

## Frequently Asked Questions

Get answers to common questions about Rainbow Tour Guides

### For Travelers

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Q: How do I book a tour with a guide?

A: Browse our guide profiles by city or country, select a guide that matches your interests, and click the "Request Booking" button. Fill out the booking form with your preferred dates, number of travelers, and any special requests. The guide will review your request and respond within 24-48 hours to confirm availability and finalize details.

Q: How do I pay for a tour?

A: Once your booking is confirmed by the guide, you'll receive a payment link to complete the transaction securely through our platform. We accept major credit cards and debit cards. Payment is processed at the time of booking confirmation, and funds are held securely until the tour is completed.

Q: What is the cancellation policy?

A: You can cancel up to 7 days before your tour for a full refund. Cancellations made 3-7 days before the tour receive a 50% refund. Cancellations within 3 days of the tour are non-refundable. In case of emergencies or unforeseen circumstances, please contact our support team to discuss your options.

Q: Can I customize my tour experience?

A: Absolutely! When submitting your booking request, include any specific interests, accessibility needs, or special requests in the message to your guide. Most guides are happy to customize tours to match your preferences, whether you're interested in nightlife, history, art, food, or local LGBTQ+ culture.

Q: What languages do guides speak?

A: Each guide profile lists the languages they speak fluently. You can filter guides by language when browsing. Most guides speak English plus their local language, and many speak additional languages. Check the guide's profile for specific language details.

Q: How long are typical tours?

A: Tour duration varies by guide and location. Most tours range from half-day (4 hours) to full-day (8 hours) experiences. Some guides offer multi-day packages or evening-only experiences. Tour length and pricing are detailed on each guide's profile, and you can discuss custom durations directly with your guide.

Q: What's included in the tour price?

A: The tour price covers the guide's time and expertise. Unless otherwise specified on the guide's profile, additional costs like meals, entrance fees to attractions, and transportation are typically not included. Your guide will clarify what's included when confirming your booking.

Q: Can I book a tour for a group?

A: Yes! Many guides accommodate groups. When requesting a booking, specify the number of travelers in your group. Pricing may vary based on group size, and some guides offer discounts for larger groups. Contact the guide directly to discuss group rates and logistics.

Q: How do I contact my guide after booking?

A: Once your booking is confirmed, you'll have access to a secure messaging system to communicate directly with your guide. You can discuss meeting points, finalize details, ask questions, and coordinate any last-minute changes through this platform.

Q: What if I need to reschedule my tour?

A: Contact your guide as soon as possible through the messaging system if you need to reschedule. Most guides are flexible and will work with you to find alternative dates, subject to their availability. Rescheduling policies may vary by guide, but we encourage open communication to find the best solution.

## For Guides

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Q: How do I become a guide on Rainbow Tour Guides?

A: Click "Sign Up" and select "Guide" during registration. Complete your profile with information about your city, languages, tour themes, and experience. Upload a profile photo and any relevant certifications. Our team reviews all applications within 3-5 business days. Once approved, your profile goes live and you can start receiving booking requests.

Q: What qualifications do I need?

A: You should be a local resident or have extensive knowledge of your city, be passionate about LGBTQ+ travel and culture, and be able to communicate effectively in at least one language. While professional tour guide certification is a plus, it's not required. We value authentic local perspectives and genuine connections with travelers.

Q: How do payouts work?

A: After completing a tour, payment is released to your account within 2-3 business days. You'll receive the tour price minus our platform fee. Payouts are processed via bank transfer or PayPal. You can track all earnings and transaction history in your guide dashboard.

Q: Can I set my own prices?

A: Yes! You have full control over your pricing. Set your rates based on your experience, tour complexity, duration, and local market conditions. You can offer different price points for half-day, full-day, or specialty tours. We provide guidance on competitive pricing in your region, but the final decision is yours.

Q: How do I manage my availability?

A: Your guide dashboard includes a calendar where you can set available dates, block off

unavailable periods, and manage booking requests. You have full control over which requests to accept and can update your availability at any time. Travelers see your general availability when requesting bookings.

Q: What support does Rainbow Tour Guides provide?

A: We provide 24/7 support for any issues during tours, secure payment processing, marketing and promotion of your profile, a messaging platform to communicate with travelers, and resources to help you deliver excellent experiences. Our team is always available to assist with technical questions or booking issues.

Q: Can I decline booking requests?

A: Absolutely. You're never obligated to accept a booking request. Review each request carefully and only accept those that fit your schedule and comfort level. While we encourage responsiveness, you have complete autonomy over which tours you conduct.

Q: How can I get more bookings?

A: Keep your profile complete and current with high-quality photos, respond promptly to booking requests, encourage travelers to leave reviews, offer diverse tour themes to appeal to different interests, and maintain consistent availability. Featured guides with excellent reviews and complete profiles receive priority placement in search results.

## Safety & Verification

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Q: How are guides verified?

A: All guides undergo a verification process before their profiles are approved. We verify identity documents, review submitted credentials and experience, conduct background checks where legally permitted, and review references or proof of local knowledge. Our team manually reviews each application to ensure quality and safety.

Q: What if something goes wrong during my tour?

A: Your safety is our priority. If you experience any issues during a tour, you can contact our 24/7 support team through the app or website. For emergencies, always call local emergency services first. We have protocols in place to address safety concerns, and serious violations result in immediate guide suspension and investigation.

Q: Are my personal details shared with guides?

A: We protect your privacy throughout the booking process. Guides only receive the information necessary to provide your tour, such as your first name, contact method through our platform, and tour preferences. Your full contact details, payment information, and personal data remain secure and are never fully shared with guides.

Q: Can I read reviews from other travelers?

A: Yes! Each guide profile displays verified reviews from travelers who have completed tours. These reviews include ratings and detailed feedback about the experience. All reviews are from confirmed bookings, ensuring authenticity. Reading reviews is a great

way to get a sense of what to expect from your tour.

Q: What happens if a guide cancels my tour?

A: While rare, if a guide needs to cancel a confirmed tour, you'll receive an immediate notification and a full refund. We'll also help you find an alternative guide in the same location if your dates are still available. Guides who frequently cancel face account review and potential suspension.

Q: Is travel insurance recommended?

A: Yes, we strongly recommend purchasing travel insurance that covers trip cancellations, medical emergencies, and other unforeseen events. While our platform provides certain protections for bookings, comprehensive travel insurance offers additional peace of mind for your entire trip.

## Pricing & Payments

Q: What are the platform fees?

A: Rainbow Tour Guides charges a service fee on each booking. Travelers pay a 5% service fee added to the tour price. Guides pay a 15% commission on each completed tour. These fees help us maintain the platform, provide support, and process payments securely.

Q: When do I get charged for a booking?

A: Your payment method is charged once the guide confirms your booking request. The funds are held securely by our payment processor until the tour is completed. This protects both travelers and guides, ensuring that payment is only released after the service is provided.

Q: What payment methods do you accept?

A: We accept all major credit cards (Visa, Mastercard, American Express, Discover) and debit cards. All transactions are processed through secure, PCI-compliant payment gateways. We do not store your full payment information on our servers.

Q: Are there any hidden costs?

A: No hidden costs. The tour price displayed on the guide's profile, plus the 5% service fee, is the total amount you'll pay through our platform. Additional expenses like meals, transportation, or attraction tickets are separate and should be clarified with your guide before the tour. All fees are clearly itemized during checkout.

Q: How do refunds work?

A: Refunds are processed according to our cancellation policy. For eligible cancellations, refunds are issued to your original payment method within 5-10 business days. If a guide cancels your confirmed tour, you receive an immediate full refund including the service fee. Refund amounts depend on how far in advance you cancel.