

Your global partner  
in sustainable,  
experience-rich travel

[intrepidmc.com](https://intrepidmc.com)



**Intrepid  
DMC**



Cairo, Egypt

## INTRODUCING

# Intrepid Destination Management Company

Intrepid DMC is your trusted destination management company, operator and product developer in more than 90 countries across Africa, Asia, Europe and Americas.

Our core purpose is to: Create, Innovate and Deliver Sustainable, Experience-Rich Travel. This means we offer immersive experiences designed by our local experts on the ground that not only will your customers love, but that are socially and environmentally responsible as well.

In consultation with you, we ensure every itinerary is perfectly suited for your customers' needs, whether they're cycling Croatia's coastline or exploring the medinas of Marrakech. All our local leaders are trained in first aid, crisis management and altitude safety and our hotels, vehicles and activities are audited regularly to ensure they meet international standards. We operate with full public liability insurance and OH&S policies and have rigid risk mitigation and emergency procedures, so your product is delivered safely.

## CREATE.

A portfolio of thousands of experiences allows us to design and create those moments of surprise and delight that your travellers will talk about for years to come.

## INNOVATE.

We've built our reputation on our spirit of innovation. In consultation with your brand, we ensure every itinerary is perfectly suited for your clients using our unbeatable combination of destination expertise and insight into the latest travel trends.

## DELIVER.

This is our guarantee to you, your brand and your traveller. We will deliver sustainable, experience-rich travel to your clients, allowing them to fully engage with local cultures.



## Why choose Intrepid DMC?

Our business is global, but our expertise is local, with innovative products operated by our experienced teams in-destination. Each year we create and deliver incredible travel experiences in more than 90 countries.



### WORLDWIDE OPERATIONS

Our worldwide network of offices crosses 90+ countries. Each offers in-depth local expertise, innovative regional products and exceptional delivery.



### THINK LOCAL, ACT GLOBAL

Our business structure has local expertise and global knowledge that delivers the best of international standards with up to date, in depth knowledge of what's happening on the ground.



### B2B PARTNERSHIPS

Our B2B account management service offers a long-term, established partnership based on capability, transparency and trust. We deliver consistency across products and destinations.



### SAFETY

All our local leaders are trained in safety, first aid and crisis management. We audit our hotels, activities and vehicles so they meet globally accepted standards.



### SECURITY

We operate with full public liability insurance and OH&S policies, and have rigid risk mitigation and emergency procedures so your product is delivered safely.



### RESPONSIBLE

As a market leader in the area of sustainable tourism practices, our in-house Responsible Business team has drafted and implemented best practice policies on tourism regarding the environment, local communities, wildlife, volunteering and more.

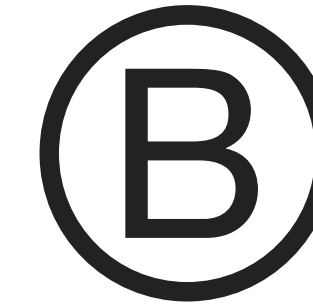


Cusco, Peru



## We are the world's largest travel B Corp™

Certified



Corporation

### WHAT IS A B CORP ANYWAY?

B Corps are companies that meet the highest standards of verified social and environmental performance, public transparency and legal accountability to balance profit and purpose.

For Intrepid, being a B Corp is our official pledge to be a responsible business and create positive change in the world. Basically, we're getting better at being better.

## B Corp™ since 2018

### 2018 SCORE

**82.7**

### 2021 SCORE

**91.2**

### 2021 RE-CERTIFICATION

**12**

Months of preparation

**25**

Global staff involved

**12**

Assessments

**32**

Global offices assessed

**200**

Questions (approx.) per assessment



## Ways to travel

No matter how your clients are travelling and who they're travelling with, we can put together an itinerary that perfectly suits their needs – whether they've joined a group departure or are looking for a private tour.

Additionally, we can create trips suited to family groups, including young children; trips for school or university groups, and even trips especially for female travellers. We only work B2B and will never market directly to your client.



### GROUP SERIES

For brands looking for regular scheduled departures of their branded itineraries. The destinations, style of travel and regularity of departures is up to you.



### PRIVATE GROUPS

One off private group departures can be tailor made for you in any of our regions around the world.



### EDUCATION

Our education itineraries are designed to combine cultural immersion or physical activity along with study opportunities that are out of the ordinary.



### FAMILY

We can create specific itineraries to cater for families of all shapes and sizes. These itineraries generally move at a slower pace to others, with more time to relax as well as take in the sights.



### WOMEN

These unique itineraries are designed for and led by women. They encompass special cultural experiences that are only available to women such as taking part in women's only ceremonies or visiting the residents of a women's artisan co-op.



📍 Berber Camp, Atlas Mountains, Morocco



## Experiences

We deliver high-quality, value-based, sustainable experiences across a broad range of travel categories.



### CULTURAL ADVENTURE

Discover a region's historic, cultural, religious and culinary insights.



### WILDLIFE

Visit national parks and remote regions and go on wildlife safaris and marine journeys.



### FOOD & DRINK

A wide offering of culinary experiences can be delivered by our expert, local 'foodie' guides and leaders.



### WELLNESS

Yoga, meditation or a soak in natural hot springs: experiences that nurture mind, body and spirit are becoming increasingly sought-after.



### CYCLING

High end bicycle fleets serviced by expert mechanics & with tour support vehicles throughout some of the most spectacular cycling terrain on earth.



### WALKING & TREKKING

Full trekking capabilities with fully qualified mountain guides supported by our own hiking and camping equipment.



### SPECIAL INTEREST

From bird-watching to battlefields, we will work on each itinerary to find the experts and experiences to suit.



