



Hotelplan Group commits to protect animals and their natural environments. Our objective is to provide authentic and ethical holiday experiences, that harmoniously integrate the interest of customers, local communities, natural habitats and wildlife. We commit to not knowingly compromise the welfare of any animal for the purpose of our holiday offer.

Animal interactions form a significant part of many of our trips. We acknowledge our responsibility to offer only experiences with animal interaction that do not result in exploitation or harm. Therefore, we constantly evaluate our itineraries and collaborate closely with our partners and suppliers to operate our trips as responsibly as possible.

For programs with **animals in captivity** Hotelplan Group follows the internationally recognized Five Domains model for good animal welfare. This includes thorough analysis of nutrition, environment, physical health and behaviour, all of which collectively contribute to an animal's mental health. We encourage our suppliers and facilities to respect the Five Domains model as well, however, we exclude certain activities from our portfolio in general: We do not offer accommodation, experiences and facilities with dolphins or whales in captivity or elephant riding in our own portfolio.

Hotelplan Group believes that **direct contact with wildlife**, whether in a natural environment or an enclosed facility, should be avoided. This includes actions such as feeding and touching wild or feral animals, picking plants, removing seeds or touching coral. A wild animal that allows human interaction, such as being held, photographed with, ridden, swam with or stroked, has been conditioned to do so, often jeopardizing the animal's welfare. We understand that animals will initiate contact on occasion, and this is acceptable provided they are not encouraged by enticing them with food or objects, and have freedom of choice and are able to move away. We recommend to also avoid **direct contact with tame wild animals** (being raised as pets), which are different from domesticated animals.

Indirect contact with wildlife, e.g. during safaris, is planned and executed responsibly, with due respect for the animals' freedom and personal space.

Domesticated working animals such as horses, donkeys or mules and camels deserve a life of dignity. Reports of cruelty or neglect will always be investigated and improvements sought before changing suppliers.

- **Riding animals** (animals carrying human beings on their back): The animal we can use as part of our portfolio include horses and camels. It will not be acceptable to ride wild animals in our own trips.
- **Draught animals** (animals pulling a cart or sled, wearing a suitable harness): The animals we can use as part of our portfolio include horses, donkeys/mules, camels, sled dogs and reindeer.
- **Pack animals** (animals carrying weight on their back, for transportation of luggage or equipment to support treks): The animals we can use as part of our portfolio include horses, donkeys/mules and camels.

Hotelplan Group does not support activities that could potentially endanger, disrespect or in any way harm animals or their natural environment. We recommend our customers not to feed, hold, ride or hunt any wild animal in captivity or in the wild. We strongly discourage visits to wildlife performances, wildlife markets, the purchase of bushmeat or souvenirs made from wild animal parts.

We recognize our responsibility towards any animal with which we interact and we recommend our customers to take responsible travel decisions, follow our policy standards and offer them alternative solutions. If demanded by the customer it may occur that bookings for product that we excluded from our portfolio are made via third party partners. We encourage customers and all staff to report any instance of animal welfare or protection that has been compromised. We will investigate and mitigate any abuse that does not align with our values. We will constantly review our portfolio and processes and thereby learn and improve together with our partners and suppliers. **Any concern** can be raised via sustainability@hotelplan.com or with our travel consultants.

This policy is valid for whole Hotelplan Group. It is implemented by all our business units and travel brands. The animal welfare guidelines of the Association of British Travel Agents (ABTA) and the German Travel Association (Deutscher Reiseverband, DRV) serve us as valuable orientation and we constantly monitor the industry's progress in the field.

Signed by the Executive Board of Hotelplan Group,
18. April 2024

Definitions

Animal	Using the word “animal” we refer to any living creature; vertebrate or invertebrate, land or sea dwelling. The only exception here are humans.
Animal Welfare	When referring to good animal welfare, Hotelplan Group follows the internationally recognised Five Domains model. This includes thorough analysis of animal specific nutrition, environment, physical health and behaviour which together form the mental health of the animal. Examples include access to clean water, appropriate nutritious food, opportunities to carry out natural behaviours in a naturalist environment, and provided with veterinary care.
Bushmeat	Refers to any wild animal meat. We do not classify fish or livestock as bushmeat.
Domesticated Animals	Animals that have been selectively bred and genetically adapted over generations to live alongside humans. E.g. dogs, cattle or sheep.
Facility	Refers to an included or optional activity in our itinerary where an animal is fully or partially enclosed and where they rely on humans to be able to meet their five domains of welfare. Examples include anywhere which calls themselves a zoo, a sanctuary, orphanage, camp, shelter, rescue centre etc.
Interaction	Refers to any planned activity or observation, where the animal was the sole purpose of visit. It does not imply physical contact with an animal, and does not differentiate between wild or domesticated animals.
Natural Environment	We use the term natural environment to refer to natural landscapes, specifically including all of its non-human characteristics and processes. It is used as a broad term to talk about the interrelationships between different animal and plant species (their habitats and ecosystems) and our want to cause as little disruption as possible to these natural systems.
Wild	Refers to an animal or plant, living or growing in a natural environment; not domesticated or cultivated. A wild animal may not always be in the wild, but instead in a facility as defined separately.
Wildlife	Refers to undomesticated animal species, including all organisms that usually grow or live wild in an area without interacting with humans on a frequent or planned basis.
Wildlife Markets	Refers to markets selling wild animals for meat or as pets. The markets themselves may be legal, but will sometimes offer illegal species alongside permitted ones.
Wildlife Performance	Live Animal Markets have to be separated from wildlife market and refer to markets where there might be livestock trading (farmers markets) or fish markets. Commercial shows or demonstration with wild animals kept exclusively for this purpose.
Working Animals	Hotelplan Group recognizes that worldwide various animals are used as working animals (such as elephants), however we will only refer to domesticated equine (horses, donkeys, mules), camelids (camels, llamas, alpacas and vicuna), dogs (sled and sheep) and reindeer as those acceptable to be used within a tourist facility or interaction.