



Sustainability Annual Report 2021

Sustainability

OUR MISSION IS TO CONTRIBUTE MEANINGFULLY TO A SUSTAINABLE SOCIETY, IN WHICH ALL PRACTICES ARE DESIGNED TO ENRICH THE HEALTH, WEALTH AND SUSTAINABILITY OF THE TOURISM SECTOR.

PANORAMA DESTINATION SEEKS TO MINIMIZE ALL NEGATIVE IMPACTS OF TOURISM ON THE NATURAL AND SOCIAL ENVIRONMENT IN WHICH WE OPERATE.

OUR OBJECTIVE IS TO EMBODY SUSTAINABLE PRACTICES AND INCORPORATE THE COMPANY ETHOS OF SUSTAINABILITY FROM ROOT TO BRANCH; DEMONSTRATING ETHICAL TOURISM STANDARDS IN ALL OPERATIONS AND AT ALL LEVELS OF COMPANY CONDUCT.

WE COLLABORATE WITH COLLEAGUES, BUSINESS PARTNERS AND GUESTS TO FOSTER A GREATER AWARENESS OF SUSTAINABILITY IN ALL OUR ACTIONS AND STRIVE TO SYNERGIZE ALL FACETS OF THE COMPANY TOWARDS THIS COMMON AIM.

Travelife

Travelife is the travel industry's leading training, management and certification initiative for tourism companies committed to reaching greater sustainability. It covers all aspects of the tourism supply chain from environmental issues, biodiversity and human rights to labor relations.

The Travelife system aims to help DMCs, tour operators and travel agencies manage and improve social, environmental and economic impacts (the triple-bottom line) by complying with over 200 sustainability criteria.



Travelife

- Travelife makes it possible to DMCs to achieve sustainability by following a three-stage process:
- 1 – TRAVELIFE ENGAGED. This is the first stage, where the company commits to the program and put in place the management procedures that will lead to the achievement of the sustainability goals. A Sustainability Coordinator is appointed. At this stage there is no award given to the company yet.
- 2– TRAVELIFE PARTNER. Upon achieving this stage, the company is ready to work towards the Certified stage and is allowed to communicate its achievements with the help of the Travelife Logo
- 3 – TRAVELIFE CERTIFIED. The third stage require the compliance with all the International Travelife Certified standards with the company that will get evaluated by an independent auditor.



WTTC SAFE TRAVELS PROTOCOL

While it is essential that each industry within the Travel & Tourism sector develops clear and practical protocols so as to enable the sector's recovery, such an approach is even more important for tour operators given their dependence on other tourism entities such as destinations, airlines, hotels, transportation, travel insurance as well as government policies such as border restrictions, as tour operators are often responsible for guests throughout their journey.

[Click here](#) for details about the protocols

All Panorama Destination offices are proudly certified with WTTC Safe Travels protocols and Travelife Safe Travel for Tour Operators certification.

Safe travels

by

WORLD
TRAVEL &
TOURISM
COUNCIL


Travelife
Sustainability in tourism



Sustainability Coordinator

In September 2020, following some internal reshuffling, Panorama Destination appointed Carla Haryanto Roozen as Regional Sustainability Coordinator.

Originally from The Netherlands, but living since 2001 in Indonesia, Carla joined the company in 2001 and hold several positions prior to be promoted as Bali Branch General Manager, position that she is still currently holding combining it with the role of Regional Sustainability Coordinator, enjoying being able to share her knowledge of responsible tourism to the entire team, both in Indonesia and in the other Panorama Destination countries' teams.

Sustainability Teams

Each branch and each office of the Panorama Destination Group has set up Sustainability Teams: staff from all departments meet regularly and initiate/discuss projects and initiatives to support sustainable development within the company.

The teams focus, among other activities, on plastic waste solutions, energy consumption, water saving measures, responsible staff activities, making the office greener and healthier, Travelife certifications and many other important issues.

We value our staff's opinion and ideas and we actively encourage involvement and dedication.

The staff part of such sustainability teams rotate regularly to ensure maximum participation of all our talents. All the members of such teams should have completed all the Travelife certification.



Office practices

Panorama Destination applies sustainable practices in all our offices and in our daily life. Over the past year, here are some examples of some of the practices and activities we have adopted or participated.

- Ban of single use water bottles in all our offices and during all our services
- Panorama Destination Bali became a refill station of Refill My Bottle
- Panorama Destination Indonesia signed the International Tourism Plastic Pledge
- Panorama Destination joins World Clean Up Day in Indonesia, Thailand and Malaysia
- Panorama Destination Bali cooperates with Eco Bali to separate waste.
- Panorama Destination Indonesia and Thailand donated gifts clothes, food to orphanage and homeless people shelters
- Panorama Destination in cooperation with the guides shared free meals among those who needed.
- Resource monitoring in all PDES offices in order to reduce electricity, waste and paper.



Health and Safety Certification Indonesia

In August 2020, the Ministry of Tourism and Creative Economy of Indonesia (MOTCE) officially launched the Clean, Health, Safety & Environment (CHSE) program for the tourism industry. The program provides a wide range of protocols and criteria, helping industry players ensure their products and services meet the highest safety standards through independent auditing and certification. CHSE offers reassurance to the public that tourism providers have met independent standards for cleanliness, health, safety and environmental sustainability.

As one of the leading DMCs in Indonesia, Panorama Destination is proud to have participated in and completed the inspection process and has since been awarded 'Excellence' status by MOTCE, having successfully fulfilled 91% of the indicators in the CHSE program. With certification achieved and standards raised across the board, Panorama Destination is officially ready to welcome back international travelers for safe, secure and enjoyable holidays in Indonesia.



Health and Safety Certification Thailand

Panorama Destination Thailand has achieved additional health and safety certification, in response to protective measures and protocols implemented to combat and contain COVID-19. The latest official certification adds to the company's growing credentials as a provider of safe and enjoyable travel experiences in Thailand; as the Kingdom prepares to reopen to international tourism, Panorama Destination Thailand is one of several DMCs making the necessary arrangements to safeguard returning visitors.

In order to receive SHA certification, Panorama Destination had to demonstrate compliance with strict guidelines laid out by Thailand's Department of Disease Control in the Ministry of Public Health. These requirements relate to hygiene and sanitation in tourism establishments and services; the convenience, cleanliness and safety of linkages between communities and attractions; and standards of health and safety in transportation, including private cars, public buses and airlines.



Staff Trainings

At Panorama we believe that our team is our best asset, and we invest regularly in various forms of trainings for the different areas of our business.

Besides having most our staff across all offices and destinations certified with all Travelife courses, we do regular trainings to our guides and drivers on safety, health & hygiene and sustainable practices.

Group trainings or one on one session are held weekly, with the aim of ensuring the team personal and professional growth.

Emergency response, basic first aid and disaster management are also part of our regular activities to ensure the safety of our staff in case of unforeseen events



Guide Trainings

We believe that our tour guides are an extremely important asset for our business. They are the ones that are daily on the ground, making sure tours run smoothly and our sustainability policies are implemented.

All our guides are locally selected and trained and qualified as per each destination regulation.

In highly sensitive cultural sites, guides are also trained on their heritage.

In national parks all our guides are teaming up with local rangers and ensure that proper information are shared with our guests in relation to the local environment and its protection.

Guides also receive training in child protection issues and how to communicate relevant sustainability issues to customers.





SUSTAINABLE TOURISM

We strive to promote and develop sustainable experiences for our guests by selecting accommodations and taking part in activities that have been recognized to be beneficial to the local communities and environments.

We also engage actively with our local partners, suppliers, guides, and industry colleagues to promote responsible tourism and sustainability.

As an addition to our regular itineraries we have developed dedicated eco-friendly programs that privilege recognized sustainable accommodations, community based activities and low impact transportation as trains, LPG fueled busses and electric vehicles.

Sustainability in our supply chain

To achieve sustainability, it is necessary that the whole supply chain is involved in the process. We have set up some policies to implement when selecting transport, accommodation, service providers:

- Transportation providers need to follow strict safety standards, and when possible sustainable means of transportation are preferred.
- We favor locally own hotels, resorts, home stays and lodges, possibly with internationally recognized sustainability certifications.
- Upon contracting activities suppliers and accommodations, we submit them a form to fill to assess their compliance with our sustainability standards.
- Sustainability clauses are added to all our suppliers' contracts to ensure that they are compliant with local and international regulations regarding child labor, waste management, protection of the ecosystem and anti-corruption and bribery.
- We promote and encourage our service providers to participate in sustainability dedicated trainings.
- We conduct regular on site inspections to ensure that what has been stated in the self assessment form correspond to reality.
- We ensure that all our guides have received proper sustainable tourism training and that are Travelife certified.



Indonesia Experiences



FACT SHEET



Full Day (6 - 7 hours)

JAKARTA EXCURSIONS - INTRODUCTION TO BATIK

Jakarta

What to expect

This half day excursion offers a hands-on opportunity to create your own batik handkerchief using the traditional methods; an access to the Textile Museum; and shopping opportunity at a retail and wholesale center of batik while being in the capital city, Jakarta.

What you will do

Embark on an excursion to learn more about *batik* fabric and the intricate making-process. Join a batik workshop to have a hands-on experience in creating your very own batik using the traditional methods – the *canting* and simmering wax. Your dedicated guide will pick you up at the hotel at 08:30hrs. Located right next to the Textile Museum, you can explore the museum as well to see its collection of different fabrics from all over Indonesia before your workshop starts. Complete your workshop and take home your piece of artwork as a souvenir. The excursion proceeds with a shopping stop at a retail & wholesale center of batik before returning back to the hotel.

Why book this?

This excursion is perfect for those who have particular interests on batik-making yet have very limited time to visit other destinations in Java that are famous as the center of batik; or for those who are going to other destinations in Indonesia other than Java.