### COMMUNITY EXPERIENCES

We develop experiences that give clients a genuine insight into the life of local people, helping to spread tourism dollars back to grassroots communities.



📍 Drakensburg, South Africa

## Incident Management

At Intrepid DMC, we understand that travel can be unpredictable.

We have extensive crisis management experience built over 30 years within the industry and can confidently support and assist customers during a crisis.

Intrepid DMC has a comprehensive Incident Management Plan in place which is a framework for incident management, from preparation, planning and training to immediate response during an incident to resolution and post incident learning. It is flexible and scalable and designed for all levels of incident management.

### PREPARATION & PLANNING

As a global destination management network, we have a robust Health and Safety framework in place to mitigate risk. This includes risk assessment, continuous evaluation, scheduled auditing and corrective actions managed in real time via a digital platform.

We conduct regular destination monitoring of global events to anticipate challenges and disruption to travel before it occurs. We have a process for contingency planning for emerging and ongoing threats.

All members of our Incident Response Team are trained using scenario-based training to ensure preparedness for an incident.

### INCIDENT RESPONSE

Intrepid DMC provides 24/7 global emergency response with all incidents handled by an experienced Incident Response Team.

All major incidents are supervised by our Global Operations team. Incident Supervisors are experienced in handling major incidents and have completed comprehensive incident management training.

Our ground Operations teams are fully equipped to deal with any incident and have strong partnerships with local authorities, emergency services and suppliers. They receive comprehensive and regular incident management training.

Our Leaders and Crew receive incident management training and hold appropriate First Aid qualifications.

### POST INCIDENT REVIEW

Intrepid DMC conducts a post incident review of any major incident, identifies any areas for improvement and takes corrective action.

Support, including professional counselling is offered to staff, leaders or crew involved in a major incident.



# Our tour leaders

Our tour leaders are the best in the business. At Intrepid DMC, we know the power of a great tour leader to make a trip extraordinary – our partners love to work with us because they know this too. We're incredibly proud of our leaders and the amazing service they provide, truly bringing a destination to life for your customers.

## So, what makes our leaders so great?



### BRAND AMBASSADORS

Our leaders are not just running a trip for your brand: they are your brand. They embody your brand values on the ground, which is why we're committed to providing the perfect leader for your itinerary.



### SUPERPOWERS

We call them the seven leader 'superpowers' –the traits all our tour leaders share. Our leaders are passionate, organised, excellent communicators, approachable, adaptable, responsible and always go above and beyond for your customers.



### HEALTH & SAFETY FIRST

Nothing is more important to our leaders than the health and safety of your customers. Our leaders will only ever run activities that have been safety-assessed by our local teams, and all are trained in first aid.



### INDUSTRY-LEADING TRAINING

No matter where they are in the world, all leaders complete the same comprehensive training course, designed & run by our global team which covers topics as diverse as group dynamics, responsible travel and incident management.



### 100% LOCAL

All our tour leaders are local, not only making them destination experts, but fluent in the local language. They're able to offer unique cultural insights that make a trip truly special for your customers.



### MOTIVATED TO SUCCEED

All leaders receive ongoing training and support to ensure they're delivering the best travel experience possible for our customers. Every year we fly our top-performing leaders to our Global Summit in Australia in recognition of their outstanding efforts.



**Hend Magdy**  
EGYPT

One thing travellers must do in Egypt?

Spend a night under the stars on a felucca on the Nile.

Best thing about being a leader?

Getting people back travelling and sharing my country's history and beauty with all my travellers.



**Vasiliki Stergiopoulou**  
GREECE

One thing travellers must do in Greece?

Explore the mainland – there's so much more to see beyond the Greek Islands.

Best thing about being a leader?

Getting to be an ambassador for your country and helping fight against the climate crisis through small-group travel.



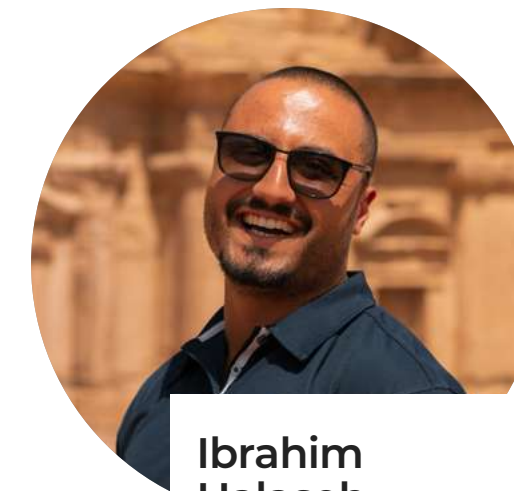
**Faoud Oulmyr**  
MOROCCO

One thing travellers must do in Morocco?

See the Sahara Desert. Orange dunes, blue skies, camel trekking and camping under the stars.

Best thing about being a leader?

Making a positive impact on others by being a positive person.



**Ibrahim Halaseh**  
JORDAN

One thing travellers must do in Jordan?

Walk through the Siq and visit Petra.

Best thing about being a leader?

Bringing people together. We're all one big family at the end of the trip.



**Darlene Adeji**  
KENYA

One thing travellers must do in Kenya?

Sleep under the stars in the Maasai Mara.

