

BIG FIVE[®]

TOURS & EXPEDITIONS

Enriching Lives Through Distinctive Journeys

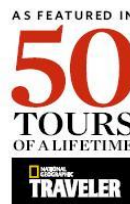


BIG FIVE TOURS & EXPEDITIONS

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:** At Big Five, you are working with one of the most experienced group of individuals in our industry. Our Destination Specialists received 900+ hours of on-site and in-office on product training in the last 12 months. They are part of a diverse team assembled from 11 countries over 5 continents speaking a combined 10 different languages. Several of our Destination Specialists have been recognized for their expertise, including three who were named on *Travel+Leisure's* 2009 A-List of Travel Agents.
- 2. Live person answering phones:** We know that you have a choice when choosing a tour operator. That's why Big Five provides a personal experience that begins with a live person answering each call promptly 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:** You want information, we have answers. With an average of 16 years experience in the travel industry, our Destination Specialists answer 8 out of 10 questions immediately based on their personal experiences.
- 4. Willingness to customize:** Our Destination Specialists combine creativity with their impressive knowledge. As a result, the number of vacations we customize for guests has increased by 24% since 2002. In fact, in the last the last 12 months, an average of 92.1% of our journeys have been custom tailored.
- 5. Safety Record:** Our worldwide team provides personal attention to each guest, treating them as a member of their own family. As a result, Big Five has never had a liability claim since our founding in 1973.



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White Glove Service[™]

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

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

Concierge Services 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

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White Glove Service™ in action...

R.D., Massachusetts

Trip: Argentina & Peru, April 2009

Worth every penny. I would use Big Five again in a heartbeat. Our guide was the most knowledgeable, interesting and professional guide I have ever had. He made a great trip into an unforgettable experience. Whatever he is paid is not enough. He was able to fill out days with lasting and memorable experiences. He was the main reason the trip was a 5-star experience.

G.L., Ontario, Travel Agent

Trip: Egypt, Oct 2009

Hi...wow...you guys are efficient! Thank you for the wonderful service. (My client) was in my office this afternoon and he is SO excited and impressed with Big Five...thx

M.C., Florida

Trip: Egypt & Jordan, April 2009

Our guide for the week, is fantastic! She knows everything about Egypt! She handled every aspect of our travels from hotels to airplanes to sightseeing, just everything. We enjoyed getting to know her and she is now our friend also. Our drivers are the best!! Both are friendly, helpful, and thoughtful. Agents who met us at our different destinations - all are professional and friendly. We were met upon arrival, the guide got us through all the legal issues like visas and took care of us from beginning to end! We have wonderful, exciting memories of our holiday to Egypt! It was only possible because of this group of people who guided us and took us up and down The Nile! We will definitely recommend "Big Five" to our friends! Thank you for making our Egypt holiday one to cherish and remember forever.

J.B., New York

Trip: Kenya, August 2009

I was totally satisfied and very pleased. My Destination Specialist was especially helpful and did a great job. The guides on the ground in Nairobi kept me from missing my connection after the flight from the Mara was much delayed, and

were very helpful too. And the Mara itself was a magical place. Thank you for help to make it work out with all the last-minute planning.

L.D., Wisconsin, Travel Agent

Trip: China, June 2009

Thank you for the follow-up. My client was also my sister-in-law so you can see I choose nothing but the best for her when traveling to China. They loved the trip and I do think you exceeded their expectations. I love **White Glove Service™** and all your help with their luggage and the letter for the travel insurance. Thank you to everyone at Big Five for making things easy for me and amazing for my clients.

T.J., Colorado

Trip: Latin America, July 2009

On the way home, my flight was seriously delayed and I was at risk of missing my connecting flight home. I thought I might have to stay the night in Houston. One call to Big Five's 24-hour **White Glove Service™** guest assistance desk and all I had to do was sit back and relax. I learned that even while I was waiting for my first flight to depart, the **WGS™** called the airlines' central reservations to inquire on a hotel room in the event I had to stay overnight. The **WGS™** guest relations desk found two hotels near the airport at a distressed rate that had availability. But there would have been a cancellation penalty if I didn't need the room. So instead, she kept tracking my progress in the air and the status of my connecting flight, which, luckily for me, had a last-minute delay as well, so I was able to make my connection. All of this happened while I was in the air! Thank you so much for all your concerns and assistance, and I am happy to report that the **White Glove Service™** was fantastic!

J.S., Ontario, Travel Agent

Trip: Costa Rica, April 2009

Hi. Just to let you know I spoke with (my client) yesterday – they arrived home Sunday. They had a great vacation – best ever apparently – so we

did good! He said the hotel in Arenal was fantastic and the food was great; the drive was fine and took just over 2 hours. They had one night with no air conditioning at the hotel in Arenas – but they survived. They ate at the Gaia and said that was the highlight as far as restaurants went. They aren't big seafood eaters, so they missed out on the best Costa Rica offers probably. They saw lots of wildlife and said the Arenas was an exceptional eco property. They said the crabs came out in full force one day after they had a heavy rain. Most people who go to Costa Rica will be fine with this as they go for the wildlife.

K.H., Ontario, Travel Agent
Trip: Peru, April 2009

I just wanted to say thank you to your company. We just had our clients return from Peru and they loved every minute of it. I was very impressed with the whole booking process and the little extras that you did for the clients. The updates were great and I was very, very impressed with Peru manager inviting them into his home to celebrate a holiday, especially as this was not part of the actual tour, but spoke volumes and made so many wonderful memories for our clients! Thanks as always.

J.J., Travel Agent, Texas
Trip: Africa, July 2009

I want to say that working with you and the rest of the "emergency staff" at Big Five has been AWESOME!! It became very clear to me that I made the right choice in tour companies very early on in the process. From the beginning, you have been so great in answering my MANY calls and emails quickly. As you know, I had LOTS of questions from my clients that I had no clue, but you got back to me quickly with all the answers which made me look great to my clients. Your company is First Class all the way! I don't want to re-live the missed flight connections and the lost luggage ordeal, but I have to say as stressful as it was those 3 days searching for (the clients') luggage, I couldn't have dealt with that alone. Knowing you and your staff were working diligently to help locate their luggage was a great support to me on my end. I would have been a lot worse (If you can imagine that!) if you hadn't been on the other end staying calm for the both of us!!! You guys went above and beyond to have my clients luggage delivered to in time. Now, that is customer service!!! I appreciate that type of service and I will be sharing that information with my client when he returns. What the airlines screwed up, you fixed! THANK YOU!

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