FACT SHEET



HALF DAY (7-8 Hours)

UBUD RICE FIELD WALK

Ubud, Bali

What to expect

Taste the atmosphere of Balinese life in Ubud through Panorama Destination's Ubud rice field walk. An easy adventure highlighting 2 hours trekking across the rice fields passing through villages, where you will get a sense of Balinese daily life.

What you will do

Begin this easy adventure with pick up at your hotel in South Bali at 07:00 hrs. With our guide, drive towards Ubud to arrive at Singakerta village. Meet with the local trekking guide followed by a short briefing of the routes.

Then it is time to trek your way through the north. Walking through rice fields if you are lucky to walk past any farmers, you can observe them doing their work and maybe give them a hand to plant the rice.

As you go along, discover the traditional irrigation system, as well as the many plantations of coffee, cacao, coconut, banana, etc. The trek also brings you to pass a wood carvers work shop where you can see them doing their creative work.

Arrive at the finish point at the end of the trek and having lunch before driving back to your hotel.

Why book this?

An easy trekking experience passing through Balinese villages. This is one of the best ways to immerse yourself into the local way of life.



FACT SHEET



Half Day Excursion (4 - 5 hours)

Traditional Medicine and Spa

Yogyakarta, Indonesia

What to expect

"Sample the lotions and potions; traditional medicines of Java"

Enrich your knowledge and understanding of the theories, beliefs and experiences indigenous to Javanese tradition that are used to maintain a healthy body and mind. Ancient and traditional potions, remedies and herbal treatments have been passed down from generation to generation in Java, adding up to a rich and fascinating array of healing methodologies. You will get an introduction on how to prepare the basic potions known as "Jamu", including details on which ailments each drink is used for. You'll also get to try these distinctive, signature Javanese remedies.

Afterwards, release your stress and relax your stiff muscles with a 90-minute Javanese massage treatment in a local spa. What better way to end your day in better, healthier way!

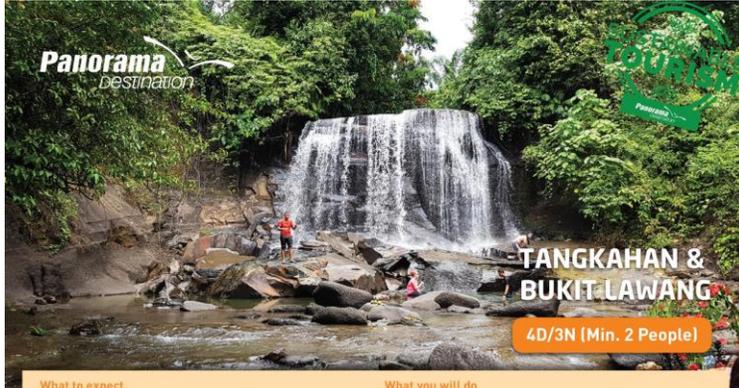
What you will do

Pick up at the hotel, then drive to "Jamu" maker where you will meet them in the process of making traditional medicine. Jamu is predominantly made from natural materials, such as parts of plants (roots, bark, flowers, seeds, leaves, and fruits), also materials acquired from animals such as honey, royal jelly, milk and eggs. There are hundreds of varieties of the drink, which can cure and ease just as many ailments and sicknesses. There are also hundreds of species of plants that can be used as materials for Javanese herbal medicine. You will learn some of them, and make your own "Jamu" with guidance from the expert!

After that, drive to a local spa where you can enjoy indulgent treatments with traditional massage to give a relaxing and healthy end to your day.



Indonesia Unique Itineraries



What to expect

North Sumatra is home to exotic wildlife, framed by rainforests, towering volcanoes and waterfalls. In the village of Tangkahan, a team of elephants and their mahouts work together to maintain a national park, where visitors can join these gentle giants at work and play in the rivers and jungle paths of the region. Just upriver, Bukit Lawang is the perfect place to see orangutan in the wild. The apes here have grown used to human interaction, so expect some up close and personal encounters.

What you will do

This tour lets you discover the capital of North Sumatra province, taking in a range of cultural experiences, natural wonders and memorable adventures. Over four days you will bathe with Sumatran elephants in the river at Tangkahan, admire the legacy of Deli Kingdom, sample a cup of Sidikalang coffee at a legendary coffee shop, trek in the jungle to observe endangered orangutan in their natural habitat, contribute to local conservation efforts and enjoy exhilarating tubing along the Bohokok River.



Arrival Medan - Tangkahan

Upon arrival at Kualanamu International Airport in Medan, you will be greeted by our professional and licensed guide. Drive to the heart of the city and visit the **Great Mosque**. Next, continue to **Tangkahan** to see colonial buildings and the monument of **Medan's Zero Point**, then proceed to **Tangkahan**, where your hotel is located. Enjoy the rest of the afternoon at your own leisure.

Start your day with breakfast, followed by a 4.5-hour trek into the jungle to observe flora and fauna including leaf monkeys, long-tailed macaques, langurs of fig trees, palm, ferns, forest moss and gigantic banyan trees. You will make your way on foot through the thick jungle, with well-trodden paths to guide you and take you to the best spots for nature encounters. Tubing on an inflatable ring will return you by river to your lodge, where lunch is served at the Kapal Bambu restaurant.

