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Namibia Tourism Board

**DEVELOPMENT OF REGULATIONS FOR VOLUNTEER TOURISM IN
NAMIBIA**

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Abstract

The tourism market is especially important to Namibia's young and growing economy. The creation of separate regulations for volunteer tourism can help the Namibian Tourism Board standardize and promote volunteer tourism as a distinctive tourism market. Our project helped create unique volunteer tourism regulations concerning accommodation, safety, transportation, insurance, and bed levies.

Executive Summary

Volunteer tourism is a growing trend that has quickly gained interest and is spreading throughout the world, particularly in Europe and parts of Africa. This form of tourism can be described as volunteering in an organized manner while vacationing. It may involve aiding poverty stricken communities, restoring the environment, or performing research into certain aspects of society or environment (Wearing, 2001). Figure 1 shows volunteers performing medical examinations on a wild dog in order to aid research efforts on the species.



FIGURE 1 VOLUNTEERS PERFORMING MEDICAL EXAMINATION ON WILD DOGS AT HARNAS

Creating these regulations will produce necessary legal documentation for volunteer tourism in Namibia. Once created, these regulations can be amended and referred to in the future when needed. By differentiating and better categorizing volunteer tourism from typical tourism, the integrity of the volunteer experience will be improved. The tourism industry will thus become more advanced, increasing the willingness of people to volunteer in Namibia, which in turn could positively affect the economic growth of tourism in Namibia. The Namibia Tourism Board (NTB) sees a need to create a set of minimum requirements for volunteer tourism organizations. Specifically, we were asked to create a separate accommodation category for built and tented volunteer tourist housing. Furthermore, the NTB wanted to create a basis for

calculating volunteer tourist accommodations bed levies that will be payable to their office. Through our onsite research and of our review of effectiveness of existing regulations, we were able to formulate the necessary guidelines in order to achieve a standard in Namibian volunteer tourism.

Over the course of fifteen weeks we have worked directly and indirectly with the NTB to assist with the creation and implementation of volunteer tourism regulations in Namibia. We used the following objectives in order to achieve this goal:

1. Analyze the existing tourism regulations for Harnas Volunteer Project, N/a'an ku sê Wildlife Experience, Okonjima Lodge/People and Wildlife Solutions (PAWS), Elephant-Human Relations Aid (EHRA), Cheetah Conservation Fund (CCF), and Wadadee Volunteer House and assess the individual needs for each tourism establishment.
2. Create a potential basis for calculating bed levies based on existing volunteer tourists fees.
3. Provide recommendations to the NTB for the implementation of these regulations.

During the preliminary phase of our project we researched four volunteer organizations, as a case study for our evaluations. We also performed background research on regulations in place for volunteer organizations throughout the world. Once in Namibia, we evaluated an additional volunteer organization as well as a volunteer accommodation business. We also reviewed the current tourism organization regulations in place for accommodation and safety. We interviewed and surveyed the previously mentioned volunteer organizations to gain perspective of the volunteer tourism industry as well as to acquire suggestions for creating regulations. We also surveyed participants at each organization to gain a first-hand perspective of the needs of a volunteer. Together with the data collected from surveys and interviews as well as the existing regulations, we were able to create regulations for volunteer tourism.

The results of our site assessments and interviews varied slightly, but overall the establishment owners shared similar responses. All volunteer tourism establishment owners were in favor of the creation of specific regulations for volunteer tourism in Namibia provided they are flexible enough to meet the needs of each unique organization. With regulated policy and legal documentation, these organizations hope they will be able to better address their concerns

and issues with the NTB, Ministry of Environment and Tourism (MET) and Office of Home Affairs. We experienced a vast range in the types of volunteer projects between each organization; however most organizations already implemented similar appropriate practices in terms of amenities, management, and professionalism.

We subdivided the regulations into three different sections: accommodation and amenities, safety, and bed levies. The key parameters of each are listed below.

1. The accommodation and services section of our regulations consists of three subsections: built, tented, and mobile-tented units. Each of these subsections is delineated even further to cover all aspects of an accommodation unit, such as toilet facilities, food prep areas and bedroom areas.
2. The safety section of our regulations consists of fire, animal, medical and general safety measures, including insurance. The animal safety section was created to help protect both the volunteers and the establishments. This section of our regulations aims to regulate all safety aspects of the volunteer's experience to make sure that they are safe and well prepared for any emergencies at all times.
3. The bed levy section of our regulations covers the basis for which bed levies are calculated and paid to the NTB. Specifically, it outlines how each organization should distribute their volunteer fees into an accommodation expense category.

These regulations are included in the recommendations we have provided to the NTB. While not every volunteer tourism establishment is the same, the regulations we created have enough flexibility to cover all styles of accommodation and a variance of volunteer projects. We further suggest that the NTB create a forum with representatives from each volunteer organization to finalize these regulations and obtain any suggestions or improvements. Then, all suggested regulations should be sent to each volunteer organization, providing them with a method to respond with any feedback. After the feedback is received and considered, we suggest that necessary changes should be made to the regulations to be submitted to a policy writer. After the regulations are finalized, the organizations should be given a grace period to comply with the regulations and register with the NTB as volunteer tourist organizations.

We believe that in collaboration with the NTB, we have provided a recommended set of regulations for volunteer tourism in Namibia that can be adjusted or built upon in the future.

Creating these regulations may improve the integrity of the volunteers' experience and ensure that each volunteer organization operates in a fair and uniform manner. By regulating these businesses, the NTB will be able to better promote the conservation and sustainability objectives of the volunteer industry. By participating in a variety of volunteer projects, we were able to gain a first-hand perspective of the activities that the volunteers complete. The creation of regulations may encourage new volunteer establishments throughout Namibia to become registered, which could positively affect Namibia's economic growth. This positive effect on Namibia's economic development will improve the local communities' perception on tourism while simultaneously improving both the natural environment and conservation efforts. It will also help promote the organizations' objectives to encourage the coexistence of wild animals and local citizens.

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Authorship

Through the course of this project, each team member focused on different sections of the paper. While some sections may be initially written by one person, all group members edited and contributed to every part of the final paper. Therefore, all team members have contributed equal efforts to this report.

We would like to acknowledge Emily Dudley for researching and creating regulations for the bed levy section, Antonia La Bella for creating the survey and interview questions, Juan Ortega for researching and evaluating the five organizations, and Karyn Sutter for creating the regulations for the accommodations section. In addition to the specific portions that each member has specialized in, there were numerous sections each person has completed and edited.

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1.0 Introduction

Volunteer tourism is a growing trend that has quickly gained interest and is spreading throughout the world, particularly in Europe and parts of Africa. This form of tourism can be described as volunteering in an organized manner while vacationing. It may involve aiding poverty stricken communities, restoring the environment, or performing research into certain aspects of society or environment (Wearing, 2001). It differs from general tourism because visitors contribute to communities around the world by working in them rather than just experiencing the culture. This option offers an alternative reason for people to travel while having a more meaningful experience. Around the world there are many opportunities that allow a person to become a volunteer tourist. These organizations typically charge the tourist a fee and take them to a site where they will volunteer and contribute to the organization. According to Alexandra Coghlan, a writer for these types of tourism organizations, volunteer tourism is “sustainable alternative travel that can assist in community development, scientific research or ecological restoration” (Coghlan, 2007, p. 267). During the 1980s and 1990s, volunteer tourism developed as an alternative form of tourism due to the negative impacts seen in tourist communities (Gray, 2007). Having a large number of tourists in an area can be a strain on a country’s resources and it may end up hurting the environment instead of aiding it. However, because people are becoming more aware of these negative effects of tourism, actions are being taken to create a more environmentally friendly tourism industry (Croall, 1995).

After Namibia became an independent country in 1990, the idea of volunteer tourism quickly spread throughout the nation as a way to encourage its growing economy. Namibia soon developed relationships between private sectors of the tourism industry and small communities. These private sectors, also called conservancies, were organized in order to provide protection to wildlife conservation areas. Because these two groups are now connected, they can both aim towards a common goal of encouraging volunteer tourism so the communities can improve and the companies can gain more revenue. When communities become involved, locals are able to gain more employment opportunities in the tourism industry and thus improve the economy of that community. Therefore, this collaboration results in increased profit and oversight for both parties involved (Roe, 2001). However to run volunteer tourism on a large scale, regulations are necessary to ensure that both tourists and tourism providers follow certain

rules of conduct. Creating volunteer tourism regulations will also produce legal documentation that can be amended and referred to in the future. By creating a set of regulations to categorize volunteer tourism, the integrity of the experience will be improved for the volunteers. Any funds earned by local citizens involved in this industry, will stimulate the local economy. Also, more people are realizing the potential negative environmental effects of mass tourism and thus actions are being taken to reduce the destruction of the surrounding areas (Croall, 1995). A higher level of organization among the tourist establishment owners can also create the stepping-stones to more economically and environmentally sustainable tourism within the community.

The Namibia Tourism Board (NTB) was created on April 2, 2001 by an act of Parliament “as a statutory body, responsible for bringing together both private and public sector in implementing the national policy on tourism” (“About the NTB,” n.d.). One of the mandates of the NTB as stated on their website is to reassure that any activities and resources provided to the volunteers adhere to certain standards (“About the NTB,” n.d.). Currently, the NTB has no regulations or standards for volunteer tourism organizations. These organizations are currently registered under the backpacker’s accommodation category. The NTB sees a need to create a separate category and a set of minimum requirements for volunteer tourism organizations. Specifically, we were asked to create a separate accommodation category for built and tented volunteer tourist housing. Furthermore, the NTB wanted to create a basis for calculating bed levies payable to their office for volunteer tourist accommodations. It is difficult for the Tourism Board to differentiate between the establishments that had no business throughout the year and those establishments that simply refused to pay their bed levies. According to *The Namibian*, the NTB collected almost \$4.5 million less than expected on bed levies for coastal bed and breakfast facilities between the years of 2006 and 2007 (Hartman, 2007). The implementation of a volunteer tourism registration and regulation system is believed to have created a simpler means for the NTB to monitor their tourist operations.

Volunteer tourism is an up and rising segment of the tourism market not only in Namibia, but also in the rest of the world. Volunteer tourism has been a trend for at least twenty years and some countries involved in this industry have already set regulations for its tourism businesses to ensure the safety of the people and the environment. Opening lines of communication between the tourists, the outfitters, and the NTB helped to determine what existing regulations needed to be adjusted and what new regulations needed to be added to ensure the safety of everyone

involved. We advanced this research by investigating current outfitters that were already registered with the NTB, as well as established volunteer tourism industries from other countries to see what regulations are in place for requirements such as accommodations, safety, food, and transportation. In comparing and contrasting the effectiveness of the existing regulations, we were able to formulate the necessary guidelines in order to achieve a standard in Namibian volunteer tourism.

2.0 Background

With the growing number of volunteer tourists in Namibia, it was becoming increasingly important to develop a set of uniform regulations for tourists' establishments. The NTB currently does not have any regulations in place for volunteer tourism. The NTB decided that drafting a set of regulations that are customized to fit this new market would be beneficial for both the Tourism Board and the volunteer organizations. Regulations regarding such interests as health, safety, and quality of accommodation will encourage tourism growth, which will in turn benefit the NTB. By researching current regulations for similar tourism sectors, we have identified those regulations that are the most effective regarding volunteer tourism in Namibia. We reviewed available literature on topics such as the history of tourism in Namibia, the need for uniform regulations, and current tourism organizations operating under the NTB.

2.1 History of Tourism in Namibia

Namibia's landscape is an integral part of its quickly growing tourism industry. "Boasting a unique combination of coastline, desert, game parks and diverse cultures, Namibia is one of Africa's fastest growing travel and tourism economies" (Namibia-The Impact of Travel & Tourism on Jobs and the Economy, 2006, p. 35). Namibia's tourism sector originated under the legislation of South Africa before it became an independent country in 1990. South Africa controlled Namibia's government, including its airports, and only allowed airlines from South Africa to land in Windhoek, Namibia's major airport. Therefore, few international travelers, other than South Africans, visited Namibia on holiday without stopping in South Africa first. The control of Namibian airports created a dependency on South Africa's tourism. Because the South African government regulated this industry, tourism in Namibia was targeting the upper class citizens of South Africa who wanted attractions that would be based in leisure and nature. As tourism researcher Roe noted, "tourism was very much a government-controlled industry focusing on national parks, game reserves and recreational areas, complemented by a few private lodges and guest farms" (Roe, 2001, p. 3). The Namibian countryside consists of vast open land with much of its natural wildlife free to roam around in the conservation areas or national parks. Nearly 13 percent of the country is reserved for these parks and conservations, which include tourist amenities, such as campsites or safari attractions (Barnes et al., 1997). Therefore, tourism

establishments took full advantage of this opportunity by advertising Namibia in the nature-based subcategory of tourism (Roe, 2001).

According to Roe, when Namibia gained its independence as a country in 1990, its international visitors increased dramatically. Travelers flocked from European countries to experience “Africa’s youngest nation” (Roe, 2001, p. 3). Originally a German territory, Namibia’s capital Windhoek maintains strong European influences, which appealed to the European tourists. To capitalize on the larger number of visitors, tourism establishments began to increase the scope of nature-based attractions that would highlight Namibia’s greatest assets: its environment and its wildlife. Safaris and conservation tours were integrated into the tourism system. Through the collaboration of Non-Governmental Organizations (NGOs) such as The Ministry of Environment and Tourism (MET), Save the Rhino Trust (SRT) and Integrated Rural Development and Nature Conservation (IRDNC), communities in Namibia help to preserve the environment and wildlife not only for the sake of environmental protection but also to support the tourism industry (Roe, 2001, p. 3-4).