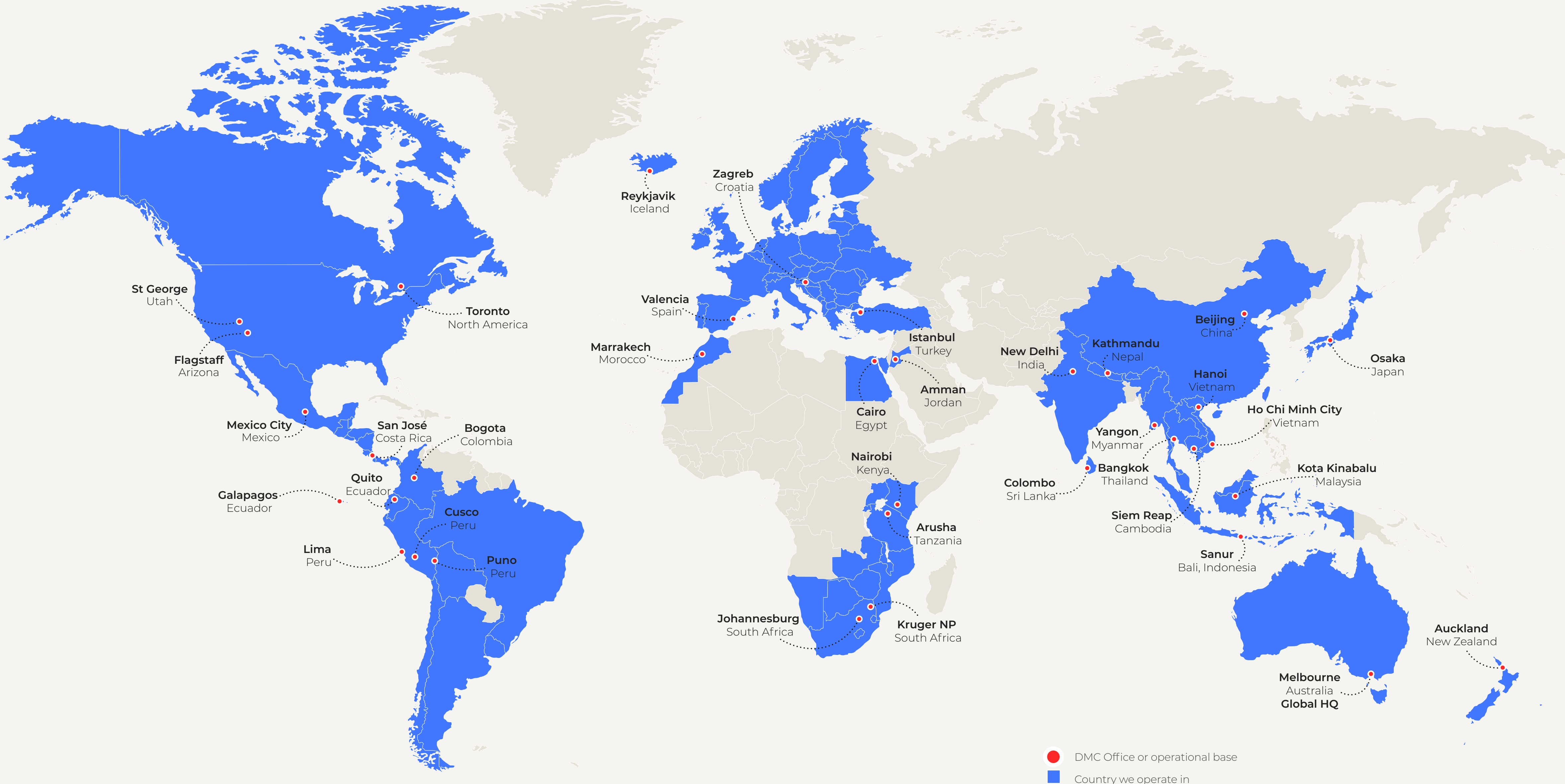
Best thing about being a leader?

Learning from travellers around the world. I learn so much from them.





# Our destinations





# Asia

Colourful, vast and extraordinary, Asia is a melting pot of cultures, cuisines & incredible landscapes.

In China and Japan your passengers will discover cultural gems among hectic city scenes. In Nepal the Himalayas will awe them. In India they will take in iconic sites such as the Taj Mahal and the desert cities of Rajasthan. In Sri Lanka they will travel from misty tea plantations to idyllic beaches. And, in the South-East, they will uncover the golden temples, untouched wilderness and delicious cuisines of Thailand, Vietnam and Myanmar.

Backed by our global network, our local Asian offices will design an itinerary specifically for your clients and your brand. And as a market leader in responsible tourism you can be confident that your branded trip will be sustainable as well as experience rich.

- |                            |                                   |                                 |
|----------------------------|-----------------------------------|---------------------------------|
| 1 <b>New Delhi</b> India   | 5 <b>Bangkok</b> Thailand         | 9 <b>Kota Kinabalu</b> Malaysia |
| 2 <b>Colombo</b> Sri Lanka | 6 <b>Siem Reap</b> Cambodia       | 10 <b>Sanur</b> Bali, Indonesia |
| 3 <b>Kathmandu</b> Nepal   | 7 <b>Hanoi</b> Vietnam            | 11 <b>Beijing</b> China         |
| 4 <b>Yangon</b> Myanmar    | 8 <b>Ho Chi Minh City</b> Vietnam | 12 <b>Osaka</b> Japan           |



Hakone, Japan



📍 Hooker Valley Track, New Zealand

## Australia and New Zealand

Despite their incomparable size, neighbouring Australia and New Zealand are both lands of extreme beauty and contrast. Australia's white-sand beaches and New Zealand's snow-capped peaks provide an incredible backdrop to the cosmopolitan cities, deep-rooted Indigenous and Maori cultures and world-class food and wine scenes you'll find in between.

In both countries, our expert teams offer a full range of tour services, whether your clients want to go camping in Kakadu, learn to surf at Bondi Beach, hit the slopes in New Zealand's Remarkables or connect with Maori culture and whenua (land).

