



THE TRIIP BOOK

for Creator

WELCOME TO TRIIP



Triip is a team of 5 young and passionate people from diversified backgrounds. We work in many different fields but we have one common desire: to localize the way people travel.



It stems from our own traveling experience in many different places, the difficulties in arranging our itinerary, the challenges we faced finding the activities we love, and the endless quest to experience local cultures in the most authentic way.

We believe travel experience should be shared. It will be most fulfilled when you do it with a partner, may that be a travel companion, someone you meet on the go, or your tour guide. The double iï in Triip represents that spirit.

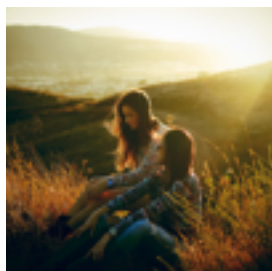
Triip is not just about money making. It is about connecting people, about sharing experience, about localizing travel and about preserving culture.

With Triip, we are united in bringing you the best local travel experience. When you are with us, you would naturally keep all your senses awake to feel the local life, to touch them and smell them deeply. From a cozy meal with fishing family on a Mekong Delta s floating boat to a traditional wedding ritual in a small village. From an exciting hike into one of the most tropical forests of South East Asia to simply a rich self-indulgence in a quiet corner of a busy city.

At Triip, we aim to be different. So when you think of traveling, you think of Triip.



1. WHY TRIIP.ME



1.1 What is Triip.me?

Triip.me is a platform that connects people who desire to experience local culture with those who are looking at offering specially designed tours that focus on local cultural experiences. Through their experiences, by booking a tour on Triip.me, guests and tour operators build real connections with real people from all over the globe.

1.2. Why should I create a triip?

You want to make more friends around the globe, become part of a global network, share stories of exotic places, culture, things to do in your city, your country, bring international friends joy and unforgettable experience and earn money. Welcome to Triip.

As Triip Creator, you can create a limitless number of unique tours based on your experience, knowledge and background. When you create your tour/experience/thing to do (to be shorten we define tour/experience/thing to do is “triip”) in our marketplace, your profile and creating your triip are available to the hundreds of thousands international travelers in over the globe.

Friendliness, Good humor, Good Communication and Smile are the keystones of success on Triip.me. With our supporting tools and the Triip book for creators, your triip can be a lucrative source of income and a great way to meet folks from around the world. Read on as we show you how to best showcase your triip, fill up your triip information, calendar and ensure that your travelers have a top-notch experience.

1.3 How much does it cost?

It's and will always be free to list each and every triip on Triip.me! You will only get charged for every booking completed; Triip takes a processing fee of 10% from the total booking value. This processing fee is for promoting your triip and maintaining Triip.

GETTING STARTED

There are numerous kinds of trips you can offer, but regarding privacy levels, we use 6 categories. One trip can comprise 1-6 of these categories, depending on what you offer for travelers.

- Spa-relax
- Adventure
- Food & Beverage
- Family & Friend
- Beach & Sun
- Art & culture

Describing your trip Be candid and accurate when you're writing your trip, as this is your opportunity for setting expectations about booking your trip.

How to find my own trip?

Most of us live in our communities without ever taking advantage of all the things there are to do. You can gather information about your local area off of the web, from hotels and by visiting the local library and checking out some books about local history and activities. This should be fun so look at learning about your area with curiosity and enthusiasm. You are bound to stumble across things you never even knew existed and places and things to do that you want to do with your own family and friends.



Set up a five-folder system. One folder each for:

- Places to go
- Things to do
- Museums
- Local attractions
- Places to eat

It is nice to do this electronically and using traditional files and paper. You will have guests that are comfortable with computers but a lot of the people that hire guides are older and they might not even have a computer. The idea behind the local guide filing system is that it should be an easy and useful resource for you as a guide.

Customize the files to fit the needs of your area. Look at your area and why people come to vacation there and that can help you to create files that you will use again and again. Update your files about every six months adding new things and getting rid of older information.

