



Tour Operator Software Category

SPRING 2026
Customer Success Report





Tour Operator Software Category

Tour operator software automates tasks for tour operators and helps with business management. It offers modules such as booking engine - to automate online and offline bookings; back-office management - to organize tour operations; and payment gateways and similar integrations to make the platform independent of human intervention at different levels.

Tour operator software enables you to accept bookings and payments online. Merged with your travel website, it functions as a scheduling system that instantly records reservations made on your site. The application enables you to fulfill travel requests without directly communicating with clients. Plus, it ensures effective payments. The program also improves tour date management and customer experiences.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- ✓ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ✓ Customer reference rating score
- ✓ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- ✓ Organic SEO key term rankings
- ✓ Company presence including # of press mentions

COMPANY SCORE

- ✓ Total # of employees (based on social media and public resources)
- ✓ Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- ✓ Venture capital raised

Award Levels



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

2026 Customer Success Awards

Check out this list of the highest rated Tour Operator Software based on the FeaturedCustomers Customer Success Report.



  

 



  

 



  



* Companies listed in alphabetical order



**2026
TOUR
OPERATOR
SOFTWARE**

MARKET LEADER





ABOUT CHECKFRONT



Checkfront helps schedule-based businesses better manage their operations, centralize administration, and sell and market their services online. Their cloud-based booking application provides a centralized business management tool while offering self-service bookings from the merchants' own website. They find innovative ways to ensure awareness and occupancy of your venues, activities and special events, making it easy for your customers to find, select and book your services. Checkfront combines leading technologies and industry best practices to ensure customer...

60

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Checkfront was a natural choice for us on the Stay Tofino project. Leaning on the API, we were able to boil in some features that added usability without sacrificing the design we hoped to achieve. Integrating the booking portal went really smoothly, too. We felt supported throughout the process, and the end product is a solid implementation of the tools and resources they've made available.”

JASON WATTS
OWNER/OPERATOR, STAYTOFINO

“Checkfront is in the process of completely changing the game for us. We are the first conservancy in East Africa to offer an online booking system. This will give us happier visitors, advance cash, and better traffic management of our protected natural areas.”

ROBERT BREARE
CHIEF OPERATING OFFICER, OL PEJETA CONSERVANCY

“I would definitely recommend using Checkfront's Professional Services. Our Customer Success Specialist was great, a go-to resource. Everyone on the whole team has been helpful.”

GAIL DENHAM
OWNER, SAN DIEGO BAY ADVENTURES

“Checkfront's integrated secure booking system has streamlined the booking process for both us and our guests.”

VALERIE GLEN DENNING
WILDCOAST ADVENTURES

TRUSTED BY





ABOUT FAREHARBOR



FareHarbor is the most comprehensive online reservation system for tours and activities, with 8,000+ businesses across the globe that love and trust their innovative software solutions. The pride in the work they do unites their seven offices across the US, Australia, and Europe. They're focused on the future but never forget why they started. That drive for progress continues to fuel our epic team to provide the industry's best product and service.

65

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Bookings are very streamlined in Kiosk mode; it only takes a couple clicks and our customers have purchased their tickets. This helps us significantly reduce staff hours and focus on bringing the best show to our guests.”

ABBY BRADBERRY
PRODUCT SPECIALIST, THE GREAT ALASKAN LUMBERJACK

“Dock allowed our team to book through one system, online and offline – making it super easy to get walk-up customers onto the next available tour and help us sell more efficiently.”

LAURA LOO
GENERAL MANAGER, ADVENTURES OUT WEST

“It’s just a quicker process than opening up the regular FareHarbor Dashboard; it requires fewer steps for bookings and gets customers through the line faster.”

KEVIN NOBIS
OWNER, BONITA JET SKI & PARASAIL

“It’s much easier to sell in person, doing it all in FareHarbor and viewing availabilities in real-time.”

TAYLOR SILICI
VISITOR EXPERIENCE MANAGER, HISTORIC DENVER

TRUSTED BY





ABOUT PEEK PRO



Peek Pro knows that an unforgettable trip is built on the special experiences you share with friends and family. Yet, these activities are often difficult to find and even more challenging to book - they're changing this. They carefully curate the offering of high-quality activities, display them beautifully, and make them easily bookable online via computer, tablet or mobile phone. They're dedicated to making travel planning enjoyable, so you can focus on what matters – creating memories that will last a lifetime.

141

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“With Peek, I never waste my time on things I normally would have to do. Peek’s always evolving and coming out with new features that make their system even better.”

DAVID MILDENBERG
OWNER, VALLEY TO SUMMIT

“Peek’s system is very visual, which makes it easy-to-use and understand. From adding tours to the calendar to creating new tours–Peek is so simple to configure.”

OWNER
VANCOUVER ISLAND EXPEDITIONS

“With Peek, we’ve really seen our business scale. In the beginning we were seeing hundreds of people a day, now we’re seeing thousands.”

PJ BROWN
DIRECTOR OF SALES, WILD FLORIDA

“Peek has made our customers happier, our employees happier, our operations smoother and increased our revenue!”

LINDSAY HAFEN
GENERAL MANAGER, NORTH SHORE LANDING

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ABOUT TOURWRITER



Tourwriter's mission is to create software solutions that enable and inspire specialist travel experts to create truly memorable travel experiences for their customers. Used to power more than 1 million itineraries to date, Tourwriter's end-to-end tour operator software solution is loved and used by tour operators and DMCs worldwide. Tourwriter and its sister product, Minim, an online itinerary builder, have been carefully designed to help you manage and enhance the entire client process from bookings, quote creation and itinerary design, to client communication, payment collection, business reporting and...

123

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Tourwriter has allowed the individual users to be more efficient and productive with their work output. Luxury Travel design is particularly time consuming and detail orientated; specifically, the publishing aspects of TW halved this aspect of the Itinerary Design process straight away. From a Company Perspective, the supplier contract pricing section is extensive and precise, and the reporting functions are very useful for the commercial requirements that we have. All in all, Tourwriter achieves its objective of being time and cost efficient and we look forward to seeing further enhancements as the programme/ company grows!”

TONI BELL
EXCLUSIVELY NEW ZEALAND

“Tourwriter has been an amazing system that has cut down on errors and time creating itineraries, the errors in our customized reports have dropped dramatically.”

ANDREW DELMENHORST
FOUNDER AND MANAGING DIRECTOR, PYGMY
ELEPHANT

“Tourwriter has not only changed the way we do business, it has improved the lives of every employee. Everything we do is simply more efficient and professional.”

RACHEL STRAHL
OFFICE MANAGER, EXPERIENCE NEW ZEALAND TRAVEL

“Tourwriter has had a very positive effective, you could say transformed the business.”

SIMON TANCRED
OWNER AND DIRECTOR, HIDDEN ITALY

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ABOUT XOLA

XOLA

Xola is a booking and marketing platform that powers businesses offering lifestyle experiences. Xola software manages back-office and online reservations, payment processing, calendaring, inventory and guide management, and customer relationship management. Xola's mission is to create the most elegant booking, marketing, and distribution system to power businesses offering lifestyle experiences. Xola's vision is to build universally-accessible software that fosters socio-economic exchange between people of different cultures, ultimately cultivating a more equitable and peaceful...

121

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

“I saw the Delta and I saw 300,000 acres of untouched wilderness, and I thought that this was my opportunity.”

KRISTIAN ABOUD
DELTA SAFARIS

“Xola will save you tons of staff time booking reservations!”

INTEGRATRON

“The system is so user friendly and flexible, we love it.”

HOONAH TRAVEL ADVENTURES

“The Xola team continues to listen to our needs.”

BIG ONION WALKING TOURS

TRUSTED BY



AnotherTours





**2026
TOUR
OPERATOR
SOFTWARE**

TOP PERFORMER





ABOUT LEMAX



Lemax is a web based travel software that automates your sales, marketing, operations and finances. Their aim is to create maximum satisfaction of their clients by giving them a service which takes their travel business to a higher level making it easier, faster and better. Their goal is to help tour operators and travel agencies in reaching their mission of creating a window for exploring the beauty of worlds places, erasing borders between different nationalities, bringing people together and making their trip into a lifetime memory.

25

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Lemax support team are well versed on travel and implementation was a huge pleasure dealing with such a dedicated, knowledgeable team who find solutions on our behalf for every permutation. We were blown away and still are by Mate and his team. Loading of the system is easy and logic. The software is user friendly and effective.”

ELAINE DURR
OPERATIONS DIRECTOR, WORLD LEISURE HOLIDAYS

“We wanted to be quick and efficient. We needed to answer our travel agents the same day, so we searched for a technology that would enable us to do so. Lemax allows us to be more efficient, make fewer mistakes, spend less time on administration, and focus more on the content and connections to our advisers.”

MATTEJ VALENCIC
FOUNDING PARTNER, LUXURY SLOVENIA

“The Lemax team is incredibly responsive. While many tend to focus solely on sales, at Lemax, the system provides a service to every department. The teams are very organized and trustworthy. I truly felt like we were in good hands all along the way.”

JOEL COHEN
GENERAL MANAGER, BEYOND TIMES SQUARE

“Lemax is flexible on different reports. It helped us to manage all of our bookings and clients at one place. We saved a lot of time and the support team helped us a lot with their friendly approach.”

CLAUDIA AGUIRRE
VICE PRESIDENT, LUXURY LIFESTYLE VACATIONS

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ABOUT REGIONDO



Regiondo is Europe's leading booking software for the leisure industry. We help tour, activity & attraction providers to sell tickets online, manage bookings, connect with leading online travel agencies and grow their business faster. Regiondo provides an all-in-one scalable digital infrastructure with a variety of tools for online payments, ticket scanning, sales reports, onsite bookings, channel management and marketing. Our booking system can be easily linked to your own website, adapted to your individual design, and integrated with your favorite sales channels, apps, and content management systems for a truly seamless...

28

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Regiondo technology is at the heart of our innovation strategy. All recreation providers in the area use the tool with the Channel Manager that allows them to manage the availability of outdoor activities via their smartphone.”

RÉGIS COURVOISIER
MANAGING DIRECTOR, ESTÉREL CÔTE D'AZUR

“Our customers were amazed at discovering an outdoor activity with such cutting-edge technology. Scanning tickets with a tablet in a canyon is so exciting.”

PAOLO ROVERANI
OWNER & DIRECTOR, CANYON PARK

“With Regiondo, the website attracts 14% more visitors and 50% of sales are made online. It's advantageous to have such an integrated booking solution.”

NICOLAS VARENNE
B2B SALES MANAGER, L'AQUARIUM DE PARIS

“With Regiondo's Channel Manager, tour companies are able to expand their sales reach by connecting with over 200 sales channels.”

KATERINA VON KRIEKE
HEAD OF MARKETING, TRABANT BERLIN

TRUSTED BY



visiter bordeaux



ABOUT REZDY



Rezdy is the world's independent leading SaaS booking and distribution platform for Tours & Attractions. Their customers include zoos, whale watching tours, cooking schools, charters, shuttles and many more. Rezdy is proud to work with thousands of tour and activity operators and agents of all sizes in over 100 countries to help them get more bookings and grow their business, with over \$1.3 billion in tour and activity bookings processed through their platform every year.

175

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Rezdy has helped put us in front of most of our competitors by allowing our customers to book online and see our availability at any time of the day.”

NATASHA BENNETT
FOUNDER, THE VINO BUS

“Using Rezdy as a booking system would have to be the single best decision I have made since taking Small Batch Wine Tours to market.”

MATTHEW KURKO
OWNER, SMALL BATCH WINE TOURS

“Rezdy is not just a booking engine behind our site – it’s a company that we can grow with.”

HANA
OWNER-OPERATOR, DROPBEAR ADVENTURES

“Rezdy has helped me grow my business by at least 40%”

MCKEEL ROBINS
WINE DIRECTOR, BEVERLY HILLS WINE TOURS

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BOGONG HORSEBACK ADVENTURES





ABOUT TRAVEFY



Travefy's mission is to power the success of travel professionals. Their award-winning itinerary management and client communication tools help Travel Agents and professionals save time and impress clients. Travefy builds delightful itinerary management and client communication tools for travel professionals and organizations including travel agents, tour operators, and others.

50

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Travefy allows my clients to have a beautiful visual itinerary with all their attachments in one place.”

NICOLE SICARD
OWNER, PARADISE HAVEN TRAVELS

“Using Travefy really allowed us to expedite our quote response and create beautiful itineraries.”

MARCELLO GIANCOLI
CHIEF EXECUTIVE OFFICER, BENARRIVATI ITALY

“Travefy added another level of credibility and professionalism.”

CHER BELL
OWNER, EBONY VACATIONS

“Travefy is a game changer in presentation.”

JENNIFER JACOB
OWNER, EXPLORATEUR TRAVEL

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JET SAIL EXPLORE





ABOUT TREKKSOFT



TrekSoft is the #1 booking software for reaching your full potential. Sell, manage and grow – all on one platform. TrekSoft provides state-of-the-art online booking and payment software to tour & activity operators in over 130 countries around the world. TrekSoft's mission is to help professional tour & activity suppliers to grow their business with the best software to sell and manage their trips.

38

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“TrekSoft is the way to grow sustainably, in an agile way in order to increase sales. In short, it is the way to turn a tour into a company. For us, this partnership is not an option, it's a must. From our point of view, business owners running tours must focus on generating unique tours, satisfying client's need and increase their sales. TrekSoft is what allows us to control the back-end of these processes!”

EDUARDO AGUILAR
CHIEF EXECUTIVE OFFICER, SEA SAFFRON

“The main reason we chose to work with TrekSoft was to connect to our distribution partners via the channel manager. This improves our workflow and reduces manual mistakes. Furthermore, it helps to increase sales and optimises the load factor of our tour buses.”

CHRISTIAN LANDIS
CHIEF EXECUTIVE OFFICER, BEST OF SWITZERLAND TOURS

“TrekSoft is enabling a lot of growth for us by cutting out the admin work we have to do, allowing us to focus on strategy and targeted growth. There's still a sense of nervousness because we don't know what the future looks like so flexibility in our plans is important”

GIDEON CLARK
GENERAL MANAGER, CANOE TRAIL

“TrekSoft helped us to reach the next level in terms of efficiency in our workflows. Connecting to OTAs which is so much easier via TrekSoft and processing payment is simpler via TrekkPay. Our business increased 60% just by using TrekSoft.”

LODEWIJK BRONDJIK
DIRECTOR, TOUR COMPANY

SEA SAFFRON



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gone paddling
www.gonepaddling.no





**2026
TOUR
OPERATOR
SOFTWARE**

RISING STAR





ABOUT BOOKEO



Bookeo offers flexible and user-friendly scheduling software suitable for any type of business: Bookeo Appointments, designed for service providers and consultants; Bookeo Classes and Courses, designed for schools, studios, and teachers; and Bookeo Tours and Activities, designed for guided tour and activity providers. Bookeo only charges a low monthly fee. There are no commissions charged to businesses or consumer fees. Bookeo offers a range of key features designed to enhance user experience and allow...

57

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

“Our sales have increased over 50% each year since switching to Bookeo in 2012.”

DOUGLAS MARTIN
CHIEF FINANCIAL OFFICER, COMMONWEALTH PROPER

“Bookeo is the most flexible and user friendly option for online registration.”

JASON DURHAM
FRONTLINE FIRST AID

“Bookeo is straightforward and super-easy to set up. It saves me so much time.”

NICHOLE CHURCHILL
RADIANT HEART YOGA

“Bookeo is easy to use on the back end, and it’s flexible.”

AMY BURKE
CO-OWNER, FLAVOURS SCHOOL OF COOKERY

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Biking Buenos Aires





ABOUT RESMARK SYSTEMS



RESMARK Systems is a marketing, reservation management, and back office platform that allows customers to book trips online day or night. Targeted to the needs of large or small tour operators, many of whom have complex product offerings, the system reduces labor costs while at the same time enabling reservationists to spend more time converting phone inquiries to sales.

23 TOTAL CUSTOMER REFERENCES [VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“We believe that Resmark's tour reservation system has helped expand our business already, and will allow us to offer more activities with little or no additional staff. We can get information to our customers quicker and we look more professional.”

FAR FLUNG OUTDOOR CENTER

“If you're thinking about Resmark, get it. I have done the research. It can reduce your payroll costs, increase your sales, reduce frustration, and allow you to have some life outside of work.”

ZIPQUEST WATERFALL & TREETOP

“With Resmark we have been able to manage our availability much more closely, minimize our trips and expenses and maximize our profit margin!”

AQUATIC SAFARIS

“Resmark has enabled us to have more control over the social reviews that we receive, which makes our company look great online!”

SUNSHINE RAFTING ADVENTURES





ABOUT REZGO



Rezgo is an online booking platform that helps tour and activity providers thrive at any size. With a flexible suite of mobile-friendly tools, it gives clients the freedom to connect with customers, sell their experiences, and manage resources, staff, and inventory anywhere, at any time. Personalized support and exacting performance help make Rezgo the platform of choice for businesses in 140 countries, from tour and activity operators who are moving online for the first time to Fortune 500 companies looking to optimize their operations and efficiently manage millions of bookings through a variety of locations and distribution...

62

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Rezgo booking systems have been a gamechanger for productivity and efficiency in the booking process for Atlantic Scuba Adventures. One of the biggest problems we struggled with prior to Rezgo not being able to find a booking system that could reflect the variety of experiences an instructor could offer without risking a double booking. Rezgos “resource” setting has resolved this important issue for us meaning we can advertise maximum...”

KIRSTY MORAN
CEO, ATLANTIC SCUBA ADVENTURES

“Rezgo made our organization more efficient. The whole booking process from start to finish is easy to set up and even easy for the end user. We can add customized fields for specific info needed for certain events. Exceptional. I reviewed about 5 companies - some never have yet responded to my inquiry. Others didn't know their product well enough to provide a through demo. Rezgo stood out everywhere. Quick responses to inquiries and...”

ALYSON MIKE
BOARD MEMBER, YELLOWSTONE WILDLIFE SANCTUARY

“Rezgo is always willