Making the most of your

PUG certification

FOR YOUR BUSINESS SUCCESS,
FOR YOUR GUESTS
& FOR YOUR WILDERNESS

TOFTIES Sustaining the wild



- Congratulations. You are the proud owner of an independently verified, United Nations GSTC endorsed certificate proving that you are striving to achieve sustainability in your operations.
- Now you need to be sure to tell everyone about it and display it with pride.



WHAT IT MEANS

Gaining a PUG certificate provides your guests,
DMC and TO buyers, clients, staff, media,
government and park officials and the travelling
public at large that your operation is
professionally run, its trustworthy and seeks to
look after its staff and neighbours and is
environmentally friendly.

It's aim is to help you enhance your operational quality, improve your profitability and give you broader market appeal

www.toftigers.org

WHY YOU NEEDED TO BOTHER?

- 1. Businesses that adopt green practices outperform their competitors
- 2. 75% of consumers want more responsible holidays
- 3. 93% of consumers say travel companies should be committed to preserving natural heritage
- 4. 66% of consumers prefer to buy products and services from companies that give back to society
- 5. 58% of Conde Nast Travellers said their hotel choice influenced by green credentials
- 6. 66% of Tripadvisor.com travellers often or always consider environment when choosing hotels and other providers
- 7. 50% willing to pay more for goods and services that have good corporate social responsibility credentials

Source: http://www.responsibletravel.org/projects/documents/2014 Trends & Statistics Final.pdf

SIX WAYS TO GAIN THE BENEFITS OF PUG RATING?

- 1) SHOUT about it
- 2) DISPLAY it everywhere
- 3) USE it as part of your marketing
- 4) SELL your green credentials
- 5) ACT on the PUG report
- 6) WORK with TOFTigers

1) SHOUT ABOUT IT – TALK ABOUT IT lts no use if people don't know about it!

- √ Tell your staff about it
- √ Tell your clients about it
- √ Tell your agents about it
- √ Tell your media contacts about it
- √ Tell your friends about it
- √ Tell park staff about it

2) DISPLAY YOUR CERTIFICATE & LOGO Its no use if people don't see it!

- √ Display your certificates in prominent place (Reproduce them if you need to for offices/reception or bedrooms)
- √ Use pug logo on your website
- √ Use pug logo on your literature & Biz cards
- √ Highlight your PUG rating on press releases
- √ Highlight on bedroom literature

- 3) USE IT IN MARKETING MATERIAL Its no use if buyers don't know about it!
- √ Display PUG logo with hyperlink prominently on your website
- √ Embed the logo into lodge photographs for use on other websites and Online agents (OTA's)
- √ Embed it into your E-signatures
- √ Embed and mention it on Facebook/Twitter
- √ Highlight it in printed literature
- √ Add it onto your adverts in magazines etc



4) SELL YOUR GREEN CREDENTIALS

Its no use if you do not show people what you are doing

Prospective agents & clients like knowing you business is:

- √ Providing professional, well trained, properly paid staff
- √ That your operation is not compromising the long term health of its wildlife destination
- √ That your operation is supportive of its park and local community

Highlight this on your website THEN show your visitors what you are doing when they come to stay. It reinforces your message, enhances your reputation and ensures better repeat and referral business.

5) ACT ON THE PUG REPORT

Its no use reading it without taking the actions it recommends

- √ Go through the report carefully with your staff
- √ Instruct your staff to instigate recommendations in report
- ✓ Monitor those recommendations (e.g. Energy, water, wastage)
- ✓ See how that affects your performance (E.g. Lowers cost, increases repeat or referral biz, gets better feedback, increased occupancy, increases profitability etc)

Then tell TOFTigers what happened – and how its made a difference – and we will broadcast it

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5) WORK with TOFTigers team We are not a marketing agency – but we can help you and make recommendations

- √ Contact us for advise and support
- √ Use our membership to make new contacts/network
- √ Come to events which we host/run
- √ Follow up with calls from TOFTigers for news and deals our activities are there to help you
- √ Report any illegal activities, park or operational issues we should be aware of that need to be raised.

What is TOFTigers really?

- A Travel Trade Alliance advocating better nature tourism to support nature conservation and wilderness protection
- It's a B2B supply chain campaign
- It's a value chain that reflects its support for better practice in fragile habitats by travel operators and providers
- PUG is buyers and consumer tool to make better more sustainable choices

What TOFTigers is NOT

- We do NOT represent the entire tourism
 industry you are a privileged member
- We are NOT a classic Tourism Membership
 Association (like PATA, ATTA, ATOAl etc)
- NOT simply a sales services or lodge marketing operation

THE CONCLUSION

Green is here – its now mainstream (and often mandatory) – it's very good for business – and it's in growing demand from your clients, agents and International tour operators.

oing better business is good for your business



So what do you get from TOFTigers?