Make sure to gather crucial information such as when museums and restaurants are open and closed and how much the tickets are for adults, children and seniors. If there is time put together a summary of your tour for your guests ahead of time. It is best to do this in writing so that you and they are clear about what the tour includes and the various costs of the activities. If there are clothing requirements like a hat and sunscreen or a bathing suit for the beach make sure to include this in your summary.

Put together a collection of local attraction brochures and keep them with you either in paper form or on a tablet computer. This is very helpful in case your guests change their minds mid-tour about what they want to see or do. Be sensitive to the needs and comfort of your guest and if they look tired or bored do not hesitate to suggest doing something different.

It is smart to advertise what your interests and specialties are. If you love to ski you will likely make a great guide for a group on ski holiday. Do you speak a foreign language? Advertise it if you do. Love to eat gourmet food? Put together a food lover's tour of your city. Look at your hobbies with fresh eyes. Tourists interested in the same things will love the opportunity to explore these things with you and as a group you will have a wonderful time together.

Make sure to take your guests to some of your favorite little local places. Tourists love to have the feeling that they getting a special inside view of the local scenery and culture. If you have a favorite little cafe and your guests want to take a coffee break stop there instead of Starbucks. Especially pay attention to discounts and deals that only a local would know about. Even people with tons of money love to save a little and feel like they aren't paying tourist prices and getting the tourist experience. This is one of your greatest assets as a guide. Everyone who goes to Paris sees the Eiffel tower but only you can show your guests that cute little cafe across the river that has the best view for taking pictures.

HOW DO I GET STARTED

So you want to be a Triip Creator in a global travel platform? Great, we'd love to have you. It's completely FREE to list your tour/experience/things to do, and you'll be on your way to making extra money and making new friends.

Here's a quick list of the getting-started essentials:

- A complete user profile with 15 word description about you and photo
- At least 5 great pictures of the triip.
- A fair market price for your tour/experience/things to do
- An updated calendar
- Reviews/references/verifications **8 Steps to A Great Listing Triip**





8 Steps to A Great Listing Triip

- Personal profile picture and 15-20 word description
- Write a brief outline of the special tour/ experience/things to do you want to offer in your city, your hometown.
- Write out detailed descriptions of the things you are seeing including history, dates and interesting little facts that only local people would know.
- Photos of your tour/experience/things to do
- Price
- Schedule- Update calendar
- List your tour/experience/things to do on Triip by click on “Create triip”
- Reviews, references and verification

Login- sign up for a triip account

- The fastest way to fill out your profile is to connect your Facebook account. You can also edit your profile by clicking your name all the way at the top of the screen, selecting Profile, and clicking on Edit Profile.
- If you don't like login triip.me by your Facebook account, you can sign up for a Triip account via our support tool.

Paypal account

- You have to set up a PayPal account before you are able to receive payments. If you do not have an account, [create a PayPal account](#), then you have to fill in your PayPal email in your Triip profile.



Create your own triip on Triip.me- Summit to review



- **Choosing place:** that is the place where the triip occurs.
- **Choosing Categories:** Make sure you choose category that relates to your listing triip; categories are a very important way for people to find your triip.
- **Title your triip:** A catchy name should tell travelers the experience or story they can get. The name should be less than 74 characters. The title for your listing should be short, sweet and to the point. You have a limited amount of characters that you can use, so make it catchy. Using special characters, e.g. @!"£\$%^&**(), as well as CAPS LOCK can really interfere with your message. You're better off avoiding these and sticking to good old letters, spaces and numbers where needed.
No need to put dates, times or prices into your title - these will be dealt with in other sections. Make sure you choose a title that will help people find your listing. One thing you can ask



yourself is which keywords you would use if you were searching for a similar activity.

