance of section 11.5 & 11.6 and ensure that their contracted staff is legally bound to follow section 11.6 to 11.13.

**e)** The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.





ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA

# LAND BASED

## GUIDELINES FOR SKIING/ SNOWBOARDING



## INTRODUCTION

**12.1** With 73 % of the Himalayan range, India offers huge opportunities for skiing. The scope and potential for this adventure sport in India is immense. Skiing is not only an adventure sport but also part of the Winter Olympics and can generate employment through tourism. Indian skiing is so competently priced that if the desired infrastructure is developed, India could become a major ski destination.

Currently Auli in Utrakkhand is the only ski slope registered with International Ski Federation. The infrastructure at Auli needs to be developed and connectivity improved. Gulmarg is the best that India has to offer but since it's slopes are not homologized, it is not registered with IFS. This is followed by Solang and Narkanda in Himachal which do not have proper ski infrastructure. Besides the regular ski and snowboarding activities, Heli Skiing in India offers some of the best powder conditions in the world, at high altitude. This is a major attraction for advance skiers / snowboarders from all over the world.

Other than alpine skiing and snowboarding, India has a small but active Cross Country ski market. This is one area that has scope for development. Since snow skiing is limited to a few winter months, new ski disciplines such as grass skiing and roller skiing have been added to this sport, to ensure year round activity. There is huge scope for profitable private investment in synthetic ski slopes, grass ski slopes and roller ski runs, since these events are part of international skiing competitions.

### CHALLENGES:

**12.2** Access is the main issue today. Other than Gulmarg, all ski areas have an issue with connectivity, with no airports close by or irregular flight connections. In most cases, the drive can last anywhere between 5 to 12 hours to get to a ski area.

**QUALIFIED INSTRUCTORS:** Though one will find many guides and instructors to teach clients, most of them are not qualified or certified. There is an immediate need to set standards of coaching in India. Being injury

prone, skiing should not be permitted without qualified instructors unless tourists are qualified from a recognized institute. Instructors must be qualified in advance ski course from IISM (Indian Institute of Skiing and Mountaineering, Gulmarg), and JIM&WS Pahalgam. Army and ITBP have their own training institutes and their instructors are at par with National or state ski instructors.

### SAFETY ON AND OFF-PISTE : Ski

instructors/ guides must be able to assess weather and mountain hazards (avalanches, snow condition and terrain) correctly, respond and behave appropriately and be able to take immediate action in the event of an accident. The candidate should be familiar with and able to implement local/FIS rules. The instructor must brief clients about the local culture and a strict 'leave no trace' policy on the mountain.

**EQUIPMENT:** Equipment available for rent must be thoroughly inspected before use.

### SKI PATROL AND EVACUATIONS:

Gulmarg is the only ski area in India that has a formal Ski Patrol team that is well trained and equipped. None of the other areas have a dedicated team to monitor slopes and skiers. This should be made into a minimum requirement for a state to operate a ski area. Evacuation remains a vexing issue since neither medical facilities nor evacuation systems are in position in major ski areas. Gulmarg is perhaps the only area where the Indian Army and Air Force have a system to evacuate injured skiers.

## 12.3 GUIDES AND TRAINING

- a) The instructor should be proficient in Hindi/local language and English as a medium of instruction.
- b) The instructor should be able to grade up lessons in a step wise manner covering walking exercises, basic swings, parallel turns etc.
- c) All ski/snowboarding guides must have valid First Aid/CPR certification.
- d) Must preserve local flora, fauna and environment.



- e) Ski guides must have skiing certification from a national or international skiing or snowboarding Institute, approved by the Director of the local snow-sport school.
- f) The instructor should be able to teach all guest categories and age groups, as a group or individual one on one lesson.
- g) The instructor should be able to judge extreme weather conditions and other hazards like avalanches, snow condition and blizzards.

### GROUP SIZES :

**12.4** The instructor/student ratio should be small and manageable. The ideal group strength should not be more than 10 persons per instructor. The group must be formed based on participant's age, learning ability and prior proficiency.

### 12.5 TOUR OPERATOR/AGENTS

a) The tour operator on ground must be registered with Ministry of Tourism,

Government of India OR State Tourism body as an Adventure Tour Operator.

### EQUIPMENT USE:

**12.6** The correct use and proper maintenance of equipment is essential for conducting safe skiing and snowboarding activities.

**12.7** Whenever equipment is hired the tour operator must ensure that:

- a) Ski equipment is fully serviceable with all components and is routinely checked every time it is used.
- b) Snow sport helmets in good condition and certified by a recognized safety standards organization.
- c) Ski boots and bindings are compatible with each other.
- d) Ski helmet must be of correct fitting and size.
- e) Only fully qualified technicians to undertake the fitting of equipment.

f) The tension on bindings must be fitted with due consideration to the age, weight, height and ability of the participant and the manufacturer's instructions.

g) The ski binding must be put at the correct tension level looking at the proficiency of the skier and their weight.

h) Boots must be dry and in full working order with no significant damage that could reduce performance. All fastenings must be fully functional.

i) Skis and boots should be numbered and easily identifiable.

j) The tour operator must regularly check that these conditions are being met and should be able to provide evidence of such checks upon request.

### 12.8 Ski Lifts

a) The tour operator should have tested and used the lift system, particularly those parts dedicated to beginners.

b) The whole ski area and line of lift must be under watch of the operator who should be able to take immediate action in case of an accident.

c) Resorts must be assessed by the tour operator as suitable for the age group and activity.

d) Both lift system and runs, particularly nursery slopes, should be able to absorb the number of tourists in a group without causing dangerous overcrowding.

e) Lifts should be suitable for the age and experience of group being handled.

## INSPECTION AND MAINTENANCE PROCEDURES

**12.9** Whenever skiing equipment is owned by the operator, independent inspections and maintenance are to be carried out before the commencement of the season. This requires sound knowledge of equipment and therefore must be carried out by a qualified technician. As a minimum, the inspector must be a qualified instructor. Basic inspections must be carried out after every use by the guide/escort and records

maintained. The edges and bindings must be in good working condition.

## SOP'S AND OPERATING INSTRUCTIONS

**12.10** The systems and SOP's required at each individual ski resort will differ. While ensuring the minimum requirements and standards that apply to all skiing and snowboarding activities, ski operators must maintain a SOP which is known and understood by all participants. The instructor as well as the Tourists Participating in these activities have to get Physical Fitness Certificate from a Physician. The SOP should covers the following:

a) DOs and DON'Ts for the particular ski resort/area.

b) Procedure for use of Ski Lift, timing, ticketing and local customs.

c) Manufacturer's manual for the ski equipment in use.

d) Location and identification of slopes that require a minimum proficiency level.

e) Instruction procedures.

f) The outer limits of the skiing area and any known hazards.

g) Appropriate Personal clothing and protective gear.

h) Emergency and accident procedures, responsibilities and reporting.

i) Fully equipped first aid kit available on the slope.

### 12.11 RISK MITIGATION

a) The entire ski area must be mapped and the ski runs graded in color codes for easy identification.

b) Extensive signage on and off the slopes to show run grading, off piste and groomed areas and area under ski patrol.

c) Must ensure that skiers on Black and Red runs are always accompanied by a qualified mountain ski guide.

d) Every Mountain Ski guide must carry Recco or similar systems for avalanche rescue, avalanche poles, first aid, walkie talkies and cell phones



e) First aid kit must be available in the ski area itself. In addition, a detailed Emergency Action Plan must be written that includes contact numbers of the available emergency services. Evacuation routes and emergency procedures must be included in the company's risk assessment.

## **12.12 SAFETY BRIEFING: BEGINNERS:**

- a) Wear appropriate clothing in layers, that will protect from wind and cold.
- b) Carry /drink enough water, a minimum of 3 -4 liters every day.
- c) Carry extra knee and ankle support with you at all times
- d) Always unbuckle your ski boots while walking to reduce strain on ankles. At the same time ensure that boots are re buckled and fasten all loose clothing and gear before commencing your run.
- e) Listen carefully to all instructions. Follow the defined line and do not hesitate to get clarifications from your instructor.
- f) Maximum accidents happen while taking

a ski lift. Skiers should not be allowed to use ski lift until they develop full confidence to use their ski equipment properly. Read signage and listen to instructions carefully. Never disobey your instructors on the slopes.

## **12.13 SAFETY BRIEFING: INTERMEDIATE AND ADVANCED SKIERS: ALL OF THE ABOVE AND ...**

- a) Be aware of prevailing weather conditions and predicted patterns. Wear and carry appropriate gear.
- b) Always have a walkie talkie or mobile phone (where applicable)/wireless set in your pack in case you get separated.
- c) Never ski alone. Always with an instructor or in a group.
- d) Understand clearly the location of avalanche zones and if a ski patrol is active in the area.
- e) Read avalanche warnings before you get onto the Black or Red runs.
- f) You must have a Recco system to trace you in case of an avalanche incident.

- g)** Plan to finish your last run of the day latest by 1600 hrs so that there is enough daylight time to initiate a rescue if needed.
- h)** If you and your buddy/instructor are going Off Piste, then ensure that you leave information behind outlining the area you plan to ski/snow board in.
- i)** Carry emergency rations and an extensive medical kit in case you have to spend a night in the open.

## 12.14 MEDICAL CONCERNS:

Clients must be physically fit prior to a ski holiday and highlight following medical concerns prior to booking a ski package. Operators must get a medical opinion from a qualified doctor clearing the guest for skiing and snowboarding, in case any of the following concerns are highlighted the activity should not be undertaken:

- a)** Asthma (must carry inhalers).
- b)** High Blood Pressure.
- c)** Heart disease or recent open heart surgery.
- d)** Diabetes.
- e)** Knee related problems.
- f)** Severe spinal issues.
- g)** Pregnancy.
- h)** Severe allergies.
- i)** Recent surgery / hospitalization.
- j)** Any other ailments that you may deem life threatening in outdoor conditions.

## 12.15 BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATOR:

- a)** Operator must have minimum two instructors on full time employment or long term contract (minimum 12 months).
- b)** The instructors must have successfully completed an advance level skiing / snowboarding course from an International/ National or State Level ski institute. Instructors must have valid First Aid/CPR certification.



- c)** The Operator must have / or show proof of being able to hire a minimum of 20 serviceable sets of ski / snowboard equipment. This should include clothing and gear.
- d)** The operator must have adequate and up to date knowledge of the ski areas and runs available.
- e)** The operator must be able to clearly identify the slope and area of operation based upon qualification and experience of the ski instructor/tourists.
- f)** In case the operator is operating in Off Piste sections that are not in the purview of the local Ski Patrol, they must be able to clearly define and display a rescue and evacuation policy.
- g)** For running trips off piste, Black and Red sections, the instructors leading the group must be able to prove that they have skied/boarded the runs at least once before taking any clients on the same section.
- h)** The operator must have a wireless/walkie talkie/mobile phone set to use on the slopes.
- i)** The operator must carry a First Aid kit and water on each trip.
- j)** The operator must maintain live records of all guests on the slopes on any given day and time. These come in handy in case of any emergency/rescue.
- k)** The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA



# LAND BASED

## GUIDELINES FOR TREKKING

## INTRODUCTION

**13.1** With 73 percent of the Himalayan range in India, trekking has become the most popular adventure activity in the country. These Basic Minimum Standards will apply specifically to commercial trekking expeditions across the country and at altitudes above 2000 meters.

### 13.2 GUIDES/INSTRUCTORS

**a)** Who are leading trekking activities must be skilled and qualified to lead trekking groups. Trek leaders should have a certificate issued by a MOT recognised adventure tour operator stating that the individual “has experience of 3 years in assisting trekking expeditions at altitudes of 2000m or minimum 10 climbs above 2000m (for guiding in the Himalayas minimum 5 climbs above 4500 m) clearly reflected in a logbook duly authenticated or validated by the operator and the clients. And above and is independently capable of guiding trekking groups and carrying out rescue operations”  
OR :

Completed the Basic Mountaineering Course from any of the National Mountaineering Institutes and carry a certificate duly authenticated by an Indian Mountaineering Foundation (IMF) recognized body OR IMF accredited tour operator.

**b)** Maintain a logbook containing authenticated records of trekking experience.

**c)** Must have valid certification of minimum 16 hour (2 day) first aid and CPR course provided by a recognised and qualified provider. The maximum group size should be fixed depending on the nature of the trek. The treks can be divided into different categories like Low Altitude Treks/ Glacier Treks/ High Altitude Treks/ Trekking Expeditions etc.

### 13.3 Equipment required

Equipment care and maintenance

**a)** The correct use and proper maintenance of trekking equipment is essential for conducting trekking activities and should never be taken lightly.

**b)** Trekking equipment such as tents, sleeping bags etc should be appropriate for the terrain in which it is being used.

**c)** All equipment is subject to wear and tear and must be checked before every use. Proper Equipment must be stored properly and inspected periodically. Unserviceable equipment should be discarded immediately. Operators and leaders must have sound knowledge of this and have systems in place in order to control and manage their equipment.

### INSPECTION AND MAINTENANCE PROCEDURES

**13.4** Inspection and maintenance require sound knowledge of the systems and equipment and must be carried out by qualified persons, as a minimum the inspector must be a qualified guide/instructor. Basic inspections must be carried out before every use with detailed inspections carried out on a regular basis in accordance with their operational procedures and risk assessments.

### 13.5 SOP'S AND OPERATING INSTRUCTIONS

**a)** All Trekking Tour Operators must maintain and update a Standard Operating Procedure for their operations and get the same vetted from ATOAI from time to time. SOP's should be in accordance with risk management practices recommended by ATOAI.





**b)** SOP's for organizing the trekking expedition, such as assessing of members qualification, medical condition and experience, procedures for obtaining various permissions, travel to the trekking area, maintenance of base camp including hygiene, precautions for avoiding high altitude sickness, safety precautions, communication, weather reports, procedure for emergencies, communication protocol, casualty evacuation, incident and accident reporting and feedback mechanism must be well documented and part of staff training. The following must be included in the SOPs:

- i)** The guiding and porter staff on the mountain and the material supplied must be adequate for the aims of the party and stated level of service offered.
- ii)** Advance arrangements must be known for medical help. Advance arrangements must also be made for evacuation assistance in case of emergency. A detailed Emergency Action Plan must be in position and communicated to all concerned prior to the commencement of the trek.

**iii)** Advertising must give a true picture of all the difficulties and dangers involved, and avoid promising the impossible. For commercial trekking expeditions, information about the guiding team and their experience should be sent to the clients before hand .

**iv)** The client must truthfully reveal his experience, supported by documentation/ photograph, medical history etc to the organiser so that the organiser can make an informed choice about the potential client. For high altitude treks a doctor's fitness certificate for clients is recommended.

**v)** Information supplied in advance will include a clear statement of the guiding, portorage and equipment which will be supplied by the organiser, together with a detailed gear / clothing list for the clients.

**vi)** Sustainability guidelines : In accordance with the Global Sustainable Tourism Criteria adopted by ATOAI with strong adherence to 'leave no trace' policy.

## DOCUMENTATION

**13.6** The tour operator must maintain, at the minimum the following documentation:

- a) Details of all Guides and Instructors including copies of certifications, record of trekking experience and feedback from clients.
- b) Copies of all Permits and Permissions of current trekking expeditions.
- c) Copies of identification documents, Insurance cover and details of next of kin for all participants, guides and instructors.
- d) Copy of SOP.
- e) Current list of emergency contact numbers.
- f) Emergency Action Plan for the particular trek.

## RISK MITIGATION

**13.7** In order to mitigate risk of high altitude trekking, the following is advised:

- a) To get participants medically examined before starting on the journey. A visit to a dentist is also recommended prior to multi day treks.
- b) Unless guided by a highly experienced guide, at least two members of the party have experience of high altitude trekking with valid First Aid/ CPR certification.
- c) Ensure that environmental safeguards are implemented in their programme so that the area visited by them suffers no damage, and is left clean for subsequent expeditions.
- d) The operator must ensure that a comprehensive risk assessment is done and properly documented before operating any trekking expedition.

## 13.8 EMERGENCIES AND RESCUES:

- a) Adequate first aid medical equipment must be available with the party. For high altitude treks an oxygen cylinder and gamow bag are recommended.
- b) Evacuation routes must be identified and known to participants, guides and instructors.
- c) A detailed and documented Emergency Action Plan with emergency contact numbers must be available with the party

along with closest available emergency services which can be called upon as required.

## 13.9 SAFETY BRIEFING

- a) Safety briefing should form an integral part of a daily routine of the lead guide / trip leader.
- b) Where significant risks have been identified, lead guides should explain these risks and advise clients of any action needed to safeguard themselves.
- c) Local guides / trip leader's primary responsibility is to ensure safety of the clients, support staff and themselves.
- d) This requirement comes before all other responsibilities and the lead guides / trip leaders should be assured that any decision made by them to ensure the safety of all will be supported by the company.
- e) Safety briefing should also include information about weather forecast (if available), elevation profile, time taken on the trail, hazards, hydration and trail hygiene.

## 13.10 MEDICAL CONCERNS

- a) Local guides / trip leaders should be aware of any common health risks that may be present on a trekking expedition and should know how to prevent and treat problems. This may include environment related conditions such as hypothermia, sunstroke or altitude sickness.
- b) The lead guide / trip leaders should be aware of any pre-existing medical conditions/ allergies within the group and this information should be checked during the main briefing. The lead guide must speak to the client/s who declare such conditions to gain a clear understanding of the medical concern.
- c) The lead guide / trip leaders must be aware of the local / nearest possible emergency services available and how to contact them.
- d) Must carry First Aid / Medical kit with emergency medicines as required and it



is absolutely important that first aid kits are routinely checked for expiration of medicines and serviceability and replaced as necessary.

### 13.11 BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO ADVENTURE TOUR OPERATORS

- a) The operator should have a minimum of three qualified staff. The owner of the firm could be included as one of the qualified employees. Either, the Owner / Director or their Operations - Chief should be well qualified in the activity the adventure operator wants to pursue, which is determined by certification by any national or international institute in the activity or minimum of three years of practical experience.
- b) The operators must have their own adventure equipment.
- c) The field staff of Adventure Tour Operator must be qualified for the activity or must have minimum of three years of practical experience.
- d) Field staff of the company must be qualified in First - Aid / C.P.R by Red Cross or equivalent body or Certificate Course conducted by the Adventure Tour Operators Association of India.
- e) The company must sign an undertaking for adherence to sustainable practices and protection of environment in keeping with guidelines for ecotourism and safety guidelines of Ministry of Tourism / Adventure Tour Operator Association of India.
- f) The company must maintain in its office premises all the maps and reference material.
- g) The company must have printed brochure or website clearly describing its i) present activities (ii) Its area of operation (iii) its commitment to follow Ecotourism guidelines / GSTC guidelines adopted by ATOAI.
- h) The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA

# LAND BASED

## GUIDELINES FOR WILDLIFE SAFARIS



## INTRODUCTION:

**14.1** Safari now refers to an adventure tour or expedition into the wilds. Safari travel often provides revenue for local conservation projects and game parks, supporting the protection of wildlife and habitats, rather than taking them out. Safaris also play an important role in creating awareness about wildlife conservation, as well as benefiting local communities.

The modern safari is also a socially responsible journey designed to interact ethically with local communities and have a positive impact on local economies. The cultural interactions offered by reputable safari operators do not exploit local people. The local communities benefit from sustainable tourism through employment and financial gains from selling goods and services (dance performances, guided trips and resource management etc). Some safari companies directly support social upliftment projects whilst others make use of lodges, reserves and other establishments that assist local communities.

## 14.2 GUIDES/ INSTRUCTORS:

### BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE

**Guide Training:** Need to conduct regular Training Programmes for their Wildlife Guides to ensure a good quality of wildlife experience for the clients:

- a) Comprehensive syllabus and training for guides on wildlife/ birds of Indian sub continent.
- b) Field training in multiple ecosystems to prepare guides for different locations.
- c) Additionally we must provide vernacular medium literature for local guide.
- d) Need to understand safe distance necessary to be maintained to prevent animal charge.
- e) Emergency manoeuvres in case of a charge by an animal.
- f) First Aid and CPR training / certification is a must for wildlife guides.

## EQUIPMENT

**14.3** A good wildlife organisation/guide must possess the following equipment:

- a) Good binoculars/spotting scope.
- b) Healthy and well maintained vehicle.
- c) Field Guides for Birds/Mammals/ Snakes/Butterflies/Insects/Amphibians etc are a must.
- d) Good point and shoot camera (Optional).
- e) Mobile phones where possible/wireless sets for communication with the main gate (recommended/optional).
- f) GPS tracking systems on every vehicle entering the park (preferable).

## 14.4 INSPECTION & MAINTENANCE PROCEDURES

- a) Check tyre pressure before every safari session.
- b) Sufficient fuel in the vehicle.
- c) Check for ample brake fluid and coolant in the vehicle.
- d) Regular lubrication of suspension points of the vehicle.
- e) Binoculars have moving parts and are very sensitive equipment and can easily be mishandled. They need regular checks for fungus and parallax.
- f) Need for regular refresher courses for guides.

## SOP'S & OPERATING INSTRUCTIONS

**14.5** In order to provide the clients with a good wildlife experience, while maintaining a safe distance from the animals - guides need a training programme. Some of the most important areas that need to be covered include:

- a) Weather/ climate briefing: Before setting off on a Safari, the guide must provide the client sufficient brief on the expected heat/ cold/ rain etc during the trip and to be prepared for personal and equipment protection.
- b) Garbage is one of the most dangerous problems created by Wildlife Tourism.

Empty chips wrappers are salt laced but the animals are unable to lick the salts from inside of the wrappers. Hence the packets are swallowed by animals leading to choking and death.

**c)** Maintenance of vehicles is extremely important. This kind of tourism takes clients into remote areas where access and communication can be a major issue in case of a breakdown. Walking back is not an option.

**d)** Knowledge and experience of the guides can often become a limiting factor in providing the clients with a good experience. Resorts must invest in good Guides/ Naturalists.

**e)** Interpretation: On return from the Safari, the Resort Guide/Naturalist must ensure a good post trail de-brief to provide the tourists with a good experience. Resorts/ campsites must also invest in a good library with field guides and interpretation material.

**f)** Collecting souvenirs like antlers, feathers, bones, shells and plant parts is illegal and a punishable offence. Guides should not succumb to client pressure to provide these materials.

**g)** Sighting a tiger in the forest is an extremely exciting activity. However, the tiger is not too amused. Guides should ensure adherence to the 5 minute sighting/ photography rule and should move the vehicle away to allow other vehicles to see and move away too.

**h)** Sight of nesting birds is uncommon. However, we must understand that this is a very sensitive period for the bird. They can be threatened by our very presence. At such times, extreme care needs to be taken while photographing bird activity. Photographing birds on their nests is absolutely not permitted.

**i)** Appropriate distance to be maintained between vehicles and safe distance from respective animals should be adhered to at all times (about 10 meters distance from the animals).

**j)** Using horns/any loud behaviour is strictly prohibited in the parks.

**k)** A strict 'leave no trace' policy has to be followed in all parks.

## 14.6 DOCUMENTATION

**a)** Naturalist/safari guides should document safari sightings. Any illegal activity on the safari routes should be reported at the gate/ to the park authorities in writing.

