

## RE: Consultation on the European Charter for Sustainable and Responsible Tourism ( Action 15) - by 20/04/2012

Caroline Danneels [Caroline.Danneels@groept.be]

Sent: 14 June 2012 15:15

To: Entr-Tourism@ec.europa.eu

Cc: Lieve Verheyden; Bart Verheyden [bart\_verheyden@msn.com]; Christel Leys [christel.leys@iv.vlaanderen.be]; ils.hq@telenet.be

Dear Madame, dear Sir,

Please accept our comment on the European Charter for Sustainable and Responsible Tourism . If it is too late to consider our comment, please take this comment to a following edition of this Charter.

1. I assume this Charter will replace the Code Of Ethics for Tourism (<http://ethics.unwto.org/en/content/global-code-ethics-tourism>) in Europe?
2. Yet, I think there is one very important issue missing in the Charter. **Safety in tourism** is only covered in paragraph V/2. Although the European Commission considers welfare and safety as a human right in all different kind of domains (food, consumer, workplace, ...), in this Charter the issue of safety of tourists is only covered summarily:  
*"Highest priority should be given to the safety and welfare of tourists in the provision of tourism and transport infrastructure, facilities and services."*
  - *What does the European Commission understand by "safety and welfare of tourists"? "Safety and welfare of tourists" should be much more detailed. May I refer to this presentation "Health, safe and security in the travel industry", given at the International Conference of UNWTO in St Petersburg on 31/10/2011 (<http://tourismforum.blogspot.com/media/00/02/2239593233.pdf>):  
*"Security in travel means assuring protection against risks and hazards that may affect the physical, psychological and economic integrity and legitimate interests of travelers, tourism staff host countries and communities."**
  - *Who is responsible for the protection of tourists?* This same paragraph in the Charter mentions *"Highest priority should be given to ..."* but does not mention whose responsibility this is. The Charter should be more specific about this as well. This shortcoming in most international conventions and the invitation to give more attention to this issue are also notified in the previous mentioned presentation "Health, safe and security in the travel industry":  
*"However, security in tourism actually goes beyond travel and includes security and safety at the destination and throughout the entire itinerary of the traveler from home until return. Security covers action, information and shared responsibilities involving the government, home communities, the tourism sector and the international tourists."*
  - The embassies can play an important role in the provision of information on safety, security and health risks in their homeland. Tourism providers, agencies, department of foreign affairs... should pass on this information to their customers and citizens.
  - We believe prevention of health accidents is more important than cure, therefore a Risk and Crisis Management Program should be set up. As for our organization NPO Safe Coastal Tourism, prevention of ocean drowning accidents of tourists is primordial, we encourage the dissemination of complete and correct information about the hidden dangers of the sea (rip currents, deadly high waves, spring tide, shark attacks, ...) by all possible means of modern

time!

Thank you for your attention,  
With kind regards,

In loving memory of Bavo  
Dr. Caroline Danneels  
NPO Safe Coastal Tourism



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**Van:** Entr-Tourism@ec.europa.eu [mailto:Entr-Tourism@ec.europa.eu]

**Verzonden:** woensdag 25 april 2012 9:23

**Aan:** Caroline.Danneels@groept.be

**Onderwerp:** Consultation on the European Charter for Sustainable and Responsible Tourism ( Action 15) - by 20/04/2012

Good morning,  
As requested, please find attached:

**The Consultation Document**

**Annex 1 - First draft text of the European Charter for Sustainable and Responsible Tourism**

**Annex 2 - Questionnaire on the first draft of the European Charter for Sustainable and Responsible Tourism**

With kind regards,

Tourism Policy Development

European Commission  
DG Enterprise and Industry  
B-1049 Brussels-Belgium