2.1.1 World Travel and Tourism Council (WTTC) in Namibia

The World Travel and Tourism Council (WTTC) includes 181 countries, including Namibia. Their mission is to:

“measure spending on Travel & Tourism by households, businesses, governments, overnight and same-day visitors, in order to capture fully the economic contribution of both domestic and international tourism, thereby quantifying Travel & Tourism’s contribution to gross domestic product (GDP) and employment.” (Travel and Tourism Economic Impact, 2010, p. 1)

The WTTC incorporates business leaders, such as CEOs and presidents of prestigious companies who are involved in travel and tourism in both the public and private sectors. It is the WTTC’s goal to improve understanding the global economic and employment impact provided by tourism (WTTC Launches Report for Namibia, 2006).

In 2006, the WTTC completed a research project for Namibia to recognize the economic impact from the tourism industry, including potential employment, GDP, exports, investments and government expenditure (government spending for the tourist organizations). Based on these findings, the Council predicted that 20 percent of the exports from Namibia would be associated with the total spending by international tourists. In the employment field, The Namibian Travel

and Tourism sector forecasted that 4.7 percent of the total occupations would be directly related to tourism and 17.9 percent of the total occupations would be both directly and indirectly related to tourism in Namibia. Indirect employment could include any financial investment or government expenditure that is associated with the tourism industry (WTTC Launches Report for Namibia, 2006). The year of 2006 was predicted to represent a positive economic gain for Namibia and would continue to increase until 2009 when the world experienced an economic downfall. The 2009 recession decreased the travel and tourism demand dramatically, and the impact on tourism was significant. This “global slump” decreased the amount of time and money spent “leisure traveling” during that time (“Travel and Tourism Economic Impact,” 2010, p. 1, 3).

Since people were not visiting other countries, there was a decrease in the travel and tourism world economy GDP, economy employment, visitor exports, and investments in 2009, which is provided by the WTTC. These four globally based categories are represented in the charts in Figure 2 (below).

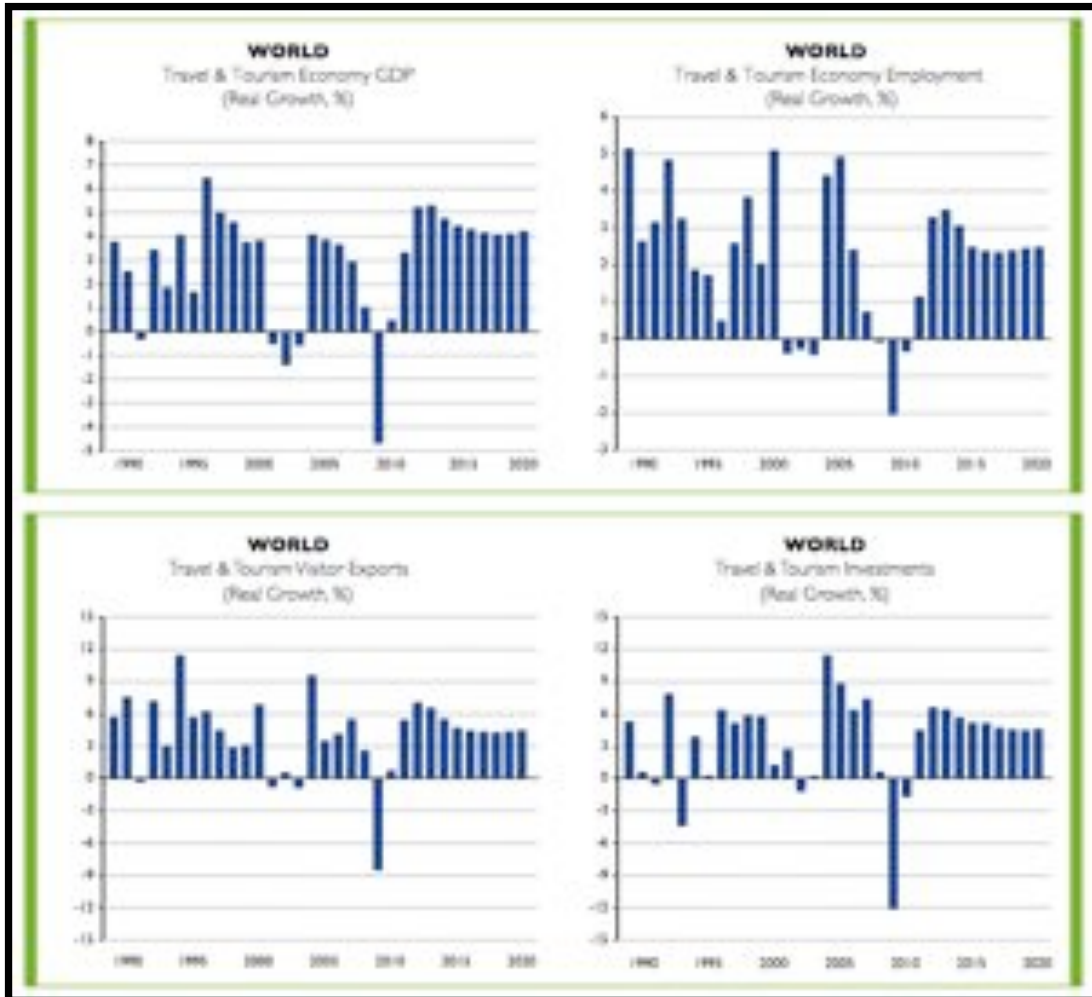


FIGURE 2 - TRAVEL AND TOURISM IMPACTS ("TRAVEL & TOURISM ECONOMIC IMPACT," 2010, P. 8)

All four subcategories of the global economy influenced by tourism, GDP, employment, exports, and investments, see a sharp growth percentage increase between the years of 2009 and 2010. This reiterates the evidence that tourism around the world is recovering from the economic recession and is expected to improve over the next few years from 2010. The WTTC predicts that the demand for tourism will steadily increase, which will increase the employment market once again. These projections are based on the improved global economy and the WTTC believes that the improved economy will also improve the global tourism industry. Over the next ten years, the demand for travel and tourism is expected to increase by 4.7 percent and the total employment within the travel and tourism economy is predicted to increase from 8.1 percent (1 in 12.3 jobs) in 2010 to 9.2 percent (1 in 10.9 jobs) by 2020. In addition to the global improvements, the WTTC believes that this growth will also be similar for the Namibian tourism

sector as well. These two data figures are represented in Figure 3 (Namibia Travel and Tourism Employment) and Figure 4 (Namibia Travel and Tourism Demand).

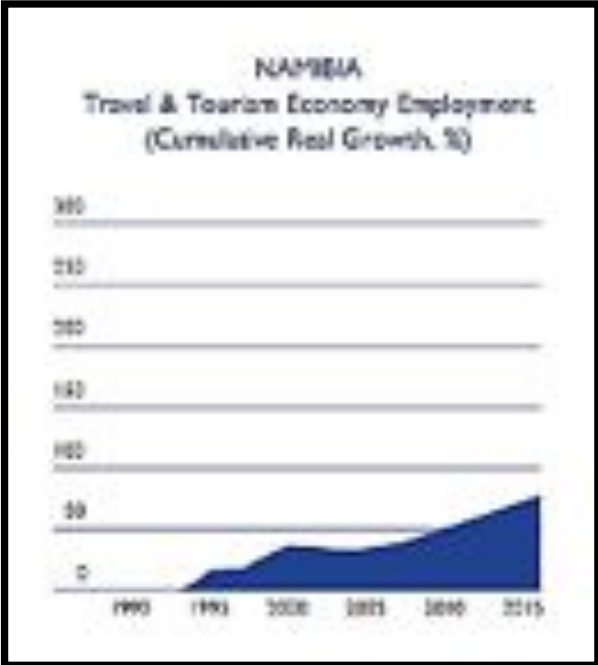


FIGURE 3 - TRAVEL & TOURISM EMPLOYMENT (“NAMIBIA – THE IMPACT OF TRAVEL & TOURISM ON JOBS AND THE ECONOMY,” 2006, P. 29)

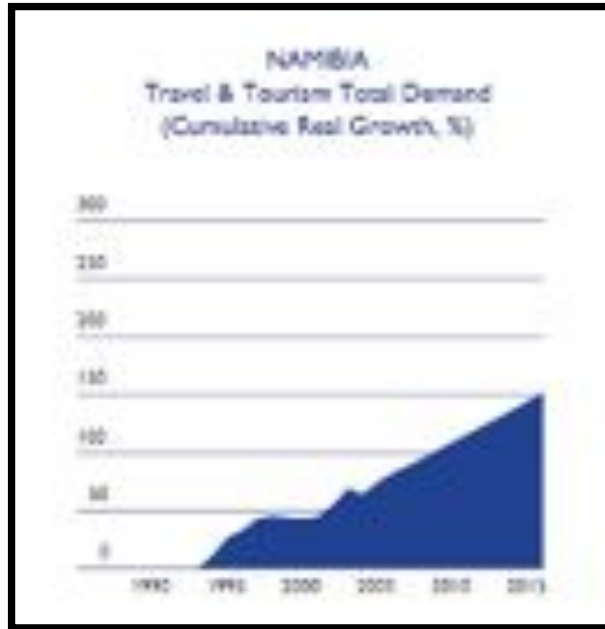


FIGURE 4 - TRAVEL & TOURISM DEMAND (“NAMIBIA – THE IMPACT OF TRAVEL & TOURISM ON JOBS AND THE ECONOMY,” 2006, P.28)

Between the years 2005 and 2015, the Travel and Tourism Satellite Account by the WTTC in Namibia hopes to provide 36,000 more employment opportunities for its citizens (“Namibia-The Impact of Travel & Tourism on Jobs and the Economy,” 2006). According to the WTTC, “in the longer run, Travel & Tourism will sustain its leading role in driving global growth, creating jobs and alleviating poverty” (“Travel and Tourism Economic Impact,” 2010, p. 7).

Among the global leaders in tourism today, Namibia ranks thirteenth for the fastest growing country in the tourism industry according to the Travel and Tourism Total Demand specifications (WTTC Launches Report for Namibia, 2006). It contains one of the fastest growing GDP rates and employment rates in the world (Travel and Tourism Economic Impact, 2010). As Namibia’s general tourism industry flourishes, new advances can be made to introduce other forms of tourism, such as volunteer tourism, that can encourage economic and employment growth for its citizens as well as potentially aid its environment.

2.2 Volunteer Tourism in Namibia

Currently at least ten organizations and tour operators are conducting volunteer tourism businesses in Namibia, according to NTB research. These organizations sustain their businesses mostly from donations and payments received from volunteers. According to Juan Marx, researcher for the NTB and staff member at the Cheetah Conservation Fund, there are both positive and negative impacts of the integration of volunteer tourism in Namibia. Positive impacts include improved research supplied to the government, increase in conservation efforts, and job creation. Some negative impacts include organization failure to pay bed levies and visa fees, unorganized and complicated guest registration, and little to no volunteering from Namibian citizens. For example, when an organization begins to accommodate volunteers, the guest registration can become complicated between normal tourists and volunteer tourists and often these organizations will not record their volunteer guest numbers to avoid paying higher bed levies to the NTB. Since there is no policy to regulate volunteer tourist accommodations, the NTB cannot legally intervene with the guest registration. Once created, these regulations may aid in the registration process for volunteer tourism organizations and will alleviate some of these negative impacts.

2.3 Need for Uniform Regulations

Volunteer tourism is a relatively new concept in the tourism industry. Alternatives to “mass tourism” such as eco-tourism, responsible tourism, and sustainable tourism gained popularity starting in the 1980s (Callanan, 2008). It is sometimes difficult to differentiate between each sub-sector of tourism, as many of the key concepts are similar. Most research available focuses on the best management practices of tourism in order to benefit the local community and environment of the destination countries. Only limited investigation has focused on the actual volunteer tourism industry and their regulatory practices. It is also difficult to accurately collect data pertaining to different sectors of tourism as the data may be skewed due to lack of specific sector definitions (Cousins, 2007). According to Konstantinos Tomazos, a writer for *Innovative Marketing*, the number of individuals participating in volunteer tourism has increased rapidly since 2000 (Tomazos, 2010). Creating separate regulations for volunteer tourism may benefit the NTB financially, which in turn may help to create a better market for tourism in Namibia. It is also important for the NTB to consider the environmental impacts of

volunteer tourism in the local communities, as well as oversight into the health and safety of the tourists. Consequently, sustainable tourism is often achieved through the implementation of organized managerial practices.

2.4 Creating Sustainable Volunteer Tourism

It is important that any sector of tourism, volunteer or otherwise, does not create harm to the local community or environment. According to the Guide for Local Authorities on Developing Sustainable Tourism as published on the World Tourism Organization website, local authorities are becoming more involved in managing tourism. This trend in decentralization of government gives more responsibility to local authorities, which in turn leads to more effective local development. However, local authorities do not always have experience in planning, developing, and managing tourism. In order to optimize the benefits of tourism in a local area, authorities must implement proper planning, efficient development, and “effective continuous management” (Guide for Local Authorities on Developing Sustainable Tourism, 1998). Though it has been argued that the government or external regulatory agency should not be solely responsible for the protection of the local environment, self-regulation of tourism establishments alone may not ensure sustainability of particular tour establishments (Russell, 2008). It is important for the potential volunteer tourism regulations to take into account sustainability of the tour establishment in that particular community.

2.5 Bed Levies

Bed Levies are taxes imposed by a government on an accommodation operation within its authority. Act 21 of The Namibia Tourism Board Act states that the Board may impose levies to be paid by persons engaged in the tourism industry. Furthermore, in 2004 the NTB established that all accommodation establishments in the country - excluding campsites and caravan sites - are required to pay a tourism levy to NTB (Namibia Tourism Board Act 21 of 2000, 2000). Under this regulation the bed levy payable to the NTB is calculated as 2 percent of the tax for bed-and-breakfast or bed-only services, or 1 percent of an all-inclusive tariff for bed, breakfast and other services such as game drives (Tourism Industry Gears for Levy, 2004). In 2007, according to the Chief Executive Officer of the NTB, Digu Naobeb, bed levies were declining while occupancy rates were increasing (Shigwedha, 2007). Establishments frequently

do not pay their bed levies to the NTB. According to an article titled “No Mercy for Pirate Tour Operators” published in *The Namibian*, the NTB collected nearly \$4.5 million short of their expected income in bed levies in the 2006/2007 financial year. This has become a problem for the NTB, as the bed levies supplement their budget to market Namibia as a tourist destination (Hartman, 2008). Creating or expanding on the current basis for calculating bed levies for volunteer tourist accommodations may provide a more organized collection method for the NTB.

2.6 Registration Process

The NTB describes volunteer tourism as a “field of tourism in which tourists travel at their own expense (including their accommodation and food) to visit a destination” (Namibia Tourism Board Act 21 of 2000, 2000). Volunteer tourism is recognized by the NTB as a field of tourism in which tourists pay the volunteer business a fee to be able to take part in work and social activities at the establishment. Under Act No. 21, 2000 of the NTB, it is stated that The Minister may declare any sector of the tourism industry to be a regulated sector. Following this, any tourism establishment that conducts business that falls within the category of the regulated sector must be registered under that sector. Organizations that consider themselves a tourist accommodation and do not register with the Namibia Tourism Board can be convicted and either fined or imprisoned by the Chief Executive Officer of the NTB. Section 24 of the act specifies that any tourism establishment who desires to be registered as a regulated business must apply to the NTB. The Board will grant or refuse the application based on the compliance of the establishment with the prescribed requirements for registration. Recently, the NTB declared that any establishment offering volunteer tourism activities (as defined by the NTB requirements) must apply for registration under the volunteer tourism sector (Oliver, 2010). The NTB is waiting to register other possible volunteer tourism organizations until regulations are created in terms of accommodation and safety.

2.7 Global Volunteer Tourism Organizations

Even though volunteer tourism is a relatively new form of tourism, there are already organizations in Namibia that operate as volunteer tourist attractions. Currently, these organizations do not have a strict set of guidelines that they must follow and are therefore responsible for their own standards for accommodations, transportation, insurance, food and

safety for their volunteers. While some organizations outline these upfront and provide the best services available, other operations are not as thorough in their guidelines. The National Policy on Tourism for Namibia created by The Ministry of Environment and Tourism states, “the quality of service provided should be of a standard that meets the requirements of present day national, regional and international tourism” (National Policy on Tourism for Namibia, n.d.). It is important to create and implement a set of standards that will apply to all organizations to ensure that the quality of tourism does not decline.

To determine what standards should be put in place, it is helpful to look at other organizations that are well known. One such organization is Earthwatch, a non-profit organization, which takes volunteers around the world to conduct scientific research. This establishment charges a minimum contribution fee that “covers the most basic research costs, such as room and board, research permits, basic scientific equipment, on-site staff, carbon offsets, basic insurance” (Earthwatch, n.d.). They hold safety as one of their highest priorities and include basic travel insurance in the minimum contribution fee to ensure each volunteer is prepared should any incident occur. There is also a 24-hour International Incident Management Team and International Emergency medical Evacuation Service that is in place, which is covered under the cost of the trip (Earthwatch, n.d.). While each site to which they send volunteers has different levels of accommodations and food is provided, Earthwatch outlines expectations, and the volunteers are informed of their room and board before they arrive. By creating these safety and accommodation requirements that each site must follow, the administration at Earthwatch holds its organization to a higher standard.

Another organization that promotes volunteer tourism is Global Ambassadors for Children (GAFC), a non-profit organization, which sends volunteers on humanitarian trips around the world to serve and aid children. Like Earthwatch, GAFC charges the volunteer a fee for each service trip. What this fee includes varies depending on each site, but all inclusions are reported to the volunteer beforehand. GAFC does not include travel insurance with the trip fee but does work with an insurance provider should the volunteer like to pursue this option. Most trips also have a detailed trip itinerary provided that describes what the volunteer will be doing and where they will be staying, as well as any special dining plans. Finally, GAFC has a self-assessment ranking system in place for their trips based on the level of travel experience they

suggest for the volunteer: Beginner, Moderate or Advanced (Global Ambassadors for Children, 2008).

Italy was an important country for us to consider when creating regulations for volunteer tourism. According to the NTB, Italy is the only country that has a set of regulations strictly for volunteer tourist establishments. The country report generated by the Association of Voluntary Service Organisations (AVSO) and the European Volunteer Centre (CEV) explores the legal issues involved in the volunteer tourism industry as well as the legal status of the volunteers.

This country report provides various definitions of volunteer tourism. It also differentiates volunteerism and volunteering. Volunteerism is the more general form of volunteering where the person can participate in any volunteer activities whether at home or abroad for their own free will without financial benefits. Volunteering usually includes nonprofit organizations and volunteers are usually covered in case of accidents. Health care is usually provided as well as indemnity insurance. The volunteers receive “training and management, as well as the reimbursement of all out-of-pocket expenses” (AVSO & CEV Project: Legal Status of Volunteers, 2003, p. 2).

In Article 2 of Italy’s legal document on volunteer activities, volunteers cannot have any financial relations through employment to the organization in which they are volunteering. This ensures that the volunteers do not get economically involved with the organizations in which they are volunteering. Staff members and volunteers are administered separate work related activities and thus these jobs should not be overlapped. Volunteers will not be considered employees so they do not need to provide taxes to the country they are volunteering. According to Law 266/1991 of Italy’s legal volunteer tourism regulations, the organizations must provide budget and insurance for the volunteers. Depending on the separate organization’s policy, volunteers will only be reimbursed for the expenses collected from the activities themselves (AVSO & CEV Project: Legal Status of Volunteers, 2003).

In addition to defining the distinction between a volunteer and an employee, this document also states that insurance should be provided for the volunteers, which is an important aspect to health and safety. The legal policies for volunteer tourists outlined in the country report for Italy was used as a template for many of the NTB’s regulations including safety, health and insurance.

2.8 Current Volunteer Organizations

The Namibia Tourism Board is involved in every aspect of lawmaking and maintenance of the tourism industry business. Their objectives are clear:

“One of the main responsibilities of the NTB is to regulate the tourism industry by administering and enforcing various regulatory instruments such as the NTB Act, 2000 (Act No. 21 of 2000), regulations prescribing the minimum requirements that must be complied with by any accommodation or regulated tourism business.” (Namibia Tourism Board (NTB), n.d.)

Since there is currently no sector for volunteer tourism, the few companies that can be defined as volunteer tourism establishments have their own regulations set in place for particulars such as accommodations, food, transportation, and so forth. There is some overlap under the auspices of other designations. For example, some of the registered businesses under the backpacker’s accommodations sector of the NTB include Harnas Wildlife Foundation, N/a’an ku se Wildlife Experience, Okonjima Lodge, Wadadee Tours and Lodging, Elephant-Human Relations Aid and Cheetah Conservation Fund. These organizations are examples of current existing volunteer organizations. It was beneficial for us to gather information on these regulations of these businesses in order to see what regulations are in need. Their project scope, safety measures, and accommodations are discussed in greater depth below.

2.8.1 Harnas Volunteer Project

The Harnas Volunteer Project, located in the Omaheke Region in the central east of Namibia, provides the opportunity to work in close contact with animals. In these projects, the volunteer participates in activities like feeding, care-taking, cleaning and building of enclosures, waterholes and fences, fence patrol on horseback, animal studies, and helping in the children’s day care center. As a volunteer on a Harnas project, one is in contact with “tame” carnivorous animals, which only make up a small percent of the total animals there. With the volunteer’s safety in mind, the Harnas management suggests that the volunteers take the following vaccinations: hepatitis A, tetanus, typhoid, polio, as well as rabies due to the close proximity to animals. Harnas includes accommodation costs in the price for the program. These accommodations include wooden cabin units at the volunteer village, where four volunteers can stay at one time. The village is run on solar power; and they offer a separate room where volunteers can charge cellular phones, laptops, and cameras at the main farm. Harnas provides

all food and all meals are cooked in their kitchen, called the ‘Lapa’ kitchen (Harnas Wildlife Foundation: Accommodation, 2010). In this case, the total price includes transfers to and from the airport, the accommodations, the food, Internet, orientation, and training upon arrival.

2.8.2 N/a’an ku sê Wildlife Experience

The N/a’an ku sê Wildlife Experience has a variety of projects for volunteers. The first, the Wildlife Conservation project, provides the volunteer with the opportunity to feed and care for baboons, farm animals, large carnivores, and various other species of African wildlife as seen in Figure 5 below (Volunteering at N/a’an ku sê, n.d.).



FIGURE 5 - N/A’AN KU SE VOLUNTEERS PERFORMING MEDICAL EXAMINATIONS ON A CHEETAH

There are also medical projects, in which the volunteer helps provide primary health-care to poverty stricken communities. Lastly, there are teaching projects in which the volunteer can assist teachers at local schools. The accommodations for volunteers working on the farm include two large houses with three people of the same gender sharing each room and also tented units. An example of the room can be seen in Figure 6 below. The rooms also have electricity and hot water for showers.



FIGURE 6- BEDROOM AT N/A'AN KU SE

Those working at the Lifeline Clinic for the medical projects stay in a volunteer house with the project nurse and volunteer coordinator. Three basic meals are provided to farm volunteers, which typically include meat, vegetables, pasta and rice. A vegetarian option is also available. Three meals a day are also provided when staying at the clinic. The price includes transfers to and from the airport, the accommodation, food, tea and coffee, and the arrival orientation. The only health guidelines that the N/a'an ku sê Wildlife Experience provides is that volunteers need to get the vaccinations that are required to enter Namibia, and consult with their doctor to arrange and carry the vaccination certificate.

2.8.3 PAWS Volunteer Program at Okonjima Lodge

Okonjima Lodge, located approximately 225 kilometers (139.8 mi.) north of Windhoek, is an increasingly popular tourist site that has attracted the attention of celebrities such as Brad Pitt and Angelina Jolie. Some of the programs at the Okonjima Lodge are different from the previously described volunteer organizations in Namibia. The lodge reflects a resort-like atmosphere with the focus on animal observation rather than strenuous volunteer work. The Okonjima Lodge and AfriCat, another non-profit organization based in Namibia, have arranged a volunteer program called People And Wildlife Solutions (PAWS) where many volunteers work together at various conservation sites around Namibia. In these cases, the promotional literature read,

“volunteers will have the fantastic opportunity of working directly at the AfriCat Foundation itself including jobs such as: bone collecting and grass cutting within the cheetah camps, erecting and repairing fences as required and participating in their unique, ‘behind the scenes,’ feeding run to witness first-hand the feeding of all these beautiful animals.” (PAWS Volunteer Programme, n.d.)



FIGURE 7 - THATCHED/TENTED HUTS FOR VOLUNTEERS

The accommodations at the lodge include luxury rooms, suites, and standard rooms. The accommodations for those who are volunteering at PAWS include thatched/tented huts such as the one shown above in Figure 7; showers and toilets are provided, but water and electricity are limited. The PAWS program has first aid on site; local doctors, dentists and hospitals are nearby in Otjiwarongo, which is only 75 kilometers (46.6 mi.) away. Okonjima is in a malaria free area, so the only recommend that volunteers update their tetanus vaccinations.

2.8.4 Cheetah Conservation Fund

The Cheetah Conservation Fund (CCF) is similar to the PAWS program in that volunteers are arranged at the cheetah foundation. While volunteering at the CCF, volunteers may be asked to work early, late or during weekends and are expected to multitask and be flexible where needed. Much of the daily work can consist of computer data entry and other administrative tasks, while other tasks can be downright ‘dirty’ and might include clearing bush, cleaning cheetah enclosures or similar tasks. Accommodations for short-term volunteers include sharing a rondavel (a thatched South African hut) with someone of the same gender. Other types

of housing are dorm-style, with up to three people sharing a room. There will either be a bathroom and shower inside the room, or shared in the house. The CCF has a full time cook for lunch and dinner meals, and volunteers will have kitchen duty daily. For breakfast, volunteers simply prepare their own meal. There is no doctor or nurse on the CCF farm, and the nearest hospital is approximately 45 minutes away. They also do not have 24 hours of electric power and there is no electricity at night. As for vaccinations, in practice, volunteers and staff have chosen to go without malaria medication, for the only times that mosquitoes are around is during the rainy season, January to March. Instead, they suggest just bringing an effective mosquito repellent, and the CCF has mosquito nets for use. It is suggested that the volunteers get a rabies immunization (Cheetah Conservation Fund Namibia Volunteer Guide, 2007).

2.8.5 Elephant-Human Relations Aid

Elephant-Human Relations Aid (EHRA) is located in the northwestern region of the Namib Desert, known as 'Damaraland.' The volunteer projects run for minimum of two weeks with group sizes kept at a maximum of fourteen members. In the first week, volunteers work with local subsistence farmer by building protective walls around their water points or constructing new water points for elephants away from homesteads and farms. Other volunteer projects include working on EHRA base camp, helping community members build a tourist camp or fixing rural schools. The second week is spent helping the staff of EHRA in monitoring and tracking the movements of the elephants on patrol while camping in the wild and sleeping under the stars.