YOU ARE JOINING A NETWORK OF INTERNATIONAL OPERATORS & INDIAN DMC's WHO SELL TRAVEL & WILDLIFE HOLIDAYS WHO HAVE ALL AGREED TO A CODE OF CONDUCT TO BUY PUG CERTIFIED ACCOMMODATION



TOFTIMES Sustaining the

JUST A FEW OF OUR MEMBERS











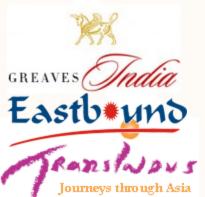


































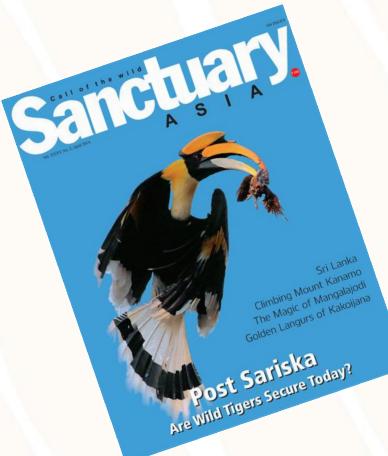
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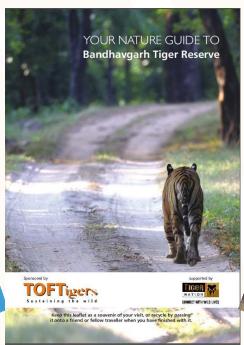
You will automatically be added to the next edition of the 'Good Wildlife Travel Guide'

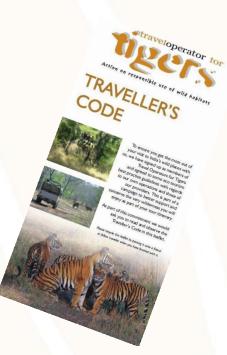
See www.toftigers.org/GWTGdownload/



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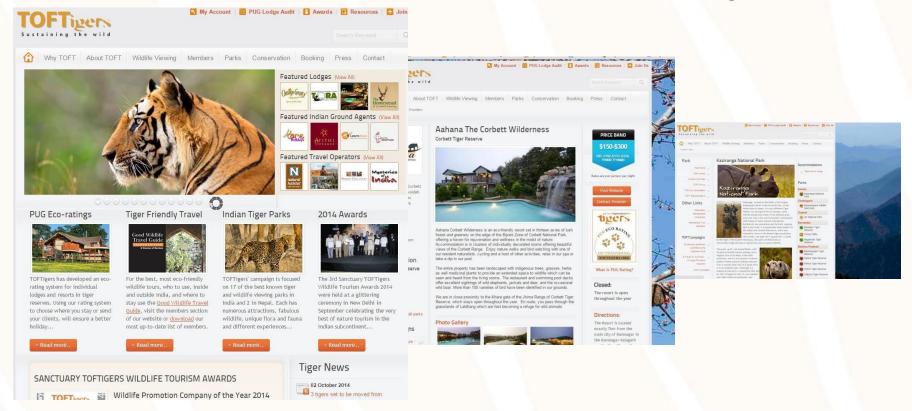
Highlighting and special advertising rates in Sanctuary Asia Magazine and online media

Nature guides and guidebooks for your visitors

CustomiseTravellers leaflets for your bedrooms



Feature on TOFTigers website

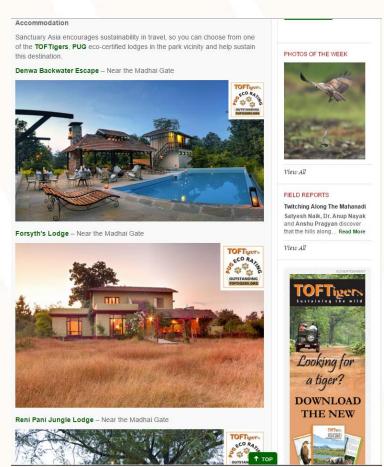


A page on TOFTigers website with links and direct enquiry options



Feature on Sanctuary Asia website & social media









An ongoing **'LOOK FOR PUG BEFORE YOUR BOOK'** Campaign

GSTC is databasing you for entry onto a ever increasing range of OTA's — Online Travel agents - who will use PUG as a priority search tool. They include:

BookDifferent.com, HotelBeds.com, BookGreener.com, and Glooby.com, with other larger agents coming on board all the time.

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Biannual Sanctuary TOFTigers Wildlife Tourism Awards

Training workshops



Invited to a host of events



Workshops and networking events



Fund projects and initiatives

TO CONTACT US:

We are here to help you:

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