VOLCAN TOURS

Volcan Tours & Travel Limited

Child Protection Policy

Safeguarding children from exploitation and harm in our operations, supply chain and tours

Effective 1 October 2026 | Version 1.1 | Updated 27 October 2026

1. Purpose and statement of commitment

Volcan Tours & Travel Limited is committed to protecting every child from abuse, exploitation and harm in all aspects of our business. A child is any person under the age of 18. We have zero tolerance of the sexual exploitation of children in travel and tourism, of child labour and of any conduct that puts children at risk. This policy is aligned with the Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism (The Code), the UN Convention on the Rights of the Child, the Children Act 2022 and the Sexual Offences Act 2006 of Kenya, and the equivalent laws of Tanzania, Uganda and Rwanda.

2. Scope

This policy applies to all directors, employees, guides, drivers, interns, freelance staff and agents of the company, and to all suppliers and partners who provide services to our guests. It applies at our office, in our vehicles, at every property and activity in our itineraries and in our marketing and online presence. It also applies to our guests, who are informed of it and are expected to respect it.

3. Our commitments

- We will never knowingly accept a booking, provide transport, make a reservation or offer any service that facilitates the sexual exploitation or abuse of a child, and we will refuse and report any such request.
- We do not employ children under the minimum legal working age, and young people aged 16 to 18 are engaged only in light, safe work that does not interfere with their education, in line with the Employment Act 2007 of Kenya.
- We do not sell orphanage visits, orphanage volunteering, school visits arranged for the benefit of tourists rather than children, or any activity in which children are presented as attractions. Visits to schools or children's projects take place only through established, registered organisations, with the consent of the organisation and parents, with staff supervision at all times, during appropriate hours, and without physical contact or one to one time between guests and children.

- We do not permit photographing or filming of children without the consent of a parent or guardian, and we do not use images of children in our marketing without written consent and without a clear link to a legitimate programme.
- We brief guests on responsible behaviour towards children, including why we discourage giving money, sweets or gifts to children directly, and why we discourage children begging or selling at roadside stops.
- We include a child protection clause in our supplier contracts and expect accommodation partners to apply the same standards, including refusing to allow guests to bring unaccompanied local children into rooms.

4. Recruitment and staff conduct

- All staff and regular freelance guides and drivers are recruited through a process that includes identity verification, reference checks and, for roles involving regular contact with children, a certificate of good conduct from the Directorate of Criminal Investigations.
- Every staff member signs this policy on joining and receives training on recognising and reporting signs of child exploitation, repeated annually.
- Staff and guides must never be alone with a child who is not their own in a vehicle, room or private space, must never engage in any sexual or inappropriate contact or communication with a child, and must never give or receive gifts, money or favours involving children in return for access.
- Any staff member found to have breached this policy faces immediate suspension, investigation and dismissal, and the matter is reported to the police.

5. Recognising warning signs

Staff and guides are trained to be alert to situations such as: an adult guest seeking to take a local child who is not a family member to a hotel room or vehicle; a guest asking staff to arrange contact with children or asking where children can be found; a child who appears frightened, controlled or who is with an adult who cannot explain the relationship; unexplained gifts or money passing between a guest and a child; or a guest asking to visit schools or orphanages outside of organised, supervised programmes. Suspicion is enough to act; staff do not need proof.

6. Reporting procedure

Step	Action
1. Immediate safety	If a child is in immediate danger, call the Kenya Police on 999 or 112, or the Childline Kenya helpline on 116 (free from any phone). In Tanzania, Uganda and Rwanda call the national child helpline 116.
2. Do not confront	Do not confront a suspected offender or attempt to investigate; your role is to notice, record and report.

Step	Action
3. Record	Note the date, time, place, names or descriptions of persons involved, vehicle registration, room number and exactly what was seen or heard, using the person's own words where possible.
4. Report internally	Report to the Child Protection Focal Point (a Director) immediately by phone, followed by a written report within 24 hours. Reports are treated in confidence.
5. Report externally	The Focal Point reports to the police or the Department of Children's Services and, where the suspect is a guest, informs the accommodation provider and any partner tour operator or agent that sold the booking.
6. Follow up	The Focal Point records the outcome, reviews whether procedures need to change and supports any staff member involved.

Staff who report a concern in good faith are protected from any adverse consequences, even if the concern turns out to be unfounded.

7. Guest information

Our website and pre departure information state our commitment to child protection and explain what guests can do to help: not giving directly to children, asking before photographing anyone, not visiting orphanages, and reporting any concern to their guide or to the Childline number. Our booking terms allow us to terminate the tour of any guest who breaches this policy, without refund, and to report the person to the authorities.

8. Marketing and online safety

We do not publish images or personal details of identifiable children without written parental consent. We never publish the names or locations of children alongside their photographs. We moderate comments on our social media channels and remove any content that is inappropriate towards children.

9. Review

The Directors act as Child Protection Focal Points and review this policy annually, or sooner after any incident or change in the law. Training records, supplier acknowledgements and incident reports are kept securely for at least five years.

Approval

This policy has been approved by the Directors of Volcan Tours & Travel Limited and applies to all directors, employees, guides, drivers, freelance staff, agents and contracted suppliers acting on behalf of the company.

Paul Kyalo, Director

Marion Mutuku, Director

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