Tangkahan - Elephant Activities - Bukit Lawang

Enjoy a nutritious breakfast at the lodge and then head down to the riverside, where you will help in bathing the elephants. Proceed on an hour-long **Elephant Ride** along designated dirt trails through the forest. Lunch is provided picnic-style, against the backdrop of a stunning waterfall nearby.

Return back to the hotel for a quick check-out. Next, you will proceed to **Bukit Lawang**, where you will check-in and enjoy the rest of the afternoon at your own leisure.

Bukit Lawang - Departure Medan

Check out and then return to Medan. Your assigned guide will be waiting to escort you in a chartered vehicle to the airport for your onward flight home with wonderful memories.

Overnight at Ecotique Bukit Lawang or other similar

End of Programme

B = Breakfast | L = Lunch | LB = Lunch Box | D = Dinner



What to expect

Flores - Situated to the east of Sumbawa and Komodo island and southeast of Timor, Flores sits just across the Sumba Strait from Sumba island. To the north, beyond the Flores Sea is Sulawesi. Flores island, whose name is derived from the Portuguese colonists' word for 'flowers', is the tenth biggest island in Indonesia. Dotted by volcanoes that are often surrounded by terraced valleys, then ringed by glorious beaches, the island of Flores is a fabulous destination for adventurers, nature lovers and explorers.

What you will do

This package takes you to one of the eight wonders of Flores, the isolated village of Wae Rebo. Designed for travellers who would like to delve deeper into the Flores countryside prior to their journey to discover the biggest reptile on earth, the package allows you to discover the unique circular cone-shaped housing called Mbaru Niang and to experience the daily lives in an authentic Manggarai village nestled in isolated mountain scenery.



Arrival Labuan Bajo - Todo - Dintor

Following your arrival at Komodo Airport, you will meet and greet with your assigned guide, then transfer to the heart of the Manggarai region. During the journey, make a stop at the villages of Lember and Todo to witness the local life and to admire the panoramic views of the surrounding area. Lunch en route in a local restaurant.

Wae Rebo - Labuan Bajo

Enjoy breakfast at the village, then it's time to say goodbye. Start trekking downhill and take a short stop to visit a pristine beach. Rest and relax at the beach, where lunch is provided. Afterwards, continue your journey back to Labuan Bajo in a chartered vehicle.

Dintor - Trekking to Wae Rebo

Breakfast at homestay and get ready for an approximately 4-hour trek to the Manggarai village of Wae Rebo, the last authentic traditional Manggarai village. All visitors need to undergo a welcoming ceremony at the main drum house to pacate the spirits. The structures of the **Mbaru Niang**, recognized by UNESCO as a form of living testament to Flores' history. A short trek takes you to a waterfall. Return to the village for simple dinner provided. Sleeping mattresses provided for your stay.

Departure Labuan Bajo

Enjoy breakfast at the hotel and check out afterwards. You will be picked up at the hotel lobby at the designated time depending on your flight schedule.

Overnight at the local village house in Wae Rebo

End of programme

B = Breakfast | L = Lunch | LB = Lunch Box | D = Dinner



What to expect

Bali is renowned worldwide for its magnificent beaches, amazing rice terraces, picturesque temples, arts and crafts, and for the colourful Hindu-Buddhist culture of the Balinese people. For the deeply religious Balinese, every aspect of life is governed by ancient rituals, and shrines with offerings to the gods are seen everywhere throughout the island.

What you will do

This tour combines activities and classes designed for the wellbeing of body and mind, with visits to sites of spiritual significance. You will dine on delicious and healthy food, learning about the spices and herbs that enrich the flavour and colour of almost every dish. Join a private one-hour yoga session, cycle through Bali's scenic highlands, enjoy a private lunch amidst spectacular rice terraces, experience traditional Balinese healing therapy and witness Bali's world-famous Kecak Dance performance.



Arrival Denpasar, Bali - Ubud

Upon your afternoon arrival at Ngurah Rai International Airport in Denpasar, you will be greeted by our professional licensed tour guide and transferred by air-conditioned vehicle to your hotel in Ubud.

Temple Tour & Jatiuwih Cycling

Breakfast at the hotel, then depart at 08:00hrs with your guide for a full-day excursion, which first stops at the **Royal Temple of Mengwi**. The tour continues with a visit to **Pura Batukaru**, which is the starting point of your **two-hour cycling**. The cycling ends with lunch served at our private spot amidst the rice terraces of Jatiuwih. After lunch, continue to drive north, ascending further into the hills to reach the iconic **Pura Ulu Danu**. Return to Ubud in the late afternoon.

Ubud Tour

Breakfast at the hotel. The day starts with a private one-hour yoga session at the hotel. Afterwards, start the day with a visit to **Monkey Forest** then followed by **Ubud's Royal Palace and Ubud Market**. Continue to **Sari Organic restaurant** where a healthy lunch will be served amidst lush surroundings. After lunch, enjoy a 25-minute walk to the **Blanco Renaissance Museum**. Transfer back to your hotel to freshen up before departing for dinner, followed with a traditional Balinese dance performance.

