

EXPERIENCE THE BIOSPHERE

OPERATOR APPLICATION FORM

2023

Business Information

Business Name:

Owner/Operator's Name:

Mailing Address:

Physical Address:

Email:

Phone:

Year of Commencement:

Number of Employees:

Do you hold insurance for your business: Yes No

Operators must have insurance to join Experience the Biosphere. There are huge benefits to this including access to Tourism Saskatchewan Grants of up to \$40,000. Please include a copy of your insurance for our records.

Do you or staff hold current First Aid/CPR Training: Yes No

Checklist:

Stripe Account Set Up *(to receive payments automatically)*

Risk Management Plan *(check out our example below)*

Operations Plan *(check out our example below)*

Attached Copy of Insurance Confirmation

Activity(s) Information filled out *(included below, duplicate if necessary)*

Activity/Tour Information

Activity/Tour

Activity/Tour Name:

Please provide a detailed description of the activity:

Cost:

Are there any discounts such as length of stay or season:

Minimum Number of Guests: Maximum Number of Guests:

Activity Location & Directions (please include all details):

Equipment/Supplies Provided:

What Equipment/Supplies do guests need to bring:

How long is this activity/tour:

Which Month(s) is it available:

Which weekday(s) is it available:

What time(s) is it available:

What dates during available months are you unavailable:

Terms & Conditions

Operators approved for Experience The Biosphere must meet and agree to the following Terms & Conditions:

1. If food is provided, all staff involved in food related activities will possess valid Safe Food Handling certification. Please provide copies of all certifications. Public Health Licenses must be displayed.
2. Operators will ensure all Public Health and Safety measures and protocols are in place. It is recommended that at least one person has current First Aid & CPR Training. Operators are required to provide an emergency plan.
3. All bookings made through Experience The Biosphere will be charged a 10% commission. Operators will set up and provide Paypal account information to receive remainder funds. Funds will be deposited through paypal automatically. This may take up to several days.
4. Operators will hold valid and up to date insurance for all applicable business activities and provide Issuer and Policy information.
5. Operators shall save and hold harmless Redberry Lake Biosphere Region, its staff and Board of Directors from any liability arising from visitors partaking in tours or bookings.
6. Operators will provide details of all events, new offerings, photos, videos and other content to help in the promotion of their business and Experience the Biosphere. Redberry Lake Biosphere Region will advertise Experience the Biosphere across digital and traditional formats. From time to time this may include promoting individual businesses or groups of businesses. Redberry Lake Biosphere Region will endeavor to spread promotions across businesses fairly, however it is understood that all promotions are based on market trends and demand. Detailed Communication Plans will be provided to all operators. Feedback is welcome every step of the way. Communication Plans are confidential and Operators will not share these documents without prior written consent.

7. Operators will always provide excellent Customer Service and deliver exceptional experiences that meet the highest standards. Feedback surveys will be requested from each visitor. Redberry Lake Biosphere will track survey responses and work with Operators to address any concerns or areas of improvement. Operators are encouraged to complete training offered by Tourism Saskatchewan to improve experience delivery and customer service standards. Redberry Lake Biosphere Region may request Operators complete certain training prior to participation approval or renewal.

8. Redberry Lake Biosphere Region will work with operators to ensure standards are being met and areas of concern are addressed. Redberry Lake Biosphere Region reserves the right to terminate any operator's participation if standards are not met and areas of concern are not addressed in a timely manner. Concerns will be communicated in writing to operator with clear expectations and deadlines.

9. Operators shall pay an annual subscription fee beginning after the 2022 Pilot. 2022 Operators will have the opportunity to provide recommendations on pricing for 2023.

Signature

I, _____ of _____

agree to the terms and conditions for participation in Experience The Biosphere. The information I have provided is accurate and up to date.

Signature:

Date:

And,

Signature:

Name:

Redberry Lake Biosphere Region

Date: