

Travel Inn – Responsibilities & Code of Conduct



Preface by the Managing Director

At Travel Inn, we take great pride in fostering a culture of professionalism, integrity, and responsibility. As a leading Destination Management Company, our reputation is built on the exceptional service we provide to our clients, the strong relationships we maintain with our partners, and our commitment to responsible tourism.

This Responsibilities & Code of Conduct Handbook serves as a guiding document for all our employees—across Sales, Operations, Contracting, Accounts, Product, Marketing, Guides & Trip Leaders, and Representatives—to ensure we uphold the highest standards in every aspect of our work. It outlines clear expectations, ethical guidelines, and workplace principles that reflect our core values.

Our success is driven by the dedication of our team, and we strongly believe that by adhering to these principles, we will continue to provide meaningful travel experiences, strengthen our partnerships, and contribute positively to the communities and environments in which we operate.

We encourage all employees to read, understand, and embody the guidelines outlined in this document, ensuring that we collectively uphold Travel Inn's legacy of excellence and ethical conduct.

By,
Ravi S. Kalra

A handwritten signature in blue ink, appearing to read 'Ravi S. Kalra', is written over the printed name and title.

Founder & Managing director
Travel Inn (India) Pvt. Ltd.



Applicable to: Sales, Operations, Contracting, Accounts, Product, Marketing, Guides & Trip Leaders, and Representatives Departments

1. General Code of Conduct

- Maintain professionalism, integrity, and ethical behaviour in all interactions.
- Uphold Travel Inn's values of sustainability, responsible tourism, and customer-centric service.
- Follow company policies, local laws, and industry regulations.
- Ensure confidentiality of client, partner, and internal business information.
- Report any unethical behaviour, safety concerns, or violations to the relevant department head.

2. Workplace Conduct & Ethics

- Maintain a positive, respectful, and cooperative work environment.
- Harassment, discrimination, or any form of unprofessional behavior will not be tolerated.
- Respect cultural differences and be sensitive to diverse perspectives.
- Follow sustainability guidelines in daily office operations.
- Uphold honesty and integrity in all professional dealings.

3. Department-Wise Responsibilities & Code of conduct

A. Sales Department

Key Responsibilities

- Maintain strong client relationships and provide timely responses to inquiries.
- Ensure all sales proposals are accurate, competitive, and aligned with client needs.
- Share sustainability and ethical tourism information with clients.
- Communicate effectively with the operations and product teams for seamless execution.
- Keep track of market trends and competitors to refine strategies.

Code of Conduct

- Provide transparent pricing and honest information to clients.
- Avoid overpromising services that cannot be delivered.
- Respect client privacy and handle all data confidentially.
- Ensure fair dealings with all B2B partners without favouritism.

B. Operations Department

Key Responsibilities

- Coordinate with hotels, transport, and local suppliers for smooth logistics.
- Ensure timely execution of itineraries with minimal disruptions.
- Maintain up-to-date travel documentation and legal requirements.
- Handle customer concerns and crisis management efficiently.
- Prioritize sustainability in travel arrangements (e.g., eco-friendly transport, digital confirmations).

Code of Conduct

- Be responsive and proactive in addressing trip-related concerns.
- Maintain ethical supplier relationships, avoiding conflicts of interest.
- Ensure no overbooking, last-minute cancellations, or miscommunication with partners.
- Respect local communities and cultures when organizing experiences.

C. Contracting Department

Key Responsibilities

- Negotiate fair and competitive rates with hotels, transport, and activity providers.
- Ensure clear, legally binding agreements with partners.
- Maintain updated records of agreements, pricing, and seasonal changes.
- Align contracts with sustainability and responsible tourism policies.

Code of Conduct

- Practice fair negotiations, ensuring no unethical commission structures.
- Avoid conflicts of interest when selecting partners.
- Keep all contractual information confidential.
- Conduct due diligence on vendors to ensure quality, safety, and ethical standards.

D. Accounts Department

Key Responsibilities

- Ensure accurate financial transactions, invoicing, and tax compliance.
- Maintain transparent financial records and audit compliance.
- Process payments and reimbursements in a timely manner.
- Prevent financial fraud and ensure ethical accounting practices.

Code of Conduct

- Maintain integrity in financial reporting.
- Ensure all payments and receipts are properly documented.
- Avoid any form of misappropriation or financial mismanagement.
- Respect client and vendor financial confidentiality.

E. Product Department

Key Responsibilities

- Design unique, responsible, and high-quality travel experiences.



- Regularly review and update itineraries based on customer feedback and sustainability trends.
- Ensure that travel products align with Travel Inn's responsible tourism policies.
- Coordinate with sales and operations teams for a seamless experience.

Code of Conduct

- Promote fair trade tourism, community-based tourism, and eco-friendly options.
- Ensure all experiences are authentic, ethical, and culturally sensitive.
- Be transparent about product features, exclusions, and limitations.
- Avoid supporting businesses that promote unethical wildlife or human exploitation.

F. Marketing Department

Key Responsibilities

- Develop and execute strategic marketing campaigns to promote Travel Inn's offerings.
- Ensure honest and responsible representation of travel experiences in all marketing materials.
- Align marketing efforts with sustainability and ethical tourism principles.
- Manage digital marketing, social media, content creation, and brand positioning.
- Collaborate with sales, product, and operations teams to ensure consistency in messaging.

Code of Conduct

- Avoid misleading advertising or exaggerated claims in promotional materials.
- Respect and credit photographers, writers, and content creators when using their work.
- Ensure all digital and print content is culturally sensitive and aligns with ethical marketing standards.
- Follow data privacy regulations when handling client information.
- Engage with audiences professionally and respectfully on all social media and communication platforms.

G. Guides & Trip Leaders

Key Responsibilities

- Provide expert guidance and enriching experiences for travellers.
- Prioritize safety, comfort, and ethical engagement with local communities.
- Act as cultural ambassadors, respecting traditions and customs.
- Educate travellers about responsible tourism and wildlife conservation.

Code of Conduct

- Maintain professionalism and respect towards guests, staff, and locals.
- Ensure no exploitation of local people, wildlife, or resources.
- Be honest and transparent in answering traveller questions.
- Avoid encouraging unsustainable practices, such as excessive waste or wildlife disturbance.



- Follow all safety guidelines and be prepared for emergencies.

H. Representatives (Airport/Hotel/On-Ground Staff)

Key Responsibilities

- Provide warm and professional assistance to arriving and departing guests.
- Ensure seamless coordination between clients, hotels, and transport providers.
- Address traveler concerns promptly and courteously.
- Communicate important trip details and itinerary updates effectively.

Code of Conduct

- Always maintain a professional and friendly demeanour.
- Provide accurate and honest information to travellers.
- Ensure timeliness and efficiency in all client interactions.
- Avoid any form of harassment, discrimination, or unethical behaviour.

4. Disciplinary Action

Failure to adhere to this Code of Conduct & Responsibility may result in:

- Verbal or written warning for minor infractions.
- Performance review and corrective training for recurring issues.
- Suspension or termination for serious violations, including fraud, misconduct, bribe or harassment.

5. Commitment to Excellence

By adhering to this Code of Conduct, all employees contribute to Travel Inn's mission of responsible tourism, ethical business practices, and exceptional customer service. Each department plays a vital role in maintaining our reputation and ensuring the best experiences for our clients.

☐ This document should be read, understood, and followed by all Travel Inn employees.