

Sustainability Policy

At *Kilt et Licorne*, we believe that travel should honour Scotland's landscapes, people, and heritage while benefiting local communities. As a small French-speaking tour operator in Scotland, we are committed to promoting sustainability by maximising positive impacts and minimising negative ones.

Kilt et Licorne aligns its practices with Scotland Outlook 2030 and VisitScotland's Responsible Tourism Framework, contributing to Scotland's ambition to be a world leader in sustainable tourism. Locally, we support the Edinburgh 2030 Tourism Strategy by promoting low-carbon travel, encouraging longer stays, and ensuring benefits flow directly to communities.

Our sustainability policy follows 10 themes, aligned with **Travelife** standards and the **UN Sustainable Development Goals**.

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Purpose

These policies and procedures apply equally to **Kilt et Licorne** (France) and **The Kilted Unicorn** (United Kingdom), which are legally registered entities of the same company.

Mission statement

At **Kilt et Licorne**, we are committed to creating sustainable travel experiences that honour Scotland, its people, and its landscapes.

We work with local guides and family-run accommodations so that our tours directly support the communities we visit. Our bespoke itineraries are designed with care by passionate individuals : more than just creating unique experiences, our role is also to advise travellers on the most relevant routes, adapting to the seasons, and avoiding unnecessary detours, to minimise our ecological footprint.

By keeping grouped tours small, offering efficient shared options for solo travellers, and ensuring our vans run at full capacity, we combine responsibility with authenticity.

Each of our tours is crafted to reveal the true Scotland—beyond the well-trodden paths—offering travellers meaningful encounters, lasting memories, and a responsible

way to discover this remarkable country. We believe that this way of travelling is key to keep Scotland intact for the future generations to come.

This policy provides the overall framework for all sustainability actions at Kilt et Licorne. It is complemented by the following operational policies and annexes available on Sharepoint:

- Green Home Office Policy
- Green On Tour Policy
- Supplier Code of Conduct
- Activity Provider Requirements
- Traveller Pledge & Code of Conduct
- Human Resources Policy
- Health & Safety Policy
- Onboarding Guides (Trip Planning and Tour Guides)
- Sustainable Initiatives Across Scotland and Best Practice for Searching Sustainable Accommodations

Delivery for this statement

Below is a list of those documents available for staff on our internal Sharepoint and their hierarchy. Partners and suppliers may contact us to obtain details about them too.

A. Core Governance

- **Sustainability Policy** (*this document – main policy*)
 - Green Home Office Policy
 - Green On Tour Policy
 - Supplier Code of Conduct
 - Activity Provider Requirements
 - Traveller Pledge & Code of Conduct
 - Sustainable Initiatives & Accommodation Guidance
- Human Resources Policy
- Health & Safety Policy
- Employee Satisfaction Survey

B. Operational Manuals

- Onboarding – Trip Planning
- Onboarding – Tour Guide
- **Operational Annexes:**
 - Tour Guides.pdf
 - Transport Services.pdf
 - Visiting Farms.pdf
 - Community-Based Tourism.pdf
 - Visiting Communities.pdf
 - Heritage Sites.pdf
 - Shopping Souvenirs.pdf
 - Walking Hiking Trekking.pdf
 - Boat-Based Marine Wildlife Viewing.pdf
 - Wildlife Viewing.pdf
 - Horse Riding Pony Trekking.pdf
- **Shared Resource Annexes:**
 - Sustainable Initiatives Across Scotland

C. External Communications

- Traveller Pledge & Code of Conduct
- Sustainability Communication Extracts (for clients)

1. Sustainability Management & Legal Compliance

- A **sustainability coordinator** is appointed (currently: Cecile de Trentinian).
- This policy is public, written, and reviewed annually.
- We maintain a **sustainability action plan** with clear goals.
- We comply with all national and local laws, including health & safety and tourism regulations.

2. Internal Management: Social Policy & Human Rights

- All staff and guides work under **fair contracts**, with conditions at or above national standards.
- We ensure **equal opportunities** and non-discrimination regarding gender, age, disability, race, or beliefs.
- We provide training on safety, cultural respect, and sustainability.
- We encourage internships and opportunities for students or people with fewer chances to access the industry.

