



# RESPONSIBLE TRAVEL & EMERGENCY GUIDELINES

Practical guidance for Viajes Matatu travellers, guides and local representatives

|                |                                                |         |                                   |
|----------------|------------------------------------------------|---------|-----------------------------------|
| Applies to     | All Viajes Matatu trips                        | Version | 1.0 - August 2026                 |
| Shared through | WeTravel, pre-trip briefing and guide briefing | Review  | Annual and after a major incident |

These guidelines explain how to respond to an emergency and how to travel responsibly in Uganda. They complement the Viajes Matatu Sustainability Policy, the instructions of guides and rangers, and the rules of each destination.

## 10.17 Emergency situations

### 24-hour Viajes Matatu emergency contact

Maria: +256 773 240 003

Call or send a WhatsApp message. If Maria cannot be reached immediately, contact your assigned guide or local representative.

### Before departure

- Save Maria's number and your guide's number on your phone and keep a written copy.
- Share relevant medical conditions, allergies and mobility needs before travel.
- Carry your passport copy, travel insurance details, medication and emergency contacts.
- Confirm whether Flying Doctors support is included in your package and keep the membership or confirmation details accessible.

### If an emergency occurs

- Move away from immediate danger and follow the guide's or ranger's instructions.
- Contact the guide first, then Maria. Give your name, exact location, what happened, the number of people affected and a callback number.
- Do not move an injured person unless they face immediate danger or a qualified person instructs you to do so.
- The guide or Viajes Matatu will coordinate the nearest suitable medical facility, police, park authority, insurer or evacuation support as required.
- Avoid posting names, photographs or medical details publicly during an active incident.

### Flying Doctors for premium packages

Premium packages may include Flying Doctors medical evacuation or referral support, as confirmed in the booking documents. Activation is coordinated through Viajes Matatu and remains subject to the applicable membership and coverage terms. This support does not replace the traveller's own comprehensive travel and medical insurance.

## 10.18 Activities: do's and don'ts

| DO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | DO NOT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Follow instructions from guides, rangers, activity staff and community hosts.</li> <li>• Use seat belts, helmets and other safety equipment provided for the activity.</li> <li>• Stay on authorised roads, trails and viewing routes.</li> <li>• Keep the required distance from wildlife and speak quietly near animals.</li> <li>• Carry a refillable water bottle and dispose of waste in the correct place.</li> <li>• Ask permission before photographing people, homes, ceremonies or workplaces.</li> <li>• Dress respectfully at communities, religious sites and cultural activities.</li> </ul> | <ul style="list-style-type: none"> <li>• Do not feed, touch, chase, call or deliberately disturb wildlife.</li> <li>• Do not leave litter, remove plants, rocks, animal products or cultural objects.</li> <li>• Do not request off-road driving unless it is expressly authorised by the relevant authority.</li> <li>• Do not join an activity while impaired by alcohol, drugs or medication that makes participation unsafe.</li> <li>• Do not pressure community members to pose, perform, sell or disclose personal information.</li> </ul> |

## 10.19 Prevention of sexual exploitation

Viajes Matatu has zero tolerance for sexual exploitation, abuse, harassment or trafficking. A person under 18 is treated as a child, regardless of local appearance or claims about age.

- Never seek, purchase, arrange or encourage sexual activity involving a child or a person who may be exploited or trafficked.
- Do not offer money, gifts, transport or accommodation in exchange for sexual activity.
- Avoid inappropriate contact with children and do not take or share sexualised or exploitative images.
- Report a concern promptly to the guide or Maria. If someone is in immediate danger, alert the nearest responsible authority through the guide.
- Keep the matter confidential and do not confront a suspected offender if doing so could increase the risk to the affected person.

### Report concerns promptly

Contact Maria on +256 773 240 003. Provide only factual information: what you observed, where and when it occurred, and who may be at risk.

## 10.20 Illegal souvenirs

Buy only lawful, locally made products. Do not purchase items made from protected wildlife or plants, or historic and archaeological objects, unless their sale and export are clearly permitted by law.

- Avoid ivory, horns, teeth, skins, bones, feathers, eggs, live animals, protected plants and products of uncertain origin.
- Do not buy unverified antiques, archaeological objects or items removed from protected or cultural sites.
- Ask the guide when unsure and request a receipt or permit for any regulated item.
- Choose crafts made from renewable, recycled or responsibly sourced local materials.

## 10.21 Local services and goods

- Use locally owned accommodation, restaurants, guides, activity providers and craft shops where suitable.
- Buy directly from local producers and artisans where practical and pay the agreed price.
- Bargain respectfully where bargaining is customary; do not pressure sellers into an unfair price.
- Use authorised community organisations and guides for community and cultural visits.
- Do not give money directly to children. Support a recognised community initiative instead.
- Respect local livelihoods, private property, customs and agreed photography arrangements.

## 10.22 Sustainable transport options

Transport is selected according to safety, group size, comfort, route conditions, cost and environmental impact.

- Use an appropriately sized vehicle and combine airport transfers or groups where practical.
- Follow efficient round-trip routes that reduce backtracking and unnecessary mileage.
- Combine nearby visits and avoid unnecessary vehicle movements or engine idling.
- Walk, cycle or use the Viajes Matatu e-bike for suitable short authorised movements where safe and practical.
- Use scheduled road transport or shared services where these meet safety and comfort needs.
- Use domestic flights only when distance, time, safety or accessibility makes road travel impractical.
- Travel light and keep luggage within the agreed allowance to avoid unnecessary weight and additional vehicles.

## Responsibilities

| Role                 | Practical responsibility                                                                                                             |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Traveller            | Read the guidelines, disclose relevant needs, follow safety and destination rules, and report concerns promptly.                     |
| Guide or tour leader | Brief travellers, assess immediate risks, contact Viajes Matatu, coordinate local support and record serious incidents.              |
| Viajes Matatu        | Maintain emergency contacts, support decisions, coordinate providers or insurers, protect personal information and review incidents. |
| Service provider     | Maintain licences and safety procedures, follow the Supplier Code of Conduct and cooperate during emergencies.                       |

## Communication and implementation

- Make the guidelines available during the WeTravel checkout process and in pre-trip information.
- Highlight the emergency contact and relevant destination guidance before departure.
- Guides repeat the applicable points during the pre-trip briefing and before sensitive activities.
- Post-trip feedback and incident reports are reviewed to improve the guidelines and future trips.

### Emergency information to save

Viajes Matatu emergency contact: Maria

Telephone / WhatsApp: +256 773 240 003

Also save the number of your assigned guide before the trip begins.

## Client acknowledgement

By acknowledging these guidelines during checkout or before travel, the traveller confirms that they have read and understood the key safety and responsible-travel requirements and agree to follow reasonable instructions from Viajes Matatu, guides, rangers and authorised service providers.

|                          |                          |
|--------------------------|--------------------------|
| Traveller name:<br>_____ | Trip reference:<br>_____ |
| Signature:<br>_____      | Date:<br>_____           |

Related documents: Viajes Matatu Sustainability Policy, Supplier Code of Conduct, Staff Travel Policy and destination-specific instructions.