**b)** Vehicle maintenance logbook to be maintained for each vehicle.

**c)** Pollution under control certification of each vehicle should be compulsory for all vehicles entering the park.

## 14.7 RISK MITIGATION

**a)** Wildlife Tourism can bring in clients who are unfit/ or allergic to certain weather conditions. Brief medical condition of the client should be known with very specific instructions to carry the necessary medicines – owing to the paucity of good medical help in close proximity to wilderness areas.



**b)** Wild animals are unpredictable. But certain situations can easily be prevented:

- i)** Coming too close to animals is dangerous.
- ii)** Mothers with young ones are easily provoked.
- iii)** Use of flash can anger even the most docile animals.
- iv)** Feeding of animals is prohibited. However certain animals can attack even on realising the existence of food. As an example, Langooors can snatch food, Sloth bears can tear into tents in search of food and Elephant's simple reactions to food can cause severe damage. Food must be very carefully handled.

**v)** Handling snakes is dangerous. This must be done only by a trained handler. However in a situation where there is no such handler, care must be taken to provide the snake with an exit route. Identifying venomous and non-venomous snakes should be left to experts. All snakes should be handled with due care.

## EMERGENCIES & RESCUES

**14.8** All resort staff / safari guides must be aware of the nearest medical facility and the evacuation means.

- a)** Guides must know and be certified in First Aid/CPR.
- b)** Emergencies could most often be due to medical condition of the client or due to snake bite/sting.
- c)** Bee stings can become life threatening. Those with know bee sting allergies should carry an Epi pen.
- d)** Sun stroke and other weather related situations can get aggravated on long exposure.

## SAFETY BRIEFING

**14.9** Briefings for a good wildlife experience should include the following:

- a)** Appropriate dress for the season and camouflage. Earthy coloured clothing should be recommended for wildlife safaris.
- b)** Any medicines that might need to be carried such as heart/BP/asthma medication /and rehydration fluids.





- c) There are very few field toilets in India. Use of bush needs utmost care.
- d) No one to disembark from a vehicle during the safari.
- e) Noise disturbs animals – while most animals will shy away, some like juvenile elephants and wild boars may charge.
- f) Ensuring zero garbage policy in wilderness areas. There is a need to take back all garbage back to resort/ base camp.
- g) Need to handle food very carefully in wilderness areas as it can attract animals and create a panic.
- h) Inflammable material like matchbox, lighters etc should not be carried inside the national park.

## 14.10 MEDICAL CONCERNS

- a) Elderly clients and clients with need of regular medicines should be warned of poor medical facilities in the proximity of wilderness areas.
- b) Emergencies like snake bites and bee stings need immediate assistance. Evacuation/ access to the nearest Primary Health Centre/ Civil Hospital should be planned for. Anti Snake Venom cannot be normally stored and administered by untrained personnel.
- c) First aid kits with material like sanitary napkins should be maintained at locations.

## BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS:

**14.11** The Wildlife Tourism industry is now moving towards Environmentally Responsible Operators and expects certain basic standards to be maintained like:

- a) Well trained naturalists/safari guides.
- b) Must own/be in a position to hire well maintained vehicles.
- c) Sustainable Tourism: Responsible Waste Management plan should be in place to segregate/compost waste generated. Rain water harvesting in the premises, composting and waste management, mitigating the impact on wildlife - by retaining corridors, lowering light intensity, reducing sound levels, taking up appropriate plantations.
- d) Multi Activity Resorts: Resorts must not depend only on a single activity like a Safari for its clients. Instead effort must be made to give them a good 'Wild Experience' with activities like cycling, bird watching, adventure, community interaction, farming and harvesting among others. This will not only reduce the pressure on the wilderness – but also help the resort to increase business by increasing options for more night stays.
- e) Interpretation: This is one of the most

important activities to educate and involve the client. Resorts/Campsites must invest in well trained guides

**f)** Supporting local population and economy: Resorts/Campsites must be able to employ and capacity build local population to benefit from tourism. It is recommended that as far as possible the purchasing policy must be a 'Buy Local' policy. It supports the local economy and resorts can provide their clients with a realistic local experience. Also importantly, it reduces the environmental cost of food material due to transportation. Resorts/campsites must support local dairy/poultry/manure/nursery/handicraft/artisans. Resorts/camps to coordinate promotion of conservation locally through interaction with school students/local Panchayat.

**g)** CSR Activity: Resorts/ Campsites should be supportive of the local needs of education, medical and sporting activities.

**h)** The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.

## 14.12 RISK ANALYSIS AND MANAGEMENT PROCESS

### ACTIVITY/ SITUATION: WILDLIFE SAFARIS

#### Risks

Accident, injury other forms loss:

- a) Dehydration.
- b) Sunburn/ Heat stroke.
- c) Injury/bruises/lacerations.
- d) Animal attack.

#### CAUSAL FACTORS

#### HAZARDS, PERILS, DANGERS

#### People

- a) Participants getting hyper active on the safari vehicle.
- b) Making noise and displaying aggressive behaviour.
- c) Not carrying enough water, sunscreen, hat or appropriate clothing to protect from weather.

**d)** Photographers getting too close/using flash.

#### Equipment

- a) Inappropriate clothing.
- b) Lacking water bottles.
- c) Vehicle breaking down.

#### Environment

- a) Heat/Cold.
- b) Rough weather.

## 14.13 RISK MANAGEMENT STRATEGY

### NORMAL OPERATION - PEOPLE

- a) Explain that if tourists are hyper active - they will lose the privilege of Safari and the vehicle turns back.
- b) Ensure that tourists do not jump out of the vehicle of make collections.

### NORMAL OPERATION - EQUIPMENT

- a) Confirm that clients are carrying water and light snacks. Are appropriately dressed with cap/hat.
- b) Participants should dress up for the season.

### NORMAL OPERATION - ENVIRONMENT

- a) Check for condition of vehicle.

### EMERGENCY

- a) Know where the nearest hospital is, ensure that the guide knows basic first aid.
- b) A vehicle on call for emergency evacuation should be available.

## 14.14 GUIDELINES RECOMMENDED

- a) Areas with tigress with cubs need to be avoided.
- b) Never approach elephants too close.
- c) Photographing birds on nest to be totally avoided .

## 14.15 SKILLS REQUIRED BY STAFF

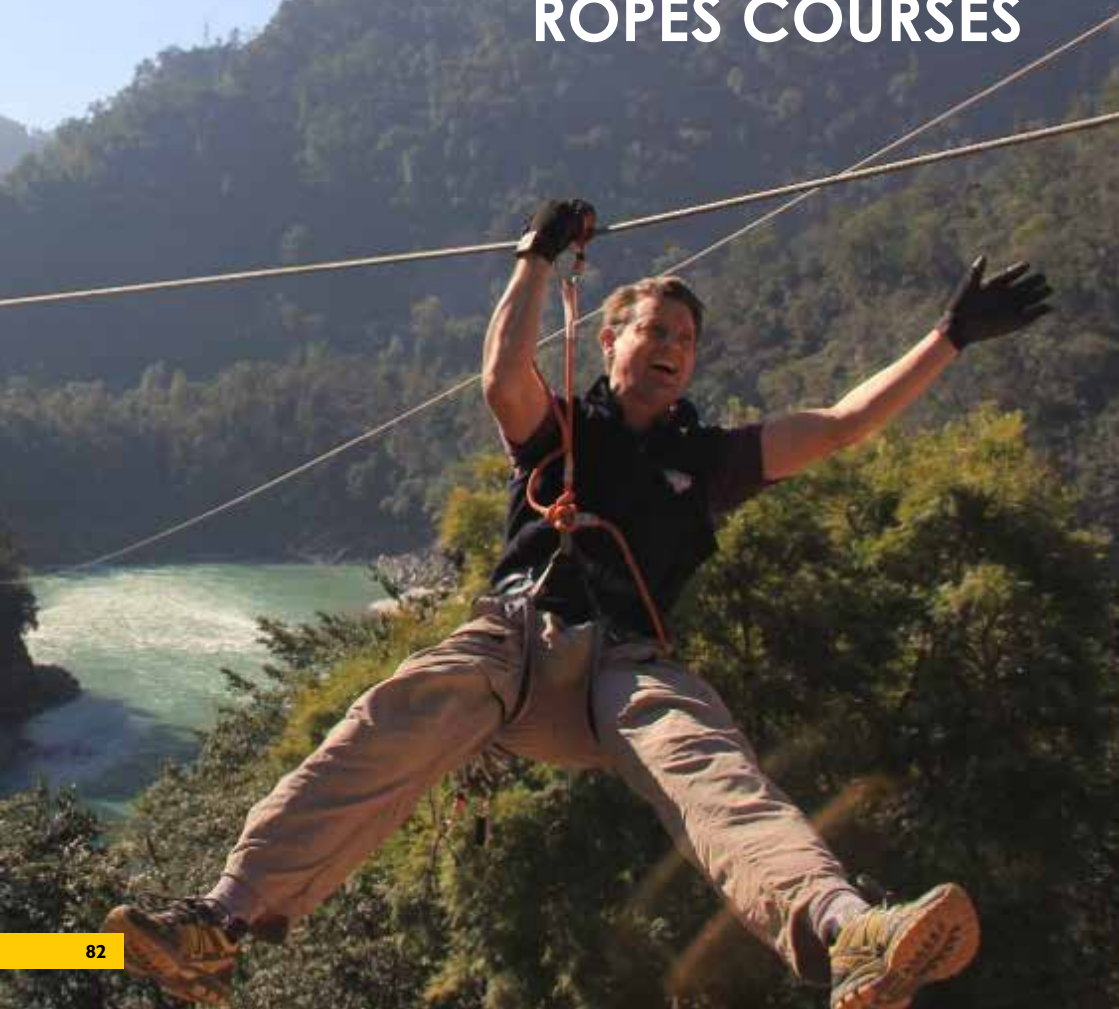
- a) Thorough knowledge of wildlife and terrain
- b) Driver to be able to undertake minor repairs of the vehicle



ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA

# LAND BASED

## GUIDELINES FOR ZIP WIRES & HIGH ROPES COURSES



## INTRODUCTION

**15.1** All owners & operators of Zip Wire and High Ropes Courses should aspire to install and operate their courses to the following European Standard: EN 15567:2015 (Sports and recreational facilities – Ropes courses:

**Part 1:** Construction and safety requirements;  
**Part 2:** Operation requirements). What follows is an abridged version of these standards.

**15.2** High ropes and zip wire courses involve participants engaged in activities while attached to ropes or cables more than 1.0m above ground level. A zip wire is defined as an activity system or ropes course in which the participant glides under gravity in a sloping direction. Both high ropes and zip wire courses are distinct from playground equipment in that they have restricted access and require supervision.

**15.3** Such activities involve risks that should be managed by the operators. This is achieved through careful supervision, training, instruction & information. On the basis of a risk assessment, operators should take reasonably practicable measures to ensure the safety of participants, including safety devices and protocols designed to limit the risk or consequences of falls or collisions. However, it should be understood that such risks cannot be eliminated altogether.

**Medical concerns:** High ropes and zip wire courses should only be undertaken by those who are physically and mentally able to comply with the safety requirements specified by the operator. Participants must get a medical opinion from a qualified doctor clearing them for participating in high ropes/ zip wires activity, in case any of the following concerns are highlighted:

- a) Asthma (must carry inhalers).
- b) High Blood Pressure.
- c) Heart disease or recent open heart surgery.
- d) Diabetes.
- e) Knee related problems.
- f) Spinal issues.
- g) Severe allergies.

h) Recent surgery/hospitalization.

i) Any other ailments of a serious nature.

j) Pregnancy (expecting mothers should not participate in the activity).

## GUIDES

**15.4** It is vital that any guides or instructors involved in high ropes and zip wire courses have the right combination of training and experience to carry out the following tasks:

- a) Provide participants with the information required to ensure that the equipment and elements are used correctly.
- b) Check that participants use the right equipment.
- c) Assess a participant's self-sufficiency on a high ropes or zip wire test course.
- d) Ensure that the operator's safety instructions are complied with.
- e) Carry out a mid-span rescue, safely bringing a participant back to the ground within 30 minutes; or alert an onsite rescuer if required.
- f) Provide assistance to participants.
- g) Provide participants with First Aid, including stretcher evacuation if required.

## TRAINING

**15.5** As a basic minimum, all high ropes and zip wire courses should have guides trained to the following level:

- a) All guides to be trained in First Aid / CPR course, provided by a reputable organization approved by ATOAI.
- b) All guides to be trained in basic high ropes and / or zip wire operations – in house training, to a standard approved by ATOAI.
- c) Guide competence in all safety critical roles validated via regular assessment, containing clearly defined pass and fail criteria, by a senior instructor.
- d) Regular field monitoring to assess guide competence with participants while not under direct supervision.

- e) At least one guide per course to be rescue trained and assessed as capable of conducting a mid-span rescue, safely bringing a participant back to the ground within 30 minutes.

The manager and/or senior instructor to have;

- a) a minimum of 2 years' experience as a full-time guide on a high ropes or zip wire course.
- b) an advanced first aid/ CPR qualification above that of an 8 hour course.
- c) adequate training and assessment to validate their competence in a senior role.

## 15.6 EQUIPMENT – THE INSTALLATION

- a) **Choice of site.** The High Ropes or Zip Wire Course shall be located in an area of reasonable operating safety; it shall be possible to evacuate participants from any part of the course.
- b) **Materials.** Materials shall be fit for purpose. Timber parts shall be designed in such a way that precipitation can drain off freely and water accumulation can be avoided. Metal parts shall be weather-proofed against atmospheric conditions.
- c) **Wire rope.** Only galvanised or stainless steel wire ropes shall be used. Terminations around trees and poles shall have a closure angle less than or equal to 60 degrees. Wire rope inspections and discard criteria shall conform to ISO 4309.
- d) **Wire rope terminations and grips.** All wire rope terminations shall conform to EN 13411 Parts 1-7. The number of wire grips shall depend on the nature and diameter of the wire rope and the types of wire ropes and grips used. It shall not be possible to undo critical components without a tool. Points of attachment on wire ropes may create local fatigue and shall be given special attention during inspections.
- e) **Design and manufacture.** High Ropes or Zip Wire Courses shall be designed with consideration for the size and body weight of the participants. The dynamic load



(generated by a falling participant) shall not exceed 6kN. Installations using self-belay systems made out of steel wire rope shall be calculated using safety factor 3.0 in relation to the ultimate load.

f) **Support system.** The support system (artificial and/or natural structure intended for installation of activity and safety systems) shall have the stability and resistance appropriate for the load calculated. In instances where the zip line course transmits loads to the existing structure (e.g. building) care shall be exercised to ensure that the existing structure can bear the loads created by the zip lines. When rocks are used as supporting structures the anchor pull out strength must be at least four times the applied load.

g) **Activity system.** The activity system (e.g. landings, platforms, descending devices, zip wires) shall be designed to accommodate the imposed loads. The safety connection between the participant and the zip wire shall be made with the appropriate personal protective equipment (PPE). Wire ropes shall have no exposed broken wire ends within the reach of the participants. If any part of the zip wire and landing area is not visible from the start point a departure regulation system shall be used. Appropriate training and equipment shall be provided if participants are required to brake actively during the descent; a passive braking system (e.g. gravity, buffer, bungee, net) shall always be in place.

**h) Safety system.** The safety system can be collective (e.g. railings, landing mats, belay anchor) or individual (e.g. safety harness & belay to fall arrest device). When participants' feet are more than 1.0m from the ground, a safety system shall be in place. Systems, in particular with movable trolleys, shall be designed in such a way as to reduce entrapment of body parts or clothing.

**i) Inspection and maintenance.** Before the site is inaugurated a competent body, approved by ATOAI, shall certify that the site is in compliance with this standard. The following shall be carried out: a visual inspection, a functional inspection, a design validation, documentation including structural analysis, date and location of inspection, result of inspection and details of any defects detected. The inspection report shall be included in the operations manual of the course. After inauguration, the equipment and its components should be inspected or maintained as follows:

- i) Routine visual check** – before each opening
- ii) Operational inspection** – every 1-3 months
- iii) Periodical inspection** – at least once per year by an inspection body, to include: visual inspection, functional inspection, determination of replacement state of worn parts, inspection including manufacturer's instructions for maintenance

**j) User manual for operators.** The manufacturer or installer of a zip line course shall provide a manual containing at least the following information:

- i) Technical description** of the facility and its individual components,
- ii) Use of the course & marking,**
- iii) Manufacturer's declaration,** containing: the basis of static load calculation, normative references, exclusions of liability, if any.

### **k) Personal Protective Equipment**

**(PPE):** All participants are required to wear PPE while engaged in High Ropes and Zip Wire Course activities. As a minimum, the PPE should include:

- i) Rock climbing sit harness.**
- ii) Additional chest harness or full body harness** where appropriate, e.g. when a sit harness is ill fitting around the waist.
- iii) Two points of attachment** (e.g. lanyards & screw gate karabiners) to the safety system.
- iv) All PPE to conform to UIAA or EN / CE standards.**

**l) The fitting of PPE shall be checked by a guide prior to use. The PPE shall be inspected and controlled as follows:**

- i) Routine check** – before participants use equipment
- ii) Complete check** by an inspector – at least every 12 months; after an exceptional event; after the equipment has been withdrawn from use following a routine check
- iii) A personal protective equipment inspection register** is required for each set of devices.

**m) All exceptional events affecting the equipment, the checks performed as a result of such events and the minimum annual checks shall be entered on the register.**

**n) Competence of the inspectors.** An inspector of PPE is deemed to be competent if:

- i) They hold an advanced national climbing certificate** (e.g. mountaineering, climbing); or
- ii) They have completed a special course** run by an organisation that can certify that the person in question has specific skills in the equipment mentioned; or
- iii) They can prove that they have at least 24 months experience** as a trainee inspector, supervised by a competent inspector.

## STANDARD OPERATING PROCEDURES

**15.7** Safety brief; instructions and practical assessment of participants. Before commencing an activity all participants shall be informed of the safety instructions, which should include:

- a) Explanation of the high ropes / zip wire course and inherent risks.
- b) Explanation of the equipment (PPE) to use when required.
- c) Demonstration by the instructor or manipulation of the equipment by the participant.
- d) Explanation of the safety instructions, especially the need to be always connected to the safety system by at least one connector.
- e) Explanation of any marking placed at the beginning of every course or action system.
- f) Identification of instructors and how and when to communicate with them (at any time any participant shall be within range of sight of either an instructor or an adult participant).
- g) Action to be taken in event of an accident.
- h) All of this information shall be documented.
- i) All instructors and guides should be able to give a thorough safety briefing that covers all safety aspects and detailed paddling and rescue instructions in detail. This briefing must be clear, must have the ability to be given in English and/or Hindi, with ability to command guests for the activity.
- j) The principles of the various techniques participants will have to perform during the course shall be explained. All participants shall demonstrate their understanding of these techniques by means of a practical assessment by a trained guide on a practice zip or high ropes area. All participants shall pass an assessment of competence on the test course, to a defined pass and fail criteria, before progressing.



- k) Supervision – general points. During a rescue operation, a rescuer shall be dispatched without any adverse effect on site supervision. Communication between participants and the guide shall be ensured. At any time any participant shall be within range of sight of either a guide or another adult participant.
- l) Course Supervision. Supervision by trained guides is divided into 3 levels:
  - i) **Level 1:** a situation whereby a guide can physically intervene.
  - ii) **Level 2:** a situation whereby a guide can clearly see the participant and intervene verbally.
  - iii) **Level 3:** a situation whereby a guide is in a position to communicate verbally with and to provide adequate assistance to participants.
- m) Continuous belay system & Zip Wire belays. A minimum of one, and preferably two, trained guides shall ensure participants are correctly attached to the safety system on High Ropes or Zip Wire Courses using a continuous belay system.
- n) Self belay & Assisted belay. In the event of participants being required to self-belay,

there shall be an adequate number of guides to ensure the following:

- i) All participants to demonstrate their understanding of the activity procedures and safety instructions in a practice area under Level 1 supervision & assessment.
  - ii) The first five elements negotiated by a participant shall be under Level 2 supervision. During this period guides shall pay particular attention to the change-overs. After this period participants shall be under Level 3 supervision by guides.
  - iii) For assisted belays, there shall be a minimum of one guide for 4 participants (at height). In such instances the belayers shall be under Level 1 supervision of the guide.
  - iv) Children between the ages of 10 and 14 shall be under Level 2 supervision by a guide throughout the activity.
- o) Inspection and Maintenance.** The equipment or its components should be inspected or maintained as follows:
- i) Routine visual check, which shall be carried out before each opening.
  - ii) Operational inspection which should be carried out every one to three months (e.g. cleanliness, equipment ground clearances, ground surface finishes, exposed foundations, sharp edges, missing parts, excessive wear of moving parts and the structural integrity of the safety system).
  - iii) Periodical inspection, at least once a year. The following should be carried out: a visual inspection, a functional inspection, determination of replacement state of worn parts, inspections including all manufacturer's/supplier's instructions for maintenance. Any safety relevant defects observed shall be eliminated. Specific considerations on safety critical wire ropes shall be given to the potential effects of fatigue. For periodical inspections, an inspection report shall be drawn up, including the following:

- a) Date and place of inspection,
- b) Results of the inspection indicating the defects observed,
- c) Assessment, whether there are any misgivings about further use of the facility,
- d) Information on necessary re-inspection,
- e) Name, address and signature of the examiner.

## DOCUMENTATION

**15.8** The following documentation is required to be kept onsite:

### a) Administrative:

- i) Name and address of owner and operator.
- ii) Document indicating the annual inspections carried out by an inspecting body.
- iii) List of site personnel and their job titles.
- iv) Evidence of public and other liability insurance.

### b) Operational:

- i) Log book containing the daily operation sheets (including faults observed during inspections at opening and closing, relevant events concerning safety). These need to be kept for three years.
- ii) Accident and incident report sheets.
- iii) Personal protective equipment inspection register and operation log.
- iv) Risk assessment and management plan – drawn up by the zip line course operator.
- v) Instructor and rescue training to be documented.
- vi) Manufacturer's product manual.
- vii) Rescue and emergency plan.
- viii) Current inspection report.

### c) Information to be provided for participants and visitors:

- i) Description of the activity and safety instructions.
- ii) Limits and restrictions for use.
- iii) Information relating to personal public liability insurance of the operator.

## 15.9 RISK MITIGATION & EMERGENCIES

**a)** Risk Assessment. Each operator of a High Ropes / Zip Wire course is required to conduct a basic risk assessment, at least once per year, according to the format approved by the ATOAI. Documentary evidence of this risk assessment should be kept onsite. The risk assessment will give rise to the Security and Emergency Plan.

**b)** Security and Emergency Action Plan. The security and emergency action plan shall be appropriate to the surface area of the High Ropes / Zip Wire course and the number of participants it can accommodate. It shall contain the following:

- i) Names of the rescuers and the name and address of the operator
- ii) Means of communication
- iii) Emergency equipment
- iv) Drawings indicating the emergency paths, accesses and exits
- v) Procedures for evacuation due to injury or extreme weather
- vi) Documentation for training in emergencies and reporting accidents
- vii) Every High Ropes / Zip Wire Course to have a First Aid kit and stretcher/spinal board onsite.