3. Internal Environment & Community Relations

Disposable and consumer goods

- We measure and actively have eliminated our use of disposable and consumer goods, with a focus on paper and office supplies for the following:
 - **Office supplies & printing:**
 - All printers are set to double-sided, black-and-white printing using FSC-certified paper only. The only documents that are still printed are our staff contracts once they join the company (less than 20 pages per year)
 - Printed brochures have been eliminated, adopting an *internet-only* approach for clients.
 - All travel documents, tickets, and confirmations are provided electronically.
 - **Disposable goods reduction:**
 - We do not use any single-use plastics (cups, bottles, cutlery, packaging).
 - During trips, travellers are encouraged to refill their own bottles with Scotland's high-quality tap water.
 - **Digital efficiency:** Meetings are conducted either in person or online without printed agendas.
 - **Procurement:** We don't purchase any notebooks, pens, and packaging materials, and - if we had to - we would prioritise paper-free and zero-waste operations.
- We have working on the following items ordered by priority to be measured and reduced for the next financial year (2026):
 - Switch to html pages quotes and travel books that are also mobile/tablet friendly for our travellers not to have to print anything on their side.
 - Clean inboxes and cloud storage regularly to reduce digital waste.

- Promote use of eco-fonts to reduce ink consumption.
- Report quarterly on file storage and printing volume.
- Require electronic document management (digital signatures, online forms, PDFs instead of printouts) for staff contracts.
- Assign responsibility to the Sustainability Coordinator to collect usage data.
- Communicate internal results (e.g., "Paper use down 30% this quarter").
- Include waste and paper consumption in the company's annual sustainability report.
- Reward staff for innovative waste-reduction ideas. Require suppliers to provide minimal-packaging or zero-waste delivery options.
- Include sustainability criteria (e.g., packaging waste, durability) in supplier evaluation.

Purchasing policy

At Kilt et Licorne the key rule is simple when it comes to purchases: less is more! If really needed, our purchasing policy favours sustainable suppliers and products whenever these are available and of sufficient quality.

Current practices

- **Preference for local and responsible suppliers:** We prioritise Scottish and UK suppliers who demonstrate sustainable practices, including fair labour, environmental responsibility, and community benefit.
- **Sustainable materials:** We have eliminated office and promotional supply purchases. If supplies are required, we ensure they are FSC-certified, recycled, or biodegradable.
- **Waste reduction:** We do not purchase packaging and use refillable or reusable options both at home and in our coworking space.
- **Energy efficiency:** We prioritise energy-efficient and repairable equipment and services. Our coworking space uses energy-efficient appliances that are regularly maintained and repaired (e.g. recent professional repairs of the lift and dishwasher). Staff are encouraged to use energy-efficient equipment when working from home.
- **Purchasing of Energy-Using Equipment (vehicles and IT):** Kilt et Licorne follows a purchasing guideline that prioritises the lowest-energy, most repairable options available locally. Each purchase decision considers life-cycle cost, quality, and operational requirements. Where a less efficient option is selected, the rationale (e.g. reliability in remote areas, cost, or performance) is documented.
 - Preference is given to **A-rated or equivalent energy-efficient appliances** (e.g. IT equipment, devices).

- **Vehicles** are selected for the lowest possible emissions within their class (Euro 6 standard or higher, low fuel consumption, and long-term repairability).
- **Continuous improvement:** Supplier performance and product sustainability are reviewed annually as part of our Sustainability Action Plan.

Future

- We use a co-working space that is committed to eco-friendly practices:
 - Zero waste to landfill
 - 100% renewable energy usage
 - Single-use plastic-free environment
 - Motion-sensor lighting
 - Highly efficient space utilization
 - Reusable alternatives and bulk dispensers for cleaning, soap, and kitchen products.
 - Bulk Supplies with minimal and recyclable packaging.
- We favour small family suppliers who are more sustainable than big corporations.
- We support community initiatives in Scotland and promote local arts, crafts, and traditions.

Energy

Water

Although Scotland is not a high water-risk region, we aim to reduce unnecessary water use in our workspaces by maintaining efficient fixtures, limiting water-intensive appliances, and promoting behavioural awareness among staff.

Water risk content at the Workplace:

Scotland is generally a low water-risk region (abundant rainfall, well-regulated public water supply). However, local stewardship still matters due to energy use in water treatment, urban wastewater loads, and climate change.

- **Efficient building management:** our WeWork space uses **100% renewable energy** and adheres to strict sustainability commitments, including **zero waste to landfill** and **efficient appliances** (which includes low-flow taps and dual-flush toilets).
- **Behavioural measures:** Staff are encouraged to **avoid unnecessary consumption** (e.g., dishwashers and coffee points used efficiently; kettles filled only as needed).
- **Supplier compliance:** WeWork and cleaning partners for our vehicles comply with **Waste (Scotland) Regulations 2012** and environmental standards under SEPA oversight.

Water risk content on Tours: Highlands and Isles

Most of Scotland's Highlands and Islands have low water scarcity, but **fragile ecosystems and small-island supply systems** can face **periodic stress** (especially summer droughts and tourism peaks). Water stewardship here focuses on *context-based behaviour* rather than scarcity metrics.

During tours in the Highlands and Islands, we pursue context-based water goals: avoiding unnecessary washing, using refill stations instead of bottled water, and ensuring wastewater is disposed of responsibly. On islands with limited supply, we brief travellers and staff on local restrictions to avoid putting pressure on community systems.

- **Guide awareness:** Guides are trained to brief travellers on **eco-behaviour** and **Leave No Trace** principles (which include responsible water use and wastewater disposal): <https://www.outdooraccess-scotland.scot/act-and-access-code/scottish-outdoor-access-code-visitors-and-land-managers/what-scottish-outdoor-access-code>
- **Accommodation selection:** we prioritise **small, locally owned accommodations** with water-saving measures and encourage **eco-certified partners** (as per this sustainability policy and supplier code).
- **Vehicle washing & maintenance:** Only essential cleaning is performed during tours; no washing in natural water bodies.
- **Supplier requirements:** our Supplier Code of Conduct explicitly requires partners to *“act to minimise energy and water consumption by implementing management programmes and to ensure discharged water meets national regulatory standards.”*

Waste Management

Your policies align with the **Waste (Scotland) Regulations 2012** and **Scottish Environment Protection Agency (SEPA)** rules, which apply nationwide — including home offices, coworking spaces, and field work.

These require:

- **Separation of recyclable materials** (paper, card, plastic, metals, glass).
- **Proper disposal of food waste** (mandatory for businesses producing >5 kg/week, including coworking kitchens).
- **No landfill disposal of recyclable materials.**
- **Use of licensed waste carriers and authorised recycling points.**
- **Safe handling and authorised drop-off of hazardous waste** (batteries, electronics, cleaning agents).

On top of these regulations, Kilt et Licorne has implemented a solid waste reduction and recycling policy with quantitative goals to minimise non-reusable or non-recyclable waste. Our current objectives include:

- Eliminating disposable coffee cups by 2025.
- Restricting printing to contracts and essential administrative documents, with an electronic signature system fully in place by 2026.
- Achieving zero waste disposal in rural and remote areas, by ensuring all materials generated on tour are either reused, recycled, or returned to appropriate collection points.

On Tours and when Working from Home

We actively inform and influence our travellers on waste management practices during tours, encouraging them to adopt waste-free habits. Staff working both from home and on tour are required to minimise waste and sort it properly, as outlined in our Green Home Office Policy and Green On Tour Policy.

At Our Coworking Space

Our Edinburgh coworking space, **WeWork George Street**, operates a **Zero Waste to Landfill** and **Single-Use-Plastic-Free** policy, with **clearly labelled bins** for recycling and composting (*see photos attached*).

- **Centralised waste management:** Mixed recyclables (paper, plastic, glass, cans) are collected daily by **SEPA-licensed waste contractors**.

- **Reusable kitchen materials:** Reusable cups, crockery, and cutlery are provided; single-use items are prohibited (*see photos attached*).
- **Double-sided printing:** Printers are set by default to print double-sided on recycled paper (*see photos attached*).
- **Sustainable supplies:** Paper goods are **eco-certified**, and cleaning products are **purchased in bulk** to reduce packaging.

WeWork has set an internal target to **divert 90% of its waste from landfill by 2027**, as confirmed by the community manager on site (7 October 2025) and supported by external reporting: [WeWork Goes Green](#).

Mobility

Kilt et Licorne encourages all employees to minimise business travel through virtual collaboration and remote work. When travel is required, staff must prioritise public transport, shared mobility, or low-emission vehicles. Electric or hybrid vehicles are preferred for company use, and cycling or walking are encouraged for local trips.

This is detailed in our HR and Green Home Office policies.

Achieved goal: all team members walk or cycle to work and do a mix a Home and Coworking space during their week to reduce their travels.

4. Partner Agencies & Suppliers

- We select partners who share our values: fair employment, local ownership, sustainability practices.
- Our contracts and collaborations include **sustainability clauses** (e.g. child protection, no wildlife exploitation :).
- We periodically review supplier practices and give preference to those demonstrating commitment.

5. Transport

Selecting transport suppliers

Kilt et Licorne provides services primarily for **local transportation** within Scotland, with an emphasis on low-impact mobility and reduced emissions.

- **International travel:** We do not book international flights on behalf of clients, but we advise them to choose a **carbon-neutral platform** for booking their flights (<https://www.misterfly.com/>). When suggesting example flights, our recommendations are currently based on practical considerations (itinerary, schedule, price); integrating sustainability criteria (airline emissions, direct vs. connecting flights, modern fleet) is included whenever possible.
- **Domestic and inter-island travel:** For transfers between Scottish islands or regions, we may recommend flights, ferries, or coach services depending on a mix of **sustainability, time constraints, and client accessibility needs**. We favour ferries and coaches when they are feasible alternatives within a reasonable travel time, and we monitor this choice transparently as part of our policy into our traveling system.
- **Train travel to destination:** We actively promote and include **rail travel**—notably the **Caledonian Sleeper** overnight train from London to Scotland—as a sustainable travel option. This inclusion is explicitly motivated by environmental benefits compared to domestic flights.
- **Train Trips:** We are designing and promoting trips for people not willing to drive or who favour eco-conscious means of transportation using a mix of train, coach and bus. This inclusion is explicitly motivated by environmental benefits compared to domestic flights.
- **Operational mobility:** For staff and guides, we prioritise energy-efficient vehicles, train or bus travel, and shared or electric transport whenever possible, in line with our Green Home Office and Green On Tour policies. We are proud that all employees walk or cycle to work.
- **Local Transport:** Travellers are informed of sustainable travel options from the beginning of their journey, encouraging greener choices in their travel book: for instance from the Airport to the City Centre, they will be advised to take the Tramway over the Bus as it is more efficient, unless it is practically and timely less optimal to reach their accommodation location.
- **Rental cars:** We select **automatic vehicles** to ensure smoother, more fuel-efficient driving for international clients, and maintain an **eco-driving code of conduct** for staff and guides.
- **Public transport and taxis:** Public transport is preferred whenever available and practical. Taxis are used when accessibility or safety requires it.
- **Active mobility:** When relevant, we encourage cycling or walking routes in itineraries—for example, suggesting **bike rentals combined with ferry or steam boat segments**—to reduce emissions and enhance the local experience.
- **Monitoring:** Travel mode choices are recorded in our trip database so that they can be reviewed annually as part of our Sustainability Action Plan to track progress in shifting towards lower-carbon options.

- We design routes to **minimise kilometres** and fuel use.
- We use small vehicles, promote shared travel, and prefer **low-emission or EV options** where feasible.
- All vehicles are well maintained, legally compliant, and driven with eco-driving practices.
- We encourage travellers to use trains, ferries, buses, and walking routes where appropriate.

6. Accommodations

Our ambition

- **Current situation:** you do not contract accommodations directly except for larger groups.
- **Our influence:** as a micro-operator, our key impact is through **selection, awareness, and communication** rather than formal audits and certifications.
- **Goal:** gradually favour certified or demonstrably sustainable accommodations, and share your own Code of Conduct and ambitions with the ones you already know and trust, still prioritising authentic accommodations with a small and local vibe, which is more sustainable in its nature.

