

YERVANA LOCAL HANDBOOK



YERVANA

LOCAL HANDBOOK

This handbook serves as a resource for hosting adventures with Yervana. It has useful tips on everything you need to know to get started, from creating your profile to standing out from the crowd.

REAL PEOPLE.
REAL KNOWLEDGE.
REAL MOMENTS.

YERVANA IS YOUR PLATFORM
TO HOST PERSONALIZED
OUTDOOR ADVENTURES. SHARE
YOUR PASSION AND GET PAID
TO PLAY!

WHAT DOES A YERVANA LOCAL DO?

As a **Local**, when you host an activity through Yervana, you're sharing a one-of-a-kind experience with Yervana **Explorers**. Your knowledge of the outdoors is invaluable, and we want to connect you with adventurous people who share your passion.

You'll be turning outdoor activities into a way to earn extra cash, introducing like-minded people to unforgettable outdoor experiences. Whether you're an expert at skiing, hiking, canoeing, climbing, biking, something new or even all of the above (wow, is there anything you can't do?) we're excited for you to share it with our community!





HOW DO I BECOME A YERVANA LOCAL?

The Yervana team is here to guide you through creating your profile, sharing your activities with Explorers, managing your schedule, and getting paid of course!

Start the process of becoming a Local on our iOS app or online at yervana.com. Sign up or Log in and **“Switch to Local”** to start building your profile.

To complete your profile, you need one portrait photo. If you don't have one, get in touch and we can help. When you fill out the form, include details of who you are:

- where you're from and what makes you unique
- activities and hobbies you love, and why
- languages you speak or where you've travelled
- certifications and achievements

When you finish filling out your profile, add your payment information and start building Adventures! The final step is insurance. We will send you the insurance application.

WHY BE A YERVANA LOCAL?

Connecting with a community of like-minded locals and explorers

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Insurance Coverage

-

Secure payment processing through STRIPE

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Support building your profile

-

Easy schedule management through in app calendar

-

In-app messaging with Explorers booking your activities

-

Outdoor Community Meet-ups

-

Take advantage of Yervana partnership perks

BE PART OF OUR SECURE COMMUNITY:

Yervana is a safe and secure community for both our Locals and Explorers. To confirm your identity, we request that you provide your:

- email
- phone number
- one piece of government ID
- completed Yervana insurance form

***If you have Facebook, Instagram or LinkedIn, please add links to your profiles or handles as well.

YOUR PROFILE IS READY!

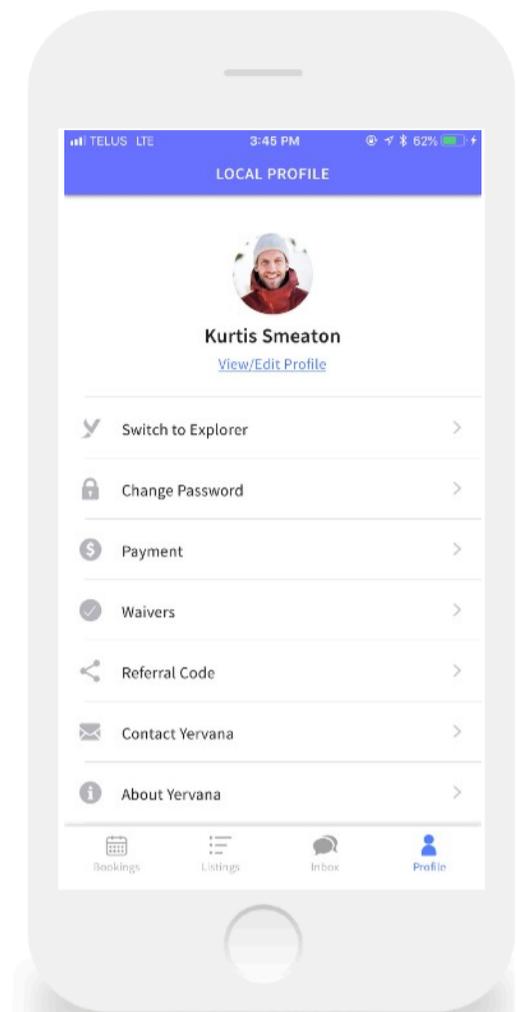
We're all about cutting down on your screen time, with Yervana you can create Adventure listings, manage your calendar, and bookings and receive payment from Explorers directly from your phone or online.