From cultural deep dives to community experiences, family trips to active adventures, we specialise in creating memorable journeys in the land down under and the land of the long white cloud.

- ① **Melbourne** Australia
- ② **Auckland** New Zealand





## Sub-Saharan Africa

Sub-Saharan Africa is for those looking to leave the tourist trails behind and experience nature in its rawest form.

Kenya, Tanzania and South Africa are famed for their remarkable array of wildlife. Your clients can enjoy spotting the Big 5 from their luxury lodge accommodation, or going on game drives as part of a budget safari. For the more active there are treks to Africa's highest peak, Mt Kilimanjaro or opportunities to take in the incredible views from atop Namibia's famous sand dunes. And let's not forget seeing gorillas in the wild in Rwanda and Uganda.

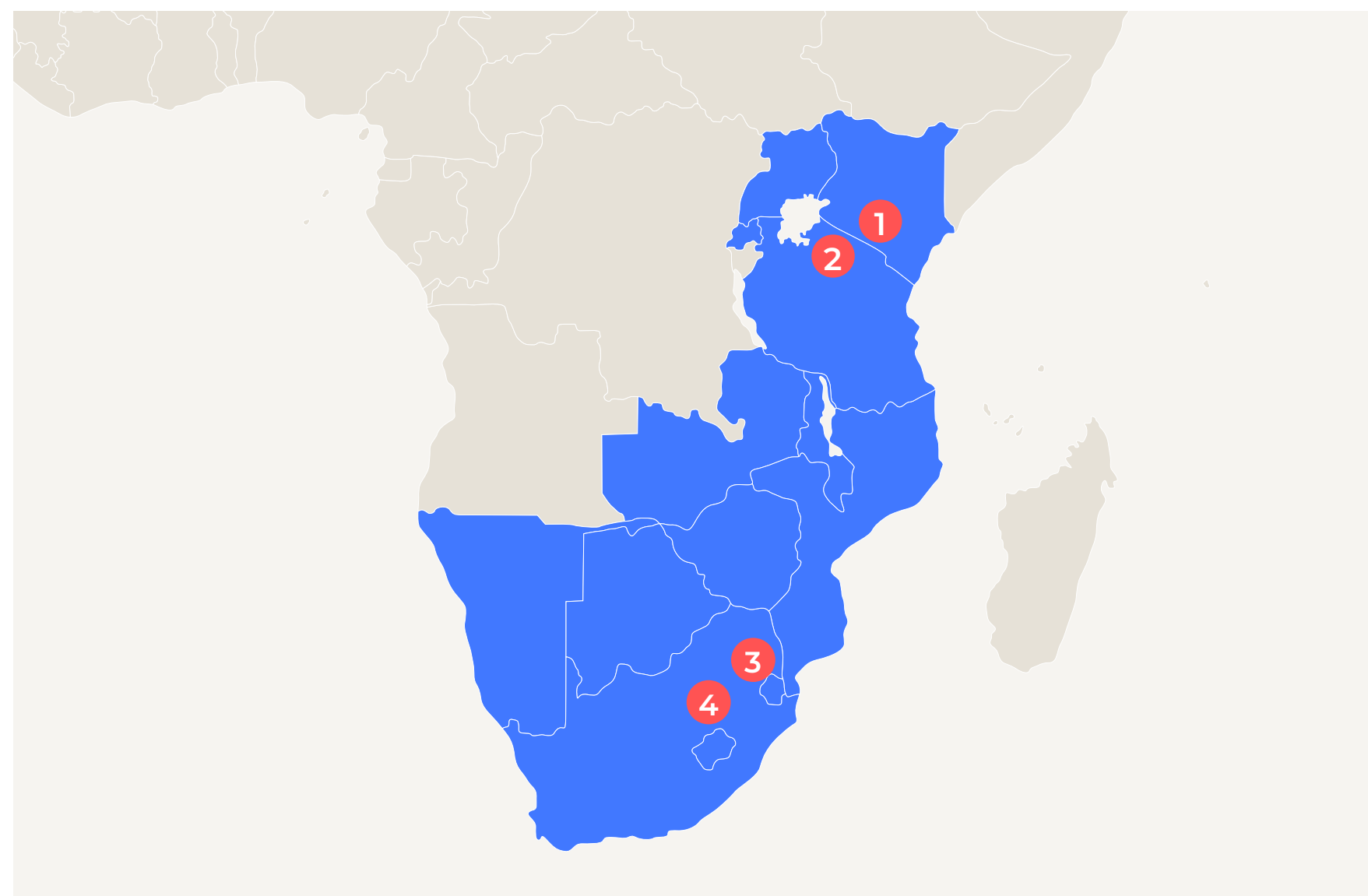
Whatever your brand's niche, we can create differentiated, value-for-money product perfectly pitched to your clients. Whether your clients want an overland journey through Malawi or just to take time out on Mozambique's beaches, our African offices will use their expert local knowledge to design and operate a unique itinerary for your brand.

1 **Nairobi** Kenya

3 **Kruger NP** South Africa

2 **Arusha** Tanzania

4 **Johannesburg** South Africa



 Kruger National Park, South Africa



Ait Benhaddou, Morocco

## North Africa & Middle East

Shrouded in the ancient past, this extraordinary region brings history to life and offers travellers rich cultural experiences.

