



Animal welfare

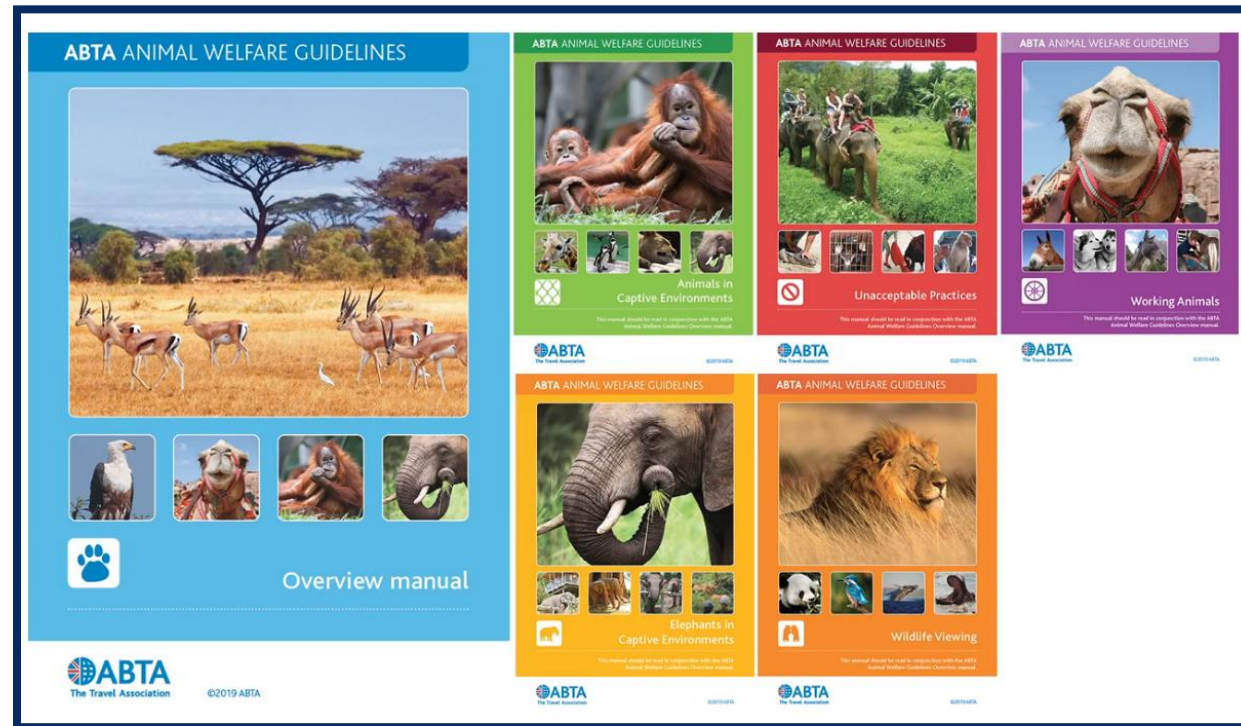
Animal attractions and experiences are now a common part of many holidays. While they are undoubtedly popular, customers also want to be assured of high animal welfare standards at all times.

Hotels have a crucial role to play in this process. There's a varied range of scenarios where people and animals can come into contact during a holiday. For example, some hotels have free roaming animals within their grounds, gardens and beaches, whilst others have entertainment programmes which feature animals in shows. Some customers choose to visit an animal attraction in the destination which has been promoted in the hotel, or are offered photographs with animals when out and about in the destination. Alternatively, viewing animals may form the purpose of the holiday itself, such as on safari holidays.

ABTA Animal Welfare Guidelines

In 2013 TUI collaborated with ABTA to launch the first 'Global Welfare Guidance for Animals in Tourism', an internationally recognized standard within the tourism sector. Since then, TUI has committed to only work with suppliers (including hotel partners) which are compliant with **ABTA Animal Welfare Guidelines**.

Please click on the Guidelines below for an introduction video.



The Standard

What is animal welfare?

Animal welfare refers to the physical and mental state of an animal. An animal may experience a positive mental state if it is healthy, well-nourished, safe, and able to exhibit choice and control over its behavioural repertoire. Plus, the absence of suffering from unpleasant, negative mental states such as pain, fear and distress which also ensure a healthy state of mind for the animal.