Before your listings go live, Yervana will need to review your profile and finalize your insurance. Please review our Locals checklist to ensure you have completed all the steps.

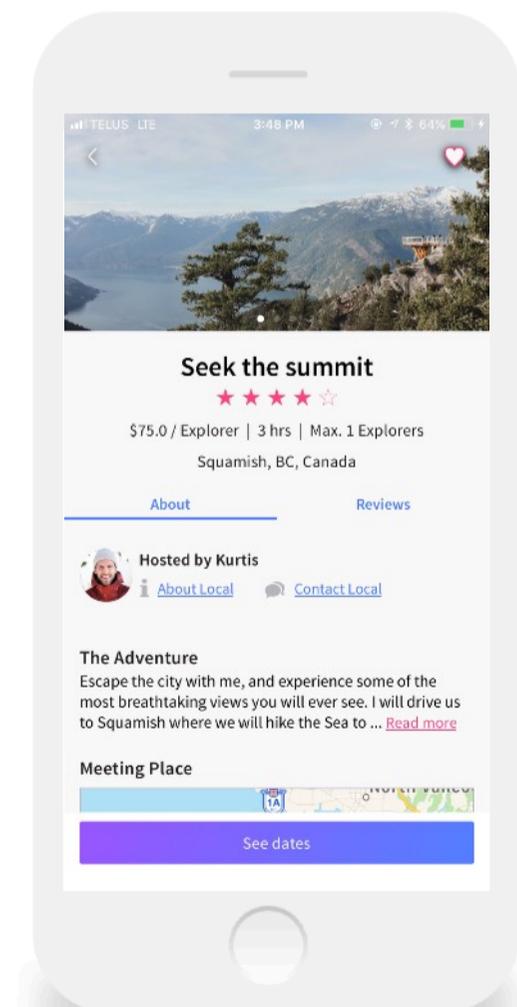
In the meantime, you can draft, publish and edit listings as often as you want. Our team reviews listings daily, so if you are insured and you hit publish they will go live. We encourage you to create listings for all seasons, and publish them when you are ready to host!

if you have any questions or issues accessing, setting up or using your profile, please get in touch: support@yervana.com

Build out your profile

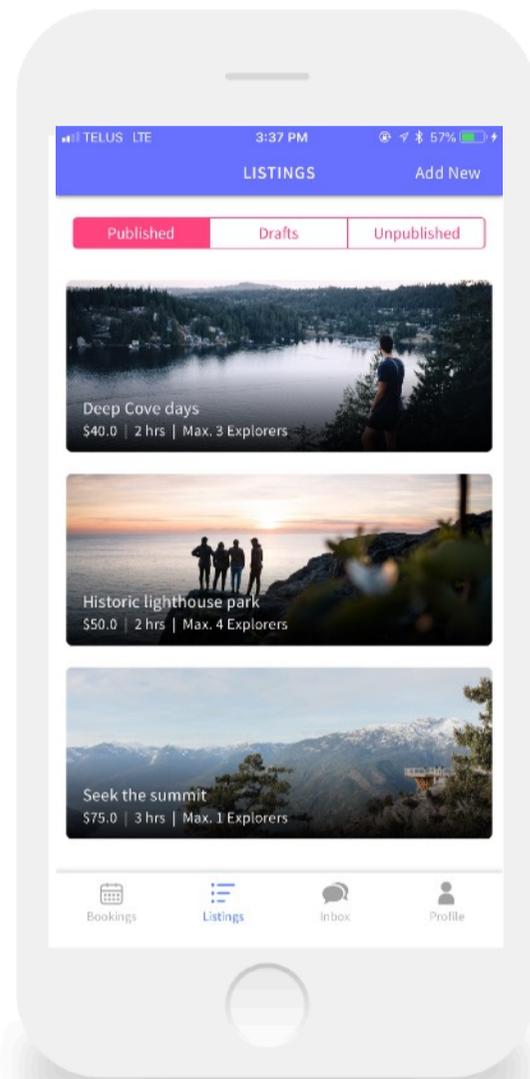


Share your adventures

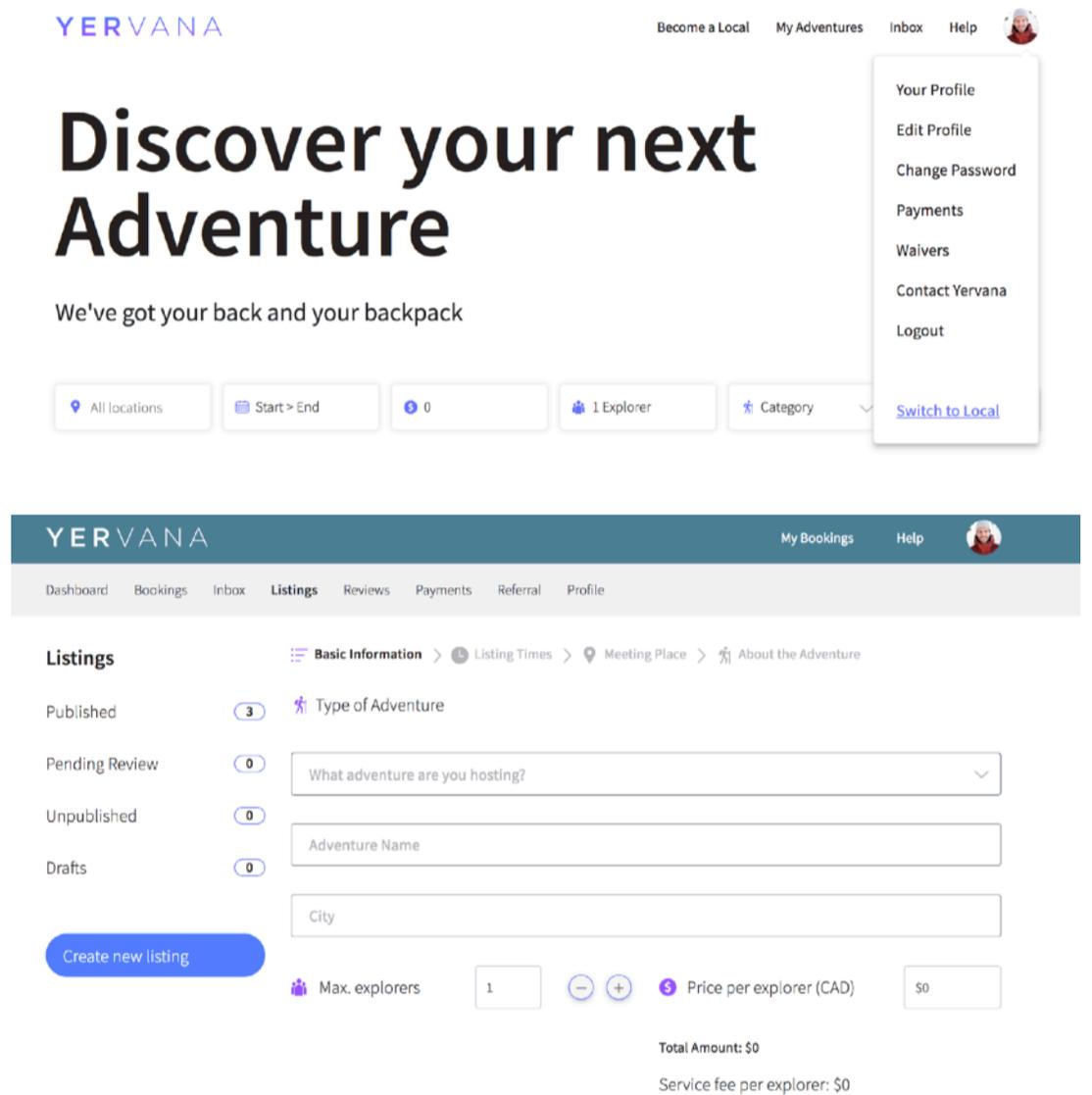


WHAT YOU CAN EXPECT FROM THE YERVANA APP & WEBSITE?