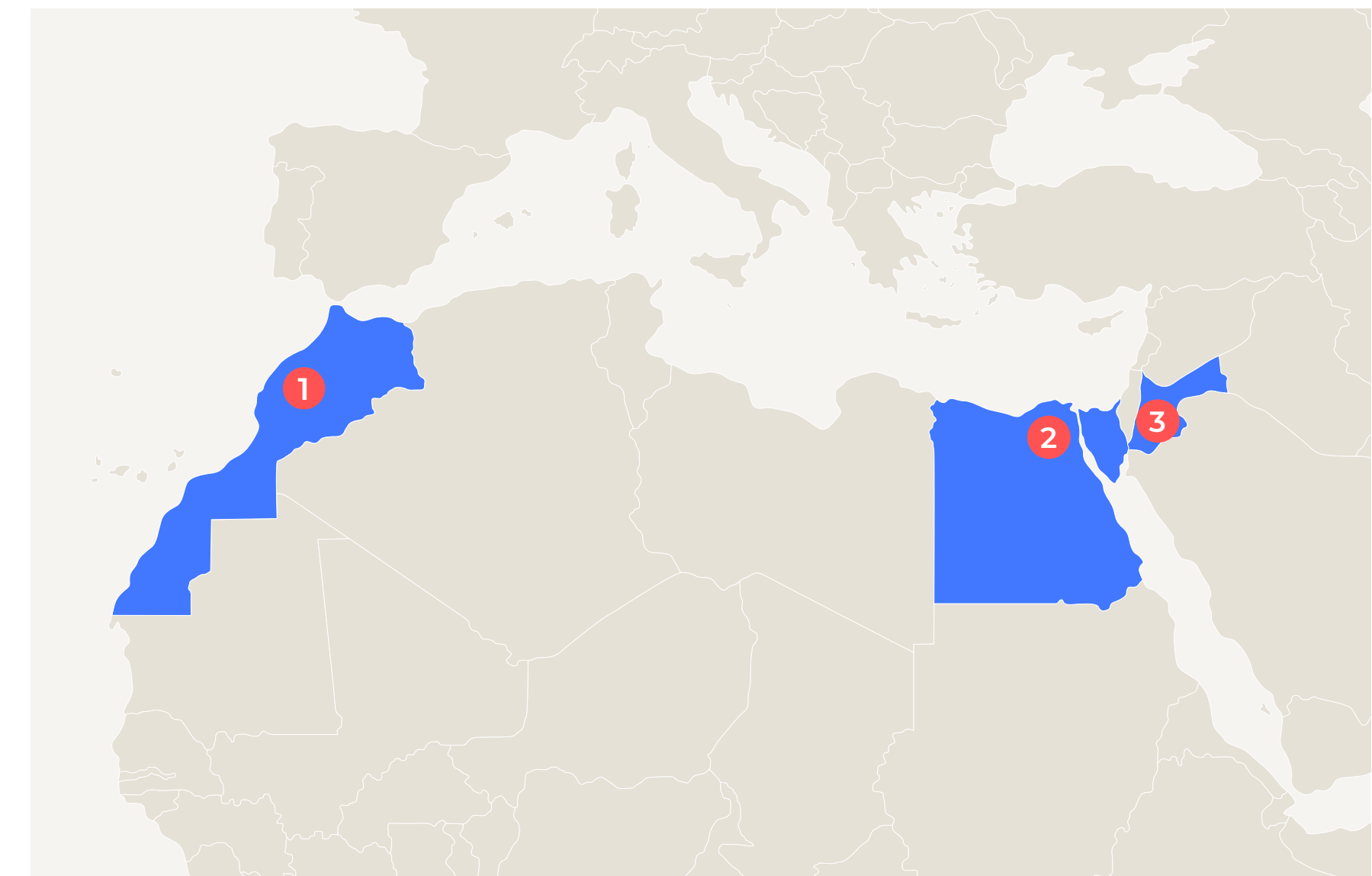
In the Middle East and North Africa our local teams create itineraries exclusively for businesses like yours. They'll use their expert local knowledge to create a sustainable, responsible and thoughtfully designed itinerary that reflects your brand, your clients and their interests.

In Morocco your travellers can hike through the stunning Atlas Mountains or lose themselves among heaving medinas of the cities. In Egypt they'll be explore famous sites such as the pyramids or head to the lesser-known ancient cities with their labyrinths of churches and mosques. Travellers to Jordan can live with the Bedouin in Wadi Rum and explore the ruins of Petra.

