



## Our Experiences & Expeditions requirements

Questions about our terms? Contact Us [info@aldea.travel](mailto:info@aldea.travel)

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All ALDEA Travel Experience Hosts - including their Co-Hosts and assistants - must abide by our experience requirements as well as our [Terms of Service](#).

Each Experience is reviewed based on the following criteria before publication, and it must maintain these standards to remain on ALDEA Travel. A listing or associated account that fails to meet these criteria may be restricted, suspended, or removed from the platform.

ALDEA encourages and welcomes many different kinds of Experiences as long as they demonstrate and align our values and standards. We pride ourselves on having Latin America's best hosts and for our immersive activities hosted by locals, in which guests can truly feel connected to a Host and gain insight into their world. Activities in which a Host is merely providing transactional services do not meet our experiences and expedition requirements.

### Experience requirements

Are you a wonderful passionate host based in Latin America? Do you love connecting with people? Do you believe in community and positive impact? Do you share our passion for wonderful and unique experiences the world should know about?

If the answer is yes, we want to meet you! Culture & History, Food & Dance, Nature & Adventure, you can host anything, anywhere in Latin America! Dance session, market tour by bike, river hike, ancestral knowledge, patacones on a boat, hiking in the forest or paragliding above it. Create and host a unique activity people want to try!



Whether it's for a few hours or more, hosts make travellers feel like they're travelling inside their worlds. Experiences in the ALDEA Travel marketplace must meet OUR standards for quality; these standards set them apart from typical tours. Our values must be demonstrated in an experience submission in order to be published. It is made possible by these standards to ensure that the marketplace has high-quality experiences led by knowledgeable, formidable hosts.

## **Our Values**

In order to be published, an Experience submission must demonstrate the values that ALDEA Travel is based on. Our hosts can ensure the experiences they offer are exceptional in all aspects. Our hosts have:

### **PASSION + QUALITY**

We do what we love in the best way we can, and we know how to communicate that to our guests. We do your best - no more no less. Our hosts have exceptional understanding and experience and are outstanding storytellers.

What this looks like:

- Have specialised training and maybe be an instructor, or
- Qualifications and achievements in your field, or
- Or be an enthusiast with a keen mind that loves learning.

Our Guests like to ask loads of questions, and have active and inquisitive minds! ALDEA provides them with hosts with a distinctive point of view they can't easily find elsewhere. All our experiences are created by expert guides and hosts who are passionate about their work, which ensures that our clients have unique and positive experiences.

### **SOLIDARITY + CONNECTION**

We make guests feel at home and locals valued, part of the aldea and create meaningful bonds with the locals and the guests. Warm and welcoming, building bridges everywhere we go. We always leave more than we take from the place. No one is left behind.



What this looks like:

- Our guests get to know each other and meet the locals while they travel
- Each of us has a personal connection to each place and we share stories about it
- Creating memorable moments and giving back to the communities we visit are always top priorities for us

Our guests trust us because we focus on Fair Trade, social and sustainable responsibility. We always give something back and generate true impact. Business not as usual.

### **LOVE + LOCAL GEMS**

Our hosts are locals with true love and who can show off a side of their city and give a connection to the place that visitors couldn't find otherwise.

This could include:

- Places, restaurants, hidden gems only locals know about
- Interesting people to connect with and meet
- Local artisans and special items that are hard to find

Our guests think of culture as gold and seek connection and authentic experiences when travelling. Our Guests enjoy ticking off the bucket list but are very keen to be in charge of her trips and want to go off the beaten path, they love going beyond the typical tourist destinations!

### **COMMUNITY CENTRED + NATURE POSITIVE**

Our hosts treat the human environment and natural ecosystem with utmost respect. This is not a business strategy, it is a way of life. They are conscious and connected with their surroundings and respect them. Look after the communities they visit ensuring they protect them and ensure their guests do too. They respect the natural environment and look to minimise the impact by looking for zero waste, sustainable and responsible ways to protect it. Every activity is designed thinking about the environment and the community, we seek to create a positive impact everywhere we go.



## **What doesn't qualify as an Experience**

### **Accommodations**

If you are interested in renting your space, this is not the place for you just yet. We are planning to add this functionality in the next phase. But for now, Experiences that include accommodations or lodging of any kind are classified as Expeditions, and they must include activities to be considered.

### **Services**

Our experiences are designed to be highly interactive and unique, unlike typical tours and services. Because services lack expertise, insider access, and connections, they are generally ineligible.

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## **Hosting standards**

### **Prices**

Although we endeavour to ensure that our hosts get the maximum economic benefit of the experience and we are a marketplace that needs to remain competitive, therefore we encourage you never to advertise the same experiences for lower prices anywhere else.

### **Guests should always know exactly who will be hosting them**

If a friend, partner, or a team is helping you host or manage your Experience, they must be registered and mentioned on the experience clearly.

The Host's profile name must be the Host's personal name and not a business. Hosts must have a clear picture of themselves in their profile photo, not a logo of their company page.



Experience must be listed by the host as an individual, not as a business. In the profile picture, the Host should be clearly visible, we don't accept company logos as profile pictures.

**Never leave guests on their own without a Host or hand guests off to 3rd party suppliers.**

Hosts and Co-Hosts must personally lead their guests throughout the entirety of the Experience.

**Only ALDEA Travel guests on an ALDEA Travel Experiences**

Once a Host lists an Experience for a particular time and date on ALDEA Travel, only ALDEA Travel guests can attend that instance of the Experience. Hosts are not permitted to mix guests from ALDEA Travel and other platforms on the same instance of an Experience.

**Health and safety**

Hosts must abide by the latest national and regional health and safety guidelines when hosting in-person Experiences.

**All booked reservations must be honoured**

Hosts must honour their reservations, unless the Host must cancel due to a valid extenuating circumstance, safety concerns, or dangerous weather conditions. Learn more about our Cancellation policy.

**Feedback**

No matter where they book, guests want to know they can expect a consistent level of quality. Review ratings should be high, and too many low review ratings (1-3 stars) should be avoided. It may be necessary for ALDEA Travel to suspend and/or remove listings from ALDEA Travel if a host receives too many low ratings or guest reports of problems.

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## **Activities with special requirements or restrictions**

### **Technically-specialised outdoor activities**

All Technically-specialised outdoor activities need to provide relevant certifications and must ensure that the relevant insurance is available for all the participants and sign an additional waiver of responsibility of ALDEA Travel. This includes, but is not limited to, activities involving extreme heights or caves (ex: bungee, skydiving, heli-skiing, cave diving), certain ocean activities (ex: free diving, kiteboarding, shark diving), and certain ice or mountain activities (ex: canyoneering, ice climbing, free climbing).

### **Sexually suggestive activities**

Experiences that include sexual content, nudity, and sexually explicit content is not permitted on the platform.

### **Weapons**

We only allow the use of projectile weapons when the Host has a valid licence and insurance. Experiences involving bow and arrow and any similar must have a minimum guest age limit of 18+.

### **Political activities**

Campaigning, fundraising, or activities that violate local laws are not allowed in Experiences. Educative and informational political activities are allowed.

### **Special categories**

Certain categories of Experiences on ALDEA Travel have additional standards and will be discussed on an individual basis:

- Online Experiences using Zoom
- Animals Experiences
- Cooking Experiences
- Social Impact Experiences



- Expeditions (Multi-day Experiences)
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## Verification requirements

### Evident ID Verification

Experiences that include technically specialised activities that require licences, certifications, or insurance will not be published if any of the following apply:

- Hosts do not provide the requested documents
  - Documents required for the application have expired
  - The name(s) on the documents do not match the name listed on the ALDEA Travel profile for the Host
  - Our licence and insurance requirements aren't met by the documents
  - The provided documents cannot be processed for any other reason (such as blurry photos or unrecognised document types).
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## Listing page requirements

It is important that the itinerary for the Experience is clear, complete, and accurate. When guests book an Experience, they should know exactly what to expect. This applies to all Experience details, including:

- What guests will be doing
- Meeting address and instructions for meeting up with the Host
- What's included in the price (ex: what the Host is providing for guests)
- What guests need to bring with them (ex: extra cash to buy food that's not included)
- The time and date of the Experience



### **No "open-ended" itineraries**

We can't accept "open-ended" plans where guests are asked to define an Experience's itinerary or choose activities or locations. There's nothing wrong with minor variations.

### **Allowed**

- Every day of the week, my cooking experience is different. Empanadas are made on Mondays, and pastels are made on Tuesdays."
- We will visit galleries of Latin artists each afternoon. I will choose which artists generate the most interest at the time. This is fine because the main activity will remain the gallery tours.

### **Not allowed**

- "I'll meet guests for coffee and then we'll see where the afternoon takes us!"
- "During the tour, guests can choose from among several different activities, including rafting or visiting the churches, or many others."

### **ALDEA Travel's photo quality standards.**

1. All photos should look natural and unposed. Take natural-looking photos. Photos can not have text or images (e.g. logos) overlaid on the image.
2. Make sure you show a variety of angles and details. Host & Guest interaction should be captured, as well as the location where you're hosting and close-up details of the experience. Don't take too many similar photos.
3. A minimum of one photo must include a person (e.g. the host or guest) and this photo must represent your overall experience.
4. Photos must be natural color. No black and white, and no heavy filters.
5. Photo must be an individual image, not a collage of several photos.
6. The minimum resolution size is 480 x 720px at 72dpi. No blurry or pixelated images please.
7. Photos must be relevant to the experience.





## **What we don't allow on Experiences**

### **Mistreatment of animals**

Wild animals in the wild and in captivity, as well as domesticated animals under human care must never be involved in the activity in a harmful or irresponsible manner. This includes but is not limited to direct interactions with wild animals (ex: riding, petting, feeding), dog sledding, the purchase or consumption of wild animal products, and certain other activities.

### **Intellectual property violations**

Unless the work was created or properly licensed by the Host, or is in the public domain, we do not allow the use of copyrighted content such as music, videos, photography, or literature. In addition, we prohibit unauthorised use of other types of intellectual property such as trademarks (ex: brand names) or individual names (ex: celebrities) that suggest endorsement or affiliation with the Host.

### **Violation of local laws or restrictions**

The host is responsible for understanding and complying with all applicable laws, rules, regulations, and other requirements.

### **Experiences that cross country borders**

There must be a single country in which the experience takes place. No cross-border experiences are allowed.

### **Payments outside of ALDEA Travel's system**

A guest may not be solicited for an offline or online payment by an Experience Host.



In general, Hosts cannot collect additional fees or charges outside of our platform unless we expressly authorise them. The listing will clearly detail these details if they are approved on an individual basis.