

BIG FIVE[®]

TOURS & EXPEDITIONS

Enriching Lives Through Distinctive Journeys



BIG FIVE TOURS & EXPEDITIONS

Big Five's overriding mission is to turn dreams into reality. We offer customized luxury travel for individuals and groups. Our journeys are tailor-made to satisfy the discriminating tastes of our guests to any of our exotic and exciting destinations in Africa, Asia, Orient, Latin America, Polar Regions and South Pacific.

FIVE REASONS TO SELECT BIG FIVE TOURS & EXPEDITIONS

1. **Level of Staff Knowledge:**

Destination Specialists received 900+ hours of on-site and in-office on product training in the last 12 months. Several of our Destination Specialists have been recognized for their expertise, including *Travel+Leisure's* 2009 A-List of Travel Agents. 100% of our destinations have been experienced by one or more of the Big Five team.

2. **Live person answering phones:**

A live person answers each call within three rings during business hours. In addition, our 24-hour **White Glove Service**[®] guest assistance desk is manned by team of specialists available 365 days from anywhere in the world.

3. **Speed of Response to Questions:**

With an average of 16 years experience in the travel industry, our Destination Specialists answer 8 out of 10 questions on the first call based on their personal experiences.

4. **Willingness to customize:**

In fact, in the last the last 12 months, an average of 92.1% of our journeys have been custom tailored.

5. **Safety Record:**

Big Five has never had a liability claim since our founding in 1973.

White Glove Service®



White Glove Service®

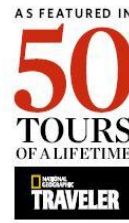
Whether you're snorkeling with sea lions in the clear blue waters of the Galapagos Islands, or sipping sundowners on the tan-colored plains of the Serengeti, you know that we are there for you anytime.

Our **24-hour White Glove Service® guest assistance** begins before you leave home with our pre-departure documents. You receive a welcome phone call after you arrive at your destination. Our **WGS®** guest assistance team maintains contact at various times throughout your journey to insure that your trip runs smoothly or address any problem that may arise. **WGS®** can be tailored to your particular needs and interests. Big Five is leading the way in guest relations for the travel industry. Here are some of the services you can look forward to as a guest of Big Five:

White Glove Service® include:

- ❖ Restaurant referrals & reservations Event ticketing, movie & theater information
- ❖ Golf tee time reservations & referrals
- ❖ Find, wrap & deliver one-of-a-kind gifts
- ❖ Special occasion reminders & gift ideas
- ❖ Wireless device assistance
- ❖ Latest global weather and ski reports
- ❖ Floral Services
- ❖ Private air charter assistance
- ❖ Latest sports scores, lottery results & stock quotes
- ❖ Additional ground transportation, if needed
- ❖ Last-minute local activity recommendations.
- ❖ Lost luggage search; stolen luggage replacement assistance
- ❖ Lost passport & documents assistance
- ❖ ATM locator
- ❖ Emergency cash transfer assistance
- ❖ Travel information including visa/passport requirements
- ❖ Emergency telephone interpretation assistance
- ❖ Trip interruption
- ❖ Urgent message relay to family, friends or associates
- ❖ Up-to-the-minute travel delay information
- ❖ Long distance phone cards for worldwide calling
- ❖ Latest inoculation requirements; local advisories, epidemics, & preventive measures
- ❖ Embassy/ Consulate referral
- ❖ Information on travel supplier strikes
- ❖ Currency conversion or purchase
- ❖ Legal referrals/bail bond assistance
- ❖ Worldwide public holiday information

We've thought of everything so you don't have to.



White Glove Service® in action...