EHRA arranges a meeting point for volunteers in the coastal town of Swakopmund. They also offer advice for booking flights and transportation to and from the airports. Once the members reach the assembly point in Swakopmund, all further transportation is provided until the end of the project. Before leaving for the project site EHRA confirms administrative matters with the volunteers. For example, it is compulsory for volunteers to have sufficient medical coverage in case evacuation to a hospital is necessary. Once at the project site, the volunteers undergo induction and training that covers important safety concerns. The volunteers are taught camp craft, which includes cooking over a fire, bush camp setup, safety and hygiene. They will also teach bush craft, such as approaching dangerous animals on foot, animal behavior, bush

walking, navigation, and map reading, to ensure the volunteers' safety. The project sites within Damaraland are malaria free and the project managers are first-aid qualified.

During the first week, EHRA sets up a mobile base camp for accommodation. Volunteers may stay in either two-person tents or sleep under the stars. Washing facilities are limited; however, a 'bushman' shower may be available if there is a water dam at the site. Also, the toilet facilities are enclosed and private, in the form of 'long drops' (pit latrines). On the second week of patrol, the volunteers' camp in the wild and sleep under the stars on bedrolls with mosquito nets. Toilets and showers are not available during this week. Meals are also supplied while at the project site. Some examples of the meals provided are spaghetti bolognese, roast chicken, or Thai curry. The meals are prepared on a rotational basis over the open fire and volunteers and staff eat around the campfire together (Elephant-Human Relations Aid Volunteer info package, n.d.).

2.8.6 Wadadee Tours and Lodging

Wadadee Tours and Lodging is a new volunteer accommodation establishment located in the Katutura township in Windhoek. During the apartheid many people were forcefully relocated to Katutura. The area boasts historical and cultural heritage that is unique to Namibia. Therefore, this location is key area to gain a better understanding of the people and their post-apartheid identity.

The lodging at the Wadadee House is aimed towards volunteers and students who plan to stay in the area for an extended period of time. Accommodations include dorm-style rooms, double rooms and single rooms along with a full kitchen and laundry services. The dorm-style rooms have multiple bunk beds with a toilet and shower facility. Double rooms are located along the main hallway and they all share two toilets and a shower room. Single rooms allow for more privacy with their own separate toilet and shower facilities. Because a kitchen is provided, guests must supply their own food for their stay.

The owner of the Wadadee establishment is currently registered under the NTB as a backpacker's accommodation as well as a tour and safari and shuttle operator. Therefore, he is able to provide volunteers with transportation to and from the airport and to gather amenities while staying at the lodge. Accommodation and transportation fees are separated to allow volunteers the opportunity to choose what services they want to use (Wadadee Tours and

Lodging, 2010). The owner provides a place for these volunteers to stay and not the volunteer projects themselves, although, he is in contact with many NGO's in the area. Wadadee Tours and Lodging is unlike the other volunteer sites we researched since there is also no animal exposure. However the information we gathered was helpful when drafting regulations for volunteer accommodations.

We discovered that all six organizations have their own regulations in place set for particulars such as accommodation, food, transport, health and safety. However, some organizations are unclear on insurance specifics and volunteer accommodations. Therefore, a set of uniform regulations needed to be drafted, which volunteer tourism organizations must follow. This was needed to ensure the safety and health of the volunteers, as well as to provide an enjoyable stay. Volunteers will feel safe volunteering at these organizations, which in turn will bring more visitors to Namibia, increasing its overall tourism integrity.

2.9 Summary

It is clear that the tourism industry is continuing to grow as a contributing economic sector in Namibia. As this trend continues, it is increasingly important for the NTB to enforce uniform regulations for each tourism establishment in order to ensure the sustainability of volunteer tourism. Through this analysis, our team gained a better understanding of the arrangement of tourism establishments in Namibia as well as the organizational practices of successful tourism establishments throughout the world. We learned that having an organized set of regulations not only benefits the individual tourism establishment but also can be beneficial to the local environment. This being said, we were sure to provide recommendations that would not over-regulate the volunteer sector of the tourism industry and thus not interfere with the organizations' business. This information framed our evaluation of criteria that was used to create regulations for volunteer tourism in Namibia.

3.0 Methodology

The goal of our project was to develop and draft minimum registration and operation requirements for volunteer tourism in Namibia and determine a basis for calculating bed levies payable to the NTB. During the preliminary phase of our project we researched existing tourism regulations in case studies from a variety of settings. Once in Namibia, we interviewed and evaluated tourism establishments to establish an overall basis for creating uniform and flexible regulations that fit the needs of volunteer tourism. We also assessed the current fees associated with volunteer tourism in order to determine an appropriate bed levy system. To complete our goal, we have created the following objectives:

1. Analyze the existing tourism regulations for Harnas Volunteer Project, N/a'an ku sê Wildlife Experience, Okonjima Lodge/People and Wildlife Solutions, Elephant-Human Relations Aid, Cheetah Conservation Fund, and Wadadee Volunteer House and assess the individual needs for each tourism establishment.
2. Create a potential basis for calculating bed levies based on existing volunteer tourists fees.
3. Provide recommendations to the NTB for the implementation of these regulations.

We will describe our methodological strategies for each objective in depth.

3.1 Analyzing the Existing Tourism Regulations

The NTB requested that we develop regulations for organizations that fall under the category of volunteer tourism. We determined which regulations should apply as well as their feasibility. We started by examining the conventions of volunteer tourism organizations that are currently registered under the backpacker's accommodation sector in Namibia such as the Harnas Wildlife Foundation, N/a'an ku sê Wildlife Experience, Okonjima Lodge/People and Wildlife Solutions, Elephant-Human Relations Aid, Cheetah Conservation Fund, and Wadadee Volunteer House. This helped us gain a better understanding of the regulations currently in place, and the areas that needed reformed regulations.

3.1.1 Regulations Obtained from Existing Policy

The Namibia Tourism board already has a set of regulations for accommodations and basic safety for various sectors of tourism. After reviewing the accommodation policies provided

from the NTB, we decided that the most important regulations for us to consider were backpacker's hostels, bed and breakfast establishments, and camping and caravan parks. Upon the request of the NTB, we created a new accommodation section for volunteer tourism. Within this section we created three policy subsections: mobile-tented accommodations, tented accommodations and built accommodations. The accommodation regulations we created for volunteer tourism include many similar regulations taken from the existing policy.

3.1.2 On Site Assessments and Interviews

One of the main techniques for gathering information for drafting regulations consisted of semi-standardized interviewing of selected businesses. According to Bruce Berg, the semi-standardized interview allows for the reordering of questions, flexibility in wording (Berg, 2007, p. 93). It also allows the subject to answer questions and make clarifications. We chose this interviewing method to create a more relaxed setting and allow for the subject to feel more comfortable. The interview still remained structured and efficient. Our goal was to interview five animal conservation businesses that are already registered as volunteer tourism sites with the NTB and one general volunteer accommodation business. The NTB helped us select and contact these businesses and with their assistance travel to these locations and secure interviews.

The businesses to which we traveled were fully aware of the purpose of our visits and thus were willing to cooperate. We grouped the interview questions by subject matter in order to prevent dramatic topic changes throughout the interview. The first questions collected logistical data about the organization. Next we asked the organization owners questions concerning accommodation and safety, followed by a few closing questions. Included in the safety category were questions regarding the volunteers' exposure to animals. The closing questions asked the organization if they have any regulation suggestions for us to consider. The interview for Wadadee Tours and Lodging only asked questions concerning logistical data and accommodation. These interview questions can be found in Appendix E. We also provided the businesses with the option of anonymously submitting surveys.

3.1.3 Volunteer Surveys

Throughout our five weeks of traveling we also administered surveys. These surveys were administered to volunteer tourists that had previously volunteered at each organization. We

emailed an electronic copy of the volunteer survey to the five organizations before our visits in order to increase the number of responses. We also brought paper copies of the survey to each organization to administer on site when needed. We provided a drop box area where the surveys could be collected anonymously. We chose to administer surveys to the volunteers as opposed to interviews as they allow for the anonymity of the subject. They are also more time efficient than an interview and easier to administer. With more time and resources we assessed a broader sample to learn what standards for volunteer tourism would be conventionally acceptable.

The questions asked what kind of accommodations subjects would be willing to stay at while volunteering. For those who have volunteered previously, there were questions about their prior experiences and what they would change about them. With this survey we were looking for the standards that the volunteers themselves expect. This data reflected tourist preferences, and helped frame regulations for accommodation, food, transport, safety, and insurance, in keeping with visitor expectation. The survey for the volunteer tourists can be found in Appendix D.

3.1.4 Observational Research

Safety is an important factor to be considered when drafting regulations for volunteer tourism. Observational research is a strategy we used to investigate the current level of safety at each tourism organization. The purpose of observational research is described by Bruce Berg as “[observing] the naturally unfolding worlds of the population under study” (Berg, 2007, p.151). During our visits to the tourism establishments, we observed the behavior of the volunteer tourists specifically in accordance to their assigned work, accommodations, and interaction with animals. While observing, we took notes to compare any safety concerns between individual tourism establishments. We addressed any safety issues with the NTB to determine the criteria necessary for a safe volunteer tourism experience. We chose this method because it allowed us to observe behaviors in a natural setting where we would not interfere with actions of the subject.

Participant observation at Elephant-Human Relations Aid is another key research resource that was effective in providing valuable information on volunteer activities. By being included in the activities alongside the volunteers, we were able to better understand the safety concerns as well as address any needs of the volunteers. Working with the subjects of study enabled us to gain a different perspective on what should be included in the amenities and information provided to the volunteers.

3.2 Creating a Basis for Calculating Bed Levies

The NTB currently has a system for calculating bed levies from tourist establishment owners that include accommodations. All accommodation establishments in the country are required to pay a bed levy to the NTB (Namibia Tourism Board Act 21 of 2000, 2000). Bed-only services such as bed-and-breakfasts pay a 2 percent of the tax to the NTB. All-inclusive accommodation establishments must pay 1 percent to the NTB. Typically, volunteer tourists pay a fee that can cover flight tickets, accommodation, food, and a donation to their volunteer cause. The bed levy is charged for the accommodation component of the total fee. The NTB has expressed that it is unfair to the industry if they imposed the current bed levy system onto volunteer tourism establishment owners (Kock, personal email, February 14, 2011). It was important for us to analyze the effectiveness of the current bed levy system with each tour establishment.

In order to complete this objective, we created interview questions for each tour establishment. The interview included a question inquiring the current allocation of fees, specifically how much of the inclusive volunteer fee is being paid for the accommodations portion. From this information we effectively determined a way to calculate the amount of money being paid to the NTB in the form of bed levies.

3.3 Provide Recommendations to the NTB

We provided recommendations to the NTB that were based on a review of volunteer tourism establishments and their amenities. Our team traveled to several sites to conduct interviews and surveys, as well as made key observations and assessments of the organizations. By recording interviews through note taking, interviews, and collecting surveys, we compiled information that was vital in drafting our recommendations for the NTB. We presented our recommended regulations to the NTB in the form of a written report and presentation. These recommendations included aspects of volunteer tourism including accommodation, food, safety, transportation and insurance, as well as bed levies.

3.4 Summary

Our methodology was a multi-step process over the course of eight weeks. One step of this process involved traveling to volunteer tourism sites and conducting interviews with the

owners of the tourism establishment. Together with information we already gathered on existing regulations our team analyzed the information to determine what considerations should be taken when preparing the regulations. Once our team determined all appropriate criteria, we drafted a set of regulations to govern volunteer tourism.

Below is a timeline of steps we took over the course of eight weeks.

TABLE 1 - PROJECT TIMELINE

	1	2	3	4	5	6	7	8
Finalize Interview and Survey Questions	◆◆	◆◆	◆◆					
Schedule Interviews	◆◆	◆◆	◆◆					
Travel to Sites and Conduct Interviews and Surveys		◆◆		◆◆	◆◆	◆◆	◆◆	◆◆
Analyze Results				◆◆	◆◆	◆◆	◆◆	◆◆
Develop Regulations						◆◆	◆◆	◆◆
Finalize Recommendations							◆◆	◆◆

We spent the majority of our time visiting sites and analyzing the information we collected from each organization. At the end of the eight weeks, we designed a set of regulations to govern the sector of volunteer tourism and presented them to the NTB.

4.0 Results and Analysis

Over a time period of five weeks we traveled to five different tourism establishments within Namibia. We collected and compiled data from our observations, interviews, and surveys. The following section contains this data along with an analysis of our results. We also created recommendations for volunteer tourism regulations, which can be found in Appendix B. The results of our site assessments and interviews varied slightly, but overall the establishment owners shared similar responses. All volunteer tourism establishment owners were in favor of specific regulations for volunteer tourism in Namibia. As most of the organizations were registered as backpacker's accommodations, the creation of regulations would provide a separate category for accommodation registration as a volunteer tourist site. The following sections contain results and analysis from our meeting with the volunteer organization representatives, site visits and assessments, as well as from volunteer surveys. From our site visits and assessments, we found that the most significant categories for us to consider were accommodation and safety. We also received many suggestions from the organizations during our interviews.

