

Icelandic Mountain Guides– Certified travel service

Icelandic Mountain Guides is a certified participant in VAKINN, the official quality and environmental system in Icelandic tourism run by the Icelandic Tourist Board.

The certification is based on the following:

- Sales and purchase of goods and services
- Services and customer satisfaction
- Facilities and equipment
- Management and staff
- Culture and history
- Safety, welfare and responsibility
- Company management and overall performance.
- Participants must accept and comply with the VAKINN code of ethics.

Participants have to deliver a written safety plan to VAKINN for all advertised tours. The plan must include the following:

1. Risk assessment
2. Rules on work procedures
3. Contingency plan
4. Incident report

During annual quality audits applicants are requested to show various documentation e.g. :

- Confirmation of insurances
- Necessary operational licences
- Health and safety plan for the workplace
- First aid certification for guides/employees
- Training and education of guides/employees

For further information on requirements and audits please refer to VAKINN general and specific criteria on www.vakinn.is.



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