## 15.10 BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION

- a)** The operator should be registered with the local tourism authorities.
- b)** All guides must be trained/certified to the standards listed above.
- c)** Operational procedures as listed above, must be strictly adhered to and documented.
- d)** A third party audit by a qualified/



certified engineer must be conducted prior to commencing operations.

- e)** Periodic site inspections and PPE inspections must be conducted as listed above.
- f)** A comprehensive Risk Management Plan and Emergency Action Plan should be in position and the staff trained periodically on the same.
- g)** It is highly recommended that any outfit, entity, establishment or company seeking grant for recognition must fulfil these desirable criteria:
  - i)** The entity must own specialized equipment commensurate with needs of undertaking and running such an operation.
  - ii)** The entity must have qualified personnel on their pay roll. These personnel must carry the requisite experience in the activity and be certified in First Aid & CPR.
  - iii)** The entity must operate with the required permits/licenses.
  - iv)** The entity is recommended to be recognized by the Ministry of Tourism.
  - v)** The entity must have a registered office.
  - vi)** The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA



# AIR BASED

# GUIDELINES FOR HOT AIR BALLOON

# HOT AIR BALLOONING



Currently hot air balloon flights are done in VMC conditions which requires visibility of 5 KMS. Hot Air balloon flights are seasonal and balloon fly at Sunrise and 2 hrs before sunset. A Hot Air Balloon moves at the speed of the localised wind conditions. As per existing operational - guidelines of manufactures, a Hot Air Balloon is not flown in wind conditions exceeding 15 knots (27.8km/h) on the surface. A Hot Air Balloon is a very large (over 14 metres in width and 30 metres in height), brightly coloured, - slow moving object that maintains the same shape and size as seen from a 360° perspective of approaching aircraft. A Hot Air Balloon can safely alter its altitude to climb or descend immediately and at a rate of 1000ft/min (5m/second). A Hot Air Balloon is the only aircraft that allows the Pilot in Command to have a visual 360° direct line of sight whilst piloting the aircraft. The pilot maintains a two way communication with the ATC, hot air balloon is also equipped with GPS, Altimeter and other important instruments. Hot Air Balloons don't take off from airports they operate at faraway places as allowed by the relevant ATC.

## INTRODUCTION

**16.1** Hot Air Balloons work according to the natural law that hot air is lighter than cold air. To generate lift and therefore take flight, hot air balloons employ a burner that heats the air within the balloon until it becomes lighter than the external air. The difference in the temperature inside the balloon relative to the outside temperature, determines the amount of lift the balloon will have. Accordingly, by controlling the internal temperature, the balloon's flight is controlled with respect to ascent and descent.

The single most defining factor of balloon Flight Safety is the weather. From take-off to landing; fog, rain, snow, wind, thermal winds etc. are all key elements to consider when attempting a safe hot air balloon flight. Before a safe balloon flight can begin, the pilot must always check the forecast and select a suitable departure and landing area. The D.G.C.A. (Director General Civil Aviation - [www.dgca.nic.in](http://www.dgca.nic.in)) in India has formulated regulations for Hot Air Balloons in the Civil Aviation Requirements, CAR Section 2 – Airworthiness, Series 'F' Part XV, Revision-1, Dated 11th November 2008 of D.G.C.A., Min of Civil Aviation, Govt. of India and wherever any clarification needed should be read with this CAR.

There are two main types of Hot Air Balloon Flight:

- 1) Free Flight** – This is where a Balloon takes off from one location and travels with the wind to land at another alternate location.
- 2) Tethered Flight** – This is when ropes are safely attached to the Balloon and the Balloon ascends and descends on the spot, with the ropes restraining the Balloon from flying away with the wind.

There is no difference as far as the regulations are concerned between Free Flights (without ropes) and Tethered Flights (with ropes). All the requirements for Operator certification, pilot qualifications and equipment registration & maintenance have to be met for tethered flights as well.

## ADVENTURE GUIDES/ INSTRUCTORS: BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE

**16.2** To fly Hot Air Balloons one must have a Balloon Pilot License issued by DGCA.

If an operator employs Foreign Pilots then those Pilots must have a Valid FATA (Foreign Aircrew Temporary Authorization) which is issued by DGCA.

As part of all Pilot license requirements, every Pilot must be having a Medical Certificate endorsed by the relevant Civil Aviation Authority.



## EQUIPMENT REQUIRED

**16.3** Instruments & Equipment to be carried by Balloons in flight:

- a) Hand fire extinguisher of an approved type, in the main compartment carrying personnel.
- b) Safety harness for each personnel on board. The harness for each person need not be provided for gondola or basket type of balloons.
- c) A compass
- d) An altimeter
- e) A rate of climb indicator.
- f) First Aid Kit (as per CAR Series X Part III)
- g) A fuel quantity gauge.
- h) An envelope temperature indicator.
- i) 3 separate ignition sources
- j) Two way R/T Communication Equipment.

k) Flight Manuals, Operations manual and all other relevant manuals as specified by DGCA.

## EQUIPMENT CARE AND MAINTENANCE

**16.4** Balloons are certified aircraft and, as such, are regulated by the D.G.C.A.. They must meet manufacturing standards and are subject to periodic inspections, just like a commercial aircraft. All Balloons must be registered with the D.G.C.A. and its registration no. displayed on the Balloon.

## INSPECTION & MAINTENANCE PROCEDURES

**16.5** On the basis of Manufacturer Maintenance Manual, operators need to prepare an Aircraft Maintenance Program (AMP) which must be approved by the DGCA. Details of all inspection schedules are as follows:

### PART 1: SCHEDULED INSPECTIONS

These routine inspections are accomplished at regular, planned intervals. They consist of following inspections:

Inspection Interval	Inspection
Pre Flight inspection	Before Every Flight
100Hr./1 year inspection schedule	At every 100Hr/1 year of flying

### PART 2: COMPONENT OVERHAUL & SERVICE LIFE LIMITS

Item	Frequency	Inspection
Envelope	300hr. /3 yrs whichever is earlier and then every 100hr. /1 year whichever is earlier.	Grab Test
Fuel Cylinder	5 years & 10 years	Hydrostatic Test
Fuel Cylinder Pressure Relief valve(PRV)	Every 10 years	Replace

### PART 3: UNSCHEDULED INSPECTIONS

This Part contains the special inspections considered necessary if the balloon has been subjected to overheating or a hard landing or contact with power lines. Following are the conditions in which these inspections are to be carried out:

- a) Inspection after Overheating.
- b) Power line Contact Inspection.
- c) Hard landing Inspection.

### SOP'S & OPERATING INSTRUCTIONS

**16.6** Hot Air Balloon Operations should be undertaken with the following considerations:

- a) Operating instructions must be followed as per the operations manual approved by DGCA.
- b) Flight Manual Information and Approval. The Flight Manual must contain:
  - i) A description of the balloon and its technical equipment with explanatory sketches.
  - ii) Operating limitations, normal procedures (including rigging, inflation and deflation), emergency procedures, and other relevant information specific to the balloon's operating characteristics and necessary for safe operation.
  - iii) Specification of the permissible lifting gas.
  - iv) Information for ground handling, transport and storage.

### DOCUMENTATION

**16.7** The following documentation is required to be maintained by the operator:

#### a) Administrative:

- i) Details of owner and operator.
- ii) Document indicating the annual inspections carried out by an inspecting body.
- iii) List of Pilots along with copies of relevant certifications.
- iv) Evidence of public and other liability insurance.
- v) Copies of Permission from Airports Authority and Local Collector.

#### b) Operational:

- i) Log book containing the daily operation sheets.
- ii) Accident/ incident report sheets.
- iii) Flight and operations log.
- iv) Passenger Manifest Sheets.
- v) Risk assessment and management plan.
- vi) Emergency procedures manual.
- vii) Manufacturer's product manual.
- viii) Current inspection report.

#### c) Following manuals have to be prepared and approved by DGCA:

- i) Maintenance Organization Exposition (MOE).



- ii) Continuing Airworthiness Management Exposition (CAME).
- iii) Operation Manual.
- iv) Security Manual.
- v) Flight Safety Manual.
- vi) Safety Management System Manual.

**d) Information to be provided for participants and visitors:**

- i) Description of the activity.
- ii) Safety instructions.
- iii) Weather, Medical and Age restrictions.
- iv) Information relating to personal public liability insurance of the operator.

## RISK MITIGATION & EMERGENCIES & RESCUES

**16.8** The PIC should be familiar with all emergency procedures listed in the DGCA approved Flight manual including:

- a) Emergency landings.
- b) Pilot flame failure.
- c) Fire on the ground.
- d) Fire in the air.
- e) Blast valve failure.
- f) Contact with power lines.

Each Ballooning operator should establish and review procedures for all possible emergencies.

Every pilot and passenger should thoroughly understand emergency procedures. Pre-flight passenger briefing must be carried out by the Pilot in command.

A monthly risk assessment as per given Performa needs to be carried out and reviewed by the Chief Pilot and the owner/operator and records maintained.

## SAFETY BRIEFING

**16.9** Safety information to passenger is essential, as is certain practical advice, like basket layout and how to access the basket. As per the Flight Manual, the following briefing must be provided to passengers:

- a) General Briefing.

- b) Passenger Briefing (Pre-Inflation).
- c) Pre Flight Briefing.
- d) Pre Landing.
- e) After Landing.

## MEDICAL CONCERNS

**16.10** As per DGCA guidelines all Hot Air Balloons must have comprehensive insurance that includes coverage of all passengers, Pilot and third party liability.

As a matter of Best Practice, all commercial operators should expect every passengers to have a basic level of general health and physical well-being, this includes:

- a) No recent surgery.
- b) No known significant hip, knee, neck or back problems.
- c) No recently broken bones.
- d) Not currently pregnant.
- e) Ability to stand for at least 1 hour without rest.
- f) Must be at least 5 years of age.
- g) Not under the influence of alcohol or drugs at the time of flight.

The Pilot is responsible to assess the medical condition of all passengers before boarding a Hot Air Balloon Flight and the Pilot and the operator reserves the right to refuse any passenger to fly if they believe that they are not medically fit to fly.

## 16.11 BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS

- a) For the commercial operations of Hot Air Balloons, an Operator must have a valid Air Operator Permit (AOP) as issued by DGCA.
- b) All Balloon Organizations have to be approved by DGCA under Aircraft Maintenance Organization (AMO) as per CAR-145 and Continuing Airworthiness Management Organization (CAMO) as per CAR-M, Sub-Part G.
- c) If the operator is certified as an Aircraft Maintenance Organization (AMO), the

Quality Manager (QM) must submit a Maintenance Organization Exposition (MOE) which must be subsequently approved by the DGCA.

**d)** For approval of Continuing Airworthiness Management Organization (CAMO), the Continuing Airworthiness Manager (CAM) must submit a Continuing Airworthiness Management Exposition (CAME) which must be subsequently approved by DGCA.

**e)** Before every flight the Pilot must ensure that the Balloon has a valid and Current Certificate of Airworthiness (C of A) and Airworthiness Review Certificate (ARC).

**f)** Pilot has to check Certificate of Release to Service (CRS) before every flight which is issued by Aircraft Maintenance Engineer (AME).

**g)** Hot air balloons engaged in commercial operations must possess a Type Certificate issued or validated by the DGCA or an export Certificate of Airworthiness issued by a country whose airworthiness standards are equivalent and acceptable to DGCA.

**h)** All Balloon operators must have an Emergency Action Plan. Training for the EAP must be regularly imparted to pilots and ground personnel. A list of emergency contact numbers must always be with the pilots and ground personnel.

**i)** The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.

## LOG BOOKS:

**16.12** A Technical log in respect of each balloon indicating details of every flight, like the date of flight, lift off time, total flight time, the places of departure and arrival, shall be maintained. The entries in the log book shall be certified by the pilots undertaking the flights.

A Balloon log book shall be maintained by every operator to keep a record of the flying hours of a Balloon and the modification and other repair work carried out on the balloon.

## 16.13 DOCUMENTS TO BE CARRIED ON BOARD THE FLIGHT:

- a)** Technical Log.
- b)** Certificate of Release to Service (CRS).
- c)** Certificate of Airworthiness (C of A).
- d)** Airworthiness Review Certificate (ARC).
- e)** Certificate of Registration (C of R).
- f)** Appropriate license for the Pilot.
- g)** Weight Schedule, duly approved by DGCA.

## 16.14 FLYING PERMISSION

**a)** An Operator is required to take permission from the Airport Authority of India (AAI) for each area in which they plan to operate a flight. This permission is issued after clearance and consultation is taken from the nearest aerodrome and ATC authority.

**b)** Permission is required in writing from all local Police and Administrative authorities in the area where Balloon flight Operations are planned.

**c)** The Operator must file a Flight plan with the AAI before every flight.

**d)** All Operators are required to take an FIC (Flight Information Centre) number and ADC (Air Defense Clearance) code from the relative departments before every flight. This information must be provided to the concerned ATC (Air Traffic Controller) before any flight can commence operations.

**e)** Pilots have to request for Take-off permission from concerned ATC before every flight and must close the flight plan following the completion of every flight.





ADVENTURE TOUR OPERATORS  
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# AIR BASED

## GUIDELINES FOR PARAGLIDING / HANG GLIDING



## INTRODUCTION:

**17.1** Paragliding and hang gliding loosely come under free flying, along with Gliding. Unlike gliders, both are very light and can be launched on foot, creating a separate category of foot launch able gliders. Hang gliding started in the late 1960s while paragliding evolved in the early 80's.

**Paraglider:** is a glider that achieves its aerofoil structure without any solid reinforcement; from RAM air pressure between two layers of fabric.

**Hang Glider:** is a delta wing that has a fabric aerofoil with an aluminium frame and inserts.

## 17.2 ADVENTURE GUIDES : BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE:

### Tandem :

- a) Pilots must have minimum P4 level training as a solo pilot, achieved 100 hours of solo flying and minimum 100 km xc flight. A conversion course to tandem pilot must be undertaken.
- b) 50 non commercial flights as sports tandem pilot before converting to commercial flying.
- c) If available, pilot should be duly certified by an accredited national association.

### Instructor:

- a) P5 solo rating on FAI safe pro levels.
- b) Worked as trainee instructor with a reputed instructor for 2 years.
- c) Taken instructor certification from an accredited association.

## 17.3 EQUIPMENT REQUIRED:

- a) EN /SHV/DHV/AFNOR certified wing and reserve parachute.
- b) Certified harness and helmet.

## 17.4 EQUIPMENT CARE AND MAINTENANCE:

A logbook of equipment and maintenance to be kept.

## 17.5 INSPECTION & MAINTENANCE PROCEDURES

All commercially used equipment must be inspected for fabric porosity and line length annually.

## 17.6 SOP'S & OPERATING INSTRUCTIONS

- a) Passenger should be clearly briefed on basics of flight and risks involved.
- b) Staff introductions and their training.
- c) Passenger should sign liability release waivers.
- d) Passenger/pilot should wear appropriate clothing that is safe and comfortable for the task and weather.
- e) No aerobatic manoeuvres to be done with clients.
- f) No overloading or under loading of equipment.
- g) Should fly conforming to VFR and in VMC. Cloud or night flying is strictly prohibited.
- h) Any incident to be fully documented and reported.

## 17.7 DOCUMENTATION

- a) Pilot certification and logbook.
- b) Equipment logbook and service record.
- c) Liability insurance, pilot insurance.
- d) Emergency Action Plan.

## 17.8 RISK MITIGATION

- a) Operations to be undertaken at sites judged to be safe for paragliding/hang gliding operations.
- b) Selected sites should not have any turbulence sources or hazards.
- c) Life jacket to be mandatory if operating near water.
- d) Wing should be inspected annually for porosity and line lengths.
- e) First Aid kit, stretcher (spinal board) and qualified staff should be available at the site.



- f) Pilots should be First Aid/CPR certified.
- g) Emergency response time (ambulance) and distance to hospital should be clearly conveyed to the passenger and emergency numbers available at location.
- h) A detailed Emergency Action Plan should be in position and training for the same provided to staff periodically.

## 17.9 EMERGENCIES & RESCUES

- a) First aid and proper equipment for stabilization and removal from life threatening situation.
- b) Contact numbers for ambulance and other emergency services.
- c) Evacuate at the very earliest.
- d) Get witness statements before debriefing them.
- e) Write your own report.
- f) Submit reports and follow up on the injured.

- g) Take immediate action to improve any weakness in equipment or staff exposed by incident.

## SAFETY BRIEFING

**17.10** All instructors and guides should be able to give a thorough safety briefing that covers all safety aspects and detailed instructions about a safe flight. This briefing must be clear and given in English, Hindi or the local language that passenger can understand.

- a) Passengers should be briefed on equipment and clip in, clip out process.
- b) Briefing should cover emergency procedures.
- c) Any sensitive parts within reach of passengers should be clearly marked and briefed upon appropriately.
- d) Essential communication terms/ signals should be explained.

## MEDICAL CONCERNS

**17.11** There should be clear declaration of medical conditions that are not suitable for paragliding or hang gliding by the operator. Any flight taken with differently abled passengers should be well planned, documented and reported in advance.

All instructors and guides must be able to ensure that a question regarding medical issues is asked before the activity is conducted. It is recommended that heart patients, those with spinal issues, recent surgery or any other medical issue of concern, expecting mothers and under age children do not undertake the activity. It is also recommended to check for epilepsy and asthmatic patients, on the extent of their ailment. Asthma inhalers must be carried by clients and preferably handed over to the guide.

## BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS:

**17.12** It is highly recommended that any outfit, entity, establishment or company seeking grant of recognition for paragliding must fulfil the following criteria:

**a)** The entity must have qualified personnel (minimum two full time qualified staff) on their pay roll. These personnel must have the requisite experience in the activity and have

valid First Aid & CPR certification. Proof of trained staff.

**b)** The entity must own specialized equipment commensurate with needs of undertaking and running such an operation (specified above). Proof of good equipment, certification where applicable and inspection of safety equipment.

**c)** The entity must operate with the required permits / licenses.

**d)** The entity must have at least one certified and experienced person on their Board.

**e)** It is recommended that the entity is registered with the local/ state tourism department / recognized by the Ministry of Tourism, Govt of India.

**f)** The entity must have a registered office.

**g)** The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.

**h)** Inspection of site and permission/ right of use of site.

**i)** Declaration of conforming to flight rules, risk mitigation and airspace rules.

**j)** Declaration to follow existing association rules and new ones that might be introduced.

**k)** The entity must follow a strict 'leave no trace' policy and conform to high sustainability standards.





ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA

# AIR BASED GUIDELINES FOR PARA MOTORING



## INTRODUCTION

**18.1** Paramotor is a paraglider powered by a small motor and propeller, either foot launched or trike based. The following rules will apply to both PPG (powered paraglider) and powered parachutes. Powered parachutes have lesser performance canopies but able to handle bigger engines.

**Paramotors:** paraglider or dedicated paramotor wing with reflex foil design. Powered by sub 350cc engine unless it has torque cancelling technology. Can launch with trike/quad or on foot.

**Powered Parachute:** Proper powered parachute powered by engine and based on trike/quad only.

## ADVENTURE GUIDES/INSTRUCTORS: BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE:

**18.2** Pilots must have minimum p3 level training as a paraglider pilot, a conversion course to paramotors and minimum 300 hours on solo paramotor prior to taking passengers. There should be an additional 100 hours of non commercial tandem flying before undertaking commercial tandem flight.

## 18.3 EQUIPMENT REQUIRED

- a) EN (The European Committee for Standardization) / SHV (Swiss Hang Gliding and Paragliding Association) / DHV (Deutscher Hangegleiter Verband) / AFNOR (French Association of Normalization) certified wing and reserve parachute.
- b) A motor/trike set either from a well known company having sold more than 100 units and been in the market for more than 2 years.
- c) If fully or partly self fabricated, a minimum testing for 200 hours or one year whichever is less ( this must be non commercial flying) before any commercial flying. Self developed parts of unit should be presented to peers for review.

d) All testing and improvement of the self developed part of a kit should be well documented in a logbook, with videos and photographs. Once national certification of paramotors comes into force, these should conform to the rules.

## 18.4 EQUIPMENT CARE AND MAINTENANCE:

- a) A logbook of equipment and maintenance to be kept.
- b) All flying activity, repairs and modifications must be logged. If there are any serious modifications, they will be required to undergo appropriate amount of testing hours again. These hours to be stipulated and declared along with modification entry along with reasoning for the same.
- c) Recommended service interval of all major parts to be posted at place of business and in beginning of logbook and strictly followed.

## INSPECTION & MAINTENANCE PROCEDURES

**18.5** All commercially used equipment to be inspected as per manufacturers specifications. A peer review of equipment and operations by a group of peers from outside your company (minimum 3 people) must be conducted prior to commencing commercial operations and minimum once a year.

Maintenance schedule if given by manufacturer to be strictly adhered to. If assembled equipment then schedule should match that of known producers / conducted at shorter intervals.

## 18.6 SOPS & OPERATING INSTRUCTIONS

- a) Passenger should be clearly briefed on basics of flight covering risks and staff introductions and training.
- b) Passenger should sign liability release waiver.
- c) Passenger /pilot should wear appropriate clothing that is safe and comfortable for the task and weather.

- d) No acrobatic maneuvers to be done below 600 ft AGL.
- e) No overloading or underloading of equipment.
- f) Should fly conforming to VFR and in VMC. No cloud or night flying allowed.
- g) Any incident to be fully documented and reported.

## 18.7 DOCUMENTATION

- a) Pilot certifications and logbook.
- b) Equipment logbook and service record.
- c) Liability cover when and where available.
- d) Emergency Action Plan.

## 18.8 RISK MITIGATION

- a) Operations to be undertaken at sites judged to be safe for paramotoring operations.
- b) Paramotoring sites should not have any turbulence sources or hazards.
- c) Life jacket to be mandatory if operating near water. In such cases, equipment should have flotation attached.
- d) Wing should be inspected annually for porosity and line lengths
- e) Motor should be serviced regularly, as per the manufacturer's specifications.
- f) First Aid kit, stretcher ( spinal board ) and qualified staff should be available at the site.
- g) Pilots should be First Aid /CPR certified
- h) Emergency response time (ambulance) and distance to hospital should be clearly conveyed to passenger and emergency numbers available at location.
- i) A detailed Emergency Action Plan should be in position and training for the same provided periodically.

## 18.9 EMERGENCIES & RESCUES

- a) Immediate first aid and stabilization and removal from life threatening situation.
- b) Contact ambulance and other emergency services and evacuate at the very earliest

- c) Get witness statements before debriefing them.
- d) Write your own report.
- e) Submit reports and follow up on injured.
- f) Take action to improve on any weakness in equipment or staff exposed by incident.

## 18.10 SAFETY BRIEFING

- a) Passengers should be briefed on equipment and clip in, clip out process.
- b) Briefing should cover emergency procedures.
- c) Any sensitive parts within reach of passengers should be clearly marked and briefed upon appropriately.
- d) Essential communication terms/signals should be explained.

## MEDICAL CONCERNS

**18.11** There should be clear declarations of what medical conditions are not suitable for sport. Any flight taken with differently abled passengers should be well planned, documented and reported in advance. A formal clearance taken from association in charge if there is one.

## 18.12 BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS

- a) Registration with local tourism department recommended.
- b) Registration with association controlling the sport if any.
- c) Proof of trained staff
- d) Proof of good equipment, certification where applicable and inspection of rest of the equipment
- e) Inspection of site and right of use of site.
- f) Declaration of conforming to flight rules, risk mitigation and airspace rules.
- g) Declaration to follow existing association rules and new ones that might be introduced.
- h) The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



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# **AIR BASED**

## **GUIDELINES FOR PARASAILING**

## INTRODUCTION:

**19.1** Parasailing, also known as parascending, or parakiting, is a recreational kiting activity where a person is towed behind a vehicle (usually a boat) while attached to a specially designed canopy wing known as a parasail wing. On land or over water the manned kite's moving anchor may be a car, truck, or boat; parasailing just by kiting in heavy winds is highly discouraged. The boat then drives off, carrying the parascender or wing and person into the air. If the boat is powerful enough, two or three people can parasail behind it at the same time. The parascender has little or no control over the parachute.

## 19.2 BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE:

- a) Parasail Drivers/Instructors must be highly experienced and have certification from a recognised National or International body.
- b) They should have valid FA/CPR certification.

## 19.3 EQUIPMENT REQUIRED :

- a) Parasail wings must have APCUL (Association des Constructeurs de Parapente Ultra Legers), DHV (Deutscher Hangeleiter Verband), CEN (European Committee for Standardization) or any certification recognised by FAI (Fédération Aéronautique Internationale). Such certification should be stitched on the wing and visible for inspection. Harness should also be certified.
- b) If operating over water, a proper floatation device is to be used.
- c) If operating over ground a certified helmet, knee and elbow protection must be used.

## EQUIPMENT CARE AND MAINTENANCE

**19.4** A logbook of equipment and equipment maintenance to be kept.

## INSPECTION & MAINTENANCE PROCEDURES

**19.5** All commercially used equipment must be inspected annually.

## 19.6 SOP'S & OPERATING INSTRUCTIONS

- a) Passenger should be clearly briefed on basics of flight covering risks, staff introductions and training.
- b) Passengers should sign liability release waiver.
- c) Passenger/pilot should wear appropriate clothing that is safe and comfortable for the task and weather.
- d) No aerobatic manoeuvres to be done with clients.
- e) No overloading or under loading of equipment.
- f) Should fly conforming to VFR and in VMC. Cloud or night flying is strictly prohibited.
- g) Any incident to be fully documented and reported.

## 19.7 DOCUMENTATION

- a) Certification and logbook.
- b) Equipment logbook and service record.
- c) Liability cover when and where available.
- d) Emergency Action Plan.

## 19.8 RISK MITIGATION

- a) Operations to be undertaken at sites judged to be safe for parasailing operations.
- b) Selected sites should not have any turbulence sources or hazards.
- c) Life jacket to be mandatory if operating near water.
- d) Parasail should be inspected annually.
- e) First Aid kit, stretcher (spinal board) and qualified staff should be available at the site.
- f) Pilots should be First Aid /CPR certified.
- g) Emergency response time (ambulance) and distance to hospital should be clearly

conveyed to passengers and emergency numbers available at location.

**h)** A detailed Emergency Action Plan should be in position and training for the same provided to staff periodically.

## 19.9 EMERGENCIES & RESCUES

**a)** Immediate first aid and proper equipment for stabilization and removal from life threatening situation.

**b)** Contact numbers for ambulance and other emergency services and evacuate at the very earliest.

**c)** Get witness statements before debriefing them.

**d)** Write your own report.

**e)** Submit report and follow up on injured.

**f)** Take immediate action to improve on any weakness in equipment or staff exposed by incident.

## 19.10 SAFETY BRIEFING

All instructors and guides should be able to give a thorough safety briefing that covers all safety aspects and detailed instructions about a safe parasailing tour. This briefing must be clear and given in English, Hindi or the local language that passenger can understand.

**a)** Passengers should be briefed on equipment.

**b)** Briefing should cover emergency procedures.

**c)** Any sensitive parts within reach of passengers should be clearly marked and briefed upon appropriately.

**d)** Essential communication terms/signals should be explained.

## 19.11 MEDICAL CONCERNS

There should be clear declaration of medical conditions that are not suitable for parasailing by the operator. Any flight taken with differently abled passengers should be well planned, documented and reported in advance.

All instructors and guides must be able to ensure that a question regarding medical issues

is asked before the activity is conducted. It is recommended that heart patients, those with spinal issues, recent surgery or any other medical issue of concern, expecting mothers and under age children do not undertake the activity. It is also recommended to check for epilepsy and asthmatic patients, on extent of ailment.

## BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS:

**19.12** It is highly recommended that any outfit, entity, establishment or company seeking grant of recognition for parasailing must fulfil the following criteria:

**a)** The entity must have qualified personnel (minimum two full time qualified staff) on their pay roll. These personnel must carry the requisite experience in the activity and have valid First Aid & CPR certification. Proof of trained staff.

**b)** The entity must own specialized equipment commensurate with needs of undertaking and running such an operation (specified above). Proof of good equipment, certification where applicable and inspection of safety equipment.

**c)** The entity must operate with the required permits/licenses.

**d)** The entity must have at least one certified and experienced person on their Board.

**e)** It is recommended that the entity is registered with the local/state tourism department/recognized by the Ministry of Tourism, Govt of India.

**f)** The entity must have a registered office.

**g)** The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.

**h)** Inspection of site and permission/right of use of site.

**i)** Declaration of conforming to flight rules, risk mitigation and airspace rules.

**j)** Declaration to follow existing association rules and new ones that might be introduced.



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A photograph of two skydivers in flight against a clear blue sky. The skydiver in the foreground is a man with a beard and mustache, wearing a red t-shirt and large, clear safety goggles. He has a wide, joyful smile, showing his teeth. The skydiver in the background is also wearing goggles and a blue shirt, looking forward. Both are wearing black harnesses with yellow accents.

# **AIR BASED**

## **GUIDELINES FOR SKYDIVING**

## INTRODUCTION

**20.1** A “skydive” is defined as the descent of a person to the surface from an aircraft in flight, while using a parachute during all or part of that descent.

All persons participating in skydiving should be familiar with the Skydiver’s Information Manual and all Central, State and local rules and regulations pertaining to skydiving.

Aero Club of India is the apex body for governing all aero sports in India and is authorised by the FAI (Fédération Aéronautique Internationale), the International Sporting Body for Aero sports, to issue FAI sporting licenses.

Skydivers may get licenses from USPA (United States Parachute Association), BPA (British Parachute Association), APA (Army Parachute Association) or any other body duly authorised by Aero Club of India.

## GENERAL

**20.2** The following are the basic general requirements:

### a) Compliance with Govt. Regulations.

- i) No Skydive may be made in violations of Indian regulations.
- ii) DGCA is the apex governing body for Civil aviation and written approval under rule “26(a)” of Aircraft rules 1937 must be taken prior to commencement of skydiving operations.

### b) Medical Requirements

- i) All persons engaging in skydiving must carry a certificate of physical fitness for skydiving from a registered physician.
- ii) Those with a heart condition, Blood Pressure, back issues, recent surgery, hospitalization, epilepsy, any other medical issue of concern and expecting mothers must avoid skydiving.

### c) Age Requirements

- i) Skydivers must be at least 18 years of age. A person above 16 years may jump with parent/guardian consenting to the jump and present at the drop zone.

### d) Alcohol and drugs

- i) No person may make a parachute jump, or attempt to make a jump, if that person is or appears to be under the influence of alcohol or any drug that affects that person’s faculties in any way contrary to safety.
- ii) Any person participating in skydiving activities may be subjected to breathalyzer testing for alcohol.

### e) Winds (S) - Maximum ground winds

- i) For all solo students: 12 mph
- ii) For licensed skydivers: 25 mph

### f) Minimum Opening altitudes

- i) Tandem Jumps: 4500 Feet AGL
- ii) All students and “A” license holders: 3000 Feet AGL
- iii) “B” “C” “D” license or above: 2500 Feet AGL

### g) Drop zone requirements

- i) Manned ground-to-air communications (e.g., radios, panels, smoke, lights) are to be present on the drop zone during skydiving operations.
- ii) Hazards are defined as telephone and power lines, towers, buildings, open bodies of water, highways, automobiles, and clusters of trees covering more than 3,000 square meters.
- iii) Areas used for skydiving should be unobstructed, with the following minimum radial distances to the nearest hazard.
  - a) Solo students and A-license holders: 100 meters
  - b) B and C-license holders and all tandem skydives: 50 meters
  - c) D-license holders: 12 meters

## EQUIPMENT

**20.3** When performing night jumps, each skydiver must display a light that is visible for at least three statute miles from the time the jumper is under an open parachute until landing.



**a)** All students are to be equipped with the following equipment until they have obtained a license:

**i)** a rigid helmet (except tandem students)

**ii)** a piggyback harness and container system that includes a single-point riser release and a reserve static line, except:

**a)** A student who has been cleared for freefall self-supervision may jump without a reserve static line upon endorsement from his or her supervising instructor.

**b)** Such endorsement may be for one jump or a series of jumps.

**iii)** a visually accessible altimeter (except tandem students).

**iv)** a functional automatic activation device that meets the manufacturer's recommended service schedule.

**v)** a ram-air main canopy suitable for student use.

**vi)** a steerable reserve canopy appropriate to the student's weight

**vii)** for freefall, a ripcord-activated, spring-loaded, pilot-chute-equipped main parachute or a bottom-of-container (BOC) throw-out pilot chute.

**b)** Students must receive additional ground instruction in emergency procedures and deployment-specific information before jumping any unfamiliar system.

**c)** For each harness-hold jump, each AFF rating holder supervising the jump must be equipped with a visually accessible altimeter.

**d)** All skydivers wearing a round main or reserve canopy and all solo students must wear flotation gear when the intended exit, opening, or landing point is within one mile of an open body of water (an open body of water is defined as one in which a skydiver could drown).

## 20.4 BRIEFING

**a)** A comprehensive briefing must be given prior to a tandem jump explaining procedures, body positions, climb out exit, do's and don'ts and emergency situations. Since the jumper is likely to be apprehensive, the briefing must be done in a very cool, calm and encouraging manner.

**b)** For students under training, the ISP (integrated student's programme) of USPA SIM (United States Parachute Association, Skydivers Information Manual) is followed for briefing, training and debriefing procedures. A copy of SIM is available at [www.uspa.org](http://www.uspa.org).

**c)** Instructors and coaches are recognised and verified through the USPA or equivalent database which is available online.

## 20.5 TRAINING

**a)** All first-jump non-method-specific

training must be conducted by an experienced and qualified Instructor.

- b) All students must receive training in the following areas, sufficient to jump safely:
  - i) equipment
  - ii) aircraft and exit procedures
  - iii) freefall procedures
  - iv) deployment procedures and parachute emergencies
  - v) reserve parachute deployment
  - vi) canopy flight procedures
  - vii) landing procedures and emergencies

## 20.6 ADVANCEMENT CRITERIA

### STATIC-LINE

- a) All jumps must be conducted by a licensed Instructor.
- b) Before being cleared for free fall, all students must perform five successive jumps with practice deployments while demonstrating the ability to maintain stability and control from exit to opening.
- c) All students must be under the direct supervision of an appropriately rated instructor until they are able to complete one successful clear-and-pull.
- d) Following a successful clear-and-pull, each student must be supervised in the aircraft and in freefall by a licensed Instructor until demonstrating stability and heading control, prior to and within five seconds after initiating two intentional disorienting maneuvers involving a back-to-earth presentation.
- e) All ground training must be conducted by an instructor in that student's training method, until demonstrating stability and heading control prior to and within five seconds after initiating two intentional disorienting maneuvers involving a back-to-earth presentation.

### TANDEM TRAINING JUMPS

- a) Any Instructor conducting a tandem jump must hold a current Tandem license; Instructor rating and a manufacturer's type rating.

b) For progressive training requirements following tandem jumps, refer to "Crossover training."

c) Intentional back-to-earth or vertical orientations that cause tandem freefall speeds exceeding that of drogue fall are prohibited.

d) Tandem equipment instruction must be conducted by an individual approved by the tandem equipment manufacturer of that system.

### CROSSOVER TRAINING

a) Students may transfer after the first or subsequent jumps to another training method after demonstrating sufficient knowledge and skill in the areas of equipment, aircraft, exits, freefall maneuvers, deployment, emergency procedures, canopy control, and rules and recommendations to enter into that program at a comparable level of proficiency and training.

b) Students previously trained in a tandem program may continue in a harness-hold program or must demonstrate a solo exit and practice deployment with stability in the static-line program prior to advancing to freefall.

c) Students previously trained in a harness-hold program must have exited stable without assistance or performed a stable static-line jump with a practice deployment supervised by Static-Line licensed Instructor prior to performing freefall jumps with any non-AFF-rated licensed Instructor.

## SPECIAL ALTITUDE EQUIPMENT AND SUPPLEMENTARY OXYGEN

20.7 Supplementary oxygen available on the aircraft is mandatory on skydives higher than 15,000 feet (MSL).

### PRE-JUMP REQUIREMENTS

20.8 The appropriate altitude and surface winds are to be determined prior to conducting any skydive.



## DOCUMENTATION

**20.9** The following documentation is required to be kept at Operations Base:

### ADMINISTRATIVE:

- a) Details of owner and operator.
- b) Document indicating the annual inspections carried out by an inspecting body.
- c) List of licensed instructors along with copies of relevant certifications.
- d) Evidence of public and other liability insurance.

### OPERATIONAL:

- a) Log book containing the daily operation sheets.
- b) Accident/ incident report sheets.
- c) Parachute inspection register and operation log.
- d) Parachute packing logbooks.
- e) AOD and airborne instrument log book.
- f) Risk assessment and management plan.
- g) Emergency procedures manual.
- h) Manufacturer's product manual.
- i) Current inspection report.

## INFORMATION TO BE PROVIDED FOR PARTICIPANTS AND VISITORS:

- a) Description of the activity and safety instructions.
- b) Weather, Medical, Age Limits and restrictions.
- c) Information relating to personal public liability insurance of the operator.

## 20.10 EMERGENCIES AND RISK MITIGATION

- a) Each skydiving center should establish and review procedures for all possible aircraft, equipment and landing emergencies.
- b) Every pilot and non-student jumper should thoroughly understand aircraft emergency procedures.
- c) For aircraft emergencies all students should take direction from their instructor.
- d) A monthly risk assessment as per given performa needs to be carried out and reviewed by the chief instructor and the owner/operator and records maintained.
- e) The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



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# AIR BASED GUIDELINES FOR AIR SAFARIS



## INTRODUCTION

**21.1** Air Safaris, are aerial trips undertaken by tourists over wildlife areas / places of scenic beauty. An aerial vehicle could be a Conventional Control 2-Seat Micro light Aircraft, Weight-Shift Control Powered Hang Glider, Motorised Glider, Sail Plain or just the Para motor Both Back-Pack Or Trike Version. Micro lights provide the simplest and most cost-effective form of aerial safari as it can fly lower and slower than regular fixed wing aircraft. This is further enhanced by the open nature of the micro light's "cockpit" which can provide a wide degree of unobstructed view. Because of the specialized nature of aviation sports, their operations are regulated by Civil Aviation Requirements (CARs) of Director-General, Civil Aviation (DGCA) in the country.

## ADVENTURE GUIDES/ INSTRUCTORS: BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE

**21.2** Microlight Pilot Licenses (MPL) , Glider Pilot Licenses (GPS) or permits to fly powered hang- gliders are issued by D.G.C.A.. As per laid down guidelines, pilots are permitted to carry a passenger for training purposes. After completing Grade 12 with Physics, Maths and Chemistry, an aspiring pilot needs to register as a student pilot. Pilot training exams are conducted every 3 months by D.G.C.A.. Training for all types of Micro light aircraft is available in the country and all related information is available on the D.G.C.A. web site.

## EQUIPMENT REQUIRED

**21.3** The following types of Microlights are available in the country. Some are imported and some are assembled in the Country.

- a) Micro light aircraft.
- b) Powered Hang Glider.
- c) Motorised Glider.
- d) Para motor (back-pack or Trike).

After a security clearance of the owner/ company that owns the Micro light, the micro lights are registered with the D.G.C.A.. A

registered number is issued as also an airworthiness certificate which needs to be renewed annually or as advised by the D.G.C.A.

## EQUIPMENT CARE AND MAINTENANCE

**21.4** It is the responsibility of the company that owns the Micro light aircraft to maintain the flying machine as per the requirements enumerated in the manufacturer's manual.

## INSPECTION & MAINTENANCE PROCEDURES

**21.5** Quality Control Managers (QCM) authorised by D.G.C.A. for the specific Micro light Aircraft category carry out periodic inspection and certify airworthiness of the Micro lights.

## SOPS & OPERATING INSTRUCTIONS

**21.6** Operational manuals for all sport flying machines are prepared by the manufacturer and is approved by the civil aviation authority of the country. While registering a Microlight in India with the D.G.C.A, a copy of the manual is deposited and the same is approved along with the registration. The owner / company that owns the Micro light aircraft is expected to follow the Manual.

## 21.7 DOCUMENTATION

- a) Registration and security clearance of the company with the D.G.C.A..
- b) Acquisition, import and registration of a Micro light aircraft as per the CARs which is available on D.G.C.A web site.





## 21.8 RISK MITIGATION

- a) To maintain airworthiness of the Micro light aircraft as per the manual of the manufacturer.
- b) To carry out periodical inspection, replace rotables and maintain airworthiness of the flying machine as per the manual.
- c) Up to date pilot training on the flying machine and refresher training as advised by the manufacturer.
- d) Up to date maintenance of the QCM as per manufacturer and use of authorised spares and rotables.
- e) Micro light flying is a fair weather sport and it is the duty of the operator to fly in such conditions.

## 21.9 EMERGENCIES & RESCUES

- a) To maintain all time radio connectivity between pilot and ground support.
- b) To maintain all flight safety norms of the manufacturer and as advised by the respective safety guideline of D.G.C.A.

## 21.10 SAFETY BRIEFING

- a) To brief passengers of Dos and Don'ts while flying.
- b) Describe the stand-by rescue procedures, should the need arise.
- c) Before the flight ensure liability waiver & insurance cover are taken care of.

## MEDICAL CONCERNS

**21.11** All prospective passengers to declare if they suffer from any medical conditions that may aggravate during the flight and sign a liability release waiver prior to their flight.

## 21.12 "BASIC MINIMUM STANDARDS" FOR GRANT OF RECOGNITION TO OPERATORS

- a) All Micro light operators are required to be registered with D.G.C.A. and obtain security clearance prior to commencement of any Microlight aircraft operations.
- b) The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



# GENERAL GUIDELINES FOR WATERSPORTS CENTER/ ADVENTURE SPORTS CENTER

**1.** The Center must be operated under the supervision of a person to be designated as Manager. The said person should be adequately experienced in the operation of some variant of watersports activities, and fully understand various risks and challenges of water-based leisure and recreation activities, weather, waves, tides, currents etc. besides being certified in Life Saving Techniques. He should also be sufficiently proficient in handling various types of emergencies.

**2.** The Watersports/Adventure Sports Center should have adequate number of Operators/Instructors/Guides as well as technical and support staff depending on the scale of operations and that should be ensured.

**3.** There should be a minimum of 01 duly certified and licensed Instructor/ Operator/ Guide per watercraft. When the watercrafts are more in numbers, proportionate increase in the number of Instructors/Guides/ Operators should be ensured for the smooth and safe handling of the operations. The requirement of Instructor/Operator/Guide and support staff

per water-craft has been prescribed in respective sections and that should be strictly adhered to for the safety of operations.

**4.** It is permitted to engage duly certified/ licensed Instructors only for the training/ instructional purpose. Under no circumstances should it engage the Guide/ Operator to handle the training/instructional activities.

*(Note: There should be clarity in the designation of a water-craft Handler, depending on the nature of the participation of guest/participant. When the participant is passive (not performing any active role) in the activity, the Handler should be termed as 'OPERATOR', and in such cases where the guest is active participant including learning by doing, the Handler is designated as 'Instructor'. In certain activities where the role of the guest-handler is one of guiding, and not instructional in nature and only to enable the guest to perform a particular activity, such personnel may be termed as 'GUIDE'. Under no circumstances shall the 'Guide' or 'Operator' perform the role of an 'Instructor')*

**5.** It should be ensured that under no circumstances, non-licensed/non-certified

person is permitted to handle the watercraft operations. In doing so shall be violation of this Guideline and punishable under the Law.

**6.** All Instructors/Operators/Guides involved in water-based leisure/recreational/instructional jobs should be trained and holding valid license through a duly bench-marked course in Life Saving Techniques, which inter alia covers the topics such identifying/locating distressed persons; rescue using life-saving aids such as rescue tubes, rescue boards, any other useful aid available during critical moments; victim carriage, CPR, First Aid, Emergency Action Plan, Emergency Communication etc.

**7.** The No Objection Certificates (NOC) and permissions issued under this Guideline is valid for one year. All required permissions should be obtained every year from respective authorities before launch of operations.

**8.** Considering the risks involved in adventure activities, all equipments and gears should be procured from reputed manufacturer. The operators should ensure that the equipments used for operations should be use-worthy and only such equipments put to use.

**9.** It must be ensured that the participants and operators wear right cloths as needed for a particular activity. Loose, uncomfortable attire should not be allowed as it would have adverse impact on their safety and during rescue in the event of any eventuality.

**10.** It must be ensured that everyone venturing in to the water for any type of activity is permitted only after ensuring that they all wear personal floatation device (PDF) of appropriate size and cloth.

**11.** The equipments should be serviced regularly and as per the maintenance schedule provided by the manufacturer. The repairs, if any, also must be carried promptly and as when needed. The equipment should be taken out of operations as per the manufacturer's prescription or it is found unfit even after the repair.

**12.** Boat-club/Adventure Sports center should ensure that stipulations on insurance- firm, operator, guest-participant, equipments and the



like as per this Guideline are in place and valid, which should renewed periodically and as per the conditions of Insurance Policy.

**13.** The area of operation is usually demarcated and designated by the Authorities for different types of activities- land/water/air- and it shall be binding on the Watersports/Adventure Sports Center to restrict the operations only in such areas.

**14.** Watersports/Adventure Sports Center should diligently maintain Pre-activity and Post-activity checklist on daily basis separately for all activities it offers and with the countersign of the Center Manager.

### **A.2 Rescue Boat & Rescue Personnel:**

The boat should be RIB or suitably designed one for this purpose and driven by a minimum 60 HP engine. The Boat Handler/driver should be certified in boat operations and Life Saving Techniques and in possession of valid license. Besides Boat Handler, a duly certified and experienced lifeguard and an assistant are required along with fully equipped Boat- First Aid Kit, spine-board, rescue tube, life-buoy, rope, oar, extra fuel in sufficient quantity and the like. It should be anchored in the vicinity of the operational area throughout the period of operations.



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# **WATER BASED**

## **GUIDELINES FOR KITEBOARDING**



## INTRODUCTION

**22.1** Kiteboarding is a surface water sport combining aspects of wakeboarding, snowboarding, windsurfing, surfing, paragliding, skateboarding and gymnastics into one extreme sport. A kiteboarder harnesses the power of the wind with a large controllable power kite to be propelled across the water on a kiteboard similar to a wakeboard or a small surfboard, with or without footstraps or bindings.

(Wikipedia)

Kitesurfing is a style of kiteboarding specific to wave riding, which uses standard surfboards or boards shaped specifically for the purpose.

(Wikipedia).

Kiteboarding is a young sport worldwide, which is gaining popularity. Kiteboarding is an individual sport & there are no 'joy rides' for novices. The sport has to be taught to students who already have prior skill for swimming in open waters. Kiteboarding operators provide lessons for beginners, Kiteboarding gear rentals to experienced riders & Kiteboarding trips for experienced riders. Since Kiteboarding is dependent on the wind conditions, the location for providing lessons should have the right conditions for teaching & practice. There have been a few incidents and no accidents in Kiteboarding in India. With precaution, awareness & strong safety standards we can maintain minimum accident & incident rate.

## TRAINED MANPOWER

**22.2** It is imperative that personnel responsible for conducting Kiteboarding lessons are certified Kiteboarding Instructors skilled to a high level in conducting lessons, rescue and life saving techniques, powerboat handling and First Aid/C.P.R.

## GUIDES/INSTRUCTORS

**22.3** Instructors for Kiteboarding should, as a minimum, hold the following;

- a) Qualification from a Recognized National or International body for Kiteboarding and a certificate from the operator that the individual "has experience of 3 years in assisting in the particular activity and is

independently capable of teaching, assisting, leading trips and carrying out rescue operations".

- b) A logbook/e-book containing authenticated records of Kiteboarding lessons given.
- c) A valid first aid/CPR certificate provided by a recognized and qualified provider.
- d) A powerboat license certificate provided by a recognized and qualified provider.
- e) An open water lifeguard certificate provided by a recognized and qualified provider.

## 22.4 EQUIPMENT

- a) LEI/FOIL depower capable & water launch Kites with adequate stock in a variety of Kite sizes to cater to current wind conditions.
- b) Kite-Bars to match kite sizes with short lines for teaching & long lines for experienced riders.
- c) Kite-Boards with adjustable foot straps for beginners without board leashes.
- d) Harnesses with safety leash & helmets in various sizes to fit customers.
- e) An anemometer to check wind strength before commencing lessons.
- f) Trainer Kites with two lines for beach training
- g) Life jackets or Personal Floatation Devices (PFD's) (must meet the minimum buoyancy requirement, be appropriate for the intended activity, be certified/ approved by ISI, US coastguard, British Canoe Union or equivalent).
- h) If training in open waters, it should be ensured that boats for safety / rescue should be available in the immediate vicinity (within visual distance) for prompt deployment with personnel duly qualified to operate/ carry out rescue operations.

## 22.5 INSPECTION & MAINTENANCE PROCEDURES

- a) Inspections and maintenance require

a sound knowledge of the system and equipment and therefore must be carried out by qualified personnel. As a minimum the inspector must be a qualified guide/instructor. Basic inspections must be carried out before every use with complete and detailed inspections carried out on a regular basis in accordance with their operational procedures and risk assessments.

**b)** Communication devices must be carried by Kite Instructors, helpers & rescue boat at all times.

## 22.6 OPERATIONS

**a)** A thorough weather check for current session has to be conducted & displayed before commencing any activity.

**b)** All Kiteboarding activities must begin with a thorough safety briefing. The briefing must highlight the equipment used, do's and don'ts, demarcation of the boundary for the activity, rescue and emergency procedures & current weather conditions. All participants must sign a liability waiver form, clearly highlighting the risk involved, prior to the commencement of the activity. Participants with any medical condition making them unfit for participation in the activity must be informed prior to the commencement of the activity and not allowed to participate.

**c)** Lessons should only be given to students who have prior skill of swimming in open waters.

**d)** The Kiteboarding instructor should do the first pre-flight check & launch any kite for lessons or rentals.

**e)** Kite rentals should only be given to experienced independent riders who can ride upwind.

**f)** Kite trips should only be organized for experienced independent riders who can ride upwind.

**g)** Kite lessons, rentals or trips cannot be conducted in offshore wind conditions unless accompanied by a safety boat. In this case, the safety boat must be on the water prior to commencement of lessons & the



availability of a backup boat for safety / rescue must be available in the immediate vicinity (within visual distance) for prompt deployment with personnel duly qualified to operate/ carry out rescue operations if training in open waters.

## 22.7 RISK MITIGATION

**a) Lifejackets:** No kiteboarding activity should be undertaken without wearing a lifejacket/buoyancy aid throughout the time spent in water. The life jacket/buoyancy aid must have adequate buoyancy, should be fastened properly and checked by the instructor prior to commencement of the activity. The lifejacket must be of the appropriate size for the intended user.

**b) Lifeguards:** No Kiteboarding activity should be conducted without the presence of trained lifeguard/s & instructors.

**c) Alcohol/drugs** during the activity and at least six hours prior to the activity is strictly prohibited.

**d) Sign boards:** With rules clearly mentioning that no kiteboarding activity is to be undertaken unless supervised.

**e) No Kiteboarding** activity should be conducted in the dark and preferably finish an hour before dark.

## 22.8 SOP'S AND OPERATING INSTRUCTIONS

**a)** All Kiteboarding Operators must maintain and update a Standard Operating Procedure for their operations.

**b)** Besides covering the methodologies that are adopted by the agency in organizing the activity, such as assessing of members medical condition and experience, procedures for conducting the activity, avoidance of injury, safety precautions, communication, weather, procedure for emergencies, casualty evacuation, incident and accident reporting, feedback mechanism the following must be included in the SOPs:

- i)** An Emergency Action Plan should be in position and advance arrangements must be known for medical help. Advance arrangements must also be made for evacuation assistance in case of an emergency.
- ii)** Advertising must give a true picture of all the difficulties and dangers involved, and avoid promising the impossible. All students should be sensitised that Kiteboarding is a sport, which has to be learned under the guidance of a qualified instructor.

## DOCUMENTATION

**22.9** The Kiteboarding operator must maintain, at the minimum the following documentation:

- a)** Details of all Instructors including copies of certifications, record of experience and feedback from clients.
- b)** Copies of all Permits and Permissions required for operations.
- c)** Copies of identification documents, emergency contact details of next of kin for all participants & instructors.
- d)** Copy of SOP.
- e)** Current list of emergency contact numbers.

## EMERGENCIES AND RESCUES

**22.10** In addition;

- a)** Adequate first aid medical equipment must be available with the party.
- b)** Evacuation routes must be identified and known to participants, guides and instructors.

**c)** A detailed and documented evacuation/ Emergency Action Plan must be available with the party along with closest available emergency services, which can be called upon as required.

## 22.11 SAFETY BRIEFING

- a)** A thorough & documented safety briefing must be given including:
  - i)** Equipment Safety Systems.
  - ii)** Surrounding Environmental Awareness.
  - iii)** Hazards at location.
  - iv)** Minimum fitness requirement for the sport.
- b)** All the points to be conveyed during a safety briefing must be listed for instructor reference at all times.
- c)** Instructor should collect information about the participants during the safety briefing.

## 22.12 MEDICAL CONCERNS

- a)** Instructor must ensure that the participant can swim in open waters comfortably.
- b)** Instructor must ensure that the participant is medically fit to learn the sport or participate in a trip.
- c)** A signed declaration from the participant is essential if there is any suspicion of prior injuries or medical concerns.
- d)** Those with a weak heart condition, epilepsy, spinal issues, recent surgery or any other medical condition of concern should not be taken for kiteboarding. Expecting mothers should avoid kiteboarding.

## “BASIC MINIMUM STANDARDS” FOR GRANT OF RECOGNITION TO OPERATORS

**22.13** All Kitesurfing operators should follow the following minimum standards to receive recognition:

Kitesurfing Operators must be a business entity; the owner or employees must be experienced & certified in the sport. The following points cover



the most essential points to be considered for recognition.

**a) Certified Instructors & Guides**

- i)** Qualification from a Recognized National or International body for Kiteboarding and a certificate from the operator that the individual “has experience of 3 years in assisting in the particular activity and is independently capable of teaching, assisting, leading trips and carrying out rescue operations”.
- ii)** A valid first aid/CPR certificate provided by a recognized and qualified provider.
- iii)** A powerboat license certificate provided by a recognized and qualified provider.
- iv)** An open water lifeguard certificate provided by a recognized and qualified provider.

**b) Location Map & Briefing**

- i)** The kitesurfing location map should be clearly displayed to all participants marking out the “safe zones” & “hazard zones”.
- ii)** A thorough safety briefing must be given to all participants & must be documented & key points displayed at the operation base.

**c) Lifeguard & Rescue Boat**

- i)** If training in open waters, boats for safety/rescue must be ensured to be available in the immediate vicinity (within visual distance) for prompt deployment (with personnel duly qualified to operate/ carry out rescue operations).

**d) Operations & Maintenance Manual**

- i)** A copy of the manual must be maintained on location including details of Standard Operating Procedures, Emergency Action Plan & Equipment Checklists.
- ii)** Manual must be updated annually.

**e) Quality equipment**

- i)** Equipment used for teaching, trips or rentals must be maintained & in excellent operating condition.
- ii)** The kitesurfing operator should have Kite kits of all sizes to suit the wind conditions in pairs & smaller size trainer kites for land drills. Bars with short lines are mandatory for training beginners.
- iii)** Life-jackets/PFD's, harnesses & helmets should be accessible in pairs in all sizes (XS, S, M, L, XL).
- f)** The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



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# WATER BASED GUIDELINES FOR KAYAKING

## INTRODUCTION

**23.1** Kayaking is amongst the most popular water sports activities globally. Negotiating rapids, paddling in open water, lakes or the sea in is an exhilarating experience requiring skill and stamina. Kayaks are normally decked and paddled with two-bladed paddles by paddlers sitting inside an enclosed cockpit. Spray decks are used to minimise water into the cockpit, providing better protection for paddlers and reducing the likelihood of hypothermia on cold water rivers. Safe use of spray decks requires training.

Training in rescue procedures is required for all kayaks and techniques vary according to craft type and environment.

Since it is a dynamic sport, instructors and guides must be highly qualified and equipment used should be of the highest standard.

There are several types of kayaks:

- a) Recreational kayaks:** Short (about 3 m for singles) and wide, with large open cockpits. They are suited to flat, sheltered waters only.
- b) Touring kayaks:** 3.5 to 4.5 m in length, often have bulkheads and hatches. They are suited to open waters such as estuaries and bays, but not the open sea.
- c) Sea kayaks:** 4.5 to 6 m in length, with bulkheads and hatches, hands-free pump systems and other equipment and are intended for open sea conditions.
- d) Whitewater kayaks:** There are several types of whitewater kayaks, mainly river runner, creek and freestyle - all with spraydecks.
- e) Sit on top (SOT) craft:** SOT kayaks are a popular choice among recreational paddlers. Recovery after a capsizes is easy; right the boat and re-board. On the other hand, paddlers are more exposed to the elements and more care is needed to minimise sunburn and hypothermia. Damaged or loose fittings and hatch covers or hull damage may allow the entry of water: these craft are not unsinkable:

- i)** Recreational types single and double, are fairly short and wide. Being susceptible to wind, they are suitable only for flat sheltered water.

- ii)** Touring SOTs are longer and able to cope with estuary and bay conditions. They are favoured by the kayak fishing community.

- iii)** Seagoing SOTs have performance and features similar to sea kayaks but without the enclosed cockpit.

- iv)** Specialist SOTs for whitewater and surf use are available. On open water, tethers can prevent separation of craft and paddler after capsizes. There is the danger of entanglement.

**f) Inflatable kayaks:** Inflatable kayaks range from little more than toys to kayaks for use on serious whitewater.

## 23.2 GUIDES/INSTRUCTORS

**a)** Lead instructors for water sports activities should, as a minimum, hold the following:

- i)** A minimum 16 hour (2 day) first aid certificate provided by a recognized and qualified provider including CPR (Cardio pulmonary Resuscitation).

- ii)** Qualification from a Recognized National or International body for the particular kayaking activity and a certificate from the operator that the individual “has experience of 2 years in assisting in the particular activity and is independently capable of guiding groups and carrying out rescue operations”.

- iii)** A logbook containing authenticated records of kayaking experience.

**b)** Other guides accompanying the trip should be skilled to a high level in conducting the activity, rescue and life saving techniques and First Aid/C.P.R.

**c)** All Instructors and Guides should have the ability to carry out the following and ensure that this is done before/ during the trip:

- i)** Ability to communicate clearly and



deliver a comprehensive safety briefing before starting the activity is mandatory.

**ii)** Gauge participant's ability to participate in kayaking activity and their ability to do the specific stretch that they are being taken on.

**iii)** Ask participants for relevant medical history.

**iv)** Check environmental conditions (weather, tide, river levels).

**v)** Conduct systematic hazard management checks to ensure that hazards (sources of harm) are identified, assessed, and either eliminated, isolated or minimized on an ongoing basis.

**vi)** Headcount of all participants before, during and at the end of the trip.

**vii)** Be vigilant for changes in the physical or psychological state of participants.

**viii)** Set an appropriate pace for the group and take rest as necessary.

## 23.3 EQUIPMENT

**a)** Kayaks (should be a good quality stable craft, able to withstand all foreseeable forces, allow for easy exit upon capsize, footrests should not allow feet to become entrapped, should not sink if swamped and appropriate for the activity).

**b)** Paddles (appropriate for type of kayak and the skill level of participants, should be able to withstand all forces associated with activity such as impact with rocks).

**c)** Helmets are mandatory for all kayaking trips taking place on a river (should be made of strong lightweight material like carbon fiber or plastic, provide protection and coverage to forehead, temple and back of the head and have a good system to absorb shock from impacts).

**d)** Life jackets or Personal Floatation Devices ( PFD's) ( must meet the minimum buoyancy requirement, be appropriate for the intended activity, be certified / approved by BIS

(Bureau of Indian Standards), US coastguard, British Canoe Union or equivalent).

- e) Throw-able rescue devices must be available for immediate use.
- f) Safety Kayaks must be available in the immediate vicinity (within visual distance) for prompt rescue with personnel duly qualified to operate/ carry out rescue operations.
- g) During cold weather operations wetsuits and spray jackets are recommended.
- h) Instructors must all carry rescue bags, knives and whistles.
- i) Each trip must carry a first aid kit.

## OPERATIONS

**23.4** All kayaking activities must begin with a thorough safety briefing. The briefing must highlight the equipment used, do's and don'ts, demarcation of the boundary for the activity, rescue and emergency procedures. A liability waiver form clearly highlighting the risk involved must be signed by all participants prior to the commencement of the activity. Participants with any medical condition making them unfit for participation in the activity must be informed prior to the commencement of the activity and not allowed to participate.

## 23.5 RISK MITIGATION

- a) **Lifejackets:** No kayaking activity should be undertaken without wearing a lifejacket throughout the time spent on water. The life jacket must have adequate buoyancy, should be fastened properly and checked by the instructor prior to commencement of the water sports activity. The lifejacket must be the appropriate size for the intended user.
- b) **Guides :** No kayaking activity should be conducted without the presence of trained guide/s.
- c) Only competent swimmers should participate in white water kayaking.
- d) **Helmets:** Helmets are mandatory for white water kayaking. Helmets should be a good fit, tight so as to not move but not uncomfortable with an effective fastener to keep the helmet in place.

**e) Instructor to Client Ratio:** Due to the technical nature of the sport, it is advised that the company ensure the instructor to client ratio is always 1:4 in white water kayaking. There should always be at least two qualified instructors on any trip.

**f) Number of Kayaks:** There should be at least three kayaks for a trip to occur, no single kayak trips are allowed.

**g) Alcohol/drugs** during the activity and at least six hours prior to the activity is strictly prohibited.

**h) Client Ability:** Clients should not be taken on stretches that instructors deem above their ability level. Their fitness should be assessed and they should be taken on an appropriate stretch.

**i) Sign boards:** For properties/operators that have access to the water/river. Sign boards should be present besides the water/river with rules clearly mentioning that no water sports activity is to be undertaken unless supervised.

**j) No kayaking activity** should be conducted in the dark and preferably finish at least one hour before dark.

**k) Age Limit:**

- i) Children below the age of 12 are not allowed to kayak on rapids in a river.
- ii) Children 12+ can only kayak on Grade II rapids
- iii) Children 14+ can kayak on Grade III rapids and above.
- iv) For recreational kayaking and canoeing in lakes, the age limit is 10 years. It must be ensured that risk is mitigated by not venturing far from the shore (maximum 50 meters) and by going out in good weather conditions only.

## 23.6 SOP'S AND OPERATING INSTRUCTIONS

- a) All Kayaking Operators must maintain and update a Standard Operating Procedure for their operations.

b) Besides covering the methodologies that are adopted by the agency in organizing the activity, such as assessing of member's medical condition and experience, procedures for conduct of the activity, avoidance of injury, safety precautions, communication, weather, procedure for emergencies, casualty evacuation, incident and accident reporting, feedback mechanism the following must be included in the SOPs:

- i) An Emergency Action Plan including rescues, evacuations and medical assistance must be in position. Staff/ guides/drivers must be trained in all aspects of the Emergency Action Plan periodically.
- ii) Advertising must give a true picture of the difficulties and risk involved and clients briefed accordingly. Information about guides and their experience should be sent to the clients for multi day kayaking expeditions.

## DOCUMENTATION

**23.7** The tour operator must maintain, at the minimum the following documentation:

- a) Details of all Guides and Instructors including, copies of certifications, record of experience and feedback from clients.
- b) Copies of all Permits and Permissions required for operations.
- c) Copies of identification documents, Insurance cover and details of next of kin for all participants, guides and instructors.
- d) Copy of SOP.
- e) Current list of emergency contact numbers

## 23.8 EMERGENCIES AND RESCUES

- a) Adequate first aid medical equipment must be available with the kayaking trip.
- b) Evacuation routes must identified and known to participants, guides and instructors.
- c) A detailed and documented evacuation/ emergency procedure must be available



with the party along with closest available emergency services which can be called upon as required.

## SAFETY BRIEFING

**23.9** All instructors and guides should be able to give a thorough safety briefing that covers all safety aspects and detailed instructions about a safe kayaking tour. This briefing must be clear and given in English, Hindi or the local language that passenger can understand.

## MEDICAL CONCERNS

**23.10** All instructors and guides must be able to ensure that a question regarding medical issues is asked before the activity is conducted. It is recommended that heart patients, those with spinal issues, recent surgery or any other medical issue of concern, expecting mothers and under age children do not participate in the activity. It is also recommended to check for epilepsy and asthmatic patients, on extent of ailment. Asthma inhalers must be carried by clients and preferably handed over to the guide.

## BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS

**23.11** It is highly recommended that any outfit, entity, establishment or company seeking grant for recognition must fulfill these desirable criteria:

- a) The entity must own specialized equipment commensurate with needs of undertaking and running such an operation.
- b) The entity must have qualified personnel (minimum two full time qualified staff) on their pay roll. These personnel must carry the requisite experience in the activity and

have valid First Aid & CPR certification.

- c) The entity must operate with the required permits/licenses.
- d) The entity must have at least one certified and experienced person on their Board.
- e) It is recommended that the entity is registered with the state tourism department /recognized by the Ministry of Tourism, Govt of India.
- f) The entity must have a registered office.
- g) The kayaking company must follow a strict 'leave no trace' policy and conform to high sustainability standards.

## ADDITIONAL GUIDELINES FOR SEA KAYAKING

### INTRODUCTION

**24.1** Sea Kayaking is usually done in bays, estuaries or the sea close to the shore / islands using seaworthy kayaks. These kayaks normally have covered decks or can be 'sit on tops' for shorter duration paddling. In comparison with white water kayaks, sea kayaks have higher cruising speed, less manoeuvrability, more cargo capacity, ease of straight line paddling and are comfortable for long journeys. Sea kayaking is done for a few hours / multi day marine journeys.

### 24.2 ADDITIONAL EQUIPMENT FOR SEA KAYAKING:

- a) Sea kayak with bulkheads on both ends for floatation and waterproof compartments. For optimum visibility it is recommended to have fluorescent coloured kayaks and accessory equipment.
- b) Bilge Pump.
- c) Paddle float.

### 24.3 OTHER ESSENTIAL EQUIPMENT (ON A MULTIDAY TOUR)

- a) Navigation chart / GPS/ deck compass.
- b) Container for drinking water and food.
- c) Lighter or waterproof matches.
- d) Sun protection cream, sunglasses and head protection.

e) Emergency shelter.

f) Extra clothing in a dry bag.

### 24.4 EQUIPMENT FOR GUIDES/ LEADERS:

- a) Tide/current data.
- b) Spare paddle.
- c) Towing system.
- d) Appropriate boat repair kit/tools.
- e) VHF radio or mobile phone for communication.
- f) Food and drinking water.
- g) Appropriate First Aid kit.

### ADDITIONAL SAFETY BRIEFING AND CHECKLIST FOR MULTIDAY SEA KAYAKING TOURS:

**24.5** Tour operators must ensure that tourist/s have an understanding about gear for the trip, weather, tide, tidal current, wind and surf conditions.

### 24.6 FOR MULTIDAY SEA KAYAKING TRIPS, THE OPERATOR MUST ENSURE THAT TOURIST/S CAN PERFORM:

- a) Wet exists without any support from guide.
- b) Self and assisted rescue.



- c) Launching and landing techniques.
- d) VHF radio communication.
- e) Understand various emergency signalling devices/signals.
- f) Towing another paddler in a variety of conditions.
- g) Navigation skills.
- h) Basic camping skills.

### **24.7 BRIEFING TO KEEP ALERT FOR OTHER VESSELS DURING SEA KAYAKING TRIPS:**

- a) Always be on the lookout for approaching vessels.
- b) Never assume that an approaching vessel has seen you.
- c) Keep clear of shipping lanes or cross in tight formation by shortest, most efficient routes, checking for clear passages.
- d) Turn away quickly if a vessel is on a collision course.
- e) Operators for multi day Sea kayaking trips must ensure that necessary rescue back up is available for the team. It can be in the form of a rescue boat or ground support team having all necessary rescue equipment and an established communication system. An Emergency Action Plan must be in position and training for the same imparted regularly.
- f) Clients must NEVER venture out alone or under the influence of alcohol/illicit drugs. Life jackets/PFD's (Personal Floatation Devices) are mandatory for sea kayaking and must be worn properly, throughout the time spent on the water.
- g) A minimum of two qualified sea kayaking guides must always accompany a sea kayaking trip. For more than ten paddlers, three guides should accompany the trip. The guides must have knowledge of tides, currents and wind / weather conditions. They must be able to give a comprehensive safety briefing and competent in performing kayak to kayak rescues and have valid FA/CPR certification.



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# **WATER BASED GUIDELINES FOR RAFTING**

## INTRODUCTION

**25.1** Rafting is one of the most popular adventure activities in India. Since it is a dynamic sport, instructors/guides must be highly qualified and equipment used should be of the highest standard.

## TRAINED MANPOWER

**25.2** It is imperative that personnel responsible for conducting rafting activities are skilled to a high level in rafting techniques, rescue, life saving techniques and First Aid / C.P.R. Ability to communicate clearly and deliver a comprehensive safety briefing is mandatory.

## GUIDES/INSTRUCTORS

**25.3** Lead guides for water sports activities should, as a minimum, hold the following:

- a) A minimum 16 hour (2 day) First Aid and CPR (Cardio Pulmonary Resuscitation) valid certificate from a recognized National or International body and a certificate from the operator that the individual “has experience of minimum 2 years in assisting in the particular activity and is independently capable of guiding groups and carrying out rescue operations”. A WRT (White water Rescue Technician) certification is highly recommended for guides on all grade IV and above rivers.
- b) A log book containing authenticated record of river running experience.

## 25.4 EQUIPMENT

- a) **Life jackets or Personal Floatation Devices** ( PFD's) must meet the minimum buoyancy requirement, be appropriate for the intended activity, be certified / approved by Indian Standards Institute, US coastguard, British Canoe Union or equivalent.
- b) **Throw-able rescue devices**/rescue bags must be available for immediate use.
- c) **Safety Kayaks** must be available in the immediate vicinity (within visual distance) for prompt rescue with personnel duly qualified to operate/carry out rescue operations.

d) **Helmets** are mandatory for all rafting trips.

e) **During cold weather** operations wet suits and spray jackets are recommended.

## OPERATIONS

**25.5** All rafting activities must begin with a thorough safety briefing. Operators must ensure that clients are briefed about the appropriate dress code, medical concerns and age limit prior to the rafting trip. The briefing must highlight the equipment used, do's and don'ts, falling out of rafts, rescue bags, flips, rescue and emergency procedures. The correct drill for rescue by a safety kayaker must also be demonstrated. A liability waiver and medical form clearly highlighting the risk involved and that participants are in good health, without any serious medical concerns, must be signed by all participants prior to the commencement of the activity. Participants with any medical condition making them unfit for participation must not be allowed to participate. All rafts must have a rescue bag and all rafting trips must carry a First Aid kit, a repair kit and a pump.

## 25.6 RISK MITIGATION

- a) **Lifejackets:** No rafting activity should be undertaken without wearing a lifejacket throughout the time spent on the water. The life jacket must have adequate buoyancy, should be fastened properly and checked by the instructor prior to commencement of rafting and checked again above major rapids (grade III and above). The lifejacket must be of the appropriate size for the intended user.
- b) **Guides:** No rafting activity should be conducted without the presence of trained guide/s. No single rafts must be operated, at least one raft and one kayak.
- c) **Alcohol/drugs** during the activity and at least six hours prior to the activity is strictly prohibited.
- d) **Sign boards:** With rafting rules, medical concerns, age limit, dress code and safety rules should be put up at a prominent place in Hindi, English and local language.



e) **No rafting activity** should be conducted in the dark and preferably finish an hour before dark.

f) **Age limit:** 14 years on all sections of the river and relaxed to 10 years on grade II, easy sections.

g) **Helmets** must be worn by all participants including guides during rafting.

## 25.6 SOP'S AND OPERATING INSTRUCTIONS

a) All Rafting Operators must maintain and update a Standard Operating Procedure for their operations.

b) Besides covering the methodologies that are adopted by the agency in organizing the activity, such as assessing medical condition and experience, procedure for conduct of the activity, avoidance of

injury, safety precautions, communication, weather, procedure for emergencies, casualty evacuation, incident and accident reporting and feedback mechanism the following must be included in the SOPs:

i) An Emergency Action Plan including rescues, evacuations and medical assistance must be in position. Staff/guides/drivers must be trained in all aspects of the Emergency Action Plan periodically.

b) Advertising must give a true picture of the difficulties and risk involved and clients briefed accordingly. Information about guides and their experience should be sent to the clients for multi day rafting expeditions.

## DOCUMENTATION

**25.7** The tour operator must maintain, at the minimum the following documentation:

- a) Details of all Guides and Instructors including, copies of certifications, record of experience and feedback from clients.
- b) Copies of all Permits, Permissions and Insurance required for operations.
- c) Copies of identification documents, Insurance cover, medical concerns and details of next of kin for all participants, guides and instructors.
- d) Copy of SOP's.
- e) Current list of emergency contact numbers and Emergency Action Plan.

## EMERGENCIES AND RESCUES

**25.8** In addition;

- a) A proper First Aid kit must be available with the rafting trip.
- b) Evacuation routes must be identified and known to participants, guides and instructors.
- c) A detailed and documented Emergency Action Plan must be available along with closest available emergency services which can be called upon as required.

## SAFETY BRIEFING

**25.9** All instructors and guides should be able to give a thorough safety briefing that covers all safety aspects and detailed paddling and rescue instructions in detail. This briefing must be clear, must have the ability to be given in English and/or Hindi or the local language.

## MEDICAL CONCERNS

**25.10** All instructors and guides must be able to ensure that a question regarding medical issues is asked before the activity is conducted. It is recommended that heart patients, those with spinal issues, recent surgery or any other medical issue of concern, expecting mothers and under age children do not undertake the activity. It is also recommended to check for epilepsy and asthmatic patients, on extent of



ailment. Asthma inhalers must be carried by clients and preferably handed over to the guide.

## BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS

**25.11** It is highly recommended that any outfit, entity, establishment or company seeking grant of recognition must fulfill these desirable criteria:

- a) The entity must own specialized equipment commensurate with needs of undertaking and running such a safe rafting operation.
- b) The entity must have qualified personnel on their pay roll. These personnel must have the requisite experience in the activity and have valid First Aid & CPR certification.
- c) The entity must operate with the required permits / licenses.
- d) It is recommended that the entity is recognized by the Ministry of Tourism, Govt of India/ state government.
- e) The entity must have a registered office.
- f) The rafting company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



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# WATER BASED GUIDELINES FOR RIVER CRUISING



## INTRODUCTION

**26.1** The activity of river cruises is to navigate a navigable river, in a small sized cruise ship to experience activities and visit destinations located along the banks of the river. The ships offer facilities and amenities of starred hotels along with safaris and excursions being undertaken from the vessel. As the adventure activity is water based, strict adherence to guidelines is required to make the activity safe, secure and ensure that there is no possibility of accidents during the navigation for both guests and crew.

## GUIDES/INSTRUCTORS

**26.2** The operations of the river cruise ship can be broadly divided into three heads of Navigation, Tourism and Hospitality.

Navigation is headed by the Master of the Ship who needs to be a licensed and qualified First Class Master rank. He is normally supported by a qualified and licensed Second Class Master. The ship normally has a Licensed Engine Driver who also doubles up as the engineer on-board and is supported by a Second Class Engine Operator. These are all clearly defined roles in the Inland Vessel operations statutory laws.

## EQUIPMENT

**26.3** The equipment in this case is the ship itself and this needs to be built as per the marine ship building laws in the country. These laws are clearly laid out and are monitored by the respective state govts Inland Waterways Authorities that are located in the states where there are navigable rivers like Kerala, Assam, West Bengal, Bihar and UP. For a more international quality rating, the design and construction of the ship could be under the survey and approval control of a ship classification society like the Indian Register of Ships, Lloyds, etc. Under these bodies the ship's design and every stage of construction including the quality of welding etc is inspected by qualified surveyors who are then legally bound for certifying the quality of the ship. In case of any mishap, if the reason is found

to be low quality of construction, then the surveyor of the construction of the ship is held criminally responsible. Even the equipment and machines while under construction in the manufacturing plant of the original equipment manufacturer are inspected at each stage by the surveyors of the class certification society who certify the ship.

## INSPECTION & MAINTENANCE PROCEDURES

**26.4** The class certification society and the state waterways authority do annual inspections to certify the ship and give a fitness certificate to the vessel. Every five years the ship has to be dry docked if operating in fresh water and if operating in saltwater, it is dry docked every two years to ensure that the submerged parts of the ship are thoroughly inspected by both bodies.

## SOP'S & OPERATING INSTRUCTIONS

**26.5** The operations of the navigation part of the cruise ship is as per the operating system set out by the First Class Master of the ship and for the engines and machines, by the L.C. Driver who acts as the chief engineer. These are listed in the daily log book and each machine is regularly maintained and overhauled at periodic intervals. This forms part of the annual inspection by the class certification society and the statutory authority of the state.

## DOCUMENTATION

**26.6** The survey reports and licensing of the operations by both the class certification society and the state statutory authority are part and parcel of the main documentation process.

## RISK MITIGATION

**26.7** The insurance of the ship, crew and guests along with, the initial design and construction supervisions, regular annual maintenance inspections and the appointment of qualified crew members forms part of the risk mitigation process. The river cruise operator has to ensure that all shore excursions are carried out as per ATOAI safety guidelines.



## EMERGENCIES & RESCUES

**26.8** The ships are equipped as per rules set by the statutory and class certification processes, have FFA (Fire Fighting Appliances) and LSA (Life Saving Apparatuses). These systems and the training of the crew which is part of the licensing process are more than adequate to cater for any emergency/rescues. Being a river cruise ship, they are close to land and the challenges are far less as compared to vessels in the sea.

## SAFETY BRIEFING

**26.9** A comprehensive safety briefing must be given on boarding the vessel where all emergency drills are explained / demonstrated. Pictorial demonstrations, usage of life vests, muster stations for boarding lifeboats etc must be explained in detail.

## MEDICAL CONCERNS

**26.10** Most of the river cruise ships carry a senior nursing attendant who is a highly qualified first responder. Further, being river cruise ships with access to road heads at frequent intervals, both land ambulances and helicopters can be arranged in case of an evacuation.

## 26.11 BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS

- a) It is mandatory for river cruise ships to have approval by the state statutory authority. It is also recommended to get a survey / approval from the class certification society, whose surveys are stringent and of a high quality.
- b) The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



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# WATER BASED

## GUIDELINES FOR SCUBA DIVING



## INTRODUCTION

**27.1 SCUBA** (Self contained underwater breathing apparatus) diving is an aquatic activity that allows people to interact with the marine world. When done correctly, it is enjoyable, fulfilling, and safe. However, a number of precautions need to be taken to ensure quality in execution.

For the purpose of this Guideline, the term 'diving' here is used to describe recreational diving only. Commercial and military divers and other occupational divers must adhere to these regulations when participating in their own activities.

## 27.2 DIVE INSTRUCTORS AND DIVE MASTERS: BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE

- a) Each SCUBA diving center must have at least one dive instructor and one dive master.
- b) The Dive Instructor must have a valid instructional license from a recognized national/international diving institute/association (NIWS/PADI, NAUI, CMAS, etc.).
- c) The Dive Master must have an up-to-date and valid license.
- d) Only a dive instructor may impart teaching & training and certify students in courses, whereas, Dive Master to play assisting role. Under no circumstances should the Dive Master be permitted to impart training.
- e) Dive center must ensure that it has adequate number of Instructors in place proportionate to number of activities it proposes to conduct, as well as the dive equipments as per its inventory.
- f) The Dive Centers offering 'fun dives/try dives should have minimum 01 Site supervisor (EFR certified preferably a Life Saver), 01 certified Instructor, 02 certified Dive Masters, 01 EFR certified preferably a Life Saver and support staff (Boat-boys) as per requirement.

g) All Dive Centers must have its own website as per the standards and all activities that it offers should be furnished on it thereof. The fees for each type of activity, its duration, eligibility, broad contents for each course etc. must also be uploaded for the information of the Guest/trainees

h) Irrespective of the type of activity- try/ fun dive or training course, all participants should be given class-room session as per the stipulated course contents; and it shall be mandatory of part of the Dive Center to ensure the same.

i) Signage

## 27.3 DIVE CENTER REQUIREMENTS

- a) All Dive Centers need to be registered with the local tourist department.
- b) All dive centers should be equipped with pure emergency oxygen and have an emergency plan ready in case of diving related accidents. The emergency plan should include mechanisms for:
  - i) Search and recovery of missing divers
  - ii) Providing First Aid Care
  - iii) Transport to the nearest appropriate medical facility
  - iv) Reporting to the appropriate authorities (police, navy, coast guard, ministry of tourism, etc.)
- c) All dive center staff must be familiar with this Emergency Action Plan and be able to act appropriately.
- d) The dive center must have a Base Leader or manager who is responsible for the dive center and is responsible for day to day operation. The dive center manager must be an instructor or dive master.
  - i) In case the dive center leader is absent, an assistant must assume responsibility for the dive center.
- e) The dive center must have enough equipment spare parts, equipment and course material for the courses being conducted.



- f) The dive center must have a list of all services and courses conducted, with rates available in writing.
- g) Dive centers must have dive insurance for employees and clients, including coverage for decompression chamber treatment.

## 27.4 EQUIPMENT REQUIRED

### a) Diving Equipment

i) Each dive center should have a full set of equipment that matches its capacity. These include:

- 1) Air and/or nitrox cylinders (appropriately marked and labeled).
- 2) Buoyancy Control Devices (BCDs) in various sizes approved for recreational diving and with oral and low pressure inflators. The BCD should be maintained according to manufacturer instructions.
- 3) Regulators approved for recreational diving by the manufacturer and maintained according to manufacturer guidelines. These should have submersible pressure gauges and alternate air sources.
- 4) Masks, fins, snorkels, wet suits approved for recreational diving and

maintained according to manufacturer guidelines.

- 5) Weights and weight belts.
- 6) Dive computers that provides depth, time and decompression readings for all dive center staff.
- 7) Dive tables must be available for divers to work out their dives manually.
- 8) Emergency signaling device – reflective inflatable surface balloon (surface marker buoy) and whistle.
- 9) Underwater flashlights suitable for night diving.

### b) Dive boats

All dive centers offering boat-diving must have Dive Boat as per stipulation and as per following:

- i) It must be custom-made to suit the requirement of diving- number of passengers/capacity; chambers for placing of the filled cylinders, all essential safety, rescue and recovery gears and equipments- First Aid kit, Emergency Oxygen cylinder etc.
- ii) The Hull designed in a manner that it has sufficient space to administer First Aid, CPR etc. to the victim.

iii) The boat should be equipped with two engines of minimum 60 HP each; or it should have a back-up engine in case of engine failure.

iv) The Boat must have a registration as per M.S Act/ I.V Act and its hull must be of IRS approved or as approved by another competent authority thereof.

The Boat should be subject to annual re-registration and only such boats should be used for operations.

v) The boat must have valid insurance coverage as the Law- boat, passengers etc.

vi) The boat should be handled by a master who is licensed and hold valid certificate in Boat-handling and Life Saving Techniques.

vii) Besides the Instructors and Dive Masters, at least one person who is duly certified Life Saving Techniques must onboard on the Dive Boat during the entire period of operations.

viii) While onboard, it is mandatory that everybody wear PFD of appropriate size.

ix) The diving shall be undertaken only at designated sites, where all precautions as per the standards and stipulations including demarcation of the site with buoys etc.

## 27.5 EQUIPMENT CARE AND MAINTENANCE

a) If a dive center professionally fills compressed air into cylinders, they are not to fill cylinders that have not been hydrostatically pressure tested in the last five years. Dive center employees must be made aware of this.

b) Equipment and compressors should be serviced annually, and it is imperative that compressors have their oil changed frequently so that air quality is maintained.

c) All equipment must be washed, dried and checked thoroughly after each dive.

## 27.6 SOP'S & OPERATING INSTRUCTIONS

### a) Minimum qualifications for recreational divers

i) A diver wanting to dive recreationally must present the following documents to the dive center:

1) Dive certification card from a recognized agency that allows a person to dive in open water.

2) Log book validating open water diving experience.

3) Recent medical form stating that the person is fit to SCUBA dive, or if the person has medical condition(s) that are contraindicated for diving, then they should produce a certificate from a medical practitioner clearing them to dive.

4) Completed diver registration form (can be completed at dive center).

### b) Supervision of diving activities

i) All diving training and certification has to be done exclusively by SCUBA diving Instructors, who may be assisted by assistant instructors or Dive Masters as per the standard.

ii) All dive instructors must be in active teaching status with their dive training agency, and the agency with which the dive center is affiliated.

iii) If a SCUBA diver is certified, and cannot show proof that s/he has dived in the last 12 months, that diver is required to do a 'refresher' course, covering the essential SCUBA diving skills.

iv) It is essential to plan dives – dive centers must be aware of any changes to the dive plan of the dive boat and the divers.

v) A dive instructor or dive master cannot guide more than 5 divers in the water at a given time.

**c) Discover SCUBA Diving**

**i)** A Discover SCUBA Dive (DSD) is provided to a client who is not a certified SCUBA diver.

**ii)** This activity **MUST** be done in the presence of a dive instructor or a dive master.

**iii)** The ratio of instructor or DM to client must be 1:1; i.e. at any given time, an instructor or DM cannot guide more than one diver during a DSD.

**iv)** The maximum allowed depth for a DSD should not be more than 12 meters.

**d) Diving in restricted areas**

**i)** Some parts of the Andaman & Nicobar are patrolled/controlled by the military, navy or other government branches and are off limits to divers. It is recommended that dive centers consult with the appropriate authorities to find out about possible restrictions.

**e) Cultural and environmental protection**

**i)** Nothing should be taken from the sea, and particularly not cultural monuments/artifacts.

**ii)** Damaging and extracting cultural monuments is prohibited.

**iii)** Divers must protect the marine environment and its inhabitants. Divers should avoid damaging coral and physical contact with marine animals. Sharks should **NOT** be fed under any circumstances.

**iv)** Activities detrimental to marine protected areas (MPAs) and protected species are prohibited:

**1)** Permits to dive in MPAs may be required. These should be obtained before diving in them.

**27.7 DOCUMENTATION**

**a)** Each dive center/office must have a record of each diver, including:

**i)** Full name and contact information.

**ii)** Emergency contact information.

**iii)** Details of dives/courses that they did (including duration, depth, surface intervals).

**iv)** All of this information must be kept and maintained by the dive company for a minimum of 7 years.

**27.8 RISK MITIGATION**

**a)** Dive center staff must thoroughly brief divers prior to every dive. The brief should include information about safety regulations, depth limits, dive site characteristics, currents, entry and exit techniques, environmental considerations and potential hazards.

**b)** After each dive, a safety stop must be made for at least 3 minutes at 5 meters. Divers must commence their safety stop with a tank pressure not less than 50 bar.

**c)** The use of a buoyancy control device (BCD) is absolutely mandatory for all diving activities.



**d)** Solitary diving, in the absence of a dive master or dive instructor is NOT allowed under any circumstances.

**e)** Dive Centers must be aware of local weather conditions and inform divers of special conditions at each dive site prior to the dive.

**f)** Conditions under which diving is prohibited:

**i)** Dives deeper than 30 meters.

**ii)** Dives less than 12 hours before a flight.

**g)** It is essential that divers mark their presence clearly. Any boat with divers operating from it must always have display signals (i.e. flags) by day or night to inform other boat users.

**h)** The dive flag can be used anywhere where divers are diving and should always be displayed by dive boats when divers are in the water. The dive flag is used to signal to boats, jet skis and others in the vicinity that divers are below, and that they should approach with caution.

## 27.9 EMERGENCIES & RESCUES

**a)** All dive centers must have an Emergency Action Plan as mentioned in section 3(b).

**b)** All dive center staff must be familiar with emergency oxygen equipment, and training sessions should be provided for all staff annually.

## 27.10 SAFETY BRIEFING

**a)** In addition to a comprehensive dive briefing, all diver should receive a safety briefing, detailing where emergency and first aid equipment are available on the boat. A safety briefing about the boat must also be given after boarding the boat.

**b)** This briefing should be made in addition to the dive briefing.

## 27.11 MEDICAL CONCERNS

**a)** Each diver should fill out a medical form clearing them from conditions that preclude them from diving. If they do experience



these conditions, they should receive written medical clearance from a medical practitioner, allowing them to dive.

**b)** These medical concerns are listed in the medical statement provided by the SCUBA diving center's certifying agency.

## 27.12 BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS

**a)** The dive operator should be registered with the local tourism department.

**b)** The dive center should be affiliated with one or more international SCUBA diving agencies.

**c)** The dive staff should meet the qualifications required by the agencies with which the dive center is affiliated.

**d)** The dive center should have a full set of equipment for the maximum number of divers it can service.

**e)** The dive center should comply with its agency's requirements for safety standards and documentation of dives and certifications.

**f)** The dive centre must have an Emergency Action Plan for which regular training must be imparted to the dive centre staff periodically.

**g)** The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



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# WATER BASED

## GUIDELINES FOR SNORKELING

## INTRODUCTION

**28.1** Snorkeling are of two types: Shore-snorkelling and Boat-snorkeling. The first one is launched from the shore and the second from a Boat. Snorkeling is an aquatic activity that allows people to interact with the marine world. When done correctly, it is enjoyable, fulfilling, and safe. However, a number of precautions need to be taken to ensure quality in execution.

For practical reasons, the term 'snorkeling' excludes snorkeling that occurs before or after a SCUBA dive begins or ends. It refers exclusively to swimming at the surface with a snorkel, mask and fins.

## 28.2 INSTRUCTORS/SUPERVISORS: BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE

- a) Each resort/water sports center providing snorkeling activities should have atleast one lifeguard/supervisor monitoring people.
- b) Should be undertaken only in the demarcated area
- c) The guests on snorkeling should always be accompanied by a trained and licensed buddy called 'Guide'. It must be ensured that no guest is left unattended while on the water.
- d) In case of 'shore-snorkeling' (launched from the shore), a fully equipped rescue boat in readiness should be anchored in the vicinity to attend any eventuality
- e) When snorkeling is launched from a boat, besides ensuring that the guest is supervised by a Buddy, he is also constantly watched by the persons on onboard.
- f) The Rescue boat used during snorkeling operations should be as per the stipulations provided in this Guideline.
- g) The boat used for launching snorkeling could also be used for rescue purposes provided that it also fulfils the requirement of a Rescue Boat.
- h) The open-water Snorkeling boat should be fitted with twin engines, each with a

minimum capacity of 60 HP. The capacity of the engine is required to be higher in order to ensure that the Boat has enough power to reach ashore faster in the event of emergencies. The twin-engine boat enable to save the persons ashore safely in the event of any engine failure.

- i) Open-water Snorkeling boat should have onboard: Licensed boat-handler, at least 02 Certified Snorkeling Guides (it may be more depending on number of guests onboard), minimum 01 certified Life Saver, 01 'Look-out'.
- j) The supervisor should be a strong swimmer and be trained and certified in Emergency First Response and First Aid / CPR.
- k) It must be ensured that the 'Guide' is not under stressful condition during the activity and number of trips should be limited to a maximum of 07 trips on a particular day, when each trip is about 30 minutes or more.

## 28.3 WATER SPORTS CENTER REQUIREMENTS

- a) All Centers need to be registered with the local tourist department.
- b) All centers should be equipped with pure emergency oxygen and have an Emergency Action Plan ready in case of snorkeling related accidents. The Emergency Action Plan should include mechanisms for:
  - i) Search and recovery of missing swimmers.
  - ii) Providing First Aid/CPR.
  - iii) Transport to the nearest appropriate medical facility.
  - iv) Reporting to the appropriate authorities (police, navy, coast guard, ministry of tourism, etc.).
- c) All staff must be familiar with this Emergency Action Plan and be able to act appropriately.
- d) The centers must have insurance for employees and clients.



## 28.4 EQUIPMENT REQUIRED

### a) Snorkeling Equipment

i) Each center that provides snorkeling activities should have a full set of equipment that matches its capacity. This includes:

- 1) Masks, both prescription and non-prescription.
- 2) Rash guards and/or wet suits.
- 3) Fins of all sizes.
- 4) Booties to go with the fins.
- 5) Snorkels.
- 6) Emergency signaling devices when required.

### b) Dive boats/Boats used for snorkeling

i) Boats are the responsibility of the center and the crew.

ii) Each boat must have at least a crew of 2-3, be dedicated to swimmer safety and support swimmers in any way that they can. It is recommended that the following be present on board:

- 1) A boat driving/captain's license from the appropriate authority with significant experience.
- 2) Center staff with adequate knowledge of the snorkeling location

or other person approved by the base leader.

3) First aid/CPR certificate.

4) Oxygen resuscitation and therapy certificate or PADI/DAN Oxygen Provider Course.

5) Life jackets for non-swimmers or emergency situations.

iii) The boats must be able to communicate with the center at all times using a functioning walkie-talkie, phone, radio telephone or other direct communication device.

iv) The boats must have enough fuel to make trips to the snorkel sites and back, and accommodate any changes.

v) The boat should be equipped with two engines or have a back up engine in case of engine failure.

vi) The center should provide the boat with a spare tank, spare snorkeling equipment, First Aid, Oxygen Kit, a dive flag and a boat ladder that allows easy entry and exit into/from the water.

## 28.5 EQUIPMENT CARE AND MAINTENANCE

a) Equipment should be serviced annually, and should be changed once every five years.

- b) Equipment should be washed, dried and checked thoroughly after each use.

## 28.6 SOP'S & OPERATING INSTRUCTIONS

### a) Minimum qualifications for snorkelers

- i) Swimmers wanting to snorkel must present the following:
  - 1) Recent medical form stating that the person is fit to snorkel, or if the person has medical condition(s) that are contraindicated for snorkeling, then they should produce a certificate from a medical practitioner clearing them to snorkel.
  - 2) Assurance that the person can swim and is comfortable in the water, and if not be willing to wear a life jacket for safety. Life jackets are compulsory for non/weak swimmers and must be checked by the instructor prior to the conduct of the activity.

### b) Supervision of snorkeling activities

- i) It is essential to plan snorkeling trips – the center should be aware of any changes made to the trip plan.
- ii) Snorkeling Guide cannot supervise more than 02 guests at a time.

### c) Snorkeling in restricted areas

- i) Some parts of the Andaman & Nicobar are patrolled /controlled by the military, navy or other government branches and are off limits to swimmers. It is recommended that the centers consult with the appropriate authorities to find out about possible restrictions.

### d) Cultural and environmental protection

- i) Nothing should be taken from the sea, and particularly not cultural monuments/ artifacts.
- ii) Damaging and extracting cultural monuments is prohibited.
- iii) Snorkelers must protect the marine environment and its inhabitants. Snorkelers should avoid damaging coral and physical contact with marine animals.

Sharks should NOT be fed under any circumstances

iv) Activities detrimental to marine protected areas (MPAs) and protected species are prohibited:

- 1) Permits to swim/snorkel in MPAs may be required. These should be obtained before swimming in them

## 28.9 DOCUMENTATION

- a) Each center/office must have a record of each swimmer, including:
  - i) Full name and contact information.
  - ii) Emergency contact information.
  - iii) Details of activities that they did.
  - iv) Medical form and liability release waiver.
  - v) All of this information must be kept and maintained by the company for a minimum of 5 years.

## 28.10 RISK MITIGATION

- a) Swimmers should be thoroughly briefed before each trip. The brief should include information about safety regulations, depth limits, snorkel site characteristics, currents, entry and exit techniques, environmental considerations and potential hazards.
- b) The use of a life jacket as a flotation device while snorkeling is mandatory.
- c) Solitary snorkeling, in the absence of a 'buddy' or supervisor is NOT permitted.
- d) Centers must be aware of local weather conditions and inform swimmers of special conditions at each site prior to snorkeling.
- e) Conditions under which snorkeling is prohibited:
  - i) Extremely rough waters.
  - ii) During storms.
- f) It is essential that snorkelers mark their presence clearly. Any boat with snorkelers operating from it must always have display signals (i.e. flags) by day or night to inform other boat users
- g) The dive flag can be used anywhere



where divers or snorkelers are diving and should always be displayed by boats when swimmers are in the water.

### 28.11 EMERGENCIES & RESCUES

- a) All centers must have an Emergency Action Plan as mentioned in section 3(b).
- b) All center staff must be familiar with emergency oxygen equipment, and training sessions should be provided for all staff annually.

### 28.12 SAFETY BRIEFING

- a) In addition to a site briefing, all swimmers should receive a safety briefing, detailing where emergency and first aid equipment are available on the boat. A boat safety briefing must also be given on boarding the boat.
- b) This briefing should be made in addition to the site briefing.

### 28.13 MEDICAL CONCERNS

- a) Each swimmer should fill out a medical form clearing them from conditions that preclude them from snorkeling. If they do experience these conditions, they should receive written medical clearance from a practitioner, allowing them to snorkel

### 28.14 BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS

- a) The operator should be registered with the local tourism department.
- b) The staff should meet the qualifications defined in section (2).
- c) The center should have a full set of snorkeling equipment for the maximum number of snorkelers it can service.
- d) The operator must have an Emergency Action Plan for which regular training must be imparted to the staff.
- e) The Center must ensure that none of the guests would perform 'free dive' especially in shallow waters as the person might end up standing/stamping on the coral and that is harmful.
- f) The snorkeling is permitted only in such areas where it is demarcated for snorkeling activities by competent authorities.
- g) The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.



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# WATER BASED

## GUIDELINES FOR WATER SPORTS CENTRES

## INTRODUCTION

**29.1** Water sports have become extremely popular in India. It is imperative to ensure that these activities are conducted in a manner which is safe, enjoyable and a rewarding experience for the participants. A number of precautions must be taken to mitigate risk.

## TRAINED MANPOWER

**29.2** Personnel responsible for conducting water sports must be skilled to a high level in conducting those activities, rescue and life saving techniques and qualified/certified in First Aid/C.P.R.

## 29.3 INSTRUCTORS/SUPERVISORS : BASIC MINIMUM QUALIFICATIONS AND EXPERIENCE

- a) Each water sports center must have a minimum of two supervisors/instructors monitoring the activity, throughout the period that water sports activities are being conducted.
- b) They should be a strong swimmers.
- c) A minimum 16 hours (2 day) first aid/ CPR certificate by a recognised and qualified provider, approved by ATOAI.
- d) Qualification from a recognized National or International body for the particular activity and a certificate from the operator that the individual “has experience of 2

years in assisting in the particular activity and is independently capable of instructing/ supervising groups and carrying out rescue operations”.

- e) A logbook containing authenticated record of water sports experience.
- f) Qualified and proficient in life saving and rescue techniques.
- g) All center staff must be familiar with emergency oxygen equipment and training sessions should be held for all staff annually.

## 29.4 EQUIPMENT

- a) Life jackets or Personal Floatation Devices (PFDs) (must meet the minimum buoyancy requirement, be appropriate for the intended activity, be certified/approved by ISI, US coast guard, British Canoe Union or equivalent).
- b) Throwable rescue devices must be available for immediate use.
- c) Equipment should be serviced annually and should be changed once every five years / as recommended by the manufacturer.
- d) Equipment should be washed, dried and checked thoroughly after each use.

## OPERATIONS

**29.5** All water sports activities must begin with a thorough safety briefing. The briefing must highlight the equipment used, correct



technique, do's and don't's, demarcation of the boundary for the activity, rescue and emergency procedures. A liability waiver form clearly highlighting the risk involved must be signed by all participants prior to the commencement of the activity. Participants with any medical condition making them unfit for participation in the activity must be informed prior to the commencement of the activity and not allowed to participate.

## 29.6 RISK MITIGATION

**a) Life Jackets:** Water sports activity must be undertaken with a lifejacket throughout the time spent on the water. The life jacket must have adequate buoyancy, should be fastened properly and checked by the instructor prior to commencement of the water sports activity. The lifejacket must be of the appropriate size for the intended user.

**b) Lifeguards:** No water sports activity should be conducted without the presence of trained lifeguard/s.

**c) Alcohol/drugs** during the activity and at least six hours prior to the activity are strictly prohibited.

**d) Sign boards:** With all rules and clearly mentioning that no water sports activity is to be undertaken without supervision.

**e) No water sports** activity should be conducted in the dark and preferably finish an hour before dark.

**f) Assurance** that the person can swim and is comfortable in the water.

**g) Centers must** be aware of local weather conditions and inform participants of special conditions prior to the activity. During bad weather conditions, lightning and storms, water sports activity should not be conducted.

**h) Boats for safety / rescue** must be available in the immediate vicinity (within visual distance) for prompt deployment with personnel duly qualified to operate/ carry out rescues operations:

**i)** Each boat must have a crew of one or preferably two people, be dedicated to



safety and support the participants in any way that they can.

**ii)** The boat driver must have a boat driving license from an appropriate authority and have adequate knowledge of the water sports activity and location. He should have a First aid/CPR certificate. The boat must have an oxygen cylinder and mask and life jackets and throwable rescue devices for emergency situations.

**iii)** The boat must be able to communicate with the center at all times using a walkie-talkie, phone, radio telephone or any other direct communication device.

**iv)** The boats must have enough fuel to make trips to the activity site and accommodate any changes.

## 29.7 SOP'S AND OPERATING INSTRUCTIONS

**a)** All Water Sports Operators must maintain and update a Standard Operating Procedure for their operations.

**b)** The SOP must mention the methodology adopted by the agency in organizing the activity such as assessing medical condition and experience, procedures for conduct of the activity, avoidance of injury/ drowning, safety precautions, communication, weather

conditions, procedure for emergencies, casualty evacuation, incident and accident reporting and feedback mechanism.

## DOCUMENTATION

**29.8** The water sports operator must maintain the following documentation:

- a) Details of all Instructors including copies of certifications, record of experience and feedback from clients.
- b) Copies of all Permits and Permissions required for operations.
- c) Copies of identification documents, insurance cover and details of next of kin for all participants, guides and instructors.
- d) Copy of SOP's.
- e) Current list of emergency contact numbers.
- f) Emergency Action Plan.
- g) Advertising must give a true picture of the activity and those who can participate in the activity.

## 29.9 EMERGENCIES AND RESCUES

- a) Adequate first aid medical equipment, oxygen cylinder and mask must be available at the centre.
- b) An Emergency Action Plan must be in position and all personnel/crew trained regularly in scenarios. Advance arrangements must be in position for medical/evacuation assistance in case of emergency.
- c) Evacuation/rescue procedures known to participants and instructors.

## SAFETY BRIEFING

**29.10** All instructors and guides should be able to give a thorough safety briefing covering all aspects of the water sport activity and safety/rescue. This briefing must be clear, given in English, Hindi or local language and ensure the attention of clients during the briefing.

## MEDICAL CONCERNS

**29.11** Checking on any medical ailments is a must before the activity. Each participant



should fill out a medical form prior to conduct of the activity. All instructors and guides must ensure that medical issues if any are discussed before the activity is conducted. It is recommended that heart patients, those with any serious ailments of concern, epilepsy, expecting mothers and under age children do not participate in the activity. Asthma inhalers must be carried by clients with asthma.

## 29.12 BASIC MINIMUM STANDARDS FOR GRANT OF RECOGNITION TO OPERATORS

- a) The operator should be registered with the state tourism department. The entity must operate with the required permits / licenses.
- b) The staff should meet the qualifications defined above.
- c) The center should have a full set of equipment for the maximum number of clients it can service.
- d) The operator must have an Emergency Action Plan for which regular training must be imparted to the staff.
- e) The entity must have a registered office
- f) The company must follow a strict 'leave no trace' policy and conform to high sustainability standards.

# ESSENTIALS





## ESSENTIALS: SUSTAINABLE OPERATIONS

During the ATOAI workshop held on 20 April 2012, ATOAI adopted the Global Sustainable Tourism Criteria for adventure operations in India. The sustainability pillar was chaired by Mr. Mandip Singh Soin.

The GSTC Criteria serves as the global baseline standards for sustainability in travel and tourism. The Criteria are used for education and awareness-raising, policy-making for businesses and government agencies and other organization types, measurement and evaluation, and as a basis for certification. <https://www.gstcouncil.org/become-certified>.

They are the result of a worldwide effort to develop a common language about sustainability in tourism. They are arranged in four pillars:

- 1) Sustainable management
- 2) Socioeconomic impacts
- 3) Cultural impacts
- 4) Environmental impacts (including consumption of resources, reducing pollution, and conserving biodiversity and landscapes)

The GSTC Criteria have been built on decades of prior work and experience around the world, and they take into account the numerous guidelines and standards for sustainable tourism

from every continent. During the process of development, they were widely consulted throughout the globe, in both developed and developing countries, in several languages. They reflect our goal in attaining a global consensus on sustainable tourism. The process of developing the Criteria was designed to adhere to ISO codes of conduct and the standards-setting code of the ISEAL Alliance, the international body providing guidance for the development and management of sustainability standards for all sectors.

The Criteria are the minimum, not the maximum, which businesses, governments, and destinations should achieve to approach social, environmental, cultural, and economic sustainability. Since tourism destinations each have their own culture, environment, customs, and laws, the Criteria are designed to be adapted to local conditions and supplemented by additional criteria for the specific location and activity.

### **source: GLOBAL SUSTAINABLE TOURISM COUNCIL**

In 2014/15 MOT launched the STCI (Sustainable Tourism criteria of India) which is what we have to follow as a country across all sectors of Tourism.

## ESSENTIALS: RESPONSIBLE TOURISM PLEDGE

As ATOAI members, we pledge to be guardians of our natural heritage and work as honorary wardens of the areas we operate in.

### 1. LEAVE NO TRACE POLICY:

We will leave our campsites, trails and areas of operation cleaner than we find them. We will not pollute or let others pollute our water bodies. We will set up our camps, toilets, kitchens and washing areas, away from any water source and ensure that no discharge goes into the water bodies. We will minimize campfire and noise pollution impact and be mindful of other adventurers in the area. We will use existing trails and campsites and avoid making new ones.

### 2. IMPACT ON LOCAL COMMUNITY:

We will have a positive impact on local communities in our area of operation. We will encourage local employment, skill development and purchase locally where possible. We will respect local traditions and customs.

### 3. SUSTAINABLE PRACTICES:

We will follow sustainable practices during our operations and encourage waste segregation, recycling, use of renewable energy sources and proper disposal of waste. We will encourage other operators in our area of operation, to follow sustainable practices.

### 4. CARBON FOOTPRINT:

We will be mindful of our carbon footprint and endeavor to offset it, where possible, by planting trees and minimizing our footprint by using renewable energy sources, efficient fuel sources, vehicles with low emissions and by avoiding use of wood for cooking.

### 5. CUSTODIANS OF OUR NATURAL HERITAGE:

We will function as guardians and custodians of our natural heritage and the areas we operate in, follow all rules and regulations and respect and protect our fauna, flora, avi fauna and coral reefs. We will report any wrong doings to the authorities.

### 6. FOLLOW STCI IN LETTER AND SPIRIT:

We will make a sincere effort to understand and implement the 'Sustainable Tourism Criteria of India' in our operations, in letter and spirit. We will also educate our staff about the criteria. We will ensure the safety and security of women travelers, take steps to prevent child abuse and have a zero tolerance policy for the same. <http://tourism.gov.in/sustainable-tourism-criteria-india-principles-and-indicators-tour-operator-and-accommodation-secto-0>

## ESSENTIALS: INSURANCE - For Adventure & Allied Sports

While the outdoors and adventure activities are an enjoyable pursuit, unfortunate incidents can happen to anyone, anywhere despite the best training, equipment, infrastructure and guidance. In India, where no specific adventure insurance policy exists, the past is witness to many situations where such specialized insurance would have been useful and immensely helpful.

With exponential increase in adventure tourism, especially among domestic tourists, there is an urgent need for specific insurance products, to cover all parties in the adventure sports ecosystem. The policies promote safety as well as showcase an understanding of risks involved in adventure undertakings in the outdoors. It creates a sense of professionalism among the operators, clients and the medical service providers. Better risk management, swift action and high value financial security due to the coverage will lead to many more people venturing in outdoor pursuits with a sense of calm and peace of mind. It's a vital component of the vast growth potential of Indian Adventure Tourism.

The insurance in the adventure ecosystem include:

- 1) Adventure tour Operators
- 2) Adventure Professionals
- 3) Resorts and Hotels
- 4) Clients
- 5) Gear
- 6) Liability

### 1. ADVENTURE TOUR OPERATORS

An adventure tour operator should have one of the three

- a) Third Party Liability Insurance\*
- b) CGLI – Comprehensive General Liability Insurance\*
- c) Tour Operator Liability Insurance\*

Adventure operators must also consider having:

- d) Personal Accident (PA) and Group

medical cover (GMC) for their staff.

- e) D & O insurance: Directors and Officers Liability Insurance\*.

\*Liability for all parties are explained as a separate topic at the end.

## 2. ADVENTURE PROFESSIONALS

They are the backbone of our industry and they comprise Guides, Instructors, Staff, Porters, Kitchen staff etc.

They must have an accidental insurance cover, which includes adventure, or extreme or hazardous activities, which will protect them in the outdoors. The accidental insurance should provide coverage for:

- a) Death & Disabilities
- b) Accidental hospitalization
- c) Basic medical evacuation
- d) Repatriation covers

A more comprehensive coverage could include advance treatment cover, Air Evacuation covers, Liability covers, Sickness and medical covers, advance financial covers for the family and travel insurance coverage.

Financial covers for the family: This is very important as sudden accident or Injury of a breadwinner can create serious financial problems for the family.

Some of the financial covers available in the market are:

- a) Children education cover
- b) Coma cover
- c) Compassionate visit
- d) Loan Protector covers
- e) EMI covers

For porters or daily wageworkers we can look into policy called Workman compensation policy, which is used in various industries where daily wage workers are employed.

\*Independent guides/instructors should also have some sort of Professional Liability insurance cover.

### 3. CLIENTS:

We need policies, which will protect them 360 degrees. They should cover them on Air, Land, water and while on the mountains and ice.

A basic adventure policy must have accidental protection or coverage for

- a) Death & Disabilities
- b) Accidental hospitalization
- c) Basic medical evacuation

More advance policies can have in addition to above-mentioned covers

- a) Advance casualty evacuations with air/heli-rescue
- b) Coma cover
- c) Financial covers

For extreme risk and people venturing over 5000 meters for any adventure activities including trekking and mountaineering, policy must have in addition to all of the above mentioned covers:

- a) All kind of sicknesses like AMS, HAPE, HACE, frost bite etc
- b) Advance Medical Evacuation cover due to sickness and accidents
- c) Travel covers like missed connections, trip cancellations etc

### FOR MEDICAL EVACUATIONS

a) **Basic cover** for adventure in or near a city should be of Rs. 10,000 so as to at least offset the Road Ambulance costs.

b) **For Himalayas or altitude up to 5000mts**, policy should have minimum of Rs.25000- Rs. 50,000 to off set long distance road ambulance cost/ Taxi or jeep costs.

c) **For Altitudes above 5000 mts** a minimum of Rs. 3 lakh to 4 lakhs should be included in the policy to cover the cost of Air Ambulance to the nearest medical facility plus the basic evacuation costs via foot or road ambulance.

d) **For Extreme mountaineering** and other expeditions, policy must have more than Rs 5 lakhs of Medical evacuation cover.

### FOR ACCIDENTAL & SICKNESS HOSPITALIZATION:

a) **Basic cover** for basic adventure activities should be equal to or more than Rs. 50,000/-

b) **Medium level** activities and Himalayan adventures up to 5000mts should have cover for hospital treatments above Rs. 1,00,000/-

c) **High altitude adventures** and more serious adventure activities should have hospitalization above 2 lakhs

### FOR DEATH & DISABILITIES:

a) **Basic cover** should be equal to or more than Rs. 50,000/-

b) **Medium and high level activities** and Himalayan adventures should have minimum cover above Rs. 1,00,000/-

**NOTE:** There are many policies (mainly by PSU banks) that are offering coverage of a single amount to be divided in either of the heads mentioned in the policy. For example, policy for Rs. 2 lakhs for a person venturing outdoors will have cover for death and disability, accidental hospitalization and medical evacuation cover for maximum 2 lakhs. One can utilize the same for either hospitalization or medical evacuation or death. Now if someone gets rescued first and utilizes considerable amount for the same then the amount left for life saving treatments may not be enough!

\*Thus coverage should properly specify under each head, giving each head sufficient amount to be utilized in case of an emergency.

In some of these high-risk PA (Personal Accident) covers, a person gets the claim for medical cover only if there is a claim for the main cover. Which essentially means, if a person gets injured and went in for treatment, his family will get the amount specified for the medical cover only if the person is dead. Else no claim will be given.

Adventure Resorts, Camps and Theme Parks

a) **Insurance for the clients** – basic Accidental covers

b) **Insurance for the staff** PA & GMC

c) **CGLI** - Comprehensive General Liability Insurance.

d) **D & O insurance:** Directors and Officers Liability Insurance.

e) **Fire and Burglary Insurance**

Some of the covers available in the market are:

### **STANDARD FIRE AND SPECIAL PERILS:**

Covers your property against loss or damage due to:

- a) Fire.
- b) Lightning Explosion / Implosion.
- c) Aircraft damage.
- d) Riot strike and malicious damage.
- e) Storm, cyclone, typhoon, tempest hurricane, tornado, flood and inundation.
- f) Impact damage due to rail, road. Vehicle or animal not belonging to insured, Subsidence and landslide including rockslide.
- g) Bursting and/or overflowing of water tanks apparatus and pipes.
- h) Missile testing operations.
- i) Leakage from automatic sprinkler installations.
- j) Bush fire.
- k) Expense incurred on debris removal up to 1% of claim amount.
- l) Expense incurred on Architects surveyors and consulting engineers fees up to 3% of claim amount.
- m) Earthquake.
- n) Terrorism cover.
- o) Additional expense of rent for alternative accommodation.
- p) Loss of rent.

### **ADVENTURE EQUIPMENT AND OUTDOOR GEAR INSURANCE:**

This is a new concept, which will insure an individual's, or a company's outdoor gear and equipment. Since the equipment is expensive plus there is a surge in people using expensive gadgets, photography equipment, GPS & communication devices, there is a need to

insure them for tough terrains and harsh environments.

It should cover loss, damage and theft of adventure gear when in action.

### **LIABILITY INSURANCE:**

Liability insurance provides a cover to an individual or an organization from the legal risk that they may be held liable for due to negligence, injury or malpractices. It covers the cost of the legal proceedings and the payouts in case the insured is found legally liable. It excludes intentional damages and contractual liabilities.

There are many types of Liability Insurance: Some of them are:

- a) Third party Liability Insurance
- b) CGLI: – Comprehensive General Liability Insurance\*
- c) D & O: Directors and Officers Liability Insurance
- d) E & O: Errors and Omissions Liability
- e) Workman's compensation liability
- f) Professional Liability
- g) Tour Operator Liability insurance

### **CGLI: Comprehensive General Liability Insurance**

CGLI in simple terms, product and public liability insurance which is tailor made for an organization of any size and nature. The policy covers operations and premises liability, personal & bodily injury, advertising and medical payments etc. The coverage depends on the risk profile associated with a business and the total size of the business.

