



BESPOKE. BEYOND WORDS

# SUSTAINABLE TRAVEL PRACTICES JANS TOURS INDONESIA





## **SUSTAINABLE TRAVEL PRACTICES – Jans Tours Indonesia**

Our company, Jans Tours, commits to giving its maximum effort in implementing responsible travel when serving our guests by contributing to the Sustainable Development Goals (SDGs). Through this booklet, we want to encourage our guests to get involved in achieving these goals by providing some tips and guidance on how to better appreciate and respect the local cultures, travel ethically, be aware of potential health and safety issues, and have a positive impact on communities and the environment.



## RESPECT THE CULTURE

### GREETINGS

In Indonesia, greeting someone is an important way to show respect and friendliness. There are many ways to greet someone depending on age, status, and relationship. Usual greetings can be in the form of a handshake, a smile, and a slight bow. Towards older people to show respect to older people, you have to address them with titles such as Sir (Bapak) or Madam (Ibu). Sometimes, with diverse cultures, each region may also have its own local greeting, with a more formal way to greet the older people or superiors and an informal way to greet peers or younger people. Learning how to say hello, excuse me (permisi), thank you (terima kasih), and goodbye (sampai jumpa) will be so much appreciated, especially if you take the effort to say them in the local language.





## APPROPRIATE ATTIRE

Indonesia is quite well known as a country that tends to be modest and not very openly expressive. You should consider your surroundings when choosing attire. It's important to avoid clothing that's too short, tight, or overly revealing in public or crowded places. Beach areas, like in Bali, are an exception, where wearing more revealing clothing is generally acceptable. However, it's important to note that nude sunbathing is prohibited. In more conservative areas, it's best to be more covered up. When visiting religious places, including temples, please cover your shoulders and legs, and remove your shoes and hats.





## BELIEFS

Indonesia is a deeply religious and multicultural country. This diversity shapes daily social life, and it is only right that people respect it through sensitive and polite behavior, and by not disrupting religious activities or local customs. People are also urged to respect the rules during times such as Ramadan for Muslims, when they fast by not eating or drinking conspicuously in public areas, or during Nyepi (Day of Silence) for Hindus, when people are not allowed to leave their accommodations and are not allowed to turn on excessive lights or make too much noise for 24 hours.

Women during their period, women for up to six weeks after childbirth, and men and women who are grieving are respectfully requested not to enter the temple, particularly

the inner prayer areas. This practice is based on traditional Balinese Hindu beliefs regarding ritual purity and the sanctity of sacred spaces. It is not intended to discriminate, but reflects cultural customs aimed at maintaining spiritual balance within the temple. Visitors are kindly asked to respect these traditions. Those affected may still visit the outer temple grounds, unless specific temple regulations require otherwise.

Also, when visiting mosques and Buddhist temples, shoes are usually removed before entering the main sanctuary. Similarly, when visiting mosques, women may be asked to cover their hair, and visitors must remove their shoes before entering (you can bring a bag to keep your shoes if you prefer).



## ETIQUETTE

Most countries in Asia, especially Southeast Asia, are quite traditional and are known for preserving their long-standing customs. Showing respect for a country's etiquette and cultural norms is highly appreciated by the local community. Please try to avoid the following actions:

- Excessive anger, yelling, or aggressive behavior, as these are considered offensive and disrespectful.
- Shouting when talking to people or pointing at someone with one finger.
- Giving or receiving items using your left hand.
- Taking photos or videos of people without politely asking for their permission first.
- Touching people of the opposite sex.
- Touching someone's head, as the head is considered sacred in many cultures.
- Kissing in public.
- Discussing sensitive topics such as politics, religion, or personal income.
- Comparing local customs, habits, or situations with those in your home country.





## CULTURAL SITES AND HERITAGE

Indonesia is known for its many cultural sites with rich history, such as temples, royal palaces, museums, and traditional villages. Many areas of these sites are protected due to their sacredness, their sensitivity due to their age, and other reasons. We encourage you to obey the existing rules and follow the instructions given to show respect and participate in preserving these cultural sites and heritage.

Things to do to help preserve cultural heritage:

- Don't touch or sit on ancient artifacts
- Wear appropriate clothing, if necessary, wear traditional clothing
- Don't create social media content in inappropriate places
- When taking photos, don't pose inappropriately and don't climb on historic structures



## PROTECT THE PEOPLE

### SAY NO TO CHILD EXPLOITATION

The challenges related to child exploitation, whether in the form of child labor, begging, or commercial sexual exploitation, are quite serious, especially in developing countries. We expect our guests to refrain from engaging in supporting and normalizing situations such as those described that could endanger children.