There are 8 main **animal welfare guidelines for hotels**, which are focused on:

Animal displays
within hotel
grounds, gardens
and beaches

Animals for
entertainment
purposes

Animal excursions
promoted or sold
to guests by hotels

**Hotel shops &
souvenirs**

**Free-roaming
animals** within
hotel grounds,
gardens and
beaches

Stray animals
within hotel
grounds, gardens
and beaches

Advising on **wider
destination** issues
involving animals

Hotel restaurants



Guidelines

1. Animal displays within hotel grounds, gardens and beaches

This guidance covers enclosures which have been incorporated into the grounds, gardens, and beaches, allowing animals to be exhibited for viewing or interaction with customers. Examples include petting zoos, bird displays, and other small to medium sized enclosures. Hotels with animals under human care should follow ABTA's animal welfare minimum requirements for captive environments which can be summarized as follows:



- Nutrition: access to food and drinking water in line with their species-specific needs
- Environment: enclosures that are clean, hygienic and environmentally complex to be suitable for their species-specific needs
- Physical health: the facility has access to a vet and there is a policy not to surgically modify any part of the animal (skin, teeth, etc.) and not to sedate animals, except for genuine medical treatment. Documentation is kept up-to-date (animal stocklist, licences, veterinary records, etc...)
- Behaviour: enclosures (including pools) allow all the animals to move and exercise freely, to maintain sufficient distance from other animals in case of conflict, and to give the opportunity to regularly interact with other members of their species

Guidelines

2. Free-roaming animals within grounds, gardens and beaches

This guidance is for areas within hotel grounds, beaches and gardens where free-roaming animals reside:

- Animals are provided with adequate nourishment and a regular veterinary care programme that is appropriate for their species-specific needs
- Measures are taken which reduce the risks of human-animal conflict situations, attack by predatory species or customers inappropriately handling the animals.
- If the hotel's grounds, gardens or beaches are important habitats for local wildlife (e.g.: migrating birds gathering on the site, or beaches being used by nesting turtles), actions should be taken to ensure the hotel's activities do not disrupt the normal migratory or breeding pattern



Guidelines

3. Animals being brought into the hotel for performances

This guidance covers enclosures which have been incorporated into the grounds, gardens, and beaches, allowing animals to be exhibited for viewing or interaction with customers. Examples include petting zoos, bird displays, and other small to medium sized enclosures. If performers with animals are allowed within the hotel's grounds, gardens or public areas, the activities should not cause harm or distress to the animals and their welfare should be ensured at all times, considering aspects like:



- Transportation of the animals
- Mode of restraint whilst within the hotel grounds, beaches and gardens
- Potential for injuries amongst humans (scratches, bites, etc.)
- Potential for exposure to chemicals for example, chlorine from pools or chemicals within sun creams
- Adequate access to water and food in line with species specific needs whilst on site.
- Potential for increased stress on the animal

4. Stray animals within hotel grounds, beaches and gardens

This guidance covers local populations of stray and feral animals, particularly cats and dogs. Hotels should work to improve the welfare of stray animals to make their lives easier, to contribute positively to the problem and to boost the overall quality of the hotel. To achieve this, TUI Group has a program for stray animals in hotels which include, amongst other, the following criteria:

- Hotels should cooperate with a local animal welfare association or veterinarian to neuter the strays and provide them with proper veterinary care.
- A feeding site is established and provided with appropriate animal food, not with scraps from the restaurants or buffets.
- Guests are informed about the hotel's commitment to helping strays



5. Animal excursions being promoted or sold to guests by hotels

Hotels which promote local tourist attractions involving animals by including their marketing literature in hotel displays or by selling tickets to local attractions via concierge services or concession businesses should ensure the attractions promoted safeguard the welfare of the animals. A good way to do this would be to check if they are a member of an association which accredits them on welfare and if so, that they hold in-date accreditation.

6. Advising on wider destination issues involving animals

There are instances where it is useful to offer general advice to customers, especially in destinations where it is common for customers to be approached with regards to having their photos taken with wild animals in exchange for money. Primates, reptiles, felines, reptiles and even large mammals have all been known to be used in tourism resorts for this purpose. Where hoteliers know these opportunities exist in a destination, they should advise customers not to pay to have their photo taken with animals as this continues to fund poor practices.



7. Hotel Shops & Souvenirs

Hotels should ensure that the range of souvenirs on sale do not threaten animal and plant species or include products that are likely to meet with consumer disapproval. Ivory products, coral products and fur products are all examples of products that should not be offered for sale.

8. Hotel restaurants

Hotels should proceed with caution with regards to including menu options where the sourcing of such food items has known welfare or conservation impacts. Food options that have been subject to wide reaching controversy include:

- Whale and dolphin meat, or shark-fin soup
- Foie gras
- Civet cat coffee (where it can't be guaranteed as cage free),
- Crocodile, snakes or kangaroo

Hotels should be aware of the evidence of poor welfare associated with the animals sourced for these foods, not only from the wild, but also domesticated or farm animals.

In addition, hotels should also consider the risks of offering food that may provoke strong reactions from tourists, such as whole animal displays, for example, a whole pig.

