

# Behind the Scenes

## On Your Tour



Just a short note to explain how your tour functions and who does what for you while you are on your tour!

Pure Adventures works with local experts in each country and region where we organize our tours. We believe the best way to create, organize, and operate the Pure Adventures type of tour is with local expertise. Most of the tour industry functions in a similar way, but not always.

Our local partners are truly local to the region; natives of the country, fluent in the language and culture, connected, informed, and experienced. All of our local partners are legitimate businesses that pay taxes, carry required insurance, licenses, permits, bonds, and so forth. All vehicles and equipment are properly licensed and maintained, and all support personnel are qualified according to the service they supply for Pure Adventures.

The Pure Adventures formula for any of our self-guided trips as well as any of our custom guided adventures is always predicated on a higher level of service and support. Sometimes our itineraries look similar to other offers, but in almost all cases, we have added to the program to make it better for you in the way we have learned from 22 years of experience.

The partners we bring together to form the operation of our style of trip understand the requirements.

Our partners manage the logistics during your trip, they are there in case you need something during that time. Our partners do not handle any sales related matters. If you need something during your trip that is related to the daily operation of the trip, please use the Emergency Contact numbers we provide. If you have any other question or need, and for anything sales related, please contact us. Our partners will refer you back to us for any question outside their scope of work, they do not take direct bookings, and do not give out personal contact information in order to respect our relationship with you.

Very important: as noted in our booking terms, you must contact someone when a problem happens so we can fix it at that time. It is very difficult to go back and try to fix something after you have returned home.

We look forward to hearing about the adventures you are going to have and we look forward to seeing your photos, hearing your stories, and getting your feedback! We are very serious about a top quality experience and we depend on our partners to deliver what we have organized with them. Please let us know if anything needs our attention!

### Who to Contact:

#### **Before you Travel:**

Pure Adventures – please contact your tour consultant with any questions, concerns, changes, or other situation.

800-960-2221 or 1-480-905-1235

#### **During Travel:**

Your local contact – see your final trip documents for the local numbers. Here are just a few examples of when to contact your local support person:

- Inclement weather and you need a taxi transfer
- Any communication problem with a provider of an included service
- Bike/equipment malfunction other than a flat tire and you can't ride or fix it

#### **Post Tour:**

Pure Adventures – once your adventure tour is complete, we will follow up with you. If you are doing post tour travel that we arranged, we are your contact.