



FAREHARBOR

Boarding Pass

Who We Are

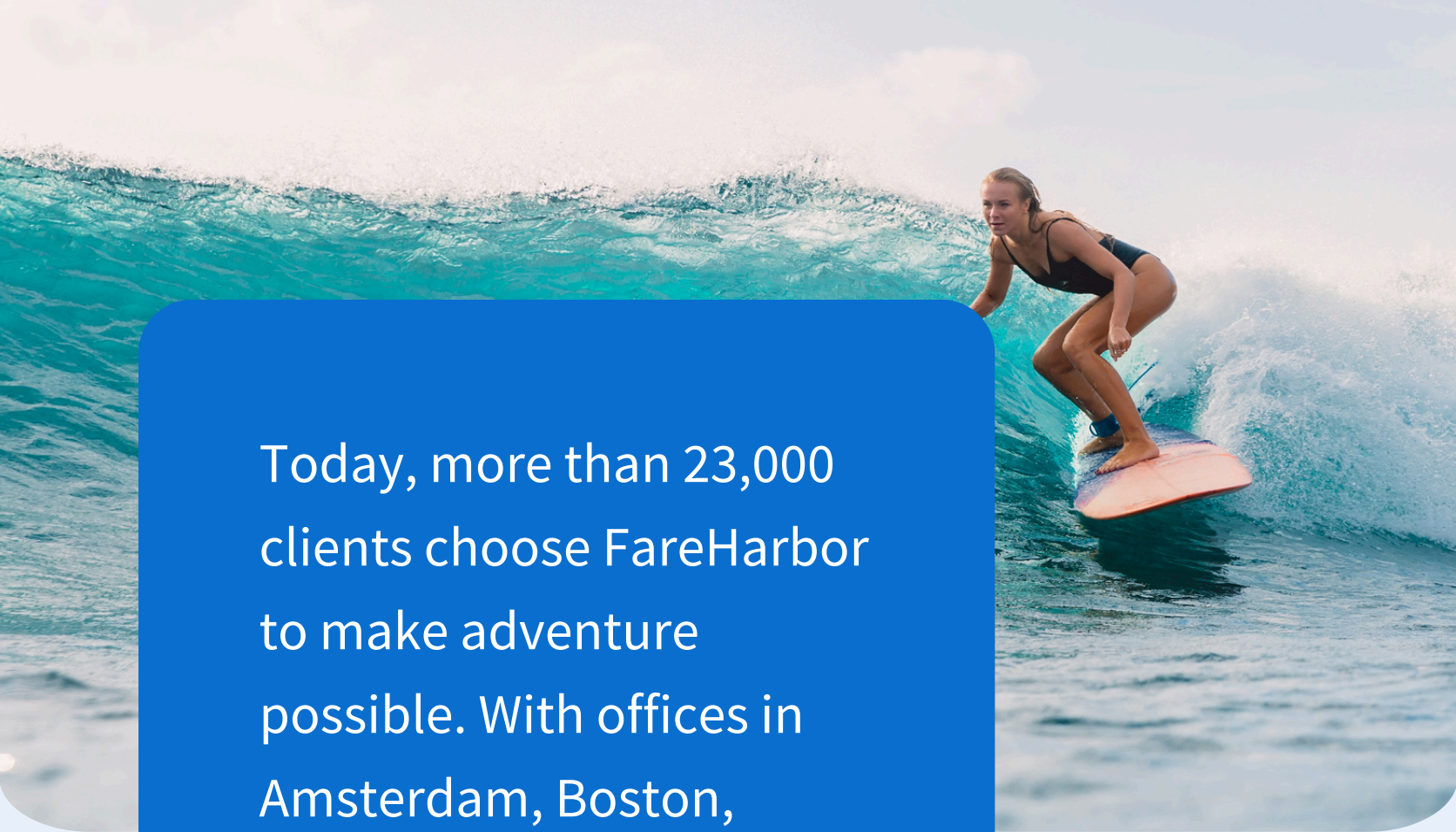
Our Mission

Make experiences better for everyone.

Our Vision

Be the leading partner to experience providers in a changing digital world.

Founded in Hawai'i in 2013, FareHarbor is the leader within the reservation software for the tour, activity, and attractions across the world. Our all-in-one platform empowers operators of any size to run their business with the flexibility they need. Whether running a surf school in Maui or a food tour in Rome, FareHarbor powers the world's experiences that make life unforgettable.



Today, more than 23,000 clients choose FareHarbor to make adventure possible. With offices in Amsterdam, Boston, Denver, Honolulu, San Francisco and Sydney, we have a global reach.

FareHarbor Company History

Two brothers in Hawai'i saw an industry stuck in the past. They built FareHarbor to give tour operators modern tools to sell, manage, and grow their businesses. From that small start, we've expanded across the globe. See how we got to where we are today:

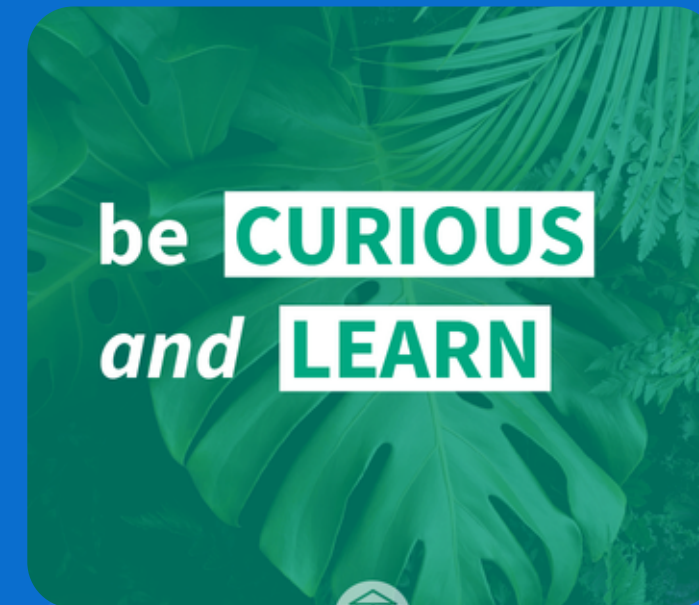


Our Core Values

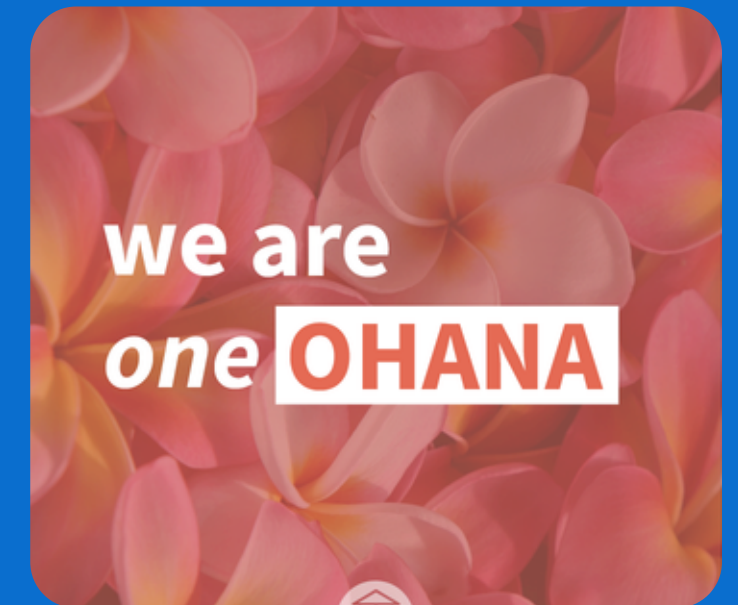
Our values serve as our compass. They guide how we collaborate, make decisions, and show up for one another.