4.1 Volunteer Organization Representatives Meeting

Before visiting each tourism establishment, the NTB hosted a meeting with representatives from N/a'an ku sê Wildlife Experience, Elephant-Human Relations Aid (EHRA), and Harnas Volunteer Project. The purpose of this meeting was for the representatives to voice their concerns to Strategic Executive of the NTB, Manfred !Gaeb. It also gave us a chance to express the purpose of our site assessments as well as our preliminary ideas for regulations. The main point of interest from this meeting was that without regulations, it is very difficult for the NTB to standardize the volunteer tourism business. All issues addressed in the meeting were important for drafting our recommendations for volunteer tourism in Namibia.

The tourism organization representatives addressed three major concerns during the meeting. First, Rachel Harris, from EHRA, stated that she tried in the past to register with the NTB, but could not as EHRA does not have standard accommodations fit to current NTB regulations. As previously stated in our background chapter, the accommodations for volunteers at EHRA include bedrolls and mobile-tented camps. As there are currently no regulations for volunteer tourism accommodations, we had to consider organizations similar to EHRA when

drafting regulations concerning accommodation. Second, perhaps the most prevalent issue we found was the previously mentioned issue with work visas for volunteers in Namibia. The Ministry of Home Affairs and Immigration requires volunteers to purchase a work visa. The main issue is the lack of consistent regulation because some volunteer organizations require their volunteers to obtain work visas while others do not. This creates an unfair advantage for the organizations that do not require work visas. Also, some establishment owners fear that requiring visas may deter volunteers from participating in these organizations in general due to the added expense. The representative from N/a'an ku sê, Rudie Van Vuuren, voiced his concerns that unregistered businesses are making more profit because they may not require work visas from the volunteers, which allows for an easier application process and a lower fee. Therefore, without regulations, there is no legal way to standardize whether or not volunteers need work visas when working with these organizations. Third, there is currently a law in place by the Ministry of Environment and Tourism (MET) which states that captive large carnivores may not be exposed to or come into contact with the general public for any purpose whatsoever without prior approval from the MET. This is a prevalent issue with many volunteer tourism organizations since certain organizations, such as Harnas, clearly allow human contact with animals and may be the reason for its attractiveness to tourists. If this law is enforced with the volunteer organizations, their business is sure to suffer. This meeting outlined the key issues we addressed and researched while conducting our site visits and assessments.

4.2 Site Visits and Assessments

We conducted interviews with five volunteer animal conservation establishments and one general volunteer tourist establishment. We used a separate set of interview questions that focused solely on accommodation for the general volunteer establishments, which differed from the animal conservation establishments (interview questions can be found in Appendix E). This set of interview questions did not include any animal conservation questions, as they were irrelevant to this specific establishment. All of these sites visited include: Okonjima/PAWS, Cheetah Conservation Fund, Elephant-Human Relations Aid, N/a'an ku sê, Harnas, and Wadadee Tours and Lodging. Generally, each tourism organization welcomed the idea of a separate set of regulations for volunteer tourism. With regulated policy, these organizations hope they will be able to better address their concerns and issues. Each establishment provided

suggestions on regulations for concerns such as safety, accommodation, and work visas. Taking their suggestions into consideration, we completed a list of detailed regulations.

Each site has similarities as well as differences in terms of mission statement, accommodation, and volunteer experience. Wadadee Tours and Lodging is a volunteer accommodation only; therefore, we were only able to gain information on accommodations. PAWS (People and Wildlife Solutions) volunteer program at AfriCat in Okonjima, as well as EHRA were relatively small scale, hosting on average between ten and twenty volunteers per volunteer period. PAWS project involved cutting overgrown bush that crowded the animal enclosures and sides of the game drive road, while EHRA's project included building barriers around local communities' water sources and tracking elephants to learn their behavior. Harnas and N/a'an ku sê were similar in the fact that they were both animal conservation centers that allowed the volunteers to directly contact the animals for feeding and caretaking. PAWS, CCF, and EHRA prohibit that volunteers come in direct contact via touch with any of the animals. CCF is involved in cheetah research and rehabilitation. Unlike some of the more popular sites such as CCF and Harnas, PAWS currently only uses agencies in the UK and Sweden. The most notable differences between volunteer organizations were the accommodations.

4.2.1 Accommodation and Amenities

When performing our on-site visit at Wadadee, we took a tour of the volunteer accommodation. The Wadadee accommodation was similar to a backpacker's hostel; however, the owner specified that the amenities were catered to long-term guests. Adequate bathrooms and showers were provided for the volunteer capacity. The accommodation offered a full guest kitchen and laundry services, both of which were included in the volunteer fee. They did not offer any meals. The owner expressed that volunteers preferred to buy their own food at the nearby grocery store and cook it in the guest kitchen. We believe it is important for volunteer accommodations to either offer a means of cooking one's own food provided that a supermarket is within a close walking distance, or to provide volunteers with full daily meals.

The accommodations at PAWS and EHRA base camp were the most similar to each other. Accommodations at PAWS consisted of two-person permanent tents that were covered by a thatched roof. The campsite provided clean full flush outdoor toilets and sinks with both hot and cold water which are shown in Figure 8 below. They also provided outdoor open showers

with hot and cold water. Sleeping bags, towels, and flashlights were not provided; however, volunteers were instructed to bring their own upon application to the project.



FIGURE 8 – BATHROOM FACILITIES AT PAWS VOLUNTEER CAMPSITE

EHRA also provided outdoor toilets and showers at their base camp that were similar to PAWS. However, during build week and tracking week, no toilets or showers were provided. During both of these weeks, the volunteers were provided with tents during the rainy season, but encouraged to sleep outdoors on bed rolls whenever possible. The accommodations for EHRA base camp and the mobile-tented camp are shown in Figures 9 and 10 below, respectively.

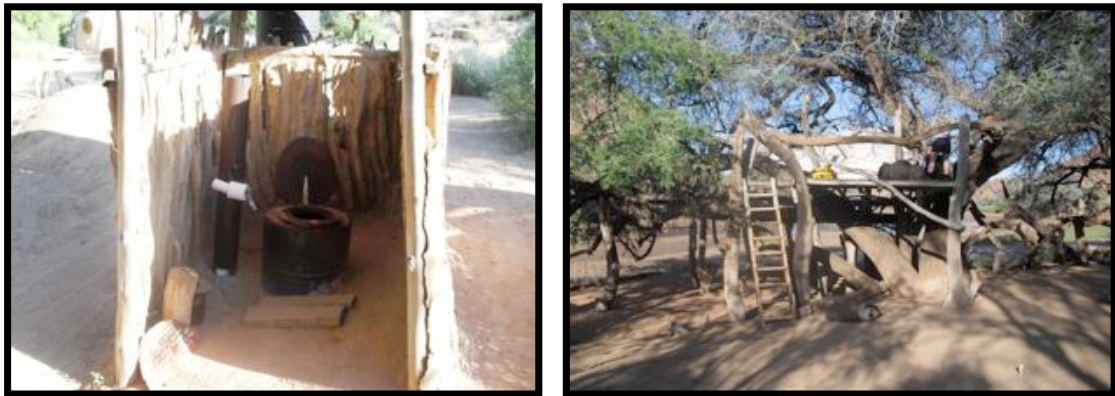


FIGURE 9 - EHRA TOILET AREA AND BASE CAMP



FIGURE 10 - EHRA MOBILE-TENTED CAMPSITE

At N/a'an ku sê and Harnas, built accommodations were provided for the volunteers. N/a'an ku sê provided motel-style rooms in a building and separate tents and Harnas offered cabins. The N/a'an ku sê tented units are shown in Figure 11 consisting of the outer portion on the left and the inner sleeping tent and outer storage area on the right. The multiple cabins at Harnas included space for two to five volunteers in one cabin and they could accommodate fifty-two volunteers total. Since most of the organizations expect that volunteers stay between two weeks to three months, there are laundry services available. Each cabin was given a specific day of the week when the Harnas staff completed their laundry. Linens and towels were provided at CCF, Harnas and N/a'an ku sê and were washed and changed on a weekly basis. Three volunteers were assigned to one room at N/a'an ku sê. The toilets and showers were located either at one end of the building (in the case of N/a'an ku sê) or in a separate area for Harnas.



FIGURE 11 - N/A'AN KU SE TENTED UNITS

While on the Cheetah Conservation Fund premises, we were unable to view the accommodations for the volunteer tourists. However, the representative from the CCF assured us that all information and pictures for the volunteer accommodations are available on the website. Most of the volunteers stay in a rondavel, which is a thatched African hut. Showers and toilets were close to the accommodations in a separate building.

Every organization excluding Wadadee provided all three meals for the volunteers. At both PAWS and EHRA, volunteer members had the job of meal preparation, which was rotated daily. This is different from CCF, N/a'an ku sê and Harnas where the staff cook the meals for the volunteers. However, at N/a'an ku sê the staff also cleaned after the meals opposed to the other two sites where this job was rotated between smaller groups of volunteers. All meals were included in the all-inclusive fee at each organization.

Each volunteer was provided a lockbox for valuables at the built accommodations for N/a'an ku sê, PAWS, Harnas and CCF. There were no lockboxes within the tents at N/a'an ku sê but all valuables could be given to a staff member to be kept and locked in the office. Because EHRA is a mobile unit, no lockboxes were used. At PAWS, CCF, N/a'an ku sê, and Harnas electrical outlets were provided to the volunteers to charge their electronics at either the lodges or the volunteer stations. Internet time could be purchased at most of the organizations except for EHRA.

It was necessary for us to create an accommodation category that could meet the unique needs of each organization. Some organizations were not currently able to register with the NTB. Therefore, it was vital that these organizations have an accommodation category in which they could be included.

4.2.2 Safety

Each volunteer project had its own set of safety risks and guidelines as well as plans in place in the case of a medical emergency. We directly participated in each volunteer project that we visited to observe any safety risks associated with the activities. Both the PAWS and EHRA projects did not directly concern animal contact or caretaking so they did not provide safety information concerning animal contact. At every volunteer site, the volunteers sign an indemnity form and are given a verbal safety briefing before beginning any project work. Every organization, excluding PAWS, provided a written document containing safety concerns. After interviewing the owner of PAWS, we learned it is more sensible to give safety briefings each day rather than provide written safety regulations to each volunteer because the projects change daily depending on circumstances such as weather. N/a'an ku sê and Harnas provided volunteers with volunteer manuals for the duration of their stay. These manuals were comprised of information about the organization, including background and mission, as well as important information concerning the behavior of the animals present at each site. The manual provided by Harnas included a very detailed section on health and safety that covered how and when volunteers should approach certain animals, as well as what to do if an animal reacts dangerously towards the volunteer. Many of the volunteers at CCF are involved in computer-based work rather than labor-based activities so safety is not a high concern. However, the CCF assured us there are safety procedures in place in the event of an emergency medical incident.

All staff members in charge of volunteer projects were first-aid trained at all volunteer establishments, and every organization, excluding EHRA, contained a clinic where basic medical procedures could be performed on site. Every organization had a medical plan for serious injuries, which included anything from broken bones to venomous insect and snakebites. If volunteers sustained an injury by fault of the organization, including any injury acquired during volunteer work, they could be transferred via plane, helicopter, or vehicle to the nearest hospital within Namibia; all costs would be covered by a public liability insurance purchased by the organization. In general, each volunteer site provided similar and adequate safety procedures for the volunteers. The regulations we created outlined safety procedures required by all organizations as well as some conditional regulations for volunteer projects that involve contact with animals. One volunteer we encountered sustained a bite injury while interacting with

baboons at the volunteer organization. She did undergo an orientation before being allowed to come in contact with the baboon. However, there is no way to guarantee the good behavior of a wild animal. It is important for each organization to express to the volunteers that no amount of safety procedures will guarantee an injury-free experience, especially when involving the direct contact with wild animals.

4.2.3 Interview Results

The interviews clearly revealed that each volunteer organization had similar concerns. Each organization specified that they were in favor of the regulations provided they are flexible and fair to all organizations. They all agreed on the issue of work visas, though some responses differed slightly. Some organizations were in fact in favor of the Ministry of Home Affairs requiring the volunteers to have work visas, provided that all organizations complied, while other organizations shared the opinion in that work visas should not be required for volunteers. Certain organizations believe that their volunteers' work is strictly volunteering and is not taking away jobs from Namibians. In their opinions, a work visa would not be necessary.

Both PAWS and the CCF representatives' main concern was to ensure that the other volunteer organizations were benefitting their cause rather than just running a business for profit. This is especially important in the animal conservation effort. The goals of the organizations are to rescue orphan carnivores and eventually release them back into open land. If the animals were simply bred to act as pets for guests, none of these animals could go back out into the wild, and their conservation goals would not be possible.

Although most of the other organizations accept donations, EHRA does not allow donations. Because this organization does not contain enclosures for animal conservation, all of the fees from the volunteers contribute to the volunteers' meals and the accommodations rather than feeding and keeping of animals. Therefore, EHRA's representative believes it is unnecessary to accept outside donations.

4.3 Findings of the Volunteer Tourist Surveys

The volunteer tourist surveys provided us with a first-hand view of the volunteer tourism industry. We also gained information about other volunteer tourism organizations within Namibia through the survey questions. The surveys served as a rapid means of simple data

collection. These surveys provided us with data on insurance and liability forms as well as a short review of the accommodations each tourist was provided.

