



Tour operator details

Company name	
TCM HOLIDAYS	
Company URL (website)	
http://www.tcmholidays.com	
Company description (approx 100 words max)	
<p>TCM was founded in 2019, putting the spotlight back onto adventure as a form of education and experience for families from all walks of life. We make it easy for groups to find holidays which blend sustainable tourism with memorable experiences, many of which take groups off the beaten track and allow them to immerse themselves in the culture of their destination.</p> <p>All of our holidays are based in Poland and include all activities as part of the package.</p>	
Contact's name	
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Details of your financial bonding / how you protect your clients money?	Currently waiting for Bonding insurance with Tower Gate
Charity registration number (if applicable)	
VAT number (EU only)	
Responsible Travel membership fee category	

Responsible Travel Policy (If you prefer, you can send this as an attachment)

Policy aims – overall aims of your policy and the company's ethos / mission statement

Run by two veterans from the travel and tourism industry, our goal is to create high value products for families from all walks of life. By making all of our packages accessible in terms of what we offer and to who, we make active holidays appealing and affordable for groups of different sizes. Most importantly, we guide guests with a detailed itinerary which ensures that every moment of their holiday is packed full of memorable adventures and experiences, so that they can travel and feel reassured that everything is being handled for them.

By hosting our summer and winter holiday packages in Poland, we are putting a spotlight on a destination which has, until now, been widely undervalued by the travel and tourism industry. This gives our trips a unique spin and gives guests a truly one-of-a-kind experience.

There are so many opportunities for family groups to learn about the culture of Poland through our active holidays, taking in some of the best views and experiences from the water, on bikes, and on foot. By blending both city and natural experiences, we show families how much they can learn about and immerse themselves in the local community without impacting the planet.

Economic responsibility – e.g. details of: donations to charities, employing local people, etc

As soon as guests touch down in Poland for their active holiday, they find themselves fully immersed in the local community and culture. Following a recce of Poland's most iconic and awe inspiring destinations, we decided to base our holidays around the Blue Mountain Resort both for the summer and winter trips - because of the affordability and the high end experience that all guests can enjoy.

With the hotel at the Blue Mountain Resort providing guests with their own private space as well as a pool, hammam style spa, and local food on site, the base for each holiday is built on local experiences, local produce, and local staffing, while still giving families the home comforts that they look for.

From there, each holiday experience is built through the use of local guides, transport companies, and suppliers. We regularly vet activities to ensure that the experience is 100% safe and that the companies are indeed employing local people as we look to support the economy.

We also believe strongly in supporting not just the community around our holiday destinations but also in the UK where we are based. That's why, where possible, we create opportunities for young people to take part in our sister company's summer camp for little or no cost - identifying young people through our links with schools and colleges across the UK.

We believe that when young people are given a chance to work through their challenges in an active and productive way, their attitude to life changes and they are better able to negotiate the challenges they face.

Environmental responsibility – e.g. details of: recycling, protecting wildlife / national parks, etc

There are a number of ways that we reduce our impact on the environment through every stage of our adventure and experience with guests.

A big part of our holiday packages revolves around taking our guests to different locations and destinations to engage in different activities. However, in our effort to minimise vehicle use wherever possible, we have created an itinerary which allows our guests to move between activities on foot or by bike - not only reducing our environmental footprint but also giving guests new experiences, which we hope will travel back home with them and change the way they travel as part of their everyday lives.

We take this one step further by discussing the environment with guests as we move through it, pointing out examples of nature's work and giving guests that kind of immersion which engages them and makes them care about the world they are moving through.

Other examples of how we support environmental responsibility include:

- Always clearing away all waste before leaving each destination. We actively encourage our guests to take part in the clear up and do a full check ourselves before leaving.
- We understand the recycling requirements of the area our holidays operate in and follow the guidelines accordingly.
- We are paper free where possible.
- Water is carried to each activity in large containers and is distributed to guests as and when necessary. We ask that all guests bring their own reusable drinks containers, and supply one to them if they don't have one.
- Where possible, we avoid all single use plastics.

For us, environmental responsibility isn't just about what we can do as the TCM team, but how we can educate and bring environmental awareness to the people we engage as guests. A big part of our active holidays revolves around taking in and immersing guests in different experiences, with natural habitats a core part of the overall experience. The more we can make them care about the world they are experiencing on their holiday, the better.

Social responsibility – e.g. details of: preserving local culture, visits to local projects, etc

Our guests are encouraged to learn more about their holiday destination before travel, with our website providing information on the ideal packing list for families, travel tips, what guests need to know about the resort, and links to the foreign travel advice for the most up to date insight. As part of the pre-trip communication, we take the time to give each family all the information they need that is appropriate to them, not just about regarding what to pack and what to expect from their experience, but also regarding the local Covid-19 travel advice and anything else they need to know about Poland.

We ensure that the itinerary of each holiday is clearly outlined, giving guests an idea into what they will be experiencing and how each activity will support their own experiences as well as the economy of the area and its local community. As part of each package, our guests have the freedom to explore different areas on their own and really immerse themselves in the local community and culture. We believe that with a blend of local guides and personal space to explore themselves, our guests enjoy an authentic look at the real world experiences available in Poland. And if guests prefer to take in these sights with the added value of a local guide, this is something we can accommodate and sort out on their behalf.

We are happy to provide guests with information on where they can travel and what else they can experience to prolong their trip, if this is something they are interested in before or after their adventure with TCM. And finally, here at TCM we believe that a trip is successful when it unites our guests with new experiences they weren't expecting, and memories which will last a lifetime. That's why every package has been created with care to ensure it is now - and can remain - affordable and accessible for all.