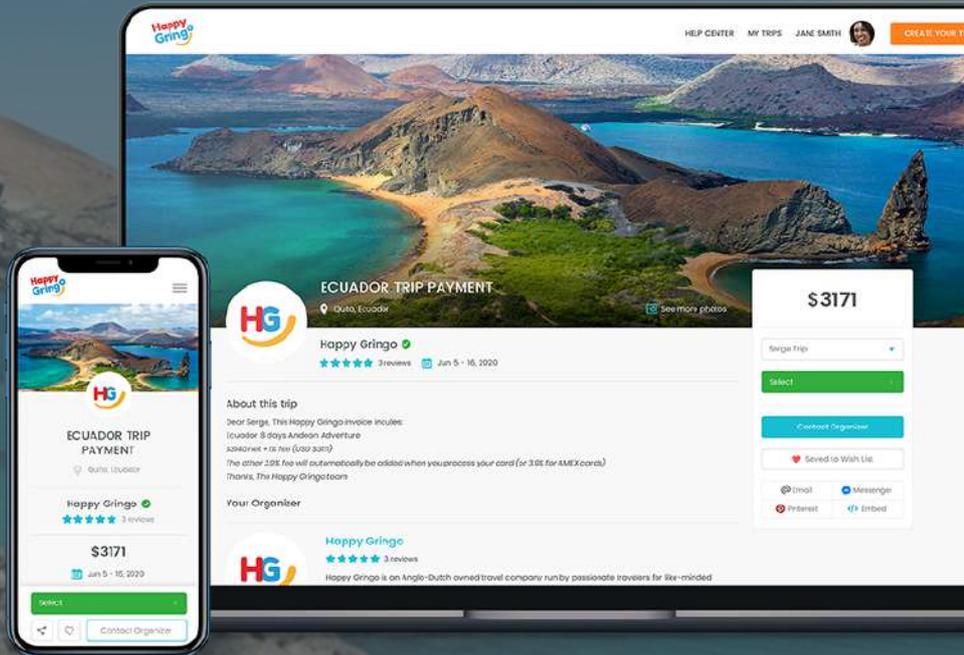


Happy Gringo is a well – established tour operator specializing in cruises to the Galapagos and custom-made tours in Ecuador. Recommended by international travel sites and publications, the company sets itself a high standard in customer service. It is always on the lookout for better ways to improve its customer experience, including on how international customers can pay easily while still being cost-effective for Happy Gringo.



Location:	Company size:
Quito, Ecuador	22 employees
Trip size:	Niche:
1-2 travelers	Tailor-made tours, nature, and adventure
Target Customers:	
25-40 years old, couples, comfortable travelers looking for unique experiences	



We saved 50% on processing fees after switching to WeTravel. Not only has it helped us to reduce costs, but also to increase bookings!



John Potts
President

Problem

Q: How did you collect payments from your travelers before you started using WeTravel?

A: We used an expensive local online payment system (8% fee). The system is in Spanish so it was inconvenient for our foreign customers. It was unreliable and duplicate payments were common. It was simply inconvenient for our staff and our customers.

Solution

Q: How has this problem been solved by WeTravel?

A: WeTravel has made our online payments quicker, cheaper, and more visually appealing to our customers. It has helped us to increase bookings and also reduce complaints. Our work is much easier now. For example, refunding a client used to be a real headache due to the international transactions involved but it is now just the click of a button away with WeTravel.

Impact

Q: How have your customers reacted to using WeTravel?

A: Firstly, we received excellent online help from WeTravel when we set our account up. The support team always helps us get the most out of the features available and adapt the platform to suit our business needs. Secondly, the user interface is super easy to use by my sales team. Finally, the process of managing payouts into our bank account is simple and seamless.