We put the needs of our clients first and only succeed when our clients do.



We encourage new ideas and perspectives. We seek ways to improve the status quo and value continued learning and development.



We treat everyone with kindness, dignity, and respect. We value diversity and inclusion. We succeed and fail together.



We insist on the highest ethical standards. We lead by example.



We own our decisions. We are accountable and make things happen!



We never shy away from a challenge. We see opportunities, not problems.

Meet Our Leadership Team



Andrea Carini
CEO



Jae Chung
VP, Strategy & Finance



Michelle Jenkins
VP, People



Abena Higgins
Chief of Staff



Bianca Mussi
VP, Commercial
Distribution



Josh Halperin
VP, Commercial
North America



Lodewijk Van Wersch
VP, Commercial New
Markets



Adi Pogolansky
VP, Product



Ujjwal Tyagi
VP, Technology



Rachel Biederman
VP, Marketing



Leadership Anchors

We believe leadership fuels the success of our people, our business, and our clients. No matter where you start at FareHarbor, our Leadership Anchors shape how we work together, support growth, navigate change, and build high-performing teams where everyone is empowered to do their best work.



Adapt & Innovate

Champion innovation for client impact and lead change with resilience, intention, and agility.



Build Your Team

Invest in your team's individual and collective success by fostering continuous development and high performance.



Communicate & Collaborate

Communicate effectively to establish credibility, enable cross-functional execution, navigate conflict, and create clarity and alignment around decisions.



Drive Execution

Deliver results by aligning priorities, making timely decisions, and empowering your team to act with speed and accountability.

What We Do



Unmatched Support

Call or email, our team is here for you around the clock.



Performance Marketing Services

We help clients drive more bookings with data-backed strategy.



High-Converting Websites

Our SEO-focused websites are designed to turn lookers into bookers.



Powerful Reporting Tools

We turn data into decisions, giving operators visibility into what's working so they can grow smarter.



Seamless Integrations

Our 250+ API partners keep clients' inventory synced across OTAs.



Affiliate Distribution Network

Operators, content creators, and anyone in the travel industry can earn commissions by promoting experiences online.



Operator Community

Our network of operators shares tips, wins, and expertise in our online group.



Help Center

Our step-by-step guides empower clients to get the most out of FareHarbor.

What We Do

Chances are, you've already booked with FareHarbor without even realizing it. We power millions of unforgettable experiences every year behind the scenes — from ATV tours in Costa Rica to canal cruises in Amsterdam and elephant sanctuaries in Thailand.

We handle everything: processing payments, sending confirmation emails, syncing inventory, and making sure travelers know where to be and when to get there.

In short, we make it easier for operators to do what they do best: focus on providing unforgettable experiences.



“FareHarbor is the total package. I am continuously looking for new ways to simplify our booking process, and FareHarbor’s support team is second to none. I honestly do not know what I did prior to FareHarbor.”

Kevin Emery

Bicycle Shop Manager
The Sea Pines Resort

We Are One ‘Ohana

From your first day, you’re part of our ‘ohana. Being part of the ‘ohana is about how we show up for one another. The culture at FareHarbor exists because of who works here and how we choose to work together every day. You’ll celebrate wins both big and small at our monthly Aloha Friday meetings, make an impact through community volunteering, and connect with teammates across the globe.



We design programs to spark growth, inspire exploration, and strengthen belonging and connection. Through our Work Abroad Program, select employees spend a week working from one of our international offices to experience new cultures, collaborate face-to-face, and strengthen global connections.

Our commitment to one another also shows up through our Well-Being Ambassadors and Ethics Ambassadors. These employees act as trusted peers who champion well-being and integrity by sharing resources, leading initiatives, and ensuring every voice is heard.

We value people who want to help drive our culture forward — by collaborating thoughtfully, continuously improving how we work, and making an impact beyond their day-to-day role. At FareHarbor, our culture is created by the people here, and we’re excited for you to be part of what comes next.



Hear from Employees

“FareHarbor has provided countless opportunities to get involved beyond my day-to-day role. Through the Ethics and Wellbeing Ambassador programs, I’ve been able to support colleagues, contribute to a positive workplace culture, and help foster thoughtful decision making across the company. I was also selected to participate in the Work Abroad program, which will give me the opportunity to spend time in our Amsterdam office and connect with teammates from around the world. These experiences have made me feel genuinely valued and have strengthened my sense of purpose and belonging at FareHarbor.”

Taylor Anderson

Senior Quality Control Associate
Denver Office

Powering Inclusive Experiences

At FareHarbor, our mission is simple: To make experiences better for everyone.

And when we say everyone, we mean it. At FareHarbor, every voice is heard, every story matters, and everyone belongs — regardless of background, identity, or experience. When our ‘ohana reflects the world around us, we gain deeper understanding, build stronger connections, and power more meaningful experiences.

With our core value “We Are One ‘Ohana” guiding our way, we are committed to building a culture where our team, clients, and partners are treated with kindness, dignity, and respect, and everyone is empowered to thrive.



Inclusion in Action

Inclusion shows up in what we do, not just what we say. For example, we celebrate Pride month globally, spotlight women-owned businesses for International Women’s Day, and learn about Native Hawaiian clients for AAPI month.

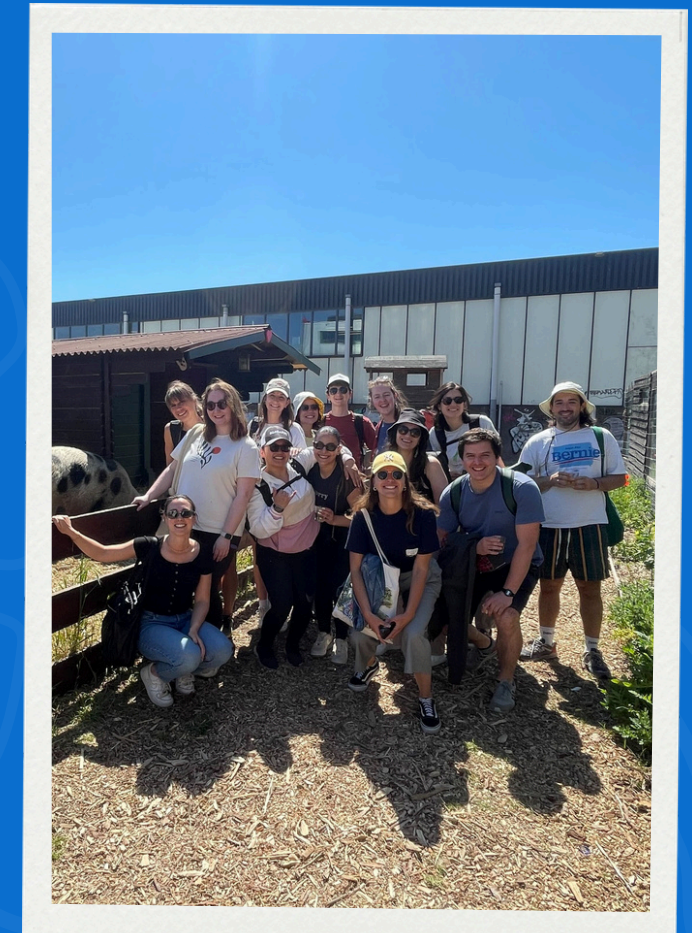
We listen and learn through conversations, surveys, and leadership training. We act on what we hear. When every voice contributes, we build better products, stronger teams, and richer experiences for everyone.



FareHarbor Cares

We believe in giving back to the communities in which we operate, and we do that through the FareHarbor Cares program. Through this program, employees enjoy **8 paid hours** each year to volunteer.