We found a great diversity in volunteers between each site. PAWS and EHRA typically attract British tourists through their agency, so almost all of the volunteers we encountered there were from the United Kingdom. Unfortunately, we arrived at the CCF during the short time period in which they have medical examinations for all the cheetahs so no volunteers were present at this time. Therefore, we were not able to distribute surveys for the volunteers to complete. We discovered that the typical volunteers at PAWS and CCF tended to be between the ages of 51 to 80. The main reason for the higher age group is due to their knowledge, experience, and their motives to help the organization and work alongside the animals as opposed to just wanting to see or touch them. We found that there was no direct contact with animals at EHRA, as opposed to PAWS and CCF; however no touching of animals was allowed at the latter two organizations. In fact, these organizations believed the action of touching the animals was detrimental to their missions and objectives, which are to rehabilitate and release rescued animals back to the wild. In addition, any direct contact that occurred, including enclosure cleaning, bush removal, and observing animal feeding for educational purposes, was prefaced by a safety orientation about the animals' behaviors and necessary actions to take in the case of an emergency. Most volunteers noted that they felt significantly safe while in direct contact with the animals due to the facilities safety procedures in place. Volunteers from all establishments were required to arrange their own traveler's insurance and medical insurance before arriving. The volunteers anticipated the accommodations provided, mainly because of the advertisement and pictures shown online. The only discrepancy found with one organization's accommodations was the presence wildlife, such as mice near and in the tents at night.

N/a'an ku sê Wildlife Sanctuary and Harnas Wildlife Foundation had similar project work. However, Harnas had significantly more volunteers and both organizations primarily consisted of female volunteers. These two organizations attracted volunteers between the ages of 18 and 30 from countries all around the world, especially Europe. In addition, both associations required their volunteers to undergo orientations or a similar briefing and sign an indemnity waiver before any direct contact with animals could occur. Most volunteers felt comfortable with the animals, however, due to the fact that these animals were still wild, some still felt significantly uncomfortable when around the animals.

Following our site visits, we collected and analyzed the volunteer surveys anonymously. The volunteers provided useful information concerning accommodation quality and animal safety. We found that the responses from the volunteers corresponded with the responses from our onsite interviews.

4.4 Summary

Overall, the site visits played an important role in developing drafted regulations. Visiting each site helped us understand the unique needs of each organization, and experiencing the involvement of the volunteers within each project helped us gain a first hand-view of the needs of a volunteer. Most organizations already implemented appropriate practices in terms of amenities, management, and professionalism. All of this, combined with our knowledge of existing regulation for other categories of tourism, aided us in the process of drafting regulations on volunteer tourism in Namibia.

5.0 Recommendations and Conclusions

Through our research and site visits we were able to create a set of recommendations for regulations on volunteer tourism. In addition to these regulations, we also recommended a course of action for the NTB after the submission of our report.

5.1 Recommendations

Upon the completion of the regulations for volunteer tourism, we have a few recommendations that can help the NTB enforce and strengthen these regulations. These recommendations include feedback methods for the volunteer organizations such as creating a forum to discuss any concerns with the future regulations.

5.1.1 Strategies for Ensuring Feedback

To ensure that all volunteer businesses are able to voice their opinions and concerns toward the new regulations these regulations could be made available to review and give feedback. The proposed regulations can be sent to all the volunteer businesses that will have to register under them and feedback from the businesses should be accepted through email and phone by the NTB.

Throughout the course of our interviews, it also became apparent that a forum should be created for the businesses to discuss concerns for the future regulations. This will ensure that all of the businesses are given the opportunity to provide an equal opinion in the creation of these regulations. It will not only allow the businesses to voice any concerns, but it will also allow for the opportunity for the establishment owners to provide some suggestions that can be used in the regulations.

5.2 Course of Action

Below is our proposal for the course of action for the NTB to utilize after our project report is submitted.

1. Create a forum with representatives from each volunteer organization to finalize regulations and obtain any suggestions or improvements.
2. All suggested regulations could be sent to each volunteer organization, providing them with a method to respond with any feedback.

3. After feedback is received and considered and all necessary changes are made to the regulations, the regulations could be submitted to a policy writer at the NTB to comply with legal standards.
4. Provide all organizations with a grace period to comply with regulations and register with the NTB as a volunteer tourism establishment.

5.3 Conclusions

Through the analysis of the interviews, surveys, and onsite research we have created a uniform unique set of regulations for volunteer tourism in Namibia. Below in Table 2 are basic categories of these regulations under the accommodations and safety major categories. The accommodation portion includes a few options for registration such as built housing, tented housing and mobile-tented housing. These regulations were created to cover a broad spectrum of volunteer tourism establishments so that each establishment has the ability to become fully registered with the NTB. After the creation of these guidelines, we created recommendations for the NTB on the future implementation of these regulations. The final list of regulations can be found in Appendix B.

TABLE 2 - ACCOMMODATION AND SAFETY REGULATIONS TABLE

Accommodation		
Built	Tented	Mobile Tented
Guest Rooms	Accommodation Unit	Accommodation Unit
Bathrooms and Toilets	Bathroom and Toilets	Bathroom and Toilets
Dining Room	Cooking Facilities	Cooking Facilities
Kitchen and Wash-Ups	Water Supply	Water Supply
Laundry	Laundry	General
Reception	General	

Safety			
Fire	Animal	Medical	General

5.3.1 Basic Regulations

The regulations can be broken down into different sections: general regulations for volunteering, accommodation and food, safety and insurance, and bed levies. Each of these sections is described below.

1. Our general regulation section contains regulations for organizations as well as volunteers. The NTB requested that we include a section outlining the requirements for volunteering in Namibia. We added a general regulation that the organizations must not discriminate against race, ethnicity or nationality. This section recommends a certificate of conduct from the volunteers to ensure they are in good legal standings. It also notifies volunteers to acquire all relevant and required visas before volunteering.
2. The accommodation and food section of our regulations consists of three subsections: built, tented, and mobile-tented units. Each of these subsections is separated even further to cover all aspects of an accommodation unit. The built establishments are regulated on guest rooms, bathrooms and toilets, dining room, kitchen and wash-ups, fire safety, laundry, and reception. Tented accommodations are regulated on accommodation unit, bathroom and toilets, cooking facilities, water supply, fire safety, laundry, and maintenance and service. Finally, mobile-tented accommodations are regulated on accommodation unit, bathroom and toilets, cooking facilities, water supply, fire safety, and maintenance and service. This section of our regulations is to regulate and streamline the quality of basic requirements of volunteer accommodations as well as the basic requirements for a supply of food for the volunteers.
3. The safety section of our regulations consists of fire, animal, medical and general safety measures, including insurance. The animal safety section was created to help protect both the volunteers and the establishments. This section of our regulations aims to regulate all safety aspects of the volunteer's experience to make sure that they are safe and well prepared for any emergencies at all times.
4. The bed levy section of our regulations covers the basis for which bed levies are calculated and paid to the NTB. Specifically it outlines how each organization should distribute their volunteer fees into an accommodation expense category.

These basic regulations are included in the recommendations we have provided to the NTB. While not every volunteer tourism establishment is the same, the regulations we created have enough flexibility to cover all styles of accommodation and volunteer projects.

5.3.2 Sample Regulations

The seventy-one regulations we have created cover such wide topics ranging from adequate lighting in built facilities to fire safety plans. After visiting each volunteer tourist establishment it was quite clear as to what regulations we needed to include in our recommendations to the NTB.

One regulation that we created, for example, was for mobile-tented accommodations. This was directly due to our visit to EHRA. This organization does not have built accommodations or a stationary-tented campground. Their project involves traveling around Namibia and setting up stationary campsites, therefore the following regulation was created so that they can be registered with the NTB.

- a. One tent must be provided for every two guests. Sleeping arrangements must be made separately for male and female volunteers if requested.
- b. Tents must be arranged in a way that there is a space of at least three metres between them.
- c. One bedroll must be provided for each guest.

The following section of the regulation text we created concerned safety. After visiting organizations that allowed contact with animals we created a regulation that requires that each volunteer undergo an orientation to ensure that the volunteer knows the risks associated with being in contact with animals and how to react in the case of an unsafe situation.

- a. If the volunteers are in direct contact or physical contact with herbivorous or carnivorous animals, whether wild or tame, an orientation and safety briefing must be provided by the organization. This orientation must include:
 1. A description of the animals that they are in direct contact with including their behavior;
 2. A description of how to physically contact the animals such as proper ways to handle them;
 3. The behavior that the volunteers should exhibit when they are in physical contact with the animals; and
 4. Any safety concerns of which the volunteers should be aware.

Without such regulations it would be unsafe for the volunteers to be within close proximity to the animals. It also allows for the organization to explain the behavior that is exhibited by the animals as well as the behavior that the volunteers should display when inside the enclosures.

The last section of regulations we created was for bed levies that each organization must pay to the NTB. A sample of regulation text is below.

- a. Each organization must present a cost analysis to the NTB outlining the allocation of volunteer fees that must include the allocation of fees into the following categories:
 1. Meals;
 2. Accommodation;
 3. Donation;
 4. Transportation; and
 5. Any and all other amenity paid for using the volunteer fee.

This was created in response to the need expressed by the NTB for the allocation of accommodation fees. When a volunteer stays at one of these organizations they pay a lump sum for all the expenses they might incur while onsite, to make the payment for bed levies fair for all organizations we created this regulations so that they do not get charged a percentage of the entire volunteer fee.

5.3.3 Issues Out of Our Jurisdiction

Throughout our travels and interviews with volunteer organizations it became clear that there are many more issues that need to be addressed than what we have covered so far. All of the volunteer establishments we interviewed had concerns over work visas, which are out of the jurisdiction of the NTB. We also uncovered many political, social and transparency issues that are of concern to the organizations. Some of the organizations had ethical concerns about the touching of animals, while others thought this helped volunteers better understand the animals and consequently used them as a learning tool. Ethical concerns are not something that can easily be incorporated in legal regulations, and were beyond the scope of our project.

Another of the concerns for many of the organizations is the issue of work visas. The application for obtaining a work visa is a long and tedious process and in some cases, the volunteers may be denied. Sometimes, volunteers come to the volunteering sites on short notice, which do not allow sufficient time to acquire a work visa. According to the MET law, *Minimum Standards for the Keeping of Large Carnivores in Captivity*, the general public may not be exposed to captive carnivorous animals (*Minimum Standards for the Keeping of Large Carnivores in Captivity*, 2004). However, work visas allow volunteers to come in direct contact. This distinguishes them from the general tourism population and from the workers so they are in a separate category. Some organizations believe that the work visas are necessary, while others believe that it is not. However, because this is a legal issue, it would be out of our control to create regulations around this concern.

The topic of transparency within the volunteer businesses was raised frequently in our interviews. Some organizations feel that each business should be up-front and transparent with their volunteers as to where the fee money is going and what is exactly the main purpose of the volunteer project. This is again something that is out of the scope of our project.

While these issues did not fall under our jurisdiction, we still recognize their importance in terms of volunteer tourism in Namibia. As the scope of our project was to create a baseline for the best volunteer tourism practices; we hope the work can be expanded in the future to include some of these issues.

5.4 Summary

We believe that in collaboration with the NTB, we have provided a recommended set of regulations for volunteer tourism in Namibia that can be adjusted or built upon in the future. Creating these regulations may improve the integrity of the volunteers' experience and ensure that each volunteer organization operates in a fair and uniform manner. By regulating these businesses, the NTB will be able to better promote the conservation and sustainability objectives of the volunteer industry. By participating in a variety of volunteer projects, we were able to gain a first-hand perspective of the activities that the volunteers complete, such as bush clearing and daily caretaking of the animals. The creation of regulations may encourage new volunteer establishments throughout Namibia to become registered, which could positively affect Namibia's economic growth. This positive effect on Namibia's economic development will improve the local communities' perception on tourism while simultaneously improving both the natural environment and conservation efforts. It will also help promote the organizations' objectives to encourage the coexistence of wild animals and local citizens.

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Appendices

Appendix A: Sponsor Description: Namibia Tourism Board

The Namibia Tourism Board (NTB) was created on April 2, 2001 by an act of Parliament by merging private and public sectors in order to produce a nationalized policy on tourism. It is a government-mandated organization that encourages tourism throughout the country and is involved in every aspect of lawmaking and maintenance of the tourism industry business. The Board's main purpose is to promote Namibia as a tourism destination as well as provide a registration process and regulations for the tourism establishments. In addition to aiding economic growth in Namibia, the tourism industry also provides an increased number of employment opportunities for its local citizens.

Some of the main functions of the Board include promoting tourism in Namibia according to approved standards, creating an application process for registering establishments, encouraging the training of personnel at the accommodation establishments, advancing environmentally sustainable tourism industry, and encouraging the growth of tourism on a global as well as a local level.

Regulations provided for the tourism establishments ensure that all businesses that are registered under the NTB follow standardized guidelines. They help to encourage new tourism businesses in Namibia and promote the existing establishments so that tourists can have an enjoyable experience. By providing quality standards that the establishments follow, the NTB is able to ensure that it produces a high quality product to its customers. On the global level, the NTB hopes to hold Namibia's tourism industry to the highest quality standard in order to compete with other international tourism industry businesses.

The NTB consists of many offices including trade and industry, finance, and establishment inspectors. Celeste Kock, one of the tourism inspectors at the NTB, was the liaison for our group for this project.

Appendix B: Regulations

1 General Requirements for Volunteer Tourism

- 1.1 Any volunteer establishment may not discriminate against volunteers on the basis of race, ethnicity or nationality.
- 1.2 The organization must provide volunteers with information regarding the volunteer projects available, required visas, and required insurance prior to their arrival.
- 1.3 Prior to the volunteer's arrival, each organization must present a cost analysis to the volunteer outlining the allocation of volunteer fees that must include the allocation of fees into the following categories:
 - a. Meals;
 - b. Accommodation;
 - c. Donation;
 - d. Transportation; and
 - e. Any and all other amenity paid for using the volunteer fee.
- 1.4 All volunteers must not contain a criminal record and they must undergo a certificate of conduct or background check before admittance to any volunteer program.
- 1.5 All relevant visa requirements must be met before admittance to any volunteer program.