- Don't buy things that children sell on the street
- Don't give money to begging children; instead, if you wish, donate to the official local community
- Don't support shows or events that employ children
- Don't photograph or upload photos of children without parental permission
- Don't exploit minors for sexual purposes by pressuring, manipulating, or giving financial rewards or threatening them
- Don't walk alone with underage children, even for good intentions





## AVOID THE SEX INDUSTRY

The sex industry in Indonesia is illegal and operates without regulation. This industry often supports the exploitation of women, human trafficking, child labor, violence, and other illegal activities, including drugs and illegal substances trades. To protect against such undesirable events, we support our guests in choosing healthy entertainment, refuse suspicious offers, and help ensure that tourism develops safely and ethically.

## REASONABLE BARGAINING

In tourist areas and traditional markets in Indonesia, bargaining is commonplace. However, it's important to remember that there are limits to this practice. When bargaining, pay attention to the quality of the item and context, such as how long it took to make the item if it is handmade, and how unique and authentic the item is so as not to be perceived as showing disrespect to the artist. Also, don't bargain if you have no intention of buying. Don't forget to always smile, bargain with a friendly tone, and don't rush. Keep the bargaining fair and don't force it.



## HEALTH AND SAFETY

### HEALTH ISSUE

During your travels, it is important to remain mindful of potential health risks arising from Indonesia's climate, environment, food, and local conditions. Please note that tap water in Indonesia is not safe for drinking unless it has been properly boiled. For your health and safety, we recommend consuming sealed bottled water—preferably in glass bottles—filtered water, or boiled water only.

Due to the humid climate, even very small or seemingly insignificant wounds can become infected quickly. It is therefore advisable to promptly clean and disinfect even minor cuts, scratches, or insect bites that might normally be harmless in your home country.

Staying well-informed allows you to respond promptly and appropriately should any symptoms occur. The following guidelines outline the most common health issues travelers may encounter in Indonesia, including their symptoms, recommended treatments, and practical prevention measures. By following these recommendations and paying close attention to your physical condition, you can enjoy a safer, healthier, and more comfortable travel experience.







## MOSQUITO-BORNE DISEASES

### DENGUE FEVER (DF) & CHIKUNGUNYA

Symptoms: fever, headache, rash, sore muscles, body aches, joint pain

Intervention/treatment:

- If mild symptoms: Drink plenty of water to relieve dehydration, eat plenty of nutritious food, take rest, and take paracetamol to reduce fever if needed.
- If severe symptoms: If the symptoms do not improve, go to the hospital and have a check-up with a doctor so that blood tests can be carried out and intensive treatment can be done if necessary.

Suggestions: Use mosquito repellent daily, wear long clothing at dusk, sunset, and at night, and be more aware during the rainy season.

### MALARIA

This disease is not present throughout Indonesia; it is often found in specific areas, especially remote regions, forests, or parts of Eastern Indonesia such as Papua and East Nusa Tenggara.

Symptoms: fever, headache, nausea, vomiting, diarrhea, fatigue, cold sweats, low blood sugar, and breathing problems.

Intervention/treatment:

- Treatment should only be carried out after diagnosis because there are many types of malaria, and it must be under the advice of a doctor.

Suggestions: Use mosquito repellent daily, wear long clothing at night, and be more aware during the rainy season.





## **FOOD & DRINK RELATED DISEASES**

### **FOOD POISONING**

Symptoms: Nausea, vomiting, diarrhea, abdominal cramps, mild fever, headache, loss of appetite.

Intervention/treatment:

- Drink lots of water, eat white rice, avoid consuming caffeine, get enough rest, and avoid oily foods.

Suggestions: Choose a clean food stall, drink sealed bottled water (don't drink tap water), be careful with raw food, and wash your hands before eating

## **WEATHER-RELATED DISEASES**

### **SUNBURN**

Protect your skin from the sun by using a high-protection sunscreen and reapplying it regularly, wearing protective clothing, and limiting your time in direct sunlight whenever possible.

### **HEATSTROKE**

Drink enough water, avoid heavy physical activity during peak heat, wear light clothing, and don't consume too much alcohol.