1 Marrakech Morocco

3 Amman Jordan

2 Cairo Egypt





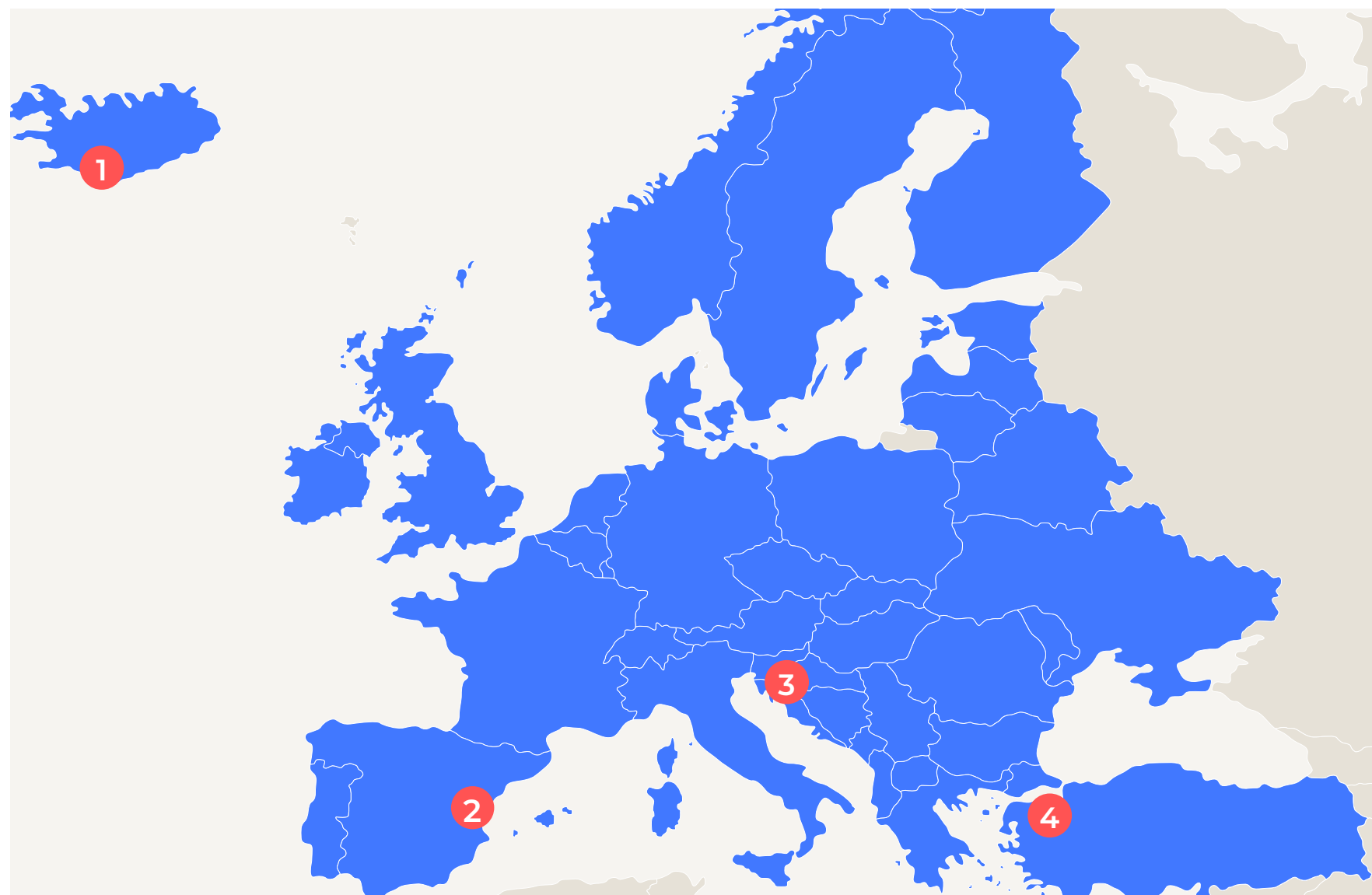
# Europe

With beautiful churches, artistic masterpieces, castles, rivers and mountains, Europe is the perfect travel package.

Paris, Rome, London, Madrid, Budapest and Berlin – Europe's most iconic cities reveal their histories among a backdrop of famous sights, incredible mountain vistas, lush emerald fields and luxurious Mediterranean coastlines. Throw in Scandinavian snowfields, Spanish siestas and Europe is an unbeatable destination.


Our local network of experts covers Europe from the Arctic, to the Mediterranean, the Balkans and the more classic destinations in between. They can tailor make an itinerary for you clients, under your brand putting together experience-rich activities across a range of accommodation levels and travel-styles.

- 1 **Reykjavik** Iceland
- 2 **Valencia** Spain
- 3 **Zagreb** Croatia
- 4 **Istanbul** Turkey



 Cinque Terre Hike, Italy



 Zion National Park, USA

## North America

Between North America's small towns and big cities, you'll find some of the most diverse natural landscapes that can be found anywhere in the world.

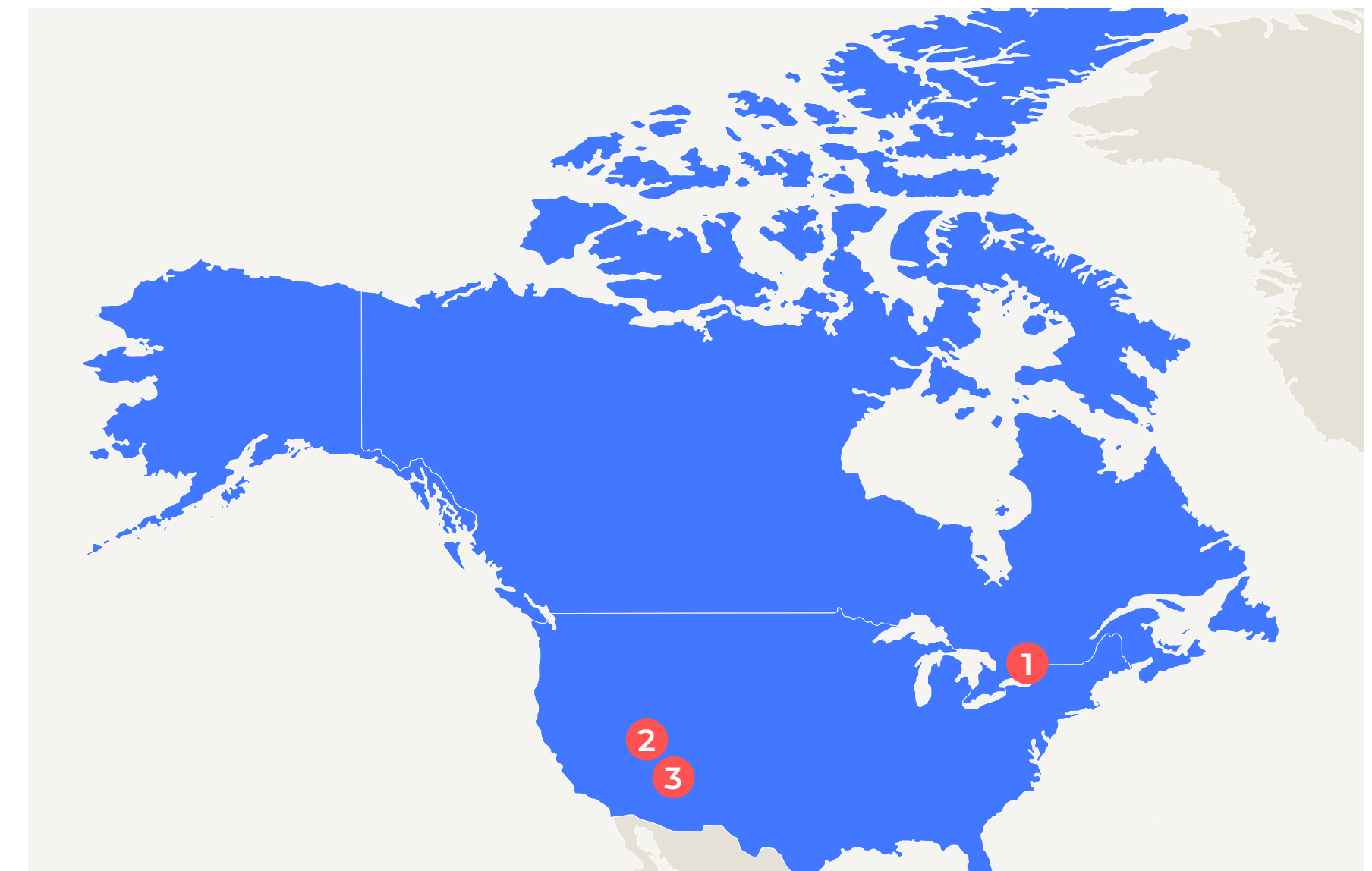
No other continent has become as famously synonymous with Hollywood's film legacy as North America. Here, natural beauty abounds at every corner and sweeping vista. This continent has set the standard for the protection and promotion of nature through its many national parks, monuments and protected areas. Add to this a blend of cultures from all around the globe, and you have fascinating and intriguing travel destination that never ceases to delight and surprise.

