

## Big Five Edge

Since 1973, Big Five Tours and Expeditions has made it standard practice to exceed our guests' expectations. We have won accolades within the travel community for exceptional service, dynamic and original itineraries and our experienced and knowledgeable staff. But it is you, our guests, who truly motivate us to bring out our very best efforts every time. We employ talented individuals in all departments, from accounting, to sales, to corporate support, to management, insuring that you receive exceptional service from your first contact to the last flight home. But there's more:



### 1. Level of Staff Knowledge

At Big Five, you are working with one of the most experienced groups in the travel industry. Our Destination Specialists receive 900+ hours of in-destination and in-office training annually; and have a combined average of 20 years' experience in travel.

### 2. Big Five is in the top one percent of luxury tour operators to place on Travel+Leisure's A-List

Big Five's Destination Specialists have appeared on the A-List of top travel professionals regularly since 2009. This list validates the value of experience. This recognition is achieved by going through unbiased questioning and itinerary planning, and it is not based on voting by magazine subscribers.

### 3. White Glove Service® Guest Assistance

We've thought of everything so you don't have to. 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 to 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 so you can focus on enjoying your adventure, worry free.

Our 24-hour White Glove Service® guest assistance desk is manned by a team of specialists available to our travelers 365 days from anywhere in the world. WGS® is your:

- Personal concierge service for anything from dinner reservations to hard-to-get special event tickets
- Assistant to relay messages to family and friends, to help arrange private air charters and other details
- Emergency specialist, there to tackle any emergency situation from lost luggage to stolen passports to urgent medical assistance
- Information kiosk for all the latest news, weather, airline delays; whatever information you need to make your journey run more smoothly
- Organizer who can coordinate special events such as a birthday or an anniversary dinner, flowers or gifts

### 4. Willingness to Customize

Our Destination Specialists combine creativity with their impressive knowledge to customize clients' journeys to meet each guest's interests, whether you are a honeymoon couple, a family or a special interest group.

### 5. A Sustainable Future

Big Five guests benefit from our partnerships with properties and suppliers who have strong sustainable ethics built into their operations, which assures each guest will experience the best a destination has to offer. As part of our commitment, we employ local professional guides and drivers in each destination; and we support local initiatives dedicated to cultural preservation and habitat conservation.

We Don't Tell Stories Better, We Tell Better Stories®