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Aware of the importance of maintaining sustainable tourism development, and assuming the principles adopted specifically in the Sector Technical Standard NTS – TS 003, the company ECOTOURISM SIERRA DE LA MACARENA and taking into account that tourists depend on travel agencies to receive advice irrefragable and a qualified service, with an excellent price-quality ratio. We are in a critical position to influence the choice of tourist destination. Therefore, we always look for the highest standards of products and services to provide. "We do not forget that when a customer buys, he not only buys services and products but also dreams and desires".

RELATIONS WITH THE PUBLIC.

Quality

We are a leading company in the sale of tourism destination to Caño Cristales and the Llanos Orientales in the region. For that reason, our priority is the satisfaction of all our customers. For this we establish and maintain a quality policy. We are clear about our Mission, Vision and Values, which guide and guide us to offer a quality service in which we commit ourselves to:

- To offer in the inspiration phase an access to the wide and quality information of the destinations that the client can choose, in support with the environmental entities, the tourist has support and information of the services offered by the staff who have the timely information and facilitates the processes for the acquisition of the service as for the trip.

- Put the satisfaction and demands of our customers before the simple economic benefit. Taking into account the specific requirements of the client, the applicable regulations and the new needs or expectations. Providing a preferential and differentiating treatment with human quality from our directives and staff.

- Create a management culture based on service quality, which is extended and perceived by all staff, ensuring their knowledge, understanding, compliance and maintenance.


- To have in our facilities the human, material and technological resources sufficient for our development, in order to achieve a better quality in our service. Constant overcoming of staff so that attention and service are specialized.

Accuracy

Provide objective, clear, truthful and accurate information about our services and tourism plans. For this, in the service portfolio, the images are obtained with the highest quality to provide customers with the possibility of having access to the information closest to reality. Without any distortion or improvements.

Divulgación

In search of ethical and sincere behavior, company personnel must provide orally and in writing, when necessary, details about costs, restrictions, terms and conditions of the services offered by the company. Full details of time, place, duration and nature of

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any sale, so that the final consumer or traveler knows what to expect before signing and issuing any payment. Looking for the client to get the most out of the money paid and to be treated with respect, so they can live a pleasant experience from start to finish. A successful sale includes the ability of sellers to gain the trust of customers; Beyond the company's reputation, consumers relate better to people who inspire trust. The latter is won with ethical behavior and sincere effort to serve buyers.

Answer's capacity

The Company has as a service premise that the customer is the main priority, so it will respond quickly, diligently and with commitment to any type of customer requirement.

Refunds

When for any reason the agency was unable to comply with an itinerary, remit the money corresponding to the return in the most agile and timely manner to the buyer, the company's reimbursement procedure.

Confidentiality

Users' orders are processed individually and confidentially, no traveler's information is disclosed without their permission, unless required by law.

Accordance

The travel agency will comply with all applicable laws and regulations in the city, area, territory and country where it operates. Will comply with the laws that frame the policies of the Travel Agency.

Consumer protection

Our company will use all possible efforts to protect its customers against fraud, misrepresentation or unworthy practices within the provision of the services offered.


Qualification and professionalism

The Company undertakes to employ and train its personnel to guarantee its continuous integral development.

Code of conduct;

The agency will not discriminate against race or gender in the programs it designs, operates, promotes or markets. In addition the willingness to comply with the principles and values of the company between staff and managers.

-Principles: The truth, which is above in all the actions and relationships of the travel agency, being honest with the actions inside and outside the company. Safety, which is a priority at work for the protection of the integrity of people, facilities and the environment.

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The compliance, which is evidenced by the commitments, rules and procedures, and which guides our improvement actions with responsibility. **Cordiality and punctuality**, which should be our symbol of respect for others. **Consideration and care**, which without exclusions or discrimination deserve people, communities and their ecological environments.

-Values: **Responsibility**, moral obligation to make the best effort to achieve business objectives with efficient management of resources, ensuring the sustainable development of the environment and self-care. **Integrity**: Visible behavior that shows us as people consistent, because we act as we say and think. **Respect**: Acceptance of the differences that born in self-esteem and recognition of the existence of the other. Every person, every community and its economic, social, cultural and ecological environments deserve from us the highest consideration and care, without exclusions or discrimination.

Relations with other tour operators and agencies

We will always follow the best traditions of the art of selling and fair treatment, providing fair and impartial interaction with other companies.

We will respect the agreements formed or agreed between institutions and disseminate these among the competent employees so that they are known and fully understood.

This policy and code of ethics will be updated whenever circumstances require, adopting and publishing in both cases new sustainability objectives.

ORIANA CAROLINA QUEVEDO SEGUA
THE MANAGEMENT
Reviewed and approved

YALILE QUEVEDO ORTEGA
SGS LEADER