Ubud Half-Day Excursion

Breakfast at the hotel before pickup by your guide and a short drive to **Mas**. This small village is known for its traditional wood carvings. Here, you will have a chance to take part in activities that are uniquely Bali. Translated by a local guide, an astrologer will offer blessings and tell you your destiny using ancient methods.

Overnight stay at your hotel of choice in Ubud

Overnight stay at your hotel of choice in Ubud

B = Breakfast | L = Lunch | LB = Lunch Box | D = Dinner

Thailand Experiences



FACT SHEET



HALF DAY TOUR (4 HOURS)

NaNGLERNG MARKET, CHINA TOWN OLD MARKET

Bangkok, Thailand

What to expect

Explore one of the oldest markets in Bangkok, which is located near the Government House. A market has operated here for over a hundred years. Next, explore the Chinatown area, the most famous traditional wholesalers district, selling Chinese and Thai herbs, spices and ingredients. End up with the amazing Golden Buddha Image of Thailand at Wat Trimit.

What you will do

This culinary tour will take you to the community of **Nang Loeng** (not just the market), one of the very ancient markets of Bangkok. The actual market was officially opened in the year 1900. Some of the vendors selling snacks and desserts at the market have been making the same dishes for generations, with the roles and recipes being passed down, some for over 200 years. Inside the market, you'll discover many of the ancient family vendors and a number of famous Thai desserts.

Continue our food and market experience to the most popular attractions of Chinese - Thai mix community, **Yaowarat**. Witness the unique and fascinating street life with everyday street scenes, beautiful temples such as **Wat Leng Nai Yi**, along with exotic street food. There are hundreds of shops, all in red and gold, most with competitive prices. This market is also famous for Chinese food, where you can get bird's nest soup, dim sum, roast duck, egg noodle, and other traditional Chinese delicacies.

Visit the famous Temple of the **Golden Buddha, Wat Trimit**, this temple houses the extraordinary 700-year-old golden Buddha image - a seated figure made from 3.5 tons of gold. It is now an important and sacred Buddha image of unique beauty.

Why book this

Good for food and market lovers, this tour will bring help you to learn about the culinary history of Bangkok and traditional foods of Thailand. Both markets are well represented the old way of food culture.



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FACT SHEET



HALF DAY (6 HOURS)

CYCLING AT HUAYTO WATERFALL

Krabi, Thailand

What to expect

The tour will give you a very good impression of Krabi's local such as culture, rural life and beautiful scenery with a fantastic waterfall. This cycling tour is ideal for those people with intermediate abilities and people who really have an interest in cycling.

What you will do

Pick up from your hotel around Anong. Arrive at Tup Prik village, north of Ao-nang, place to start. After meeting with your guide and setting up your bike, we pedal along a quiet road with beautiful scenery of mountains, large palm oil plantations and rubber plantations. Reaching the "Dead end", we arrive at **Phanom Benja national park** then visit the nice waterfall known as "**Huay Tho waterfall**". Enjoy the cold and refreshing waterfall, take some photos and go for a swim. Refill with some local energy snacks, before heading back by cycling along the local main road. Most of the cyclists love the way back very much because it is downhill so you can spend most of the time watching the nice scenery of the road side. Arrive at the meeting point, refreshing with cold towel, drinks and fruits before getting back to your hotel.

Why book this

This half day waterfall cycling tour is a great choice if you like outdoor adventure



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FACT SHEET



FULL DAY (MON/TUE/THURS/SAT)

KAYAKING AT ANGTHONG MARINE PARK

Samui, Thailand

What to expect

Enjoy more kayaking at Wua Talap Island or hike along a 1640ft (500m) natural trail which leads to a view point with an impressive panoramic view over the picturesque setting of Angthong Marine Park. Arrive at Angthong Marine Park and start kayaking under huge limestone cliffs through crystal blue waters along the coastline. Reach Mae Koh Island by kayak or set over by longtail boat if you have chosen the sightseeing option.

What you will do

KAYAKING TOUR is a joined trip on tour boat to **Angthong National Marine Park**. You will start first kayaking experience on the southern end of **Koh Mae Island** where you navigate beneath huge rock overhanging and view some of the most magnificent scenery the Gulf has to offer. When ashore the next adventure begins with the sightseeing at the astonishing "**Green Lagoon**" or **Emerald Lake**, a hidden salt water lake inside of **Koh Mae Koh**. Get back to the boat for buffet lunch. Enjoy your lunch on board the tour boat while it cruises through the breathtaking scenery from **Koh Mae Island** to the Northern part of **Angthong Marine Park** with **Koh Tai Piao** as your destination for the second kayaking. Here you will discover magical caves and bizarre rock formations and have plenty of time to explore the underwater sights.

Why book this

Angthong Marine Park snorkel cruise from Koh Samui Visit Mae Koh Island and Wua Talap Island by kayaking along the stunning coastline. Hike nature trails, snorkel and relax on beaches.