- **Highlight description:** Where is the first place you will take your guests to? What is the story you are going to tell your guests? Are there any special activities, interesting people or unique experience noteworthy? Note: starting time is very important. And do not forget to agree on how you will pick your guests up. There are detail highlight you must describe to let travelers know clearly what they can get and no doubt about the trip they are going to experience with their local Trip Creator. Make sure your description gives travelers a good impression of what they can expect from your activity. The more exact details you can give the better. Encouraging travelers to contact you might also be a good idea: the more approachable you appear, the more people will want to experience your trip.
- **Photos:** Beautiful photos related to your tour will let your traveler interested in the trip you offer and make them more comfortable to book your service. Make sure to only upload images and videos that you have permission to use, and that contribute something to the user's understanding of the activity. On a listing page, images will have a width of at least 600



pixels, and will be displayed with length and width in a ratio of 4:3, so make sure any content in the image that you consider important can be seen at this size. Even if your image is not this ratio, we will automatically transform it! Photos can be up to 4MB in size. Make sure your photo has a high enough resolution; Supported formats are **GIF, JPEG, PNG**.

•**Language:** At the moment we only use English as main language listing the trip. If you know another foreign language, please add to your profile and listing trip as value added to your trip.

•**Number of travelers:** When choosing the number of travelers, keep in mind the type of trip, you're guiding, transportation you will use for your trip.

•**Duration:** People when traveling they care about time. Be on time and write down in detail how long your trip will take so travelers can plan their time easily. Try to be as precise as possible.

•**Price:** Along with highlight description, this is the first function used to narrow a traveler's search. You're free to charge whatever you

wish, but it's wise to consider the rates of similar tour/experience/ things to do, or even tour offer by travel agency. Trip offers tool for you to flexible your price. We encourage you to price according to your service and the experience you'll provide to your travelers.

What Should I Charge?

- Triip.me will charge you a certain percentage of successful tour booked and you will also be charged by Paypal or Visa or any third party of payments. Make sure you have calculated all fees in the price already.

(Remember: How much you charge should be reflected in how Charge what you feel is a reasonable price for what you're offering.)

Research the rates of tour/experience/things to do in your city/ country and even Triip's tours on site to get a range. If a group of travelers about 5 persons, you can choose flexible price for customers to get attract. For example: 1 person book the tour, you charge 120 USD because of renting transportation fees, but 2 persons- they can share the renting transportation together- you charge 90 USD, or 5 persons : 70 USD,...

Here are our suggest

- ★ Determine what the average rate for a guide in your area or you can determine by yourself.
- ★ Evaluate your skills. If you are fluent in a foreign language or have other special skills like scuba diving, you can charge more for your services if you offer a scuba diving tour.
- ★ Options to set the price for your triip, you can charge by the hour, by the tour or both. For example, a standard tour might be two hours at a set fee plus an additional fee for any time the tour extends beyond the time allowance.
- ★ Make certain that your guests are clear about what you pay and what they pay regarding all aspects of the tour. If your tour

includes transportation, entrance fees, road tolls, food, snacks... or whatever, make sure you calculate all of these in your tour price. Because all of these things will cost you money and you absolutely can't afford to pay for them if the costs haven't been included in the price of the tour. Have this all clearly sorted out in writing before your tour begins. Make sure what is including and what is excluding in your tour.

- ★ Set the price for your tour. Remember much expertise you have of the area and how much you have invested into providing tours. The more you charge the more likely you will end up with high maintenance, difficult guest.)

• Update your calendar

Let traveler know when you can guide them. Keeping your calendar current with days and 3 months ahead you can and cannot guide will save you from having to write the same " sorry, I'm unavailable" message again and again.

All in all, keep in mind that putting a little carefully targeted effort into your listing triip goes a long way. Making sure it looks pretty, reads nicely and is easy to find will help your triip make it big on Triip.me, and allow more people to enjoy your triip.



Destinations ▼

Create Trip

Lam

Logout

triip

Beta

is the travel platform that enables
travelers to enjoy amazing tours
passionately crafted by local experts.



