



Company Profile, Package Information and Policies

FreshAir Adventure Ltd.

16 Fundy View Dr.
Alma, New Brunswick, Canada
E4H 1H6

Tel: 1-800-545-0020 **Tel:** (506) 887-2249

Fax: *Summer* (506) 887- 2286 *Winter* (902) 895-2533

E-mail: info@freshairadventure.com

Web site: www.FreshAirAdventure.com

This booklet outlines FreshAir Adventure's offerings and policies regarding the Travel Trade Industry.

Part I: The Organization	Page 1
● FreshAir Adventure Ltd	
● Location	
Part II: FreshAir Adventure's Packages	Page 2
● The Packages	
● Summary of FreshAir Adventure's Packages	
● Components and Procedures	
Part III: Policies Regarding the Travel Trade	Page 3
● General Policies	
● Safety Policies	
● Pricing and Booking Policies	
● Customer Relations	

Part I The Organization

FreshAir Adventure Ltd.

FreshAir Adventure Ltd. is an incorporated company specializing in delivering sea kayak tours along the Fundy coastline. Its home-base is a historic home on the Alma water-front. The owners, Alan Moore and Joseph Miller, aim to provide an experience that is fun, challenging and educational. FreshAir Adventure is a 1998, 1999, 2000, 2001, 2002 & 2003 recipient of the New Brunswick Tourism's "*Savvy Traveller Award*" - New Brunswick symbol of excellence in vacation packaging. FreshAir Adventure has also received the designation of "*Recommended Bay of Fundy Experience*" from the Bay of Fundy Tourism Partnership. FreshAir Adventure has been incorporated since 1995 and has an incident free record.

Location

- All tours originate from FreshAir Adventure's home-base on the Alma waterfront. This historic home is 160 years old. In the reception room a series of photographs depict the history of the house and of the Estuary on which it is located.
- The Estuary provides a safe environment in which to begin the tours - gaining skills and confidence before entering the Bay.
- Directly across the Estuary is Fundy National Park, with all of the amenities of a national park - chalets, camping, superb hiking, swimming, golf, tennis, lawn bowling.
- Parking is available on site or on the road in front of the home-base for vehicles of all sizes.

Part II FreshAir Adventure's Packages

The Packages

FreshAir Adventure offers a number of packages designed to meet the needs of its many clients. All packages are detailed on FreshAir Adventure's web pages. FreshAir Adventure has received the **Savvy Traveller Designation** for both its day and multi-day adventures - New Brunswick symbol of excellence in adventure packaging

Full-day / Half-day Adventures - These interpretative all inclusive adventures are 3 to 6 hours on the water. The spectacular Fundy coastline is explored with time for stops and a lunch on a secluded beach.

Multi-day Adventures - These tours explore both sides of Chignecto Bay - Bay of Fundy. Everything is included except sleeping bags.

Summary of FreshAir Adventure's Packages Taxes excluded

Packages	Title	Retail Price - excluding taxes	Commissions	Base Net Rates*
Half-day Adventures	Kayak the world's Highest Tides!	\$57 / person \$45 / child 16 and under	Commissions are paid to tour agents	Inquire about our base net rates
Day Adventures	Phenomenal Fundy!	\$105/ person \$85 / child 16 and under	Commissions are paid to tour agents	Inquire about our base net rates
Multi-day Adventures	1. Kayak the Phenomenal Fundy Tides 2. The Cape Chignecto Adventure 3. The Ultimate Fundy Experience	3 days - \$430 / person 3 days - \$520 / person 7 days - \$1035 / person + single supplement \$45.00	Commissions are paid to tour agents	Inquire about our base net rates

*Net rates for Receptive Operators can be negotiated.

Components and Procedures

The following procedures are followed on each of FreshAir Adventure's day tours:

- welcome to FreshAir Adventure, introductions, talk about the historic home-base
- discussion of risks and waver formality
- distribution of equipment - dry bags, paddling jackets, personal floatation devices
- dry land training - fitting for kayak, getting in and out, paddling strokes, safety
- fully interpreted adventure
- lunch
- shuttles when needed

Multi-day tours have a longer and more detailed introduction .

FreshAir Adventure would be pleased to customize a tour for any group.

Part III Policies

General Policies

1. FreshAir Adventure caters to groups up to 30 people. Bookings arranged through the Travel Trade are guaranteed and there will be no bumping.
2. FreshAir Adventure maintains a ratio of one guide for every five clients.
3. Each tour includes guides, food and all necessary equipment, including dry bags and paddling jackets.
4. FreshAir Adventure will have a bilingual guide on tour when needed.
5. For groups of 5 or more, FreshAir Adventure provides free tours for group leaders, bus drivers.
6. Tour operators are encouraged to call FreshAir Adventure on its 1-800 number to determine the status of the tour any time before the tour. (In case of changes due to weather and sea conditions)

Safety Policies

1. FreshAir Adventure's guides are well trained in the skills of kayaking and guiding. Interpretation is emphasised to meet our goals of challenge, fun and education. All guides are trained in First Aid, CPR and Wilderness First Aid.
2. Each tour carries a full complement of safety equipment including an extensive first aid kit, dry clothes and food. A cell phone for instant communication with home-base is part of the safety package.
3. FreshAir Adventure reserves the right to modify a tour because of wind and water conditions. In this event participants have three options:
 - an alternative and equally appropriate interpretative program and partial refund
 - preferred reservations at another date (for groups with flexibility such as FIT groupings)
 - full refund of the tour
4. FreshAir Adventure carries full liability insurance. Wavers are a condition for participating in any of FreshAir Adventure's programs.
5. There is no age limit for participating in any of FreshAir Adventure's day adventure packages. Good general fitness is an asset.

Pricing and Booking Policies

1. FreshAir Adventure accepts payment by debit, cheques, Mastercard and Visa.
2. FreshAir Adventure guarantees an exchange rate within 1% of the bank rate of that day.

3. FreshAir Adventure's prices are guaranteed to the end of the year 2007
4. FreshAir Adventure provides standard commissions to Travel Agents booking tours for FreshAir Adventure.
5. Tour Operators booking with FreshAir Adventure will receive base net rates subject to negotiation based on the scope of the program.
6. Prices quoted includes all taxes.
7. Billings will be made immediately after the tour with 30 day term.
8. No deposit is required to book a tour but a credit card number is required.
9. Cancellation Policies

Day / Half-day Adventures

In the event of cancellation of a day or half day adventure there is no penalty if the tour is cancelled 2 days prior to the tour. Cancellation within 1 day of the tour will mean a billing for 50% of the cost of the tour.

Multi-day Adventures

Multi-day tours requires a 50% deposit at the time of the booking. Full payment due 2 weeks prior to the tour

- Cancellation 15 to 30 days in advance- full refund will be extended, less \$100.00 administration fee
- Cancellation 1- 14 days in advanced - no refund of deposit will be extended.
- Cancellation by FreshAir Adventure (for safety considerations or insufficient numbers) - full refund will be extended.

10. Bookings can be made 12 month in advance.
11. FreshAir Adventure has no blackout periods. There may be days during the summer when bookings may be limited due to the operation of multi-day trips.

Customer Service

FreshAir Adventure takes pride in providing excellent and friendly service - from the time the client drives up to the premises to when the client drives away.