

MEMBER BOOKING JOURNEY

WHAT TO EXPECT WHEN YOU BOOK A HUNT WITH ROLLING BONES OUTDOORS



BOOKING THE ADVENTURE UPON BOOKING

Upon booking the adventure, members will receive a confirmation / welcome letter from RBO summarizing the following details:

Package to Include:

- Welcome package
- Payments made and remaining payment schedule
- Outfitter contact information
- Cancellation Policy
 - Sign Document
- Recommended Gear List
- Hunt Portfolio / Travel Itinerary



CONFIRMATION / REVIEW HUNT DETAILS 1-YEAR OUT

Client is contacted and is reminded of the involvement of RBO moving forward.

Details to Review:

- Remaining payment schedule
 - Outfitter contact information
 - Cancellation Policy
 - Gear List
 - Adventure Portfolio
- *if hunt is booked less than one year from hunt start date, move to next step.



GEAR CONSULTATION / PREPARATION 9-MONTHS OUT

Gear consultation conducted by member's rep with RBO Home Office team. 20% discount for gear purchased on their gear list.

Review the Following:

- Recommendations
 - What they have
 - What they need
 - Physical demands of the hunt for preparation
- Discussion regarding final hunt dates and travel plans.



OUTFITTER / CLIENT COMMUNICATION 6-MONTHS OUT

Follow up on gear consultation conducted in previous meeting to ensure all gear is prepared for their adventure.

Items to Review:

- Travel plans
- Taxidermists
- Freight/Shipping
- Documentation
- Final cost for hunts, including tipping suggestions

Applications department will call to finalize tag/license purchase.

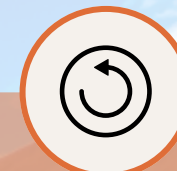


FINAL ADVENTURE PREPARATION 30-DAYS OUT

Client is contacted to ensure final preparation for his/her adventure.

Items to Review:

- Licensing & Tags
- Final gear preparation
- Confirmed arrival dates with Outfitter to include dates, time & location.
- Final payment instructions.



ADVENTURE RECAP 30-DAYS AFTER

Client will receive a call from Adventure Department to discuss and recap your adventure.

Questions to Ask:

- Were expectations met?
- Were you prepared?
- Were there any issues?
- If so, how were they handled?
- Were you misled in anyway
- How could it have been better?
- Will you book another hunt with RBO?
- Gather pictures and testimonial of the hunt.