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FACT SHEET



HALF DAY (3 HOURS)

HILLTRIBE VILLAGES SHORT TREKKING

Chiang Rai, Thailand

What to expect

Adventure and cultural immersion adds up to an experience that will last a lifetime. Trek around the hilltribe villages in an area that is home to beautiful mountain terrain, wild steamy jungles and clean rivers.

What you will do

Leave your hotel by local transportation to **Huay Mae Xai Nature Park** to start the 50-minute trek to **Bann Yatu Lahu Hilltribe village**. At the village you will be the guest at a local family's home. Take your time to relax and take in the sights of the village. Next, visit **Yao & Akha Hilltribe** and begin a short trek (about 30 minutes) to **Huay Mae Xai waterfall**; a small but lovely waterfall with a moon-shaped pond where you can swim and take a short rest. Before returning to your hotel, visit some of the tribal villages including Yao and Akha hilltribe villages along the way.

Why book this

Trekking tour with a local touch, featuring hilltribe villages and beautiful natural landscapes



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Malaysia Experiences & Itineraries



FACT SHEET



Full-Day (7 Hours)

MALAYSIA'S ANCIENT HISTORY

Sungai Petani, Kedah

What to expect

Head to Sungai Petani, the largest town in the state of Kedah for a tour steeped in the rich history of human civilization, where remnants are uncovered in on-going excavation exercises, then enjoy a date with a green and pristine Mangrove River Cruise experience. Discover the untold wonders of this gem in the north of Peninsular Malaysia.

What you will do

Depart from your hotel at 9AM, to make a stop at the Semeling Jetty Complex Gallery (Interpretation Centre) also known as the "One-Stop-Centre" that showcases three different core elements in Bujang Valley, stretching out over 224 km2. Here there are three different elements comprising the Mangrove Biosphere, Jerai Geopark & Kedah Tua Ancient Civilization. From there, journey onward to Kedah in Sungai Batu, an ancient civilization that dates back to 535 BC. Many archaeologists with expertise in five main ancient civilizations – Mesopotamia, Indus, Mesoamerica, China and Greco-Roman – signed a plaque here, recognizing the historical significance of Sungai Batu. Proceed for lunch and continue to Merbok River for a mangrove cruise. Out of 60 species of Mangrove in this world, Sungai Merbok is home to 42. The last stop will be Bakau Hijau Oyster Farm. Resume with the mangrove river cruise before returning to Semeling Jetty. Return to hotel afterward.

Why book this

Discover an ancient civilization dating back to 535 BC, earlier than Borobudur in Java (9th century AD) and Angkor Wat, Cambodia (12th century AD).



What to expect

The 130 million years Malaysia's Taman Negara rainforest is the oldest in the world. Located in the middle of the Malaysia Peninsular, covering 4,343 sq km, the national park is one of Malaysia's biggest draws, its thick jungle and fast-flowing rivers is home to tigers, macaques and birdlife, as well as the enormous flowers of the rafflesia plant. Kuala Tahan, the main entry point, is a base for the nearby canopy walkway, river trips and treks through the jungle to the top of Mount Tahan.

What you will do

Explore the oldest tropical rainforest in the world on a full-day tour from Kuala Lumpur to Taman Negara National Park. Group size is limited to 6 people to ensure personal service as you explore the Malaysian rainforest, with overland transport from Kuala Lumpur in a comfortable, climate-controlled vehicle. You'll trek to a canopy walkway through the treetops, get views across the jungle from Teresek Hill, then cruise the Tahan River to a waterfall and swimming hole.



Kuala Lumpur – Kuala Tembeling Jetty – Taman Negara

Day 1
Pickup at your hotel between 7:30 AM to 7:45 AM, then embark on a four-hour journey to Kuala Tembeling Jetty. At 1:30 PM, board a motorized longboat for a three-hour ride to Kuala Tahan. Check in at the reception of **Mutiara Taman Negara Resort**. Enjoy the afternoon free at your own leisure to soak in the jungle atmosphere at the Resort. At 8:30 PM meet your guide and set off for a **night jungle walk** in search of nocturnal insects.

Overnight in an air-conditioned chalet

Taman Negara

Day 2
After breakfast, meet your guide at 09:30 AM and set off on a jungle walk up **Teresek Hill**. Enjoy a **Canopy Walkway**, built 40 metres above the ground and 530 metres in length. This afternoon, take a motorized boat to the cataraacts of **Lata Berkoh**. If time and weather permits, we will stop at **Lubuk Tenor**.

Overnight in an air-conditioned chalet

Taman Negara – Kuala Tembeling Jetty – Kuala Lumpur

Day 3
After breakfast, take a water taxi to cross the river to the meeting point and then board the boat back to Kuala Tembeling. The boat will depart at 9:00 AM. This journey will take about 2 to 3 hours, depending on the water level of the river.

End of Programme

RESPONSIBLE RESTAURANTS

Food is an important part of the discovery of different cultures, and at Panorama Destination we strongly believe in promoting local cuisine in all our destinations, by offering meals in locally owned restaurants and actively promoting cooking classes in community-based cooking schools or even families.