H.D. ~ Tanzania, February 2010

Our Tanzania office alerted us that two guests, Dr. H and his sister Ms. H. arrived in Arusha. Very early the next morning, Dr. H. felt ill and was immediately taken to the hospital in Arusha and admitted. Our office was contacted, and a staff member immediately rushed to the hospital. Dr. H. and his sister felt it was best to return home. He mentioned that he was relieved that the hospital is very good, and also with the fact that he has a travel insurance to cover for such an eventuality. Our in-country manager made whatever arrangements necessary to insure the guests were taken care of and felt comfortable with the situation. Our **White Glove Service®** guest assistance team was also involved in helping to keep everyone informed throughout the process. While attempting to book return flights home, Dr. H. needed to purchase additional tickets; however, there were problems with the credit card he tried to use. Our in-country manager loaned our guests the money needed to purchase tickets for the flight home.

Dr. H.: "I was struck with ill health upon arrival though the Big Five agents were excellent about getting me everything I needed and arranging my flight home as well as all transportation for my sister between the hotel and the hospital. Safe now again in my home. Allow me to take this opportunity to thank you so very much for all that you did for me and for Barbara during our all-too-brief visit in Tanzania. I have been a

"world traveler" for over 40 years, having touched each continent (except Antarctica). In all of that time, I have never experienced a level of service and dedication that equals or even comes close to yours. I know that Barbara was also very appreciative of your driver's kindnesses... FAR beyond the "call of duty. I am already considering another Big Five safari in Tanzania, perhaps this same time next year. I want to see the animals! I certainly will work through (agent), and contract with Big Five. Again, my sincere appreciation for all you did for us."

D.B. ~ India, May 2010

The trip was absolutely magnificent! The flights worked out well - a couple of minor delays, but nothing significant. ... I'm convinced it was your influence that kept Iceland's volcano in check enough to allow us to get home! The hotels were, of course, fantastic. Pashan Garh is a treasure! We were one of only two guests at the property, making it almost seem like we were private guests at someone's elaborate home. The manager was very gracious, the staff was extremely warm and attentive, and the food was outstanding. The game rides were very enjoyable. Our naturalist, was an absolute delight who constantly astounded us with his knowledge and his stories. He even took us to Panna to tour temples one night, proving that his knowledge goes far beyond just nature. I don't even know where to start with my accolades for (Big Five's guide). You billed him as one of the best and he absolutely lived up to his billing. From the time we first saw his welcoming smile at the airport until the time he left us in New Delhi, he watched every

detail to ensure that we had a wonderful, stress-free visit filled with the perfect mixture of adventure and culture. It's not just his vast knowledge that's impressive, it's his ability to read his guests and tailor his approach to their interests and energy reserves. We can't thank you enough for choosing him for us. (Big Five Country Manager) and his lovely wife provided a delightful ending to a wonderful trip. They were so gracious to host us in their home and to share their most interesting insights into Incredible India. We were so completely engaged in our conversations, that I completely failed to exchange business cards with him. I hope that you might be able to send his contact details so we can send him our personal thanks. You can count us as Big Five fans for life and can be certain that our experiences will be shared far and wide... again, thank you so much for a wonderful experience.

L. & J. B., Travel Agent ~ Egypt, June 2010

I just wanted to let you know how much we enjoyed our trip to Egypt with Big Five. Everyone was so attentive, hospitable and friendly from our greeter at the airport, to our drivers, and all the hotel representatives. Most of all we were very impressed with our guide on how educated he is, and how well he spoke English. An excellent guide makes for a wonderful trip and (guide) delivered a trip of a life time. We learned so much. You can read about Egypt and look at pictures in books, but nothing compares to actually being there. Big Five truly is an upscale tour operation. All of the hotels, ships and accommodations were all luxurious. It makes me confident in selling your product. Thank you for the opportunity to experience Egypt and your company.

MORE REASONS TO SELECT BIG FIVE TOURS & EXPEDITIONS

Single point of contact: All your tour planning, questions and documentation are managed by one designated specialist from start to finish.

Longevity of operator: Big Five has been under same ownership since its founding in 1973.

Frequency of communications prior to travel: Unlimited consultations, written documentation, and access to your own secure travel blog.

Experienced with multiple destinations: We customize travel to more than 45 destinations across six continents.

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