As a developed region, strict licensing and permit requirements and robust health and safety standards present a range of operating issues to any adventure tour operator. This is where Intrepid DMC can help, as we have our own DMC in North America, well positioned to help your brand navigate these hurdles.

**1 Toronto** North America

**3 Flagstaff** Arizona

**2 St George** Utah





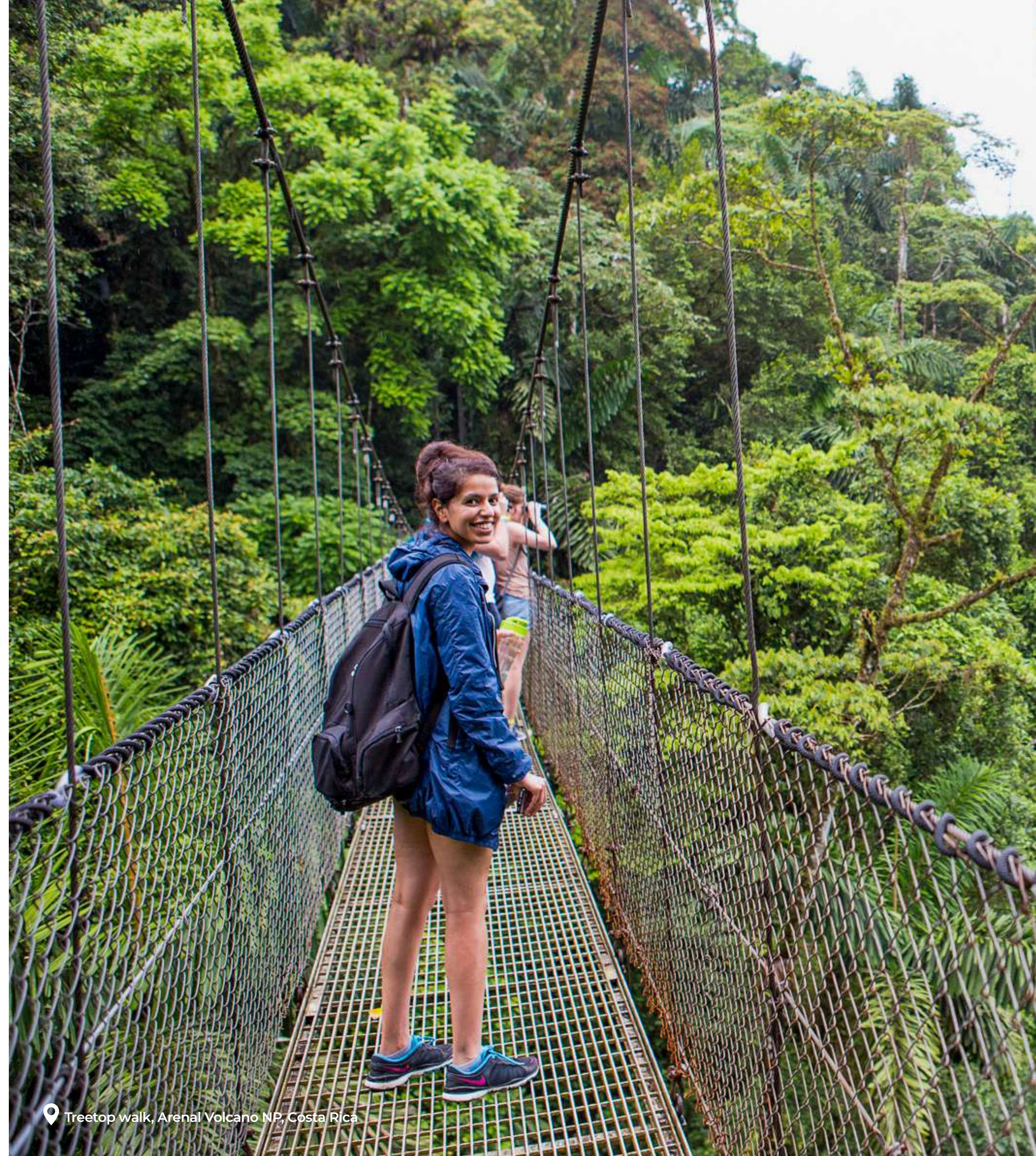
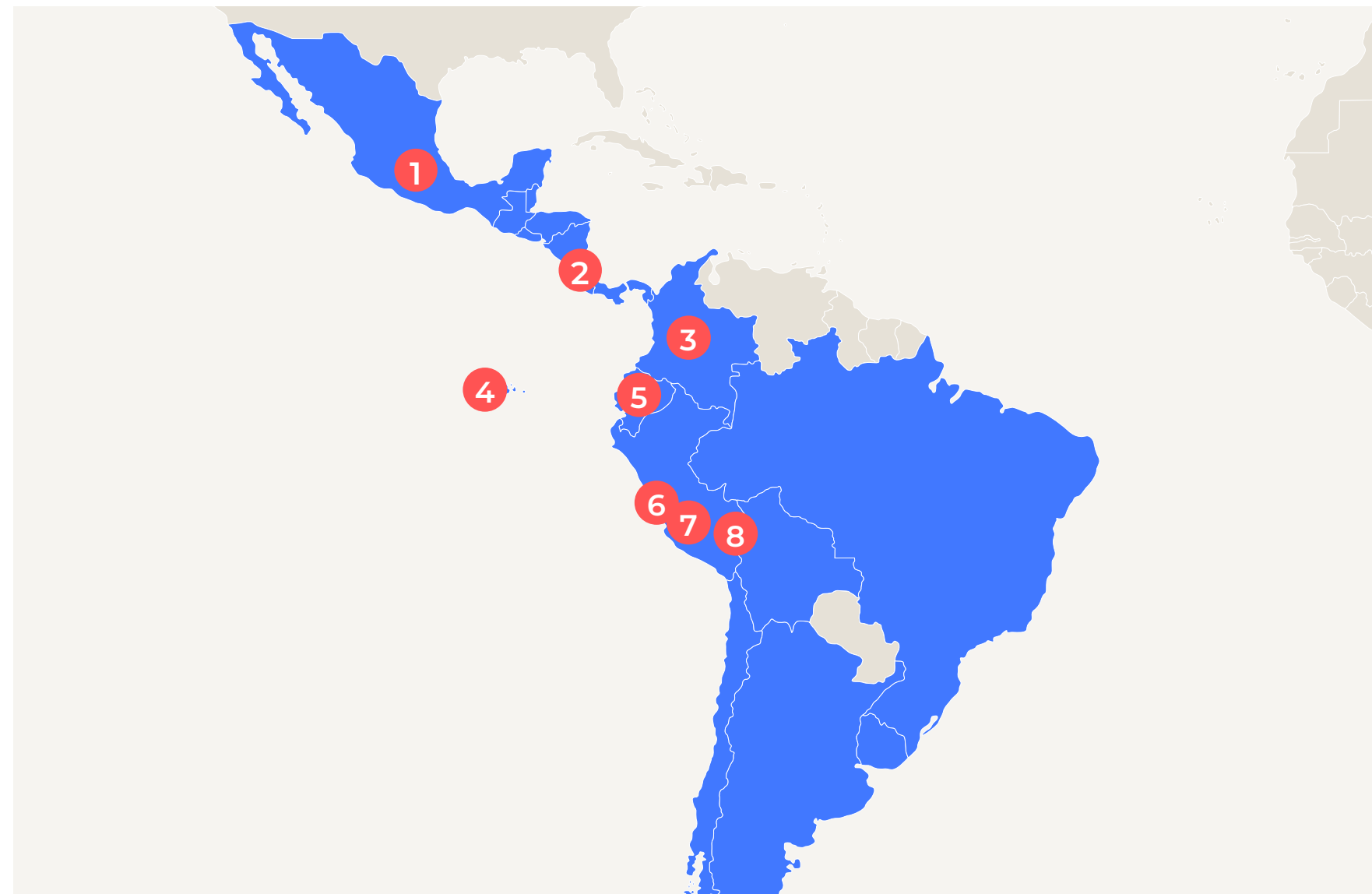
# Latin America

Central and Latin America offers up a glorious array of ancient ruins, tropical rainforests, vast deserts and colourful cities.

The highlights come thick and fast. Your clients could explore the remote reaches of the Amazon, trek the Inca Trail, spot wildlife in the Galapagos or climb icy peaks in Patagonia. Those looking for a more laidback journey can embrace tango in Argentina, sample wine in Chile, experience the wonders of Rio de Janeiro or simply unwind on a beach in Mexico.

Our local offices use their expert knowledge to take care of the nitty gritty elements that come with travelling in Central and Latin America including permit applications and navigating the continent's sometimes challenging infrastructure. All you need to do is decide where your travellers would like to go and we'll design an itinerary for you; one that delivers the kind of activities and experiences your clients expect.

- 1 **Mexico City** Mexico
- 2 **San José** Costa Rica
- 3 **Bogota** Colombia
- 4 **Galapagos** Ecuador
- 5 **Quito** Ecuador
- 6 **Lima** Peru
- 7 **Cusco** Peru
- 8 **Puno** Peru



Treetop walk, Arenal Volcano NP, Costa Rica





Chobe National Park, Botswana

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