



## Our charter

We are a **tailor-made Tour Operator**. We select, **according to your expectations and desires**, the means of transport, the accommodation and the nature of the tourist program.

### **We are committed to :**

**1 - You can communicate directly on our website or live all the *useful and practical information on your trip.***

### **2 – Make every effort**

- to manage with you the consequences of an unforeseen change at the last minute on the progress of the trip
- to propose a solution to the problem posed as soon as possible for short stays and under 48 hours for long stays, this during the stay, in the event of failure of the announced services,

After the stay you will have a service "Customer service". We have a duty to offer equitable solutions to a complaint within a maximum of 4 weeks upon receipt of your mail or your email sent to [service-client@antilles-dominica.com](mailto:service-client@antilles-dominica.com)

### **3 – Select and control**

- We are a couple who lives in Dominica since 2009: we have our home, our life
- We only offer you Dominica (and Martinique for transfers)
- We constantly select and control, because we live with our partners,
- We advise you for to have a service close to your wishes.
- We always have at your disposal a correspondent who speaks English, French or Spanish.
- We make you travel and stay in normal conditions of safety, whether :
  - on excursion (driver accustomed to rolling on the left, certified guide by the Ministry of Tourism)
  - diving with PADI centers (decompression chamber in Roseau and procedures for air evacuation on Fort de France)

We do not organize a stay during periods of cyclonic risk from mid-August to mid-October

### **4 - Respecting everyone and everyone in the context of discovery and encounter**

- Participate in sustainable economic development on site.
- Helping to respect the environment, culture and heritage of Dominica.
- Support solidarity movements.

Traveling to the Caribbean with **Dominica Eco Tours Ltd** is also a way to travel respectful of the host country, people, cultures and lifestyles. Aware of our human responsibilities vis-à-vis our clients as well as the populations and environments visited, we strive to promote an attitude of dialogue and respect everywhere. Aware of our economic responsibilities, we strive to participate in the development of the country without jeopardizing its values.