



CODE OF ETHICS

for Business Entities in the Old Town Centre of the City of Ljubljana

As business entities in the old town centre you create the conditions for a **high quality of life** for permanent residents of Ljubljana, and offer diverse content that contributes to a **pleasant and memorable experience** for visitors and residents alike. Together, we establish appropriate conditions for socialising, education, and vocational activity. We also ensure **equal treatment of everyone**, including the most vulnerable groups.

The Code of Ethics for Tourist Guides, Agencies, Travel Organisers, and Business Entities in the Old Town Centre of the City of Ljubljana represents a common framework of **values and principles** that unite us in our efforts to:



respect the local community and its daily rhythm;



protect natural and cultural heritage;



ensure a pleasant, inclusive, and sustainable environment;



strengthen the image of Ljubljana as a responsible and hospitable tourist destination.

By adhering to this Code, you, the hospitality providers, make a significant contribution to:



well-maintained and people-friendly public spaces;



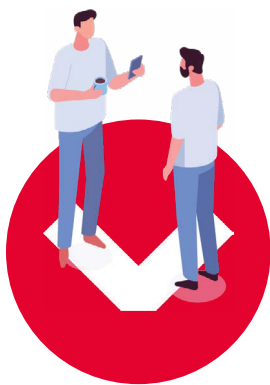
inclusion of all visitor groups, including vulnerable groups;



noise reduction and responsible use of natural resources;



the creation of conditions for quality living, working, learning, and socialising – for all who live, work, or visit this part of the city.



PROFESSIONALISM AND EXPERTISE

We strictly observe the applicable laws and regulations within our respective area of work.

We observe the principle of mutual respect and trust with all stakeholders in the old town centre.



SUSTAINABLE RESPONSIBILITY AND RELATIONSHIP WITH THE ENVIRONMENT

I offer food and drinks of local origin.

In my operations, I strive to generate the smallest possible amount of waste (suppliers take away waste packaging to the greatest extent possible, even if it is non-returnable; disposal of any waste generated complies fully with all regulations).

I ensure the uninterrupted primary functions of public spaces and maintain cleanliness and orderliness of public areas in front of my business premises.



RELATIONSHIP WITH THE LOCAL COMMUNITY

I perform deliveries within designated time windows. I urge my suppliers to exercise caution and drive slowly within pedestrian zones, thereby contributing to safety.

I avoid generating excessive or unnecessary noise, especially during early morning and late evening hours.

The volume of music played in my hospitality establishment allows normal conversation among seated guests on the terrace and is not disturbing to nearby residents.



USE OF THE SLOVENIAN LANGUAGE

In my operations, I use the Slovenian language: menus and signs are in Slovenian, and staff initially greet customers in Slovenian.



PROTECTION OF CULTURAL HERITAGE

I am committed to promoting and protecting cultural heritage, intervening only after obtaining all necessary consents and permits.

I ensure that equipment placed in public spaces complies with applicable regulations and issued permits and visually conforms to the requirements of the old town centre.



UNIVERSAL ACCESSIBILITY

I ensure unobstructed access to our premises and implement other adaptations to make spaces accessible to all groups of people, including persons with disabilities.



BUSINESS ETHICS

When formulating price lists, I consider the balance between quality and price (where possible, regular customers receive various benefits or discounts).



COOPERATION WITH THE CITY OF LJUBLJANA

I follow the strategic guidelines of the City Municipality of Ljubljana and participate in campaigns or projects it implements.