Our commitment

Year	Goal	Actions	Indicator	Responsible
2025–2026	Establish baseline and awareness	- Identify all accommodations used in the past 2 years. - Share Kilt et Licorne’s Supplier Code of Conduct with them and invite them to complete a short self-assessment (energy, water, waste, social).	% of partners who received the Code of Conduct	Sustainability Coordinator
2026–2027	Build network of responsible partners	- Prioritise in future bookings those who show commitment (signed the	% of bookings made with	Sustainability Coordinator

		Code, follow green practices, or have eco-label). - Publish a “Preferred Sustainable Stays” internal list.	those partners	
2027–2028	Encourage certification	- Share information about Scottish or UK certification schemes (Green Tourism, Green Key, Booking.com Travel Sustainable). - Encourage partners to apply or attend training.	# of partners certified or in process	Sustainability Coordinator
2028–2030	Reach a visible standard	- Ensure 50% of accommodations you book are certified or demonstrably sustainable. - Continue promoting certified partners on your website and in itineraries.	% certified partners	Management review

Searching for accommodations

- We prefer **small, locally owned accommodations** (B&Bs, guesthouses, family-run hotels).
 - Selection criteria include authenticity and quality of services as paramount criterias, then in order feedback from travelers, local sourcing, water/energy saving, waste reduction, local sourcing. Fair labour practices is a mandatory regulation all accommodations must comply to.
 - We avoid accommodations with negative social or environmental practices.
 - Kilt et Licorne currently does not hold direct contracts with accommodation suppliers. However, we hold strong ethical standards for all accommodations we recommend or book on behalf of our travellers. We will only collaborate with properties that demonstrate integrity and respect toward neighbouring communities — particularly regarding fair access to essential resources such as food, water, energy, healthcare, and soil.
- If a traveller or staff member reports practices that compromise these basic rights,

or if Kilt et Licorne directly observes such behaviour, we will immediately cease future collaboration with the accommodation provider and document the case in our sustainability monitoring records.

7. Excursions & Activities

- We do **not** offer excursions that exploit wildlife, damage the environment, or harm communities.
- Activities prioritise **nature-based experiences** (hikes, wildlife watching, cultural visits) with respect for ecosystems.
- We only work with providers that respect animal welfare and cultural integrity.
- Travellers receive **codes of conduct** on sensitive sites (e.g. protected areas, heritage sites, the Scottish Outdoor Access Code or Leave-No-Trace principles).
- We highlight community-based and conservation projects that benefit local people.

Identifying Sensitive Excursions

Kilt et Licorne identifies “sensitive” excursions using the following criteria (as per Travelife & our Supplier Code of Conduct):

- Interaction with wildlife, ecosystems, or protected areas.
- Visits to sacred, archaeological, or fragile heritage sites.
- Direct engagement with local or indigenous communities.
- Activities posing environmental risk (energy use, waste, noise, erosion).
- Potential social impact (overtourism, displacement, cultural commodification).

Proposed excursions are screened annually against these criteria. Partners and activity providers must comply with your **Supplier Code of Conduct** and **Activity Provider requirements** (animal welfare, heritage protection, community respect) available to our staff in

Wildlife and Animal Welfare

Kilt et Licorne does not promote or sell any excursion or attraction involving captive wildlife, unless it is properly regulated and compliant with Scottish, national, and

international animal welfare legislation. In Scotland, this can include activities such as birds of prey displays, hunting or fishing experiences, visits to zoos, animal parks, or farm attractions (e.g. llama, cattle, or petting farms). These may only be recommended informally for travellers who choose them independently.

Kilt et Licorne does not promote or engage with any company involved in the harvesting, consumption, display, sale, or trade of wildlife species. In Scotland, this includes the sale or use of wild fish, venison, game, or other species, unless these activities are demonstrably regulated, traceable, and sustainably managed in accordance with UK Wildlife and Countryside Act 1981 and the Animal Health and Welfare (Scotland) Act 2006.

Kilt et Licorne does not organise or promote wildlife-interaction excursions. We only provide guidance on where travellers may responsibly observe wildlife (e.g. seals, dolphins, deer) from a distance, following the Scottish Marine Wildlife Watching Code and the Scottish Outdoor Access Code. When we recommend external marine tours for independent booking, we prioritise operators that demonstrate compliance with recognised wildlife codes (NatureScot guidelines) to ensure that viewing practices do not disturb animals or ecosystems. We encourage travellers to support operators who contribute to marine or habitat conservation.

8. Tour Leaders, Guides & Local Staff

- We employ and collaborate with **local guides** whenever possible.
- All guides are fairly paid, trained in sustainability and cultural interpretation.
- Guides are briefed on safety, human rights, and child protection.
- We encourage guides to share sustainability tips with travellers (eco-behaviour, cultural respect, local support).

9. Destination Impact

- We avoid promoting overcrowded or fragile destinations, offering **alternative routes** where possible.
- We support biodiversity protection and promote conservation charities in Scotland.

- We do not encourage the purchase of souvenirs made from endangered species or heritage artefacts. We encourage the purchase of souvenirs made locally and direct travellers to shops featuring fresh produce, local artisanship and crafts.
- We align with local and national strategies for sustainable tourism.

Local projects and initiatives

In Scotland, souvenirs **must not** include any material derived from:

Wildlife & animal products

- Red-listed or protected species under the *Wildlife and Countryside Act 1981* or *CITES*, including:
 - **Birds of prey** (e.g. golden eagle, osprey, hen harrier) – feathers, talons, eggs, taxidermy.
 - **Seals** – seal fur, skin, or oils (protected under the *Marine (Scotland) Act 2010*).
 - **Otters, pine martens, wildcats, bats, badgers** – pelts, claws, or stuffed specimens.
 - **Whales and dolphins** – bones, teeth, ambergris (all strictly protected).
 - **Sea turtles** – shells or carved ornaments.
 - **Red squirrel, water vole** – any body parts or souvenirs.
 - **Raptors or owl feathers** – illegal to sell or display without licence.

Marine and freshwater species

- **Atlantic salmon** or **pearl mussel shells** – the latter are *fully protected*, and pearl fishing is illegal.
- **Coral, whale bone, shark teeth, dried seahorses** – often imported illegally; not permitted for sale.

Flora / plants

- Wildflowers or plants collected from protected sites (e.g. bluebells, alpine species, or rare mosses).
- Peat or sphagnum moss taken from peat bogs (protected carbon habitats).
- Driftwood or lichens removed from National Nature Reserves or Sites of Special Scientific Interest (SSSI).

Souvenirs **must not** include or promote:

- **Antiquities or archaeological finds** (e.g. carved stones, pottery fragments, fossils, bones) removed from historic or protected sites without a *Scheduled Monument Consent* or *Treasure Trove* process.
- **Artefacts or relics** from sites managed by *Historic Environment Scotland* (e.g. standing stones, castles, brochs, burial mounds).
- **Objects containing ancient materials** (e.g. old timber, shipwreck wood, coins, or tools).
- **Fake or “repurposed” antiquities** that suggest they were sourced from archaeological sites.

Instead, Kilt et Licorne promotes:

- Locally crafted souvenirs (wool, Harris Tweed, ceramics, soaps, art prints).
- Ethically sourced **antler crafts** (naturally shed deer antlers).
- Scottish **sea glass, heather jewellery, or whisky barrel wood** upcycled products.
- Locally made **food, textiles, or art** that celebrate nature responsibly.

10. Customer Communication & Protection

- Before travel, clients receive information on:
 - Sustainable behaviour (water, waste, cultural etiquette).
 - Risks and safety measures.
 - Sustainable transport, driving and accommodation options.
- During travel:
 - A 24/7 emergency contact is available.
 - Guides share sustainability guidance and cultural information.
 - We maintain a transparent complaints procedure and raise concerns early during the tours
- After travel:
 - We measure customer satisfaction (including sustainability).
 - We invite feedback and suggestions for improvement.

Review & Transparency

This policy is reviewed annually, with progress communicated on our website and to our partners. By choosing *Kilt et Licorne*, travellers actively support responsible tourism in Scotland and help preserve its landscapes and culture for future generations.