iOS App



Website



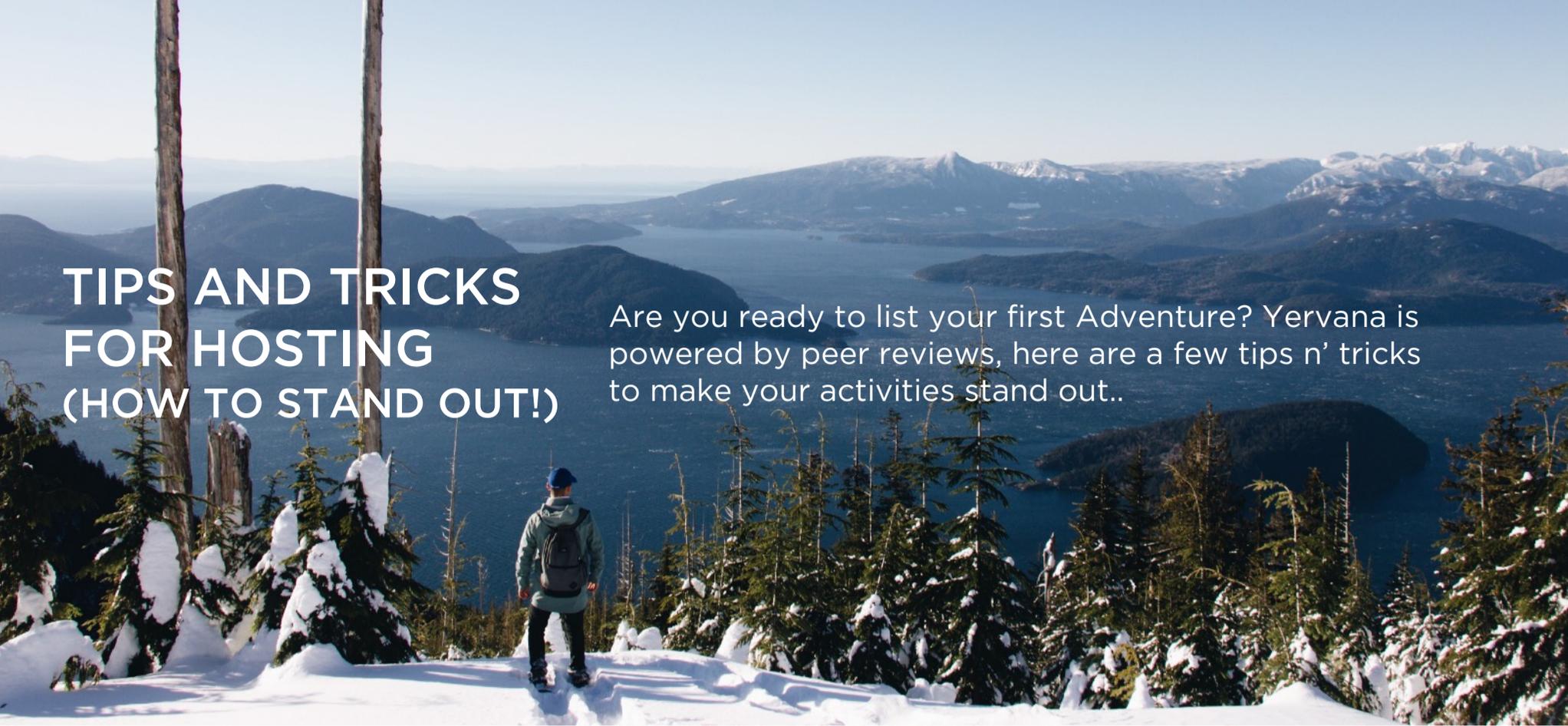
MAKE THE MOST OF THE TOOLS ON YERVANA

Manage your calendar, create Adventures that showcase what sets you apart, and chat one-on-one with your Explorers. Explorers can search for your Adventure listings by:

- city
- name
- location
- date
- activity
- price

We encourage you to use high quality images, and take time building your Adventures so that they stand out! Reach out if you have questions, we're happy to help.

Explorers can book and pay for adventures using any major credit card directly within the app. Once a booking is confirmed, use the Yervana's messaging tool, to make plans, answer questions, and finalize details with your guests. Explorers and Locals are asked to rate each other on a scale of 1 to 5 stars after each activity to help create a respectful and secure community of like-minded adventurers.



TIPS AND TRICKS FOR HOSTING (HOW TO STAND OUT!)

Are you ready to list your first Adventure? Yervana is powered by peer reviews, here are a few tips n' tricks to make your activities stand out..

REMEMBER TO INCLUDE DETAILS SUCH AS:

- What to bring (like shoes, snacks, a coat or water)
- What's included in the price of the activity (this could be lift tickets, rental equipment, or snacks - your call! Remember, the less your Explorers have to take care of themselves, the more likely it is your activity will go smoothly.)
- Your description should outline the activity in detail, from what they need to know to what they'll see
- Explorers have different fitness levels, when describing your activity, be clear about the level of difficulty involved in your activity.
- Think outside the box! What can you add to your Adventure that sets it apart from the rest? Have you ever had a charcuterie picnic at the top of a mountain? What about caesars at your hike viewpoint? Or a surprise drone photo shoot? Get creative, we want to see what you come up with!
- Go above and beyond. You'll earn great ratings (and get more Explorers) if you include personal touches, like taking your Explorers to your favourite coffee shop or bar, showing them the experience and places that only locals know.
- Make your adventure safe and take precautions, like being mindful of weather conditions and danger. Your group will have more fun if they know you've got their back (and their safety) in mind.
- Share your activities through social media, and invite friends to join. The bigger the Yervana community grows, the better your chances are to fill your calendar with bookings (and get paid!)
- Help us promote you, and your Adventures! If you post photos from your activities in the great outdoors, tag us in it. We want to know what the Yervana community is getting up to, and can't wait to share your photos and stories. Use the hashtags #yervana #myyervana.

Did we miss anything? [Contact us at support@yervana.com](mailto:support@yervana.com) if you have any questions!

YERVANA LOCALS - PRINCIPLES WE FOLLOW

As a Yervana Local, you agree to uphold the following principles:

You are a professional, whose primary concern is providing Yervana Explorers with excellent quality Adventures. Safety on each Adventure is your top priority, and a quality Adventure is characterized by safety and consistently friendly, professional interactions with Explorers. You understand as a Yervana Local that everything you say or do is a reflection of you, your local geographic area, and Yervana.

Sometimes things don't go as planned. As a Yervana Local, you have a wealth of local knowledge, and you are valued for your experience with the area, the Adventures and your ability to think on your feet. You are able to safely and knowledgeably modify the plan before or during an Adventure if problems arise. As a Local you are confident in your local knowledge and experience, and will communicate and teach your Explorers, clearly explaining about anything that may impact the Adventure. When making changes to adapt to conditions, you are clear to the Explorers regarding why the change is being made and the benefits or necessity of doing so (this may include better views, more favourable conditions, safety concerns or even avoiding delays.)

You are the leader and the arbiter of the Adventure. Like any good leader, you keep the team of Explorers safe, informed and happy. You accept full responsibility for each Explorer's experience and safety. In the event that an Explorer is unsatisfied with their Adventure, you are prepared to respond in a polite, considerate and professional manner, even if the complaint is unreasonable.

The information included in your Local Profile and Adventure description(s) are accurate and up-to-date. Where changes due to weather or other circumstance are possible, these uncertainties are described in the Adventure description. You are responsible for assessing the physical capabilities, footwear and clothing required by your Explorers for each Adventure booked with you, taking into consideration any hazards. If the Explorer is not prepared for a specific Adventure, clearly explain what they need to do for a safe and successful Adventure. Explorers will often look to Locals for suggested gear and recommendations, be as helpful and informative as possible so that they are prepared for the Adventure.

Locals must reply to messages from Explorers in a timely manner, as quickly as possible. We recommend replying within a maximum of 24 hours, unless you are unable to access communication (this could include being out of cellular range, loss of your mobile device, or illness.) Just like being on a mountain, up-to-date and accurate information is needed at all times to remain safe. Have that same mentality off the mountain and maintain timely communication.

Once an Adventure is booked, you will do everything you can to deliver the Adventure unless there is an illness or other exceptional circumstance. In this case, you will inform the Explorer(s) and Yervana as soon as possible, so we can troubleshoot the issue quickly efficiently. In all cases, you are responsible for the successful Adventures for all Explorers.

If an Explorer asks you about tipping, please respond by letting them know that you have set the price yourself so tipping is not necessary. The best 'tip' is a five star rating and positive reviews from your Explorers.

ETHICS & THE ENVIRONMENT

In BC, we're fortunate to live in one of the most naturally beautiful and diverse spaces in the world. As a Yervana Local, you will always ensure that every Explorer you are with respects the environment for subsequent Explorers and generations, and indigenous rights and cultural sensitivities. Further, you are committed to respecting local and provincial laws, and private land rights.

For example, you will lead by example and leave no trace, avoid overuse of trails and possible erosion, and follow all posted trail condition warnings. Explorers will look to you, a Local, as a role model that is a steward of your own backyard. We expect Locals to promote and teach environmental sustainability during Adventures.

For popular outdoor destinations, please avoid scheduling Adventures during peak times at BC Parks to respect the environment, other visitors, and help with congestion.

We want to ensure our land and parks are flourishing and healthy so that they can be enjoyed by everyone for years to come.

Yervana aims to create a safe and inclusive community built on trust. If you have any suggestions or ideas to make Yervana even better we want to hear from you!