Whether you're interested in helping in community gardens, cooking lunch at a women's shelter, or helping at an animal shelter, our FareHarbor Cares Committee plans a variety of events to ensure it's easy and fun to make a difference in your community.



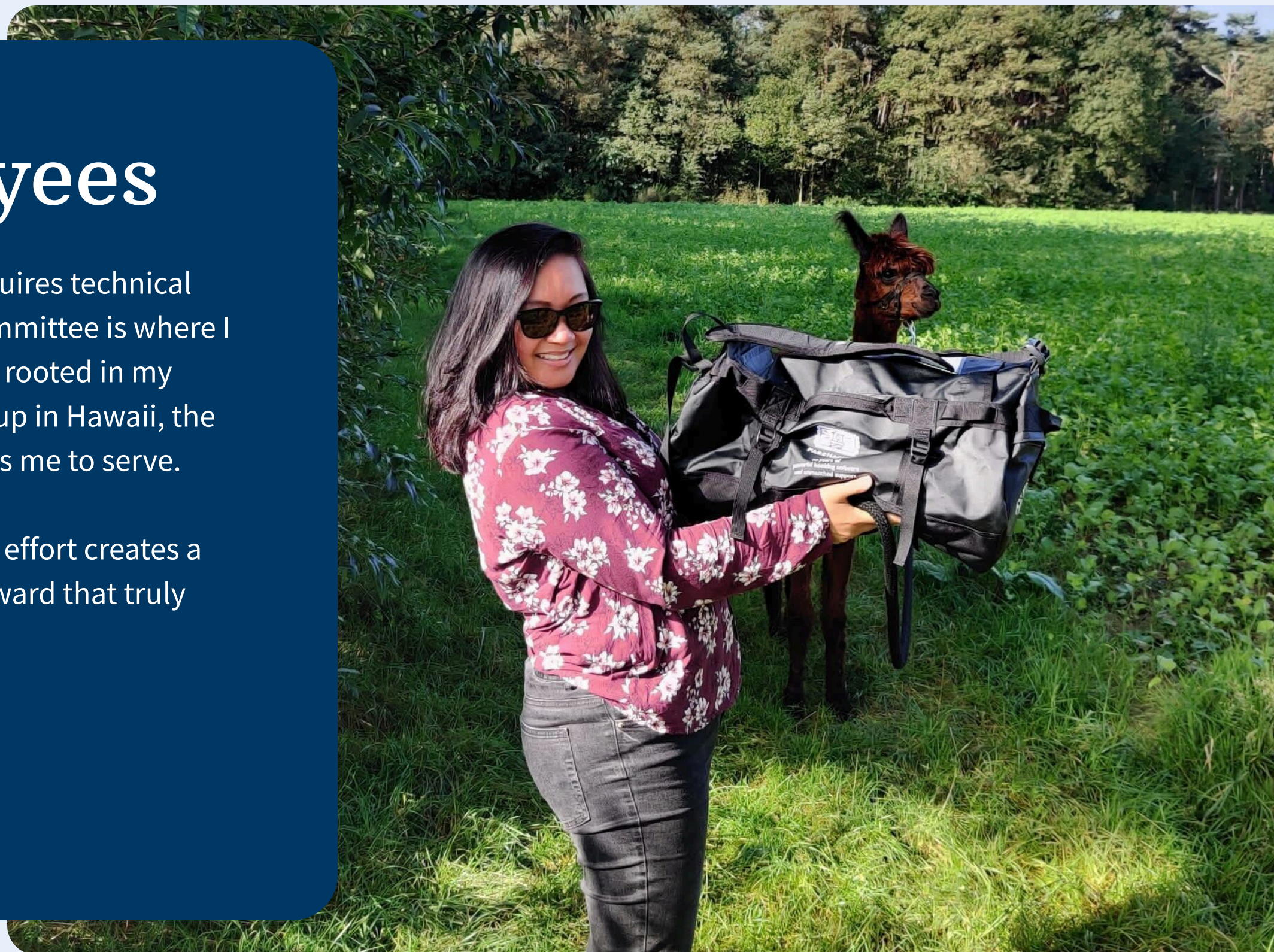
Hear from Employees

“My Onboarding work building essential Dashboards requires technical precision, but my commitment to the FareHarbor Cares Committee is where I find deep, shared meaning. This commitment is deeply rooted in my heritage: coming from a Filipina background and growing up in Hawaii, the value of Mālama (to take care of/to help) directly inspires me to serve.