## SAFETY ISSUE

While Indonesia is generally welcoming and safe for travelers, it is still important to stay aware of your surroundings and take basic precautions to protect yourself and your belongings. Like in many popular travel destinations, incidents such as theft, robbery, and scams can occur—especially in busy tourist areas. By staying alert, making informed choices, and securing your valuables properly, you can significantly reduce risks and enjoy a safe and worry-free trip.

The following guidelines highlight common safety concerns and provide practical measures to help you stay protected throughout your journey.

## THEFT AND ROBBERY

Theft and robbery can happen anywhere, and Indonesia is no exception. Be aware of your cell phones and wallets in crowded places, your bags being placed on tables/chairs, or while riding a motorbike, or when put inside a parked car, be careful of fraudulent tourist excursions (price dishonesty, unofficial companies), as well as when keeping your stuff in your hotel/hostel room.

- Protect valuables in a safe place, such as a locked suitcase or safe box, when leaving them at your hotel/hostel (NB: in case you notice anything missing or stolen and would like to claim it with your insurance company, you should report the

issue to the police station to receive an official police document)

- Be careful in crowds, such as in markets, terminals, stations, and sidewalks
- Don't show off expensive items such as cell phones, watches, jewelry, wallets, and cameras while walking on the street
- Lock the door at all times
- Don't walk alone in dark, quiet, and sketchy places
- Make sure to look for a trusted and reputable tour excursion service
- When exchanging money, use the official money changer, and make sure to recalculate the amount of money you received





## DRUGS & ALCOHOL

In Indonesia, the use, possession, or trafficking of illegal drugs—including marijuana, opium, ecstasy, heroin, and other controlled substances—is strictly prohibited. Indonesian drug laws are among the harshest in the world, and penalties are severe. Individuals convicted of drug-related offenses can face long prison sentences, heavy fines, or even the death penalty, and these laws apply equally to foreign visitors.

Alcohol consumption is generally permitted in Indonesia, especially in major tourist destinations such as Bali, Jakarta, and other urban areas. However, it should still be approached responsibly and with cultural awareness. In regions with predominantly Muslim communities, such as parts of Java, Lombok, Sumatra, Sulawesi, and Kalimantan, alcohol may be restricted, limited in availability, or considered

socially inappropriate. Travelers should also be cautious when drinking in remote villages or traditional communities, where local customs may discourage or forbid alcohol use. To ensure a respectful and safe experience, always follow local regulations, avoid excessive drinking in public places, and purchase alcohol only from reputable and licensed establishments.





## TRANSPORTATION

When traveling, it is important to choose transportation options that are safe, reliable, and environmentally responsible. Making mindful choices helps protect your well-being while also reducing your impact on local communities and the environment. Please consider the following guidelines:

### **Use public transportation as your first option whenever possible.**

In major Indonesian cities such as Jakarta, Yogyakarta, Bandung, and Surabaya, public transport options—including MRT, TransJakarta buses, commuter trains, and other mass-transit systems—are widely available, affordable, and more sustainable than private vehicles.

### **Choose reputable and licensed transport providers.**

When booking a taxi, use official and registered companies (e.g., Blue Bird in Indonesia) to ensure safety, fair pricing, and professional service.

### **Verify online ride-hailing bookings.**

If using an online taxi, always double-check the license plate and driver's photo before entering the vehicle to ensure you are getting into the correct car.

### **Use scooters responsibly or choose safer, low-impact alternatives.**

If riding a scooter, always wear a certified helmet and only do so if you are truly experienced. Please note that most scooter rentals in Indonesia are not insured, and accidents are common; therefore, we do not recommend that guests rent or drive scooters. Consider safer and more sustainable options such as walking, cycling, or using electric vehicles when available.

### **Observe safety standards on boats and planes.**

When boarding a boat, ferry, or aircraft, pay close attention to safety briefings, life jackets, emergency exits, and crew instructions. Choose operators that follow proper safety and environmental regulations.

### **Minimize environmental impact.**

Whenever possible, opt for shared transportation, public transit, or eco-friendly transport providers to reduce carbon emissions and support responsible travel.

### **Report safety incidents immediately.**

If any accident, theft, or safety issue occurs, report it promptly to the nearest police station or relevant authorities.





## CONSUMER BEHAVIOR

The choices we make as travelers have a direct impact on the environment, local communities, and cultural heritage of the destinations we visit. By adopting responsible consumer habits, we can help preserve Indonesia's natural beauty, support local economies, and reduce our ecological footprint.

This section provides practical tips to guide you in making more conscious decisions during your trip—from managing waste and conserving resources to choosing sustainable transportation and supporting local businesses. Small actions, when practiced consistently, can contribute to meaningful positive change and help create a more sustainable and respectful travel experience for everyone.

### **Waste management:**

In an effort to contribute to maintaining our environment, below are several tips that can help you in managing waste:

- Reduce as much as possible the use of single-use plastics (use a tumbler instead of a plastic bottle, bring your own shopping bag, pick shops that propose reusable packaging, don't use plastic straws)
- Separate plastic, organic, paper, glass, and battery waste to be recycled
- Don't throw cigarette butts carelessly

### **Support local services and purchase local goods:**

- Choose a local tour agent, and look for a licensed local tour guide
- Go to a local restaurant
- Support the local community by participating in activities such as traditional dance, traditional music, or cultural performances
- Support the local economy: buy locally made food and handicrafts directly from local craftspeople and markets.
- Buy goods made in Indonesia or from local brands

**Take sustainable transport options:**

Although still quite limited, sustainable transportation options are increasing over time. In big cities like Jakarta, you can contribute to sustainable efforts by using the MRT or LRT, which are safe, fast, and have low emissions. In cities where public transportation is still underdeveloped, you can try using electric vehicles to reduce emissions. If traveling with a large number of people, try to maximize the number of passengers in one vehicle. If the area you are going to is not too far and is pedestrian-friendly, try to go walking or cycling. Try to have an efficient itinerary to avoid having to go back and forth.

**Minimize the use of water and energy:****Water use:**

- Turn off the water when not in use
- Don't change bed sheets and towels every day, especially when staying in a hotel. Try not to change them after only using them once
- Don't overuse the bathtub

**Energy use:**

- Turn off lights, AC, TV, and other electronic devices when you leave your room
- Unplug the charger when not in use
- Use eco mode if available
- Reduce water heater usage





## PROTECT THE WILDLIFE

### Interaction with flora and fauna:

Indonesia is well known for its biodiversity, but it is also very vulnerable. Many animal species are threatened with extinction as their habitats are increasingly encroached upon by humans. Likewise, plants are becoming increasingly rare and difficult to find. Therefore, we support our guests to interact more sensitively with nature in order to maintain the survival and preservation of the flora and fauna.

### With flora:

- Don't pick wild flowers or plants
- When climbing mountains or trekking, take the proper path
- Don't throw waste carelessly in nature
- Don't throw cigarette butts in nature
- Respect and follow the rules in protected areas in national parks

### With fauna:

- Keep your distance when encountering wild animals and do not disturb their territory
- Do not feed wild animals , as you risk being bitten
- Do not approach, hold, or capture wild animals
- When doing activities in the sea, such as snorkeling or diving, do not touch or step on anything, whether fish, turtle, or coral reefs
- Don't make noise or play music too loudly so that the animals don't get stressed
- Avoid taking part in activities that harm animals, such as horse riding, elephant riding, animal shows, and other such things



## SOUVENIR INSPIRATION

The purchase of souvenirs that are made or produced from the wildlife ecosystem containing threatened flora and fauna species is not encouraged at Jans Tours. We also do not support our guests obtaining historical/archaeological artefacts, as well as drugs or illegal substances. We ensure our guests comply with local and international laws in place.

### Prohibited / not recommended:

Endangered flora and fauna species-made souvenirs:

- Edelweiss, corals and shells, buffalo horn, shark teeth and fins, reptile skin, elephant's ivory, bird feathers, etc.
- Civet Coffee - civets are too often kept in cramped and poorly maintained cages.

Protected trees or woods, such as ironwood, agarwood, sandalwood, etc.

Low-quality plastic-made souvenirs

- Plastic key chains, plastic bags, plastic bottles, plastic pots.

Things brought from protected areas/national parks, e.g., stones/sands from beaches, flowers and plants from the jungle

Foreign-made products

### Recommended:

Local artisanal products

- Handcrafted jewelry, wood-carved products, batik and woven clothing, and traditional paintings

Local textiles

Local spices and ingredients

Organic goods

- Herbs and oil, chocolate, nuts, dried fruits

Coffee and tea

- Indonesia is one of the world's largest Arabica and Robusta coffee producers - e.g., Gayo, Toraja, Kintamani
- Indonesia also produces various types of tea, such as jasmine tea, black tea, and herbal tea.





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