Our criteria of selection include local ownership, traditional cuisine, eventually local style of architecture and decoration and where possible restaurants with a social cause (i.e. community based). We also favor venues which offer locally grown and/or organic products.

We do not promote nor allow our guests to chose restaurants who offer endangered species on their menu, such as shark fin soup, turtle eggs, turtle soups or satays etc.



Sustainable Souvenirs

One of the most loved part of traveling is shopping for souvenirs and memories. Unfortunately, some souvenirs are harmful for the environment, they might be produced with the use of child labor or they might be the result of illegal activities.

We have developed a list of sustainable items that are safely purchasable, and we have been training our guides to help our clients to chose the right place where to do their shopping.

Historical artifacts, any products made from endangered animals, corals or plants species, religious items are among the souvenirs that we strongly discourage (if not even forbid) to purchase.





Refillable bottles project

It is estimated that more than 8 million tons of plastic are thrown away each year, the majority of which ends up in the world's oceans. Recently, a '7th continent' composed entirely of floating waste was discovered in the Pacific Ocean, covering an area of more than 3.4 million square meters. As the world begins waking up to the dangers of plastic, the role of hoteliers and the service industry becomes ever-more pivotal in the quest for solutions to climate change.

At Panorama Destination we have banned the use of single use plastic bottles in our offices across the region and we have implemented procedures that allow our guests to refill their own bottles instead of providing them a new bottle every day.




Welcome to Panorama Destination Bali!

We're so glad you've chosen to use the Refill My Bottle app during your stay in Bali and are here to help you stay hydrated on your travels. To refill, simply take your water bottle or tumbler to the gallon near our front desk, where you can help yourself to clean, fresh drinking water. Each refill is charged at **IDR5,000**, which you can pay to the receptionist at our front desk. We hope you enjoy your stay in Bali; the island will be a little cleaner and greener thanks to your actions today!

From all of us at Panorama Destination, happy travels!



DRINKING WATER AVAILABLE

Refill your bottle here!





WWW.REFILLMYBOTTLE.COM

Animal Welfare

Whether captive or in the wild, the welfare of animals is of primary concern.

Our goal is to maintain and improve high standards of animal welfare in each of the destinations where we operate. To achieve this objective, we leverage our relationships with suppliers and encourage all company representatives – from stakeholders to product managers, agents and guides – to offer meaningful, safe and memorable experiences to customers, while also ensuring the welfare and dignity of the animals they have come to see.

Panorama Destination aims to ensure that animal welfare within attractions reaches and - where possible - exceeds a minimum acceptable level. Wherever customers are able to view or interact with animals, these facilities should aspire to achieve the best animal welfare practice possible. As a baseline standard, a set of minimum requirements should be implemented, clearly evident and safeguarded by any supplier partnered with Panorama Destination.



Child Protection

Panorama Destination strongly condemns all forms of child abuse and exploitation. In each of the locations in which we operate, the company actively works to support both local and international law enforcement in their prevention and punishment of such crimes. We encourage all clients, partners and members of staff to remain vigilant and look for the warning signs or potential vulnerabilities, so they can report instances of abuse or suspicious behaviour through the appropriate channels. In line with the Tourism Child Protection Code, Panorama Destination provides dedicated training for company guides, drivers and staff, along with helpful information for clients and travellers. By working together, we can fight the exploitation and abuse of children in Southeast Asia.





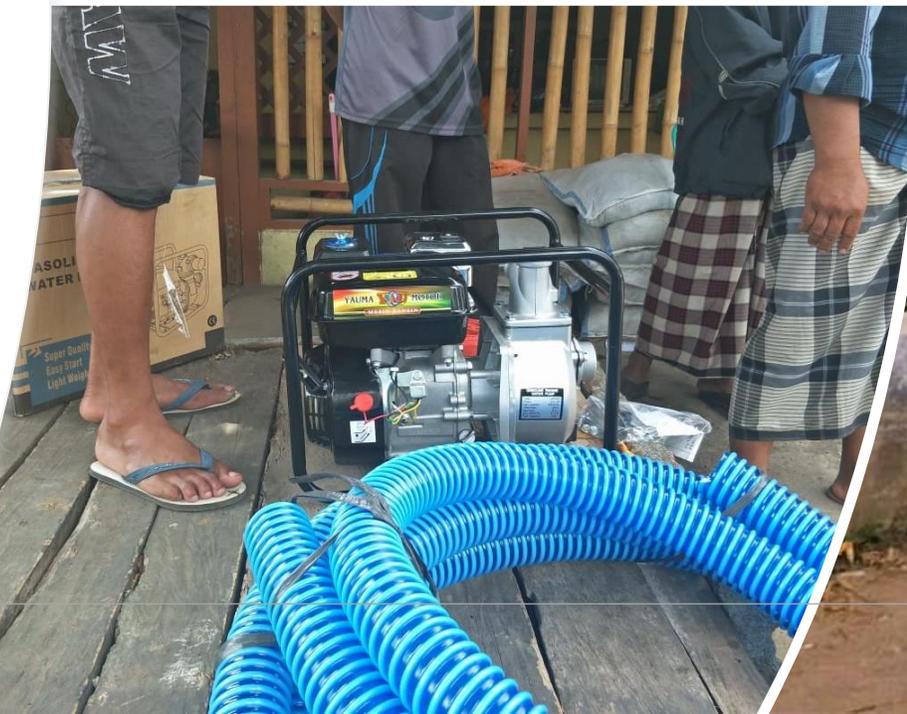
Giving Back to the Community

In the past years, Panorama Destination has been helping and supporting several disaster area with relief activities, with fundraising and donations for the victims of the Palu Tsunami and the Lombok Earthquake and with personal involvement in community activities like the World Cleanup Day.

Lombok Earthquake

A funding campaign was made to help the villages affected by the Lombok earthquake in 2018, and our team delivered relief goods, generators, water pumps and a tent to the village of Sajang in Sembalun, Lombok. This tent provided essential public health services for the local community.

We handed over 500kg Rice, 35 cases of mineral water and 30 boxes of instant noodles together with the Henry Foundation.



Palu Earthquake and Tsunami

In collaboration with Fox Verre Reizen and the Meratus shipping company, we sent out donations for the tsunami affected areas in the region on Palu in Sulawesi.

The donations included much-needed foods, baby products, mattresses, water tanks, and water purifiers – that were distributed directly to the victims of the earthquake and tsunami.



World Cleanup Day

As part of our effort to raise environmental awareness, our Bali, Thailand and Malaysia teams volunteered to clean up their local communities.

Those small acts can lead to bigger changes on people's actions and towards a better environment.



Bangkok Hospital Donations

On its second anniversary in October 2019, celebration, our Thailand office set off to the Monk Hospital in Bangkok, where they donated first aid kits and funds to support the hospital's activities.





Our Community Projects

Panorama Destination has been involved in several community programs to help and develop destinations. The first one in Indonesia has been the creation of a new tourism village in Lombok, followed by a collaboration with The Nature Conservancy in the archipelago of Wakatobi. In Thailand, a recent project to evaluate Elephant Camps has started, with the collaboration of other DMCs.

Wakatobi & TNC Project

Panorama Destination has entered into a partnership with The Nature Conservancy (TNC) to preserve natural resources, raise awareness and improve waste management in the Wakatobi region of Sulawesi, Indonesia. One of the main aims of the project is to facilitate more ethical and productive exchanges between clients and the locations they visit. The partnership will also significantly advance TNC's conservation agenda in Indonesia.



Lombok Project Sembalun and Bilebante Tourism Villages

This program is a local economic empowerment project, based around developing a more inclusive economy around Panorama Destination products and supply chains. The programme has run for four years, along with Gesellschaft für Internationale Zusammenarbeit (GIZ), a social institution from Germany. In this activity the Company undertakes the training of tour guides and develops tourism village products for tourists, along with story development training, management training and language training. In addition, the Company also promotes these tourist villages to international markets through travel expo activities engaging overseas agents, clients and companies.

Panorama Destination not only provides training and opportunities for villagers; through the Panorama Foundation, it has also supported the building of a Village Community Centre.



Elephant Camps

A major feature of Panorama Destination's plan is our participation in the 'Elephant Camp Animal Welfare and Sustainability Standard and Assessment Initiative.' The objective of this project is to ensure that activities and experiences at elephant camps are conducted in a responsible way. The initiative has emerged in response to the growing concerns from industry stakeholders, informed travelers and animal rights groups.





Panorama

F O U N D A T I O N

All our community related initiatives are coordinated and followed up by Panorama Foundation.

Panorama Foundation (Yayasan Panorama Anugerah) is a non-profit social independent body that focuses on social activities in the field of Tourism with Sustainable Development Goals as its framework.

Panorama Foundation was founded in 2012 of the embodiment of the ideals of Mr. Adhi Tirtawisata, also founder of the Panorama Group, with the objective of helping to solve some of the pressing issues in the region by using sustainable tourism as a tool to enhance cultural understanding, circular industry, respect of nature, protecting the environment, and to bring about sustainable development in local communities.

These activities are parts of our dream to contributing sustainable meaningful values to human life.

Panorama

FOUNDATION

Our CSR program is implemented in 3 ways:

PANORAMA 'BERGERAK'

creating 'movement' for public to explore tourism through creative actions such as: photography exhibition, travel writing workshop, mentoring tourism village (desa wisata), etc.

PANORAMA 'BERDAYA'

Working closely with local SME (S... Medium E...) which focusing in tourism-related products, such as: handicraft center, batik maker, etc. Panorama Foundation assists them in the capacity building terms.

PANORAMA 'PEDULI'

A philanthropy action by Panoramian to help the sufferers of natural disaster (i.e. flood, earthquake, eruption) and social events / circumstances (i.e. 'mass circumcision')

[Read more about Panorama Foundation](#)



The SPIRIT of **Panorama** 

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