

# Tour Operator Screening Checklist

## Company Background

- How many years in business?
- Who are the senior members of the company?
- Type of tour company (travel agents, independent, receptive, etc.)

## Staff

- Local or national?
- Familiar with your state and unit
- Will a designated leader be with the group at all times?
- What is the skill background of leader?

## Program Plan

- Have they run voluntourism projects other parks? Where and what kind?
- What are the lodging/dining accommodations for the group?
- How will they interact in planning and execution of the project with site staff?
- What is the anticipated ratio of work to sightseeing/touring?
- What are their expectations of your agency?
- Aside from personnel, tours and materials, are there any additional costs to the agency?

## Sales Procedures

- How are the voluntourism packages sold?
- Are potential customers screened for physical and task related abilities
- What is their refund/cancellation policies?
- What is their emergency response protocol?

## Recommendations

- What/who are their professional references in land management agencies?
- Are you able to speak with former Voluntourism participants for recommendations?
- What is their Better Business standing?