Accommodations

Accommodation		
Built	Tented	Mobile-Tented Camps
Guest Rooms	Accommodation Unit	Accommodation Unit
Bathrooms and Toilets	Bathroom and Toilets	Bathroom and Toilets
Dining Room	Cooking and Dining Facilities	Cooking Facilities
Kitchen and Wash-Ups	Water Supply	Water Supply
Laundry	Laundry	General
General	General	

Built

2 Guest Rooms

2.1 Size and floor covering

- a. Dormitories and bedrooms must have sufficient space to allow freedom of movement for guests and to allow for drawers and doors of wardrobes and other furniture to be opened fully.
- b. In the case of a dormitory the minimum floor space per bed must be 6m^2 , except in the case of stackable beds, where it must be 7.5m^2 for every set of stacked beds.
- c. Bedrooms must have the following minimum floor area, inclusive of vestibule and built-in furniture, if any:
Single room: 10m^2
Double room: 15m^2
- d. If not carpeted wall to wall, the floor must be tiled or covered with other impervious material and be provided with one floor mat, tanned skin or similar floor covering, equivalent in size to 1m^2 for each bed or one floor mat of at least 2.4m^2 to serve all beds.

2.2 Lighting, heating and ventilation

- a. Bedrooms must have windows totaling not less than 1m^2 , providing natural light and furnished with curtains, shutters or blinds for privacy and exclusion of light. If the windows cannot be opened, a ventilation system must be provided.
- b. In establishments with electricity supply, the following must be provided:
 1. Adequate lighting by means of electric bulbs of sufficient wattage and of sufficient number for the number of beds provided to allow for reading; and
 2. At least one electrical socket for every three beds.
- c. In establishments with no electricity supply, adequate lighting must be provided by means of gaslight, paraffin lamps, candled or other similar amenities.

2.3 Furniture and fixtures

- a. Each dormitory style room must be provided with the following:
 1. A waste paper basket;
 2. Adequate facilities for the storage of guests' clothes and belongings, including at least one unit of furniture with a serviceable lock;
- b. Adequate beds for the number of persons occupying the dormitory
- c. The following must be provided in respect of each bedroom:
 1. A mirror at least 90 cm long and 37 cm wide;
 2. A waste paper basket;
 3. A wardrobe or other suitable unit for the storage of guests clothes and, unless central secure lock-up facilities for guests are provided, the wardrobe or other unit must be provided with a serviceable lock;
 4. Adequate beds for the number of persons occupying the room; and

5. A key or equivalent locking mechanism for the door.

2.4 Linen, bedding and service

- a. Each bed must be provided with a removable and washable mattress cover.
- b. Bed linen and towels must be provided on request and, if provided, must be washed and changed at least once weekly on guests' request.
- c. Extra bed linen or towels must be provided on request.
- d. Occupied dormitories and bedrooms must be cleaned daily.

2.5 Accessories and in-room amenities

- a. Smoking must not be allowed in dormitories.
- b. In every bedroom, the following must be provided:
 1. An ashtray, if smoking in the room is permitted; and
 2. Adequate clothes hooks and a minimum of six clothes hangers, not being wire hangers.

2.6 Client service

- a. Sleeping accommodation must be provided separately for male and female guests, if requested.

3 Bathrooms and Toilets

3.1 Structuring and flooring

- a. Floors, if not tiles, must be of impervious material or concrete.
- b. Walls of bathrooms and toilets must be complete from the floor to the ceiling and the internal walls must be either tiled to a height of at least 135 cm from the floor, or coated with washable paint.
- c. Separate communal bathrooms and toilets must be provided for persons of the opposite sex or, if provided for use by both sexes, they must be so situated and screened as to provide complete privacy.
- d. Every bathroom and toilet must be fitted with a door that can be locked from the inside.
- e. Adequate ventilation by means of windows, extractor fans or other acceptable means of ventilation in good order and effective action must be provided in every bathroom and toilet.
- f. Bathrooms must have sufficient space to allow freedom of movement and access to all fittings.
- g. Drainage from bathrooms and toilets must be disposed of by means of water-borne sewage.
- h. Bathrooms must be provided with showers or baths and washbasins at the ratio of one shower or one bath and one washbasin per every ten (10) beds.
- i. A towel rail and clothes hook must be provided in every shower cubicle.
- j. One lockable toilet per ten (10) beds must be provided where there are no en suite bathrooms. Toilets may not be located in the shower cubicle.

- k. In facilities with en suite bedrooms, every bedroom must be provided with at least a shower and toilet or a bath and toilet in separate an adjoining room.

3.2 Fixtures and fittings

- a. A mirror of at least 45 cm x 30 cm, preferable positions above the washbasin, must be provided in each communal bathroom and in the bathroom of an en suite bedroom.
- b. Unless freestanding, all bathtubs must be built in with bricks or impervious material and tiled on the outside.
- c. Towel rails, hooks or rings must be provided in each bathroom.
- d. Adequate clothes hooks must be provided in each bathroom.
- e. Each toilet bowl must be fitted with a lid.

3.3 Accessories and service

- a. Every toilet, whether private, public or communal, must be provided with:
 - 1. A toilet paper holder and supply of toilet paper;
 - 2. A waste or sanitary bin with a lid; and
 - 3. A soap dish or holder.
- b. Bathrooms and toilets must be cleaned daily.
- c. Running water should be available.

4 Dining Room

4.1 If dining facilities are provided for guest in the establishment:

- a. Dining facilities must be offered in a dining room either in a separate room, or forming part of the kitchen.
- b. The dining room must have sufficient tables and chairs to serve the number of guest that can be accommodated.
- c. The dining room floor, if not tiles must be of impervious material.

5 Kitchens and Wash-ups

Any dining room as listed in section 3 must be provided with an accompanying kitchen and wash-up complying with the requirements of the paragraphs below.

5.1 Structuring and flooring

- a. Floors, if not tiled, must be of impervious material.
- b. Walls must be tiled to a height of at least 135 cm from the floor, and walls above tiled must be coated with washable paint.
- c. There must be no direct access to a toilet from the kitchen.

5.2 Ventilation and hygiene

- a. Adequate provision must be made for ventilation and the efficient removal of hot air and odors by means of extractor fans or other similar devices.
- b. The kitchen must be kept free from insects and rodents.

5.3 Fixtures and fittings

- a. All shelves must be of impervious material.
- b. The top of each work surface must be a single and solid piece of stainless steel, marble, granite or other impervious material.
- c. At least one sink, or a dishwashing machine and a sink, with hot and cold running water, must be provided for the washing of dishes, pots, crockery and cutlery.

5.4 Equipment and service

- a. Daily meals must be provided if the accommodation is not within a walking distance of one (1) kilometer from a food market (unless transportation is provided on a weekly basis) and/or does not provide adequate facilities for cooking.
- b. If meals are not provided, adequate facilities must be available to guests for preparing their own meals.
- c. In the kitchen the following must be provided:
 1. A refrigerator;
 2. A stove, hot plate or microwave;
 3. A kettle;
 4. Sufficient cutlery and crockery;
 5. Shelving or storage facilities for food, cutlery and crockery;
 6. A kitchen sink with hot and cold running water;
 7. Adequate material for cleaning dishes;
 8. Waste disposal bin with lid; and
 9. Equipment for cleaning rooms, including brooms, mops, dustpans and towels.
- d. All furniture and equipment, kitchen utensils, cutlery, crockery, glass ware, bedding, linen, curtains, carpets, mats and other floor coverings must be clean and kept in good order and no chipped or cracked crockery or glassware must be used.

6 Laundry

If laundry services or facilities are provided for the washing and ironing of guests' clothes on the premises, such serviced or facilities may not be provided in the kitchen of the premises.

7 General

7.1 Maintenance and service

- a. The structure, equipment, plumbing, drainage, sewerage disposal, lighting, ventilation and electrical installation of every permanent building of the establishment must be kept in good repair at all times.
- b. The premises must be kept in a clean and hygienic condition and free of fire, health and safety hazards at all times.
- c. All rooms must be properly ventilated.

Tented

1 Accommodation Units

1.1 Site structuring and layout

- a. Designated camping sites must be provided for erecting tents, awnings or other temporary structures for accommodation.
- b. The camping sites must be arranged in such a way that there is a space of at least three (3) metres between them.

2 Bathroom and Toilet Facilities

- 2.1 Communal bathroom and toilet facilities must be provided consisting of, in respect of every six camping sites or, if any camping sites allow for accommodation of more than four guests per camping site, then in respect of every 12 guest, at least;
 - a. Two (2) bathrooms or shower cubicles, allowing for complete privacy when used; or
 - b. One (1) washbasin with a mirror not situated within a bathroom or shower cubicle.
- 2.2 At least two (2) water, pit or chemical toilets must be provided for every six (6) camping sites, or for every twelve (12) guests in the case of any camping sites allowing for accommodation of more than four guests per camping site.
- 2.3 The internal walls of all bathrooms and toilets must either be tiled or painted with washable paint if constructed of bricks or other equivalent material.
- 2.4 In the case of a campsite situated within a conservatory or a communal land area, the Chief Executive Officer may grant exemption from any of the requirements of paragraph a, b, or c or approve that alternative facilities be provided, subject to any conditions which the board may determine.

3 Laundry

No washing may be permitted, or clothing hung out to dry, in a place other than one specifically provided for that purpose.

4 Water Supply

- 4.1 If no supply of water for human consumption is provided at the camping site, guests must be informed of that fact in advance.
- 4.2 All water that is likely to be used for human consumption must be fit for human consumption and the water system, including tanks, pipelines, wells, pumping equipment, purification works, mains and service pipes, must be free from sanitary defects.
- 4.3 If water that is not fit for human consumption is used in a campsite:

- a. Adequate precautions must be taken to prevent that water from being mixed with water that is likely to be used for human consumption.
 - b. Every tap must have an appropriate warning sign if its water is not fit for human consumption.
 - c. The design and layout of the water installations for the supply of water that is not fit for human consumption must be such as to minimize the danger that such water will be used for human consumption.
- 4.4 In the case of a campsite situated within a conservatory or a communal land area, the Chief Executive Officer may grant an exemption from any of the requirements of paragraphs b or c or grant approval that alternative facilities be provided or used. But only potable water may be supplied, either free of charge or against a charge, if required for human consumption.

5 Cooking and Dining Facilities

- 5.1 With respect to camping sites without their own cooking facilities the following must be provided for all volunteers.
- a. At least one fireplace; or
 - b. A roofed field kitchen or scullery provided with:
 1. A stove if no fireplace is provided;
 2. Refrigerator;
 3. Sufficient cutlery and crockery;
 4. Shelving or storage facilities for food, cutlery and crockery;
 5. A sink with running water;
 6. Adequate material for cleaning dishes; and
 7. One garbage bin.
- 5.2 All refuse bins must have close-fitting covers secured at all times and must be kept in good repair and emptied and cleaned daily when in use.
- 5.3 A communal dining area must be provided with sufficient tables and seating to serve the number of guest that can be accommodated.

6 General

- 6.1 Maintenance and service
- a. The structure, equipment, plumbing, drainage, sewerage disposal, lighting, ventilation and electrical installation of every permanent building of the establishment must be kept in good repair at all times.
 - b. The premises must be kept in a in a clean and hygienic condition and free of fire, health and safety hazards at all times.

Mobile-Tented

All volunteer establishments must provide the volunteers with a detailed list of all accommodations and amenities that are included along with any items they will be required to bring before arrival on site.

1 Accommodation Units

- 1.1 One tent must be provided for every two (2) guests. Sleeping arrangements must be made separately for male and female volunteers if requested.
- 1.2 Tents must be arranged in a way that there is a space of at least three (3) metres between them.
- 1.3 One bedroll must be provided for each guest.
- 1.4 One sleeping bag must be provided for each guest.

2 Bathrooms and Toilets

- 2.1 Communal toilets must be provided in the form of either:
 - a. Water or chemical toilets; or
 - b. Pits or long drops that are enclosed.
- 2.2 If communal toilets are not provided, volunteers must be notified in advance and proper tools and instructions must be provided for environmentally friendly business.
- 2.3 Washbasins should be provided; if not provided then other water free sanitary options, such as hand sanitizer or cleansing wipes must be available to guests.

3 Cooking Facilities

- 3.1 At least one fire pit must be provided for volunteers to utilize.
- 3.2 Refuse bins with close-fitting covers that are secured at all times, and are kept in good repair and emptied and cleaned daily when in use must be provided.
- 3.3 Proper disposal of all waste must be available for both biodegradable and non-biodegradable items.
 - a. All biodegradable items must be disposed of in an environmentally friendly manner.
 - b. All non-biodegradable items must be placed into a proper waste receptacle.

4 Water Safety

- 4.1 If no supply of water for human consumption is provided at the campsites, guests must be informed of this fact in advance.
- 4.2 All water that is likely to be used for human consumption must be fit for human consumption and the water supply system must be free from sanitary defects.

4.3 If water that is not fit for human consumption is being used at a campsite, adequate precautions must be taken to prevent that water from being mixed with water that is likely to be used for human consumption.

5 General

5.1 All equipment must be kept in good repair at all times.

5.2 The premises of the campsite must be cleaned daily and must be kept in a clean and hygienic condition and free of fire, health and safety hazards at all times.