It covers the cost of the legal proceedings (defending or investigating the lawsuits) and the payouts in case the insured is found legally liable. It excludes intentional damages and contractual liabilities. As per CGLI, insurers retain the right to defend any suit against the insured, from bodily or property damages.

\*Below are the extensions available for CGLI. Most of these covers are not part of plain Public Liability policy.

- a) Act of God Perils** - Compensation on account of injury/death of guests in hotel due to Tsunami, Earthquake, Flood etc.
- b) Food & Beverage liability** - Compensation on account of injury/death of guests due to consumption of food and beverages served in hotel.
- c) Lift Liability** - Compensation on account of injury/death of guests while they are in hotel lift/ escalators.
- d) Other Facilities liability** - Hotel's liability to pay compensation to guests because of injury/death in other facilities like Swimming Pool, Gymnasium, Spa etc.
- e) Valet Parking liability** - Compensation on account of physical damage to guest's car while being parked by hotel valet
- f) Travel of Executives** - Compensation to 3rd parties in case injury/damage due to the hotel management while they travel.
- g) Product Completed operations cover** - Compensation on account of injury/death/damage to 3rd parties due to products sold by the hotel (e.g. food, merchandise)
- h) Sudden and accidental pollution liability** - Compensation on account of injury/death/property damage to 3rd parties due to accidental pollution caused by the hotel.
- i) Liability on account of events organized** - compensation on account of injury/death/damage to 3rd parties in connection with events organized inside the hotel or by the hotel.
- j) Damage to guest property under care control custody of the hotel** - Compensation on account of damage to bona fide guest property whilst under recorded custody of hotel.
- k) Liability w.r.t tours organized by hotels** - Compensation on account of injury/death/damage to 3rd parties in connection with sightseeing tours organized by the hotel.
- l) Innkeepers Liability** - Compensation on account of damage to guest property.
- m) Liquor liability coverage** - Compensation on account of injury/death of guest due to liquor consumption at hotel.
- n) Incidental medical malpractices liability cover** - Compensation on account of injury/death of guest due to negligence of the hotel doctor while providing first aid
- o) Liability on account of work done by contractual employees/workers** - Compensation on account of injury/death/damage to 3rd parties due to negligence of the workers/employees on contract with the hotel (e.g. cleaning, security etc.).
- p) Liability on account of construction/maintenance projects at hotel** - Compensation on account of injury/death/damage to 3rd parties due to construction/maintenance work in the hotel.
- q) Additional insured cover** - Hotels can make their contractual parties e.g. brand owners etc. an additional insured under CGL.
- r) Waiver of subrogation clause** - By virtue of this clause we shall waive our subrogation rights against the additional insured.
- s) Medical expenses clause** - The policy shall reimburse hotel the medical expenses incurred in order to offer first aid to the injured party (regardless of hotel's faults). The deductible doesn't apply to this coverage.
- t) Fire Damage cover** - The policy shall cover hotel's liability to pay on account of property damage to the premises rented to them (arising out of heat from a hostile fire). This operates in xs of fire insurance policy.
- u) Terrorism legal liability cover** - Compensation to hotel on account of injury/death/damage to guests in event of a terrorist attack on the hotel.
- v) Non-owned/hired automobile liability cover** - Compensation to hotel on account of 3rd party injury/damage in connection with automobiles non-owned/hired & used in connection with hotel's business. It operates in xs of MV Act liability.

**w) Personal & Advertising injury cover -**

Under this the insured hotel is compensated for their liability on account of following:

- i) False arrest, detention or imprisonment.
- ii) Wrongful eviction or wrongful entry
- iii) Use of another's advertising idea in hotel's advertisement.
- iv) Infringing upon another's copyright, trade dress or slogan in hotel's advertisement.

**D & O: Directors and Officers Liability****Insurance**

It's a liability for an organization's board of directors, management or office bearers, covering them against liability if the organization or the company is sued. It's an addition liability specific for the management or the decision makers over and above the liability protection present in an organization.

**E & O: Errors and Omissions Liability:**

E & O covers an organization from the legal proceedings resulting from giving negligent professional services. Any service oriented business charging a fee for their services should have this cover.

## ESSENTIALS: RISK ASSESSMENT

### Declaration & Liability Release

I acknowledge that I have voluntarily chosen to participate in the trip/s offered at \_\_\_\_\_ . I acknowledge that the enjoyment and excitement of adventure travel is derived in part from the inherent risks incurred by travel and activity beyond the accepted safety of life at home or at work and that these inherent risks contribute to such enjoyment, being a reason for my participation. I also am aware that medical services may not be readily available or accessible while I am participating in the trip.

Although precautions are taken to provide a safe and enjoyable experience, there can be no guarantee of absolute safety against injury and accident. There are significant elements of risk in any adventure activity associated with the outdoors or wilderness including but not limited to camping, hiking, rock / wall climbing, abseiling, mountain biking, rafting, high ropes challenge, Travelling Travis, Jumaring, kayaking, and the use of related equipment.

I also recognize that I am undertaking an active holiday that contains an inherent element of personal risk, and that risk does sometime become a reality. I acknowledge the relative remoteness, weather conditions, and the limited and relatively primitive medical and other services available, as well as the greater potential dangers compared with my usual daily life, or conventional holiday travel. Not only do I accept these realities, I have chosen to seek them out. I recognize \_\_\_\_\_ responsibility to me and I accept the authority and decisions of \_\_\_\_\_ and its representatives in respect to the journey that I have applied to join. I also am in sound medical health of suffer from no cardiac illness or any other medical disorder which will hamper my participation in the activity.

I have also been given the safety briefing upon arrival, which covers all aspects of safety while I am in the care of \_\_\_\_\_. I have also been made aware of all risks in all te activities that i undertake with \_\_\_\_\_. I hereby undertake to strictly abide by the safety briefing which I have heard, read and understood all aspects of my undertaking. If I act in contravention of the understanding of the safety briefing and the “no swimming” in the river rule, I shall be personally liable, and shall not hold \_\_\_\_\_ responsible for any consequences that may follow from my actions in contravention of the safety briefing. I also agree to abide by all rules that the outfit and its guides have instructed me on, keeping in mind the nature of the holiday I have chosen, and in the sensitive Reserved Forest Area I am visiting.

In consideration and payment for the right to my being permitted to participate in the trip, I have and do hereby fully assume all risk of illness, injury or death. Furthermore, I hereby release and discharge from liability and indemnify and agree not to sue \_\_\_\_\_, their owners, officers, agents, contracted tour operators and employees and other persons or entities involved with providing the opportunity to take part in the trip, regardless of the cause of my illness, injury or death from all actions, claims or demands for injury or damage resulting from my participation in the trip.

I have carefully read this agreement. I understand that it is a release of liability and contract between me and \_\_\_\_\_ and/or its contracted tour operators or affiliated organizations and sign it of my free will.

**\*\*Parents accompanying children to sign for their children on trips\*\***

S. No.	Arrival Date	Departure Date	Name	Phone	Address & Email	Sign

Risk management consultation:

Signed Date

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Risk index**

- 1 Very Low
 2 Low
 3 Moderate
 4 High
 5 Very High

**Risk assessment to affect all members of the group, including trip leaders and staff.**

Risk	Risk Index / 5	Management	Notes	Management Responsibility
Air accident	1	Choice of Airline		
Road accident or incident during transit	2	Use of trusted transport		
Road accident or incident during drive to the start and from end points of journey	2	Use of trusted transport		
Robbery, hijacking or other intervention en route	2	Monitor political situation thoroughly. Monitor local situations and safety on an individual basis		
Illness from water-bourn organisms i.e. giardia, dysentery etc	3	Use only water from trusted water sources, bottled water Maintain good hygiene		

Risk	Risk Index / 5	Management	Notes	Management Responsibility
Other illness prior to adventure	3	Monitor personal health, provision of appropriate medical care		
Illness on journey	3	Ensure availability of well cooked food, proper cleaning of utensils, make washing hands before meals mandatory		
Slipping/ falling whilst on adventure	3	Use of appropriate footwear, group management during portages. Thorough briefing		
Collision with equipment whilst on adventure	2	Use of appropriate carrying technique and group management. Thorough briefing		

Risk	Risk Index / 5	Management	Notes	Management Responsibility
Injuries sustained carrying equipment				
Injuries sustained embarking or exiting the rafts				
Collision with equipment and others whilst kayaking				
Collision with equipment and others whilst rafting				

Risk	Risk Index / 5	Management	Notes	Management Responsibility
Group separation				
Sports injuries sustained				
Entrapment				
Hypothermia				
Capsizing				
Capsizing leading to swimming				
Hypothermia caused by swimming				
Drowning caused by swimming				

Risk	Risk Index / 5	Management	Notes	Management Responsibility
Entrapment whilst swimming				
Heart failure whilst swimming				

Risk	Risk Index / 5	Management	Notes	Management Responsibility
Rafting/Kayak group separation				
Sports injuries sustained whilst rafting				
Entrapment of the raft				
Hypothermia whilst rafting				

Risk	Risk Index / 5	Management	Notes	Management Responsibility
Capsizing leading to swimming whilst rafting				
Hypothermia caused by swimming (raft group)				
Drowning caused by swimming (raft group)				
Entrapment whilst swimming (raft group)				
Heart failure whilst swimming (raft group)				

Risk	Risk Index / 5	Management	Notes	Management Responsibility
Major/Life-threatening injuries sustained during river trip				
Major medical emergency during river trip				
Altitude sickness				
Flooding				
Fall on Trek or Climb				

Risk	Risk Index / 5	Management	Notes	Management Responsibility
Injuries sustained whilst camping i.e. burns and cuts				

### BASIC RISK ASSESSMENT TEMPLATE

What are the hazards?	Who might be harmed and how?	What we are already doing	Do we need to do anything else to reduce this risk?	Action by whom?	To be completed when?	Completed

Name of Organization: \_\_\_\_\_ Date Completed: \_\_\_\_\_

Prepared by: \_\_\_\_\_ Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



## ESSENTIALS: FIRST AID & CPR

### WILDERNESS FIRST AID

“First aid” is defined as helping behaviors and initial care provided for an acute illness or injury”. First aid can be initiated by anyone in any situation.

“First aid provider” is defined as someone trained in first aid who should a) Recognise, assess, and prioritise the need for first aid; b) Provide care by using appropriate competencies; c) Recognise limitations, and seek additional care when needed.

‘First Aid Training’ is defined as a course of study that builds the outlined competencies & skills in an adventure guide that can be evidenced through a summative assessment and is periodically refreshed through practice.

*Note: A First Aid Training provider must be registered with national / international bodies & forums that provide accreditations and guidelines for the said training based on globally accepted standards*

### Descriptor

This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance

### Application

These skills and knowledge may be applied in a range of situations, including community and outdoor settings

Application of these skills and knowledge should be contextualized as required to address specific activity, terrain or workplace requirements and to address specific risks and hazards and associated injuries

### ELEMENTS & PERFORMANCE CRITERIA

- a) Elements define the essential outcomes of a unit of competency

b) Performance Criteria specify the level of performance required to demonstrate achievement of the element.

## ELEMENT

### 1. ASSESS THE SITUATION PERFORMANCE CRITERIA

- 1.1) Identify assess and minimise hazards in the situation that may pose a risk of injury or illness to self and others
- 1.2) Minimise immediate risk to self and casualty's health and safety by controlling any hazard in accordance with safety requirements
- 1.3) Assess casualty and identify injuries, illnesses and conditions

## ELEMENT

### 2. APPLY FIRST AID PROCEDURES PERFORMANCE CRITERIA

- 2.1) Calmly provide information to reassure casualty, adopting a communication style to match the casualty's level of consciousness
- 2.2) Use available resources and equipment to make the casualty as comfortable as possible
- 2.3) Respond to the casualty in a culturally aware, sensitive and respectful manner
- 2.4) Determine and explain the nature of casualty's injury/condition and relevant first aid procedures to provide comfort
- 2.5) Seek consent from casualty prior to applying first aid management
- 2.6) Provide first aid management in accordance with established first aid principles and IFRC (International Federation of Red Cross) / ILCOR (International Liaison Committee On Resuscitation), Guidelines and/or State/ Territory regulations, legislation and policies and industry requirements
- 2.7) Seek first aid assistance from others in a timely manner and as appropriate
- 2.8) Correctly operate first aid equipment as required for first aid management according to manufacturer/supplier's instructions and local policies and/or procedures

2.9) Use safe manual handling techniques as required

2.10) Monitor patient's condition and respond in accordance with effective first aid principles and procedures

2.11) Finalize patient management according to patient's needs and first aid principles

## ELEMENT

### 3. COMMUNICATE DETAILS OF THE INCIDENT PERFORMANCE CRITERIA

- 3.1) Request ambulance support and/or appropriate medical assistance according to relevant circumstances using relevant communication media and equipment
- 3.2) Accurately convey assessment of patient's condition and management activities to ambulance services /other emergency services/relieving personnel
- 3.3) Prepare reports as appropriate in a timely manner, presenting all relevant facts according to established procedures
- 3.4) Accurately record details of patient's physical condition, changes in conditions, management and response to management in line with established procedures
- 3.5) Maintain confidentiality of records and information in line with privacy principles and statutory and/or organization policies

## ELEMENT

### 4. EVALUATE OWN PERFORMANCE PERFORMANCE CRITERIA

- 4.1) Seek feedback from appropriate clinical expert
- 4.2) Recognize the possible psychological impacts on rescuers of involvement in critical incidents
- 4.3) Participate in debriefing/evaluation as appropriate to improve future response and address individual needs

## REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

**ESSENTIAL KNOWLEDGE:**

The guide must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role.

This includes knowledge of:

- IFRC/ILCOR guidelines relating to provision of First Aid & CPR
- Awareness of stress management techniques and available support
- First aid management of:
  - abdominal injuries
  - allergic reactions
  - altered and loss of consciousness
  - bleeding
  - burns - thermal, chemical, friction, electrical
  - cardiac arrest
  - Patient with no signs of life
  - chest pain
  - choking/airway obstruction
  - injuries: cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations
  - envenomation - snake, spider, insect and marine bites
  - environmental impact such as hypothermia, hyperthermia, dehydration, heat stroke
  - fractures
  - medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions
  - near drowning
  - poisoning and toxic substances (including chemical contamination)
  - respiratory distress
  - seizures, shock, stroke

- substance misuse - common drugs and alcohol, including illicit drugs
- Social/legal issues:
- duty of care
- need to be culturally aware, sensitive and respectful
- importance of debriefing
- confidentiality
- own skills and limitations
- Working knowledge of:
  - basic occupational health and safety requirements in the provision of first aid
  - basic principles and concepts underlying the practice of first aid
  - chain of survival, BLS (Basic Life Support) & CPR # (Cardio Pulmonary Resuscitation)
  - first aiders' skills and limitations
  - infection control principles and procedures, including use of standard precautions
  - priorities of management in first aid when dealing with life threatening conditions
  - procedures for dealing with major and minor injury and illness

**ESSENTIAL SKILLS:**

It is critical that the guide demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- a) Apply first aid principles.
- b) Call an ambulance and/or medical assistance according to relevant circumstances and report casualty's condition.
- c) Communicate effectively and assertively in an incident.
- d) Conduct an initial patient assessment.
- e) Demonstrate correct procedures for performing CPR using a manikin, including standard precautions.

- f) Demonstrate:
  - i) ability to call an ambulance.
  - ii) consideration of the welfare of the patient.
  - iii) safe manual handling.
  - iv) site management to prevent further injury.
- g) Evaluate own response and identify appropriate improvements where required.
- h) Infection control, including use of standard precautions.
- i) Make prompt and appropriate decisions relating to managing an incident in the wilderness.
- j) Plan an appropriate first aid response in line with established first aid principles, policies and procedures, IFRC/ILCOR/ AHA Guidelines and/or State/Territory regulations, legislation and policies and industry requirements and respond appropriately to contingencies in line with own skills.
- k) Prepare a written incident report or provide information to enable preparation of an incident report.
- l) Provide assistance with self-medication as per subject's own medication regime and in line with State/Territory legislation, regulations and policies and any available medical/pharmaceutical instructions.

## #CPR & BLS CARDIO PULMONARY RESUSCITATION/BASIC LIFE SUPPORT

BLS is the foundation for saving lives after cardiac arrest. Fundamental aspects of adult BLS include immediate recognition of sudden cardiac arrest and activation of the emergency response system, early CPR, and rapid defibrillation with an automated external defibrillator (AED). Initial recognition and response to heart attack and stroke are also considered part of BLS.

### RISK MITIGATION:

The most important aspect of being trained

in first aid is to try and avoid situations where one has to use it. Keeping this in mind, it is important that the guide does the following before and during conducting any adventure activity:

- a) Identify areas or zones where potential for serious injury is possible and avoid those places
- b) Communicate with client about medical history (previous injuries and illness, allergies, food allergies)
- c) Recognize if the participant is under the influence of alcohol/ illicit drugs.
- d) Determine whether or not participant is fit for the activity
- e) Have the knowledge /ability and experience to tone down the adventure depending on prevailing conditions, fitness and experience of the client/s.

## BUILDING A FIRST AID KIT CONSIDERATIONS:

- a) **Group size:** Kits for bigger groups simply include more supplies like bandages and pain meds. Medical tools like thermometers, tweezers or splints remain fairly constant from kit to kit.
- b) **Trip length/distance**
- c) **Trip activity:** Include a fully waterproof pouch that makes a kit suited to paddling. Smaller, lighter kits are appropriate when you're planning light-and-fast pursuits like trail running. Bigger, more comprehensive kits make sense for supported expeditions.
- d) **Trip risks:** Example: If you're headed where nettles and ticks are concerns, consider adding a itch treatment and tick-specific tool to your kit.
- e) **Special needs:** On group trips, survey members so that everyone is aware of special supplies in the kit.
- f) **Include any personal items** such as medications and emergency phone numbers or other items your health-care provider may suggest.

**g) Check the kit regularly** for expiration dates and replace any used or out-of-date contents.

### **SAMPLE FIRST AID KIT (~ HIKING GROUP OF 4)**

- 1) 2 absorbent compress dressings (5 x 9 inches)
- 2) 25 adhesive band-aids (assorted sizes)
- 3) 1 adhesive cloth tape (1 inch)
- 4) antibiotic ointment
- 5) 5 antiseptic wipe packets
- 6) 2 packets of aspirin (81 mg each)
- 7) Painkillers
- 8) 1 blanket (space blanket)
- 9) 1 breathing barrier (with one-way valve)
- 10) 2 pair of non-latex gloves
- 11) 2 hydrocortisone ointment packets (approximately 1 gram each)
- 12) Scissors
- 13) 1 roller bandage (3 inches wide)
- 14) 1 Crepe Bandage
- 15) 5 sterile gauze pads (3 x 3 inches)

- 16) Oral thermometer (non-mercury/no glass)
- 17) 2 triangular bandages
- 18) Tweezers
- 19) Trauma Shears/Scissors
- 20) Butterfly Stitches

### **ONLINE RESOURCES:**

#### **FIRST AID**

[http://www.ifrc.org/Global/Publications/Health/First-Aid-2016-Guidelines\\_EN.pdf](http://www.ifrc.org/Global/Publications/Health/First-Aid-2016-Guidelines_EN.pdf)

<https://eccguidelines.heart.org/index.php/circulation/aha-red-cross-first-aid-guidelines/part-15-first-aid/>

#### **CPR**

<https://cprguidelines.eu/>

<https://eccguidelines.heart.org/index.php/circulation/cpr-ecc-guidelines-2/>

#### **LEARNING**

<https://ifrc.csod.com/client/ifrc/default.aspx>

<https://youtu.be/>

[N5awzSeTQM8?list=PLD3876E5E50A95DF8](https://youtu.be/N5awzSeTQM8?list=PLD3876E5E50A95DF8)

## GENERAL GUIDELINES

### 1. ATV REGISTRATION

Recognition by state tourism authorities, since vehicles are only for off road tracks.

### 2. MINIMUM QUALIFICATION FOR BUNGEE JUMPING, MOUNTAINEERING, SKIING

**INSTRUCTORS / GUIDES** - 10+2 should be mandatory from now on. Previously certified or existing guides with more than 5 years of experience may be exempted.

### 3. PHYSICAL FITNESS CERTIFICATE BY A DOCTOR

For soft adventure sports in controlled settings such as skiing, snowboarding, kayaking, rafting there's no requirement for physical fitness

certificate, since the motive is to encourage participation. A self declaration of fitness (as is done in all parts of the world) should be sufficient.

**4. ACCREDITATION SYSTEM** for organisations in field of adventure tourism could be based on level of understanding and applied knowledge mentioned in the minimum standards for each activity. Membership of ATOAI at the minimum is required.

**5. QUALIFIED INSTRUCTORS TO UNDERGO REVALIDATION PROGRAM** in their respective sport at least once every two years.

## GENERAL GUIDELINES

### 6. LIST OF INSTITUTIONS PROVIDING TRAINING IN SPECIFIC ADVENTURE COURSES:

S. No.	Institutes	Contact	Email	Website	Address
01	Nehru Institute of Mountaineering	01374 222 123	reg.nim.uk@gov.in, nimutk2004@gmail.com	<a href="http://www.nimindia.net/">http://www.nimindia.net/</a>	Uttarkashi, Uttarakhand 249193
02	Himalayan Mountaineering Institute, Darjeeling, West Bengal	0354 225 4087	hmidiar@gmail.com	<a href="https://hmidarjeeling.com/">https://hmidarjeeling.com/</a>	Jawahar Parvat, Darjeeling, West Bengal 734101
03	Atal Bihari Vajpayee Institute of Mountaineering and Allied Sports	01902 252 342	NA	<a href="https://www.adventurehimalaya.org/">https://www.adventurehimalaya.org/</a>	MDR 29, Aleo, Opp. Hotel Honeymoon, Manali, HP 175131
04	The Jawahar Institute of Mountaineering and Winter Sports (JIM & WS)	01936 243 002	principal@jawaharinstitutepahalgam.com	<a href="http://www.jawaharinstitutepahalgam.com">www.jawaharinstitutepahalgam.com</a>	Nunwan, Anantnag District, Pahalgam, J&K 192126
05	National Institute of Water Sports	0832 - 2436550	niwsgoa@gmail.com	<a href="http://niws.nic.in/">http://niws.nic.in/</a>	Training site, Caranzalem, Dona Paula, Goa 403004
06	Indian Institute of Skiing & Mountaineering	0194 245 8627	skitigers@gmail.com	<a href="http://www.iisngulmarg.in/">http://www.iisngulmarg.in/</a>	Gulmarg, Baramulla, J&K 193403
07	Directorate General of Civil Aviation	011 2462 2495	<a href="http://dgca.nic.in/dgca/contact-reg-ind.htm">http://dgca.nic.in/dgca/contact-reg-ind.htm</a>	<a href="http://dgca.nic.in/">http://dgca.nic.in/</a>	Aurobindo Marg, Opp. Safdarjung Airport, New Delhi, Delhi 110003













ADVENTURE TOUR OPERATORS  
ASSOCIATION OF INDIA

[www.atoai.org](http://www.atoai.org)