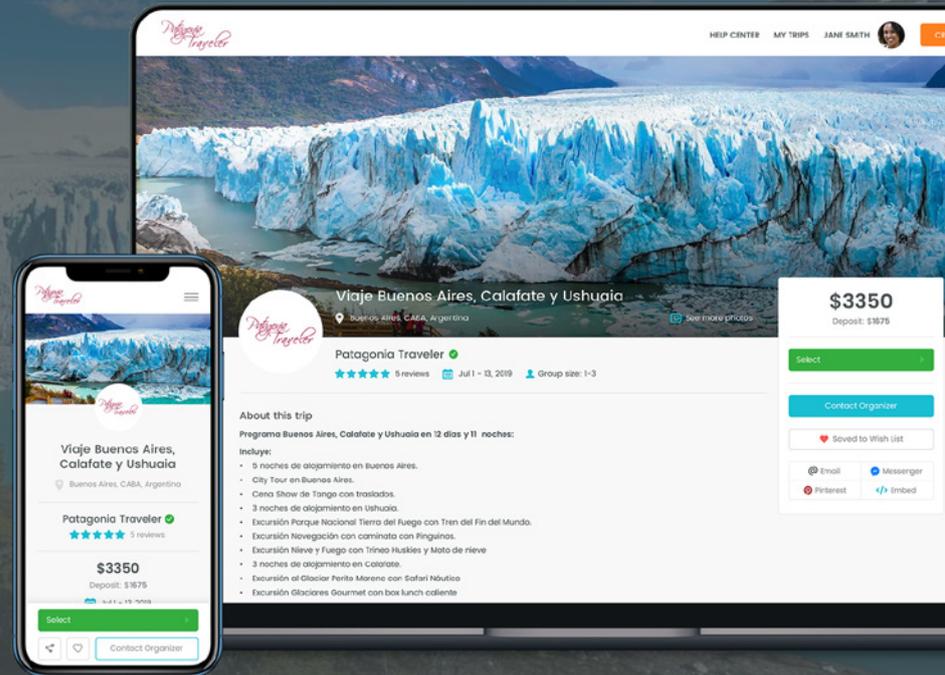


Patagonia Traveler is an inbound tour operator focusing on multi-day tours in Argentina and its neighboring countries. Payment collection was a consistent pain point as the company grew. The available options were either very expensive for the company or inconvenient for their customers. Additionally, the economic situation in Argentina has made options to collect USD more limited. Patagonia Traveler had to look for a better way to collect payments.



Location	Trip Size
Buenos Aires, Argentina	1-4 travelers
Company Size	Niche
5 employees	Bespoke, tailor-made trips in Argentina, Chile, Uruguay, and Brazil
Target Customers	
40+ year old families, nature and soft adventure	

“ Not only do we save time by 30% with WeTravel, but we also **increase sales conversions by 20%**. My sales team can rely on the system and collecting payments is no longer an issue. ”

Mario Roitbarg
Founder/Director

Problem

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

A: Collecting payments from our customers was a big headache. Our tour products are great but the payment process was a pain so it did not give a good first impression. We asked our inbound customers to pay through international bank transfers but most people are not familiar with this process. Also, many banks have outdated and unfriendly user interfaces. Sometimes we offered Paypal to our customers because it is a recognizable brand, however, Paypal is very expensive.

Solution

Q: How has this problem been solved by WeTravel?

A: Our customers can conveniently pay from anywhere around the world. They can pay in just a few clicks. The user interface is super easy and intuitive. Moreover, the setup was very straight forward. Literally, after we switched to WeTravel, three clients were paying from overseas smoothly. WeTravel knows what we need and how we work because, unlike other payment platforms, WeTravel is designed for the travel industry.

Impact

Q: How have your team and customers reacted to using WeTravel?

A: Customers trust WeTravel's secure online payment. No longer do we have to ask for hardcopies of bank transfer receipts as proof of payment. Additionally, it is very easy for customers to pay for extra tours or services on top of their original booking. Ultimately, WeTravel is very reliable. My team and I don't have to worry about collecting payments; we can focus just on selling.