



Dear Agency Partner,

In the current crisis, we understand concerns many of you may have. I wanted to outline certain steps to reassure you of our continued financial viability both before, during and after this crisis. We understand the concern many of you have of any of your suppliers. We want to share this with you so our mutual clients can travel with us with confidence.

Family Owned & Operated Over 40 Years

- We are family owned and funded since our founding in 1973. We don't rely on outside investors, silent partners or venture capitalists. There is no risk of funding being pulled by an outside investor group.
- We have no external partners; the company has always been wholly owned by the founders (my parents, Mahen & Usha Sanghrajka) and myself for over 4 decades.

Strong Industry Supplier Relations

- We prepay all ground services even though we have excellent credit facilities.
- Many hotels and transport companies and parties in various countries are changing their blanket payment terms for all their clients as it pertains to new bookings asking for stricter prepayments because they haven't been paid in full for files that have already operated. We can proudly say those new restrictions don't apply to us as we have prepaid all our files either with a deposit as received or in full based upon the date of travel. The funds are already in country, and any deposits due to hotels has already been transferred to the hotels. Our local offices and partners are even going the extra step to double check with smaller providers such as localized city transport companies and drivers we use for transfers and touring and the status of their vehicle ownership / financing before releasing payments. This is a weak link for every supplier.

Strong Travel Advisor Relations

- We have reserves and pay all of our invoices per contract terms and conditions.
- Any advisor fees that were due for March or April bookings such as those that operated before the travel ban or those that cancelled with 100% penalty with insurance coverage, were disbursed promptly.

Continually Evaluating the Situation

- We cut all our heaviest fixed expenses as far as possible very early on and diverted our resources to essential areas to ensure seamless service for our advisor partners and their clients. We took steps early in cutting our largest expenditures in order to prolong our most important assets, our professional team. As this situation is constantly changing, we are watching expenses very closely and adjusting as required.
- We don't rent any office space, we own our building.
- We have historically and continue to operate with minimal financial leverage

Our industry will emerge from a very difficult position. The next few months are an exercise in cash flow management for every company, regardless of size. We certainly understand the need to ask this question as we are asking the same of some of our boutique agency partners. We want to get this information to you in anticipation of your questions.

Sincerely yours,



Ashish Sanghrajka
President

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