Ultimately, seeing our FareHarbor Cares team's collective effort creates a direct, positive benefit for the local community is the reward that truly transcends any metric on a screen.”

Mahal Brillantes

Senior Client Dashboard Specialist
Amsterdam Office



Learning & Growth

Growth at FareHarbor means expanding your skills, your perspective, and your impact. We expect you to innovate, challenge the status quo, and push yourself — and we give you the tools to do it.

We provide:

- Mentorship and leadership programs to accelerate your personal growth
- Workshops and learning platforms
- Internal career mobility and promotion opportunities
- Learning stipends

This is the place to stretch your skills, test out new ideas, innovate how we work, and build capabilities that stay with you long after a project. As our company continues to grow and expand, so do the opportunities to learn and grow through your work. Whether creating new Dashboard features, launching new revenue streams, or improving processes, you'll have opportunities to grow in ways that shape both FareHarbor's impact and your own future.





Hear from Employees

“I started using FareHarbor as a client while working at Body Glove Ocean Adventures and relied on it when I started my own business two years later. The company’s culture always stood out to me, so fast-forward a few years, I was thrilled when I joined the team in 2022.

My love for this industry motivates me, and FareHarbor’s leadership truly recognizes and rewards hard work. So much so that in just a few years, I grew from a Client Onboarding Specialist to a Client Success Manager.”

Christopher Grossi
Client Success Manager
Denver Office

Benefits

By now, you've seen what truly makes FareHarbor special. But don't just take our word for it — we've also been named one of Built In's “**Best Places to Work**” for five years in a row!

Our comprehensive benefits are designed to support your well-being and growth both inside and outside the office.

Time Off & Flexibility

- 26 vacation days, plus paid volunteer hours, bereavement, and sick leave
- 22 weeks paid parental leave — plus family, grandparents, and care leave
- Hybrid-friendly work options

Practical Support

- Life insurance
- Work-from-home assistance
- Free parking in Denver
- Reimbursement for public transportation in Amsterdam

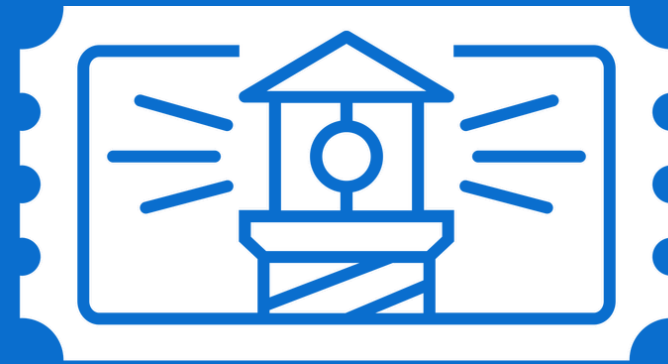
Wellness Support

- Headspace: a mental wellness app providing meditations, coaching, counseling, and tools for stress, focus, and sleep
- NORAM: medical, dental, and vision coverage, a 401k with employer matching with immediate vesting
- Europe: pension plan and a discount on CZ health insurance



“Our story has always been about people — the clients we support, the travelers they inspire, and the teammates who make it all happen. We’re building something meaningful through care, connection, and curiosity. If that sounds like your kind of journey, we’d love for you to join our ‘ohana.”

Andrea Carini, CEO



FAREHARBOR