



Onboarding Plan

A helpful guide for a smooth start



WELCOME AND BREAK FREE...

WE'RE GLAD TO HAVE YOU ON BOARD.



Introduction to the Company

At Ocean Fever, we partner with top-tier suppliers who share our vision of delivering premium, adventure-driven surf travel experiences. Our goal is to create seamless, high-quality, and authentic surf trips by collaborating with trusted suppliers across accommodations, transport, surf schools, equipment rentals, and excursion providers.

This guide outlines the requirements, expectations, and onboarding process for new suppliers joining the Ocean Fever network. We are a Surf Tour Operator and NOT a booking agent.





**Supplier Categories &
Requirements**

**We work with suppliers across
multiple service categories.**

We Work With ...



01

Accommodations (Hotels, Surf Lodges, Eco-Resorts, Beachfront Villas)

02

Transportation & Airport Transfers

03

Surf Schools & Equipment Rental Providers

04

Excursion & Adventure Experience Providers



EXCLUSIVE PROMOTION:

GAIN ACCESS TO OUR GLOBAL SURF AUDIENCE THROUGH OUR SOCIAL MEDIA REACH (MILLIONS OF ENGAGED FOLLOWERS).

- ✓ **Consistent Bookings:** As a surf tour operator, we provide steady, high-value clients instead of occasional travelers. This takes time to establish but will become consistent.
- ✓ **Brand Alignment:** Partner with a company committed to authentic surf culture, quality, lifestyle and sustainability.
- ✓ **Integrated Marketing:** Featured on OceanFever.com, YouTube, Instagram, newsletters, and surf travel podcasts.

SUPPLIER EXPECTATIONS

ALL PARTNERS MUST ADHERE TO OCEAN FEVER'S SERVICE AND QUALITY STANDARDS TO ENSURE AN EXCEPTIONAL CUSTOMER EXPERIENCE.

A. SERVICE QUALITY & CUSTOMER EXPERIENCE

- MAINTAIN HIGH STANDARDS OF SERVICE, SAFETY, AND PROFESSIONALISM.
- ENSURE FRIENDLY, KNOWLEDGEABLE STAFF WITH SURF TRAVEL EXPERTISE.
- OFFER CLEAR COMMUNICATION & TIMELY RESPONSES TO OCEAN FEVER ENQUIRIES.
- PROVIDE DETAILED ITINERARIES AND TRANSPARENT PRICING FOR SERVICES.

B. COMPLIANCE & LEGAL REQUIREMENTS

- HOLD VALID BUSINESS LICENSES, INSURANCE, AND PERMITS FOR OPERATION.
- ADHERE TO LOCAL REGULATIONS, SAFETY GUIDELINES, AND ENVIRONMENTAL LAWS.
- SIGN OCEAN FEVER'S SUPPLIER AGREEMENT, OUTLINING TERMS OF SERVICE.

SUPPLIER EXPECTATIONS CONTINUED...

C. SUSTAINABILITY COMMITMENT

- MINIMIZE ENVIRONMENTAL IMPACT (ECO-CONSCIOUS MATERIALS, WASTE REDUCTION).
- SUPPORT LOCAL COMMUNITIES THROUGH **FAIR EMPLOYMENT AND ETHICAL TOURISM.**
- PREFERENCE GIVEN TO **CARBON-NEUTRAL INITIATIVES** AND CONSERVATION EFFORTS.

ONBOARDING PROCESS

STEP 1: INITIAL CONTACT & APPLICATION

POTENTIAL SUPPLIERS MUST SUBMIT AN EMAIL AT PARTNERSHIPS@OCEANFEVER.COM WITH:

- COMPANY BACKGROUND & EXPERIENCE IN SURF/ADVENTURE TOURISM
- LIST OF SERVICES WITH PRICING (NET RATES FOR TOUR OPERATORS)
- CERTIFICATIONS, LICENSES, AND SUSTAINABILITY INITIATIVES

STEP 2: EVALUATION & VETTING

OUR TEAM WILL:

- ✓ REVIEW YOUR SERVICE OFFERINGS, REPUTATION, AND CUSTOMER FEEDBACK.
- ✓ CONDUCT VIDEO CALLS OR SITE INSPECTIONS (IF REQUIRED).
- ✓ REQUEST SAMPLE NET PRICING.

ONBOARDING PROCESS CONTINUED...

STEP 3: AGREEMENT & INTEGRATION

ONCE APPROVED:

- ✓ SUPPLIERS SIGN THE OCEAN FEVER SUPPLIER AGREEMENT.
- ✓ SERVICES ARE INTEGRATED INTO OCEAN FEVER TRAVEL PACKAGES.
- ✓ SUPPLIERS RECEIVE TRAINING ON OUR BOOKING & SERVICE PROCESSES.

STEP 4: LAUNCH & ONGOING PARTNERSHIP

- ✓ YOUR SERVICES GO LIVE ON OCEANFEVER.COM AND ARE PROMOTED ACROSS OUR CHANNELS WITHIN OCEAN FEVER SURF TRAVEL.
- ✓ WE MONITOR PERFORMANCE AND ENSURE CONSISTENT QUALITY.
- ✓ ONGOING COLLABORATION ON FEEDBACK, IMPROVEMENTS, AND NEW OFFERINGS.

IMAGE MEDIA + INSPECTION / FAM TRIPS...

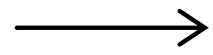
MEDIA

- ✓ SUPPLIERS AGREE TO PROVIDE BETWEEN 10 TO 20 IMAGES FOR USE.
- ✓ SUPPLIERS AGREE TO PROVIDE (IF AVAILABLE) VIDEO FOOTAGE.

INSPECTION AND FAM TRIP

- ✓ SUPPLIERS AGREE TO ONE VISIT PER YEAR BY OCEAN FEVER TEAM MEMBERS (MAX 3) TO BE PROVIDED FREE OF CHARGE FOR INSPECTION AND MEDIA PROMOTION PRODUCTION WORK.
- ✓ SUPPLIER AGREES TO ONE TRIP PER YEAR FOR TRAVEL AGENT (GROUP MAX 6) OR SURF TRAVEL MEDIA JOURNALIST (MAX 2) FREE OF CHARGE TO CREATE COVERAGE OF OCEAN FEVER PRODUCT IN RESORT.

CONTACT US



— partnerships@oceanfever.com

— oceanfever.com

Break Free...