I'm looking for a trip in

Ho Chi Minh ▼

SEARCH

FEATURED TRIPS



*Welcome back,
Let's create another awesome triip together, shall we?*

Location:

Ho Chi Minh ▾

Ho Chi Minh
Mekong Delta
Tien Giang
Ninh Thuan
Da Nang
Ha Noi
Lao Cai
Phu Quoc
Hoi An
Sapa
Hue
Siem Reap
Gia Lai
Battambang
Bangkok
Kuala Lumpur
Thailand
Vientiane
Singapore
Jakarta



Spa - Relax



Family & Friend



Beach & Sun





Art & Culture





Storage


FacebookInbox (218) - Trip-wireframThe Plantation - 361psdTrip - Thu968 Grid SystemPolaroid Storewww.trip.me/users/96/edit/Google

Create TripThuLogout

Profile

Trip Content


Trip Price, Tools


Preview


Hi, thank you for stepping up to become a Trip Creator.
We know that creating a new trip is not easy.
Sometimes, we don't know where to begin too.
Let's start with something simple first.


Where are you living right now?


What type of travel do you like?
(can select more than 1)


Spa relax


Adventure

Casino

Family & Friend

Beach and Sun

Art and Culture



Others

And now, tell us a little bit about yourself
like your background, your hobby.

YAY! CREATE TRIP NOW

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ABOUT USCONTACTFAQSPOLICIES



Saigon Urban Foodie Adventure

What's so special?

Change the way to enjoy the Saigon by night in a 100% local way. Time to adventure your taste with one of the most trendy typical food in Saigon: Tofu noodle (Bún đậu mắm tôm) and best coffee in town.

[Detail](#)
[Reviews \(0\)](#)
[Questions](#)

Saigon Trendy Food- Homemade Tofu noodle and Lemon Ice tea

Recently many local people in Saigon are quite exciting with the opening of many Homemade Tofu Noodle and Lemon Ice tea. More options and opportunities for us to enjoy and have place to chat, share stories and relax after over 8 hours working at the office. The trendy delicious traditional food you do not miss when you are in Saigon. We will visit one of the most unique original homemade Tofu noodle and you also have a chance to see how people make Tofu. :)


[Like](#) [0](#) | [Tweet](#) [0](#)

Choose departure date

2013-4-5



7 p.m.

Travelers

1 people



\$35 each

Total

\$35
[BOOK NOW](#)

Secure payments by [PayPal](#)


A trip created by


Lam

(4 ratings)

27 years old, was born in Saigon and now living in this city with full of love, passion for Saigon- my city !

REVIEW YOUR TRIIP PROCESS

After you summit your triip, we will review your triip to :

- Make sure nothing violence to our privacy and policies, terms and conditions.
- Qualification of your triip. If necessary, we will ask you to edit your content or upload another photos to suitable.





MARKETING YOUR TRIIP

We will help Triip Creators to advertise featured triips via Google, Facebook, Twitter with free of charge. What you could do to attract more travelers know and book your triip is advertising your triip via your network (including social network such as Facebook, twitter, Google plus, your blog, your site, tripadvisor, lonelyplanet, ect...)

How do I make my triip more attractive to travelers?

Generally, people feel more confident booking with Creators that have positive reviews from past travelers. We find that the more traveler reviews one has, the more bookings one will receive. But if

you are new to the site, here are some ways to start building your reputation.

References: when you're just starting out, ask close friends to post references that will vouch for your character and the triip you're offering. Soon, you'll start getting some inquiries and this will eventually lead to your first traveler!

Reviews: when your traveler finishes your triip, you'll be prompted to leave a review. There's section that's published for the public to see (unless something egregious happened, be generous here!) and a

section that's only for the customer to read. Likewise, your traveler will receive a notice to review you and your triip.

In addition to a boost of confidence and feelings of reliability, every positive review that lauds your triip is one more reason a traveler would book your tour. Make it a policy to ensure you always get a review- it's how you keep your freelance job going!

How do I improve my search ranking?

Your ranking determines where you appear in the property search. Even with specific-as-possible search parameters, your triip will not be displayed at the top if you have a low ranking. Therefore, a higher ranking means more exposure and this will consequently lead to (you guessed it) more bookings.

Here's how to increase your ranking:

- Include a profile picture and write something about yourself
- Get references from friends
- Have beautiful photos of your triip
- Keep your calendar updated
- Respond to all messages and booking requests.
- Accept bookings
- Activate Social Connections by logging in through Facebook
- Leave reviews for travelers after they finish your tour

The best way to improve your ranking is to accept bookings. It's all about your acceptance rate.

Once you earn some reviews, you'll notice (assuming you don't drastically spike your price) an increase in the amount of inquiries. Look at your hard work already paying off!

What do I do if I get a negative review?

People are going to report their experiences. Sometimes, you'll book a tough customer and- whether or not all aspects were in your control- you'll receive a less-than-stellar/straight-up bad review. To uphold the integrity of the site, our policy is that we do not remove reviews. One of our site's promises is that it's entirely transparent and that travelers and creators are at liberty to post their experiences and impressions.

Not to fear, one negative review will certainly not put an end to your new Triip Creator career. If it took one brutally honest person to improve your business for posterity, consider it a lesson learned and move on. Make the next booking successful and before long, that one bump in the road will be miles behind.

If any serious concerns arise, contact our Customer Support at support@triip.me and a member of the team will review your case.

How do bookings happen?

When your triip on Triip would be booked, you will be sent an email to remind for the successful tour. After that, typically you will receive a message from travelers with questions about tour, dates and place to meet them.



GUIDING YOUR TRAVELERS

Contacting and connecting

Send a thank-you email to your guest right after they booked your tour.

Keep information, including the guest's: phone number, e-mail, home contact information and where they are staying on your calendar. Keep at least two calendars in case something happens to one of them. An organized Triip creator won't forget to meet



someone or show up in the wrong place. Preferably keep a calendar on a smart phone and another traditional paper calendar on a convenient wall where you will see it every day. When you book a time to guide a tourist mark it on both calendars and add reminders into your electronic calendar to alert you ahead of time.

Before the tour (it could be 1 week, 3 days or even 1 day), send your guests a friendly reminder via email reminding them about the fact that you are guiding them.

Tips: Set up as a form letter so that every tour you do all you have to change is the name and maybe some minor particulars for your guests. If they don't email send them a physical letter to arrive about the same time. You don't want them to cancel their trip and forget to cancel you. The day before you are going to guide them remind them again either with email, text or a phone call. You can even remind them again an hour before the tour.

Try to learn about your guest's good preferences, hobbies and the things they like to do. The more you know about your guests the better. Keep these notes on both calendars or in a notebook so that you can refer to them later. It's easy- especially during tourist season, when you have a lot of tour booked- to get people's interests confused unless you write everything down.

Being a great Triip Creator- Local guide

Good first impression

- Pay attention to your personal appearance, the appearance of the routes you use during your tour and the appearance of your vehicle if you will be driving. Tourists are seeing your city and you for the first time. Everything related to your tour can be affected

by a bad first impression. There is no reason to start off on the wrong foot and make things harder for yourself.

- Make sure you shower, use deodorant, shave and brush your hair. If you are a woman put on a modest amount of makeup.
- Pay particular attention to your teeth and your breath. If you have problems with halitosis go to a dentist and see if you can fix the problem. No one wants to listen to a guide with bad breath.
- Dress in business casual and wear very comfortable shoes. If you have trouble with swelling in your legs and ankles look into buying compression hose or socks. Compression hose are like thick tights and they will help keep your feet from swelling if you have to walk or stand for long periods during your tour.
- Layer your clothing so that you can easily stay comfortable.
- Bring a jacket and/or a hat and an umbrella depending on the weather.
- Bring a small backpack to carry your medical kit, water, small snacks, maps and other personal items.
- Make sure all your clothing is clean and pressed and in good condition.

Plan your travel routes along the most scenic and beautiful roads even if it takes a bit longer. When you are designing your tour think about the appearance of your city. A tourist will be seeing your city for the first time and things you don't even see any more like a vacant lot will scream out at them as an eyesore. You always want your city to make a great impression. Consider taking them to places that coincide with the traditional impression of your city as

well as some nice things that your area has to offer that they wouldn't expect.

If you will be taking guests in your car or you rent the transportation for your tour, you need to make sure the transportation is in excellent working order and that it is clean. Make sure the seat belts are in good working order and ask your guests to use them.



Good humor and smile- Be Friendly

- Getting in the habit of a smiling and being in a good humor will make your own experience as a guide much more enjoyable. Good moods are contagious and habit forming. Make them a part of your daily outlook and a part of your life.
- Tips: If you are having a really bad day and are in a rotten mood consider asking another guide/friends to cover for you. Another

plan of attack is to explain to your guests that you are upset and apologize in advance for any bad behavior you might display. By doing this you have taken them into your confidence and shared something everyone has experienced.

- Putting your guests at ease- Ask them short easy question about themselves. You should be asking questions about how their vacation went anyway to determine how they are feeling physically but also ask them about their they are form, what that city is like, why they have come to your city on holiday, ect. Judge by their responses how receptive they are and Don't ask very personal questions like whether they are married or not. This is still a professional relationship.
- Above all be yourself. If you have a hobby or passion share it with your guests and if they display more polite interest keep talking while also asking them questions about their own experiences doing the same activities. Learning about there your guests are from and their hobbies can be fascinating. For example, did you know Norway doesn't have street signs?

Be sensitive to the Needs of Others

- Always think about the comfort of his guests above everything else. This includes looking at your guests and accessing their abilities. This can be a delicate and difficult situation.
- Let your guests take responsibility for the choices but you need to be sensitive enough to anticipate problems and flexible enough to change the plan for the entire tour.
- For example: We all have a really common problem for the tour group- often the group doesn't all want to or can't do the same

thing and the guide is caught in the middle. In general it is best to go with what the majority of the group wants. Put them in charge of making the decision by saying something like: "Today it looks like it will snow in the Scottish mountains, we will be doing a difficult vertical ascent that should take about two hours each way. Hiking gear is strongly recommended, as is being in great shape. Since some of you don't look prepared for this type of hill walking tour maybe we should go for a walk along the beach or moors instead. As a group please decide amongst yourselves what you would like to do today, I will be back in five minutes." Give your guests options AND excuses. "It's snowing; We don't have hiking gear with us."

A good guide enjoys him/her and likes meeting new people

You won't like all the people you host but the good people you do meet will be the ones you will remember. Moreover, maybe next time you are in their hometown, they can show you around!





Making money and getting paid

- **How do I get paid?**

Every booking you receive for your trips, the booking value and other information will be notified via email. Our system helps you track your accumulated income. You can request to draw out any time. The withdrawal processing time is 3 working days and the fund shall be remitted to your PayPal account registered with us.

When a booking is made, we'll hold the amount charged and will release 24-hours after your travelers experience your tour. If a transaction is conducted independently from the site all protection and support from our team is forfeited.

- **Cancellations and refunds**

You are allowed to request for trip cancellation at least 24 hours prior to 12:00 am local time of the activity date. All cancellation requests shall be reviewed by us and the purchaser will be informed of the outcome by email. An approved cancellation request shall incur a processing fee of 10% of the total booking value. Late cancellation requests are considered a "no-show" and will incur full booking charges.

- **Fees**

For every booking, Triip charges a processing fee of 10% of the total booking value.

Processing fee shall be deducted directly from the amount paid to us, and it is non-refundable in all circumstances.



WHAT TOOLS DO TRIIP PROVIDE?

How to get picture perfect shots

Light it up: brightness lends depth and color variance to the shot.

Photograph the unique features: What makes your tour/experience/things to do unique? A portrait of people who have special stories and live in the place you want to show to tourists. A close-up picture of the local food you would love to show to travelers when they experience your tour, or a beautiful picture of place you want to introduce, a corner of the place? Shoot all the things that make your tour/experience/things to do special.

Our on-site system makes photo and video uploading quick and easy.

Free photos support

Want to aesthetically enhance your listing? Contact us creator@triip.me to let us know what kind of photos (photo of places/experience/things to do related to your tour), we will support you the free photos from our photo contributors, free of charge. Your tour/experience/things to do will be revamped with high-quality professional photos that will let the world see your own tour/experience/things to do in its best light.

No penalty for declining

Creators can decline a booking without hurting their placement in search results. In this case, please notice to traveler right after they booked to have a better arrangement and let us know so we can contact to travelers to make a better arrangement for them.