Safety

Safety			
Fire	Animal	Medical	General

1 Fire Safety

1.1 A sufficient number of appropriate fire-fighting equipment and other suitable fire-fighting appliances must be provided.

1.2 Fire-fighting equipment must be provided in readily accessible positions on the premises of the campsite.

1.3 Fire-fighting equipment must be located in close proximity to any fire pit, stove and any other appliance that may produce fire.

1.4 The requirements of any local authority regulations or by-laws applicable in the area where the establishment is situated must be complied with at all times.

2 Animal Safety

2.1 A minimum of two people, volunteers or staff, must be present at all times when entering an animal enclosure.

2.2 All organizations that keep large carnivores including any of the following: cheetahs (*Acinonyx jubatus*), leopards (*Panthera pardus*), lions (*Panthera leo*), spotted hyaenas (*Crocuta crocuta*), brown hyaena (*Hyaena brunnea*) and/or wild dogs (*Lycaon pictus*), in captivity must comply with the approved policy document set by the Ministry of Environment and Tourism, entitled *Minimum Standards for the Keeping of Large Carnivores in Captivity*.

2.3 Any volunteer entering the enclosure of any and all of the afore mentioned large carnivores must be accompanied by a staff member.

a. A staff member to volunteer ratio of at least 1:5 must be maintained within the carnivore enclosures.

- 2.4 If volunteers are within animal enclosures, whether wild or tame, an orientation and safety briefing must be provided first by the organization. This orientation must include:
- a. A description of the animals within the enclosure including their behavior;
 - b. The behavior that the volunteers should exhibit when they are within the enclosure;
and
 - c. Any safety concerns of which the volunteers should be aware.
- 2.5 If the volunteers are in direct contact or physical contact with herbivorous or carnivorous animals, whether wild or tame, an orientation and safety briefing must be provided by the organization. This orientation must include:
- a. A description of the animals that they are in direct contact with including their behavior;
 - b. A description of how to physically contact the animals such as proper ways to handle them;
 - c. The behavior that the volunteers should exhibit when they are in physical contact with the animals; and
 - d. Any safety concerns of which the volunteers should be aware.

3 Medical Safety

Any volunteer must purchase their own medical and travelers insurance before participating in any project.

- 3.1 An appropriate medical procedure plan must be in place for any person requiring medical care and advertised to the volunteers before any volunteer work is performed.
- 3.2 All volunteers must be provided with an adequate list of medical facilities in the area that the volunteer site is situated.
- 3.3 A first aid kit and a person trained in first aid must be present at the site and on any vehicle used for travel at all times.
- 3.4 In all safety instances, preventative action must be taken to avoid any injuries, which may include any of the following:
 - a. Orientations;
 - b. Written forms; and/or
 - c. Verbal briefings.

4 General Safety Measures

- 4.1 The organization must provide safety information to all volunteers that are riding in a vehicle on the organization's property.
- 4.2 The organization must provide a safe box with a lock so that volunteers are able to keep their belongings safe. The safe box can either:

- a. Be located in a communal area with a representative from the organization in possession of the key; or
 - b. Be provided to each volunteer with its own separate locks and keys for each safe box.
- 4.3 Any volunteer work involving tools and/or machinery must be preceded by either or all of the following:
- a. Orientations;
 - b. Written forms; and/or
 - c. Verbal briefings.

Bed Levies

5 Basis for Calculating Bed Levies

- 5.1 Each organization must present a cost analysis to the NTB outlining the allocation of volunteer fees that must include the allocation of fees into the following categories:
- a. Meals;
 - b. Accommodation;
 - c. Donation;
 - d. Transportation; and
 - e. Any and all other amenity paid for using the volunteer fee.
- 5.2 Each organization must pay their bed levy as a percentage of the accommodation fee based on the following criteria:
- a. 1% of the all-inclusive accommodation fee; or
 - b. 2% of the bed-and-breakfast or bed-only accommodation services.
- 5.3 If the organization fails to present the NTB with a cost analysis outlining the allocation of volunteer fees then the organization must pay their bed levy tax as a percentage of the entire volunteer fee to the NTB based on the following criteria:
- a. 1% of the all-inclusive accommodation fee; or
 - b. 2% of the bed-and-breakfast or bed-only accommodation services.

Appendix C: Namibia Tourism Board Act No. 21, 2000

Section 24: Application for Registration of Regulated Business

(1) Any person who wishes to obtain a certificate of registration in respect of a regulated business conducted or to be conducted by that person shall apply to the Board, in the form and manner prescribed, for the registration of that business.

(2) An application in terms of subsection (1) shall be submitted to the Chief Executive Officer and shall be accompanied by the prescribed fee.

(3) The Chief Executive Officer shall -

(a) call for an inspection to be carried out and a report to be submitted by an inspector on whether the prescribed requirements for registration have been complied with in respect of the business concerned; and

(b) submit the application, together with the inspector's report, to the Board.

(4) The Board shall, if it is satisfied that the prescribed requirements for registration -

(a) have been complied with, grant the application;

(b) have not been complied with, refuse the application.

(5) If the Board grants an application the Chief Executive Officer shall register the business and issue to the applicant a certificate of registration in the prescribed form.

Section 29: Levies

(1) The Minister, after consultation with the Board, may by regulation under section 30 impose levies to be paid by persons or any category of persons engaged in the tourism industry and stipulate -

(a) the basis for the calculation of the levy;

(b) the persons responsible for the payment and collection of the levy;

(c) the manner in which and times at which the levy shall be paid or collected.

(2) Levies imposed under subsection (1) shall be payable for the benefit of the Board

Section 30: Regulations

(1) The Minister may make regulations prescribing anything which in terms of this Act is required or permitted to be prescribed or which, in the Minister's opinion, is necessary or convenient to be prescribed for carrying out the provisions of or giving effect to this Act.

(2) Regulations made in terms of subsection (1) may provide for -

- (a) the classification of accommodation establishments into different classes;
- (b) the requirements to be complied with before any accommodation establishment may be registered;
- (c) the exemption of any accommodation establishment or class of accommodation establishments from any or all of the requirements for registration;
- (d) the different grades which may be allocated to accommodation establishments and the qualification requirements for each such grade;
- (e) the form of certificates of registration and of insignia in respect of the different grades that may be allocated in respect of accommodation establishments, and the circumstances under which and the manner in which they shall be used or displayed;
- (f) the circumstances under which certificates of registration or insignia shall be returned to the Board;
- (g) the licencing of persons, other than persons conducting an accommodation establishment or a regulated business, who provide or assist in providing any specified service or facility to tourists, including -
 - (i) the requirements to be complied with or the qualifications to be held by persons in order to obtain a licence;
 - (ii) the duties of licenced persons in relation to the provision of such a service or facility;
 - (iii) the suspension or withdrawal of a licence;

- (h) the fees and charges payable for any application, the issue of certificates, licences or other documents, the carrying out of inspections or the performance of any other function in terms of this Act;
- (i) the keeping of registers by persons conducting an accommodation establishment or a regulated business or by licenced persons, the form thereof and the particulars to be entered therein;
- (j) the regulation of any sector of the tourism industry including the registration of members of such sector and the requirements which have to be satisfied for such registration;
- (k) the publication and display of particulars relating to the nature or grading of an accommodation establishment or information relating to a regulated business or a licenced person on or in letterheads, brochures, publications or other articles;
- (l) the issue of replacement certificates of registration, insignia or licences or other documents issued in terms of this Act;
- (m) the furnishing of statistics by the owner or manager of an accommodation establishment or regulated business or by a licenced person in relation to matters pertaining to the accommodation establishment or business conducted by that person;
- (n) in general any matter which the Minister may consider necessary or expedient to prescribe in order to ensure the effective execution of the provisions of this Act.

(2) Regulations under this section may -

- (a) make different provisions for different cases or circumstances;
- (b) provide that any contravention or any failure to comply with the provisions thereof constitutes an offence and prescribe penalties for any such offence not exceeding a fine of N\$4 000 or imprisonment for a period not exceeding one year or to both such fine and such imprisonment.

Appendix D: Survey Questions for Volunteer Tourists

We are students from Worcester Polytechnic Institute in Worcester, MA, USA conducting research with regards to tourist establishments and their activities in Namibia. This survey will help our group to gain a better understanding of the volunteer tourism industry.

In the following questions, please tell us about your volunteer tourism activities and experiences. The information you provide will be strictly confidential and your name will not be associated with your answers. All information is to remain anonymous. This survey should take no more than ten (10) minutes of your time.

1. Please specify gender.

- Male Female

2. What is your age?

- 10-20 21-30 31-40 41-50 51-60 Over 60

3. What is your country of residence?

4. Is this your first time serving as a volunteer tourist?

- Yes
- No

5. If you answered no to question # 4: Please list the volunteer tourist establishments that you have visited or were involved in the activities.

6. If you plan to visit or become involved in the activities at other volunteer tourist establishments in Namibia, please list the establishments in the space provided.

7. Have you had direct contact with animals as part of your volunteer experience?

Yes

No

8. If you answered yes to question # 7, please specify the type of contact with the animals.

Animal feeding

Pen cleaning

Rehabilitation

Petting

Other (Please specify in the space provided.)

***If you answered no to question # 7 you may skip to question # 11**

9. Did you have an orientation or a similar activity before having direct contact with animals?

Yes

No

Other (Please specify in the space provided.)

10. Please rate your level of comfort at times when you were in direct contact with animals. (0: feeling of extreme danger, 100: feeling of complete comfort and safety). Please mark with and X.

0-----|-----|-----|-----|-----50-----|-----|-----|-----|-----100

11. Did you sign an indemnity or liability waiver form before engaging in any volunteer activities?

- Yes
- No

12. Were you offered the opportunity to purchase medical or travelers insurance?

- Yes
- No

13. What kind of accommodations would you expect to stay at when serving as a volunteer tourist? Please check all that apply.

- Tent
- Cabin
- Outside “under the stars”
- Hotel
- Hostel
- No Preference
- Other (Please specify in the space provided.)

14. Were you provided a secure place to store valuable items within your accommodation?

- Yes
- No
- Other (Please specify in the space provided.)

15. Did the accommodations provided meet your expectations?

- Yes
- No (Please specify your reasoning in the space provided.)

16. Please provide any additional comments or concerns in the space provided.

Your contribution to this survey is greatly appreciated. Thank you for taking time to help our study with your participation.

Appendix E: Interview Questions for Tourism Establishment Owners

We are students from Worcester Polytechnic Institute in Worcester, MA, USA conducting research with regards to tourist establishments and their activities in Namibia. This interview will help our group to gain a better understanding of how the tourism industry is operated and the regulations involved. The information that your organization provides will be strictly confidential and your name will not be associated to your answers. All information is to remain anonymous. The following questions should take no more than sixty (60) minutes of your time.

Thank you for your participation in this interview.

Wildlife Conservation Organizations

Basic Information About Organization

1. How long has your business been in operation?
2. On average, how many volunteers do you host per year?
3. How do you solicit clients?
4. Do you use a tour agency to advertise your organization?
5. Does your organization require the volunteers to complete an application for participation?
6. What services, amenities, fees and taxes are included in the sum that volunteer tourists pay to participate with your organization? (Airplane, food, accommodations, transportation, insurance, etc...)
7. What is the ratio between the number of guides and tourists that are together at one time?
8. Does your organization have insurance? If yes, what type of insurance is it and what does this insurance cover?
9. Do you require the volunteers to provide their own medical insurance?
10. Do you require the volunteers to sign an indemnity/liability form?
11. Do you require a work visa from your volunteers?

Questions Concerning Accommodations

1. If you are registered with the NTB, what accommodation category(s) is your business registered as?
2. What types of accommodations do you provide for the volunteer tourists? If there is more than one option, is there a preference?
3. What is the percentage from the volunteer fee that goes towards accommodation expenses?

4. Do you provide meals for the volunteer tourists? If yes, is there a variety for the types of food that the tourists are offered during their stay for dietary needs such as vegetarian, vegan, kosher, gluten-free?

Questions Concerning Safety

1. Do you have any regulations on safety? If yes, what are they?
2. Do you believe that there is any health or safety risk associated with participating in the volunteer projects offered by your organization? If yes, are they outlined in your advertisement/application form?
3. Do volunteers receive any prior training before being allowed to work?
4. Do volunteers come in direct contact with carnivorous animals? i.e. touching/petting
5. Do volunteers undergo any kind of orientation before coming in contact with animals?
6. What safety precautions/procedures do you have in place for volunteers being exposed to animals?
7. Are the animals fed or provided with live prey to hunt?

Closing Questions

1. What are your views on the Namibia Tourism Board creating a registration process for volunteer tourist establishments?
2. What types of guidelines would you interfere with your ability to run a business?
3. Do you have any suggestions for us to consider when drafting regulations for volunteer tourism?

Volunteer Accommodation Organizations

1. How long has your business been in operation?
2. On average how many clients do you host per year?
3. How do you solicit clients or how do they find your business?
4. What services, amenities, fees and taxes are included in the sum that volunteer tourists pay to participate in your organization?
5. Do you provide meals for the volunteer tourists? If yes, is there a variety for the types of food that the tourists are offered during their stay for dietary needs such as vegetarian, vegan, kosher, gluten-free?

6. Does your company provide transportation for the volunteer tourists, including to and from the airport to get to your establishment?
7. What types of accommodations do you provide for the volunteer tourists? If there is more than one option, is there a preference?
8. If regulations were in place for the safety, transportation, accommodations, food and insurance for the volunteer tourists, would you want your business to follow these guidelines?
9. Do you have any suggestions for regulations?