



ENGAGEMENT PROCESS WITH ARAKIS

PREAMBLE

The purpose of this document is to describe how our relationship will work before you purchase a tour. As our trips have certain specific features, we want to make sure you make the best choice.

STEP 1, THE INITIAL CALL

On receipt of your message (by email, Whatsapp or any other means), we will invite you to a first meeting by videoconference (Google meet, Zoom...) with the aim of:

- Getting to know you
- Answer your initial questions
- Select one or more trips based on:
 - your expectations or needs, in line with the stated objective of the trip,
 - your stage of initiation (a beginner will not be able to follow an advanced course),
 - your state of health (some trips require long walks or significant physical effort, as in the case of survival courses),
 - your willingness to accept rustic accommodation conditions.
- Understand the commitments we make to you and that you must make to the group,
- Decide about your participation in one of the trips, considering the different levels of comfort, learning and difficulty that characterize them, and following the attached diagram.

We insist on the fact that the human relationship is paramount in our travels, and even if we don't economize on technological means, we give priority to direct contact.

STEP 2, COMMITMENT

The payment of the deposit will be considered as the commitment between us. It will be made according to the payment instructions (bank transfer, Paypal, and possibly credit card).

STEP 3, FULL COMMITMENT

Payment of the balance constitutes full commitment. Of course, any cancellation, whether on the part of the traveler or the agency due to a lack of participants, will be made in accordance with the conditions set out in the Conditions of Sale.

STEP 4, PREPARATION

Each trip requires careful preparation, both practical (things to pack, guide to good practice) and mental (conditions, reading, etc.). It is possible that some of our guides will commit the group before the trip begins.



THE JOURNEY IS ON, YOU'RE IN HEAVEN!

STAGE 5, THE RETURN

When you return, it's important for us to get your feedback on the trip. We'll send you a questionnaire to fill in online.

Some of our guides may provide a form of follow-up therapy or teaching, sharing contacts with you so that you can enhance your personal journey.

STAGE 6, OUR TRIBE

You're part of our tribe, those seeking meaning and ways to positively change our environment and influence the behavior of our fellow human beings, by putting them on a path of reflection.

This community is destined to multiply and form a collective, joining many other groups with similar approaches.

To give impetus to this community, we will try to set up online or face-to-face events to which you will be invited.

We'd also be delighted to receive photographs or videos of the Arakis journeys you've taken part in, as well as your testimonials. These will enable us to feed the necessary communication and give you a voice if you wish.

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DIAGRAM DESCRIBING THE RELATIONSHIP STAGES PRIOR TO THE TRIP

