

# S-Trip!

FUN & SAFE

# HAPPY TRAVELER STANDARDS

Ready to start Zipline Adventure on Viva Costa Rica

We strive to be the best tour operator in the world for youth. Everyday we ask ourselves two questions: How can we create the #TripofaLifetime and make sure every student is a Happy Traveler?

With our knowledge and years of experience in the travel industry, we created 4 indicators that determine whether we've achieved these goals. They are tracked and measured by our teams daily and are used to make improvements while trips are operating. We call these indicators our Happy Traveler Standards.

## SAFETY

Our #1 standard is creating peace of mind for all travelers.

- Extensive S-Trip! Leader training
- Background checks for all S-Trip! Leaders
- Comprehensive emergency plans and procedures
- 24/7 Emergency line during all travel periods

## SEAMLESS OPERATIONS

Building and executing every aspect of a trip with a detailed focus.

- 18 months of program planning
- Full program calendars confirmed before travel
- Expert Destination Coordinators
- Minimal wait times whenever possible

## INCLUSIVE

Ensuring no physical, mental, or emotional boundaries prevent any student from experiencing any aspect of our trips.

- A centrally located Info Desk
- Creating accessible areas whenever possible
- 'Embrace Everyone' mindset from all S-Trip! Leaders
- Build great relationships with all travelers on trips
- Inclusive language during all briefing speeches

## EXCITEMENT

Creating and providing unique moments that would not be possible without S-Trip!

- Unique, local venues for night events
- Exclusive program calendars only for S-Trip! travelers
- Encouraging exploration everyday
- #DoMore attitude and participation



## MEET MERAJ, VICE PRESIDENT OF OPERATIONS

My job is to continually assess our trips, with an eye on meaningful innovation and improvement, resulting in a fun and safe experience for every traveler. I am determined to ensure that all of our trips are exciting and fun, without ever compromising your safety. We take your health and safety very seriously and as such have set-up extensive trainings and procedures for all of our Trained S-Trip! Leaders to follow in case of emergency. By having these procedures in place, our teams can then focus on delivering the other Happy Traveler Standards that result in your #TripofaLifetime!

Find out more about our safety procedures at [s-trip.com/fun&safe](https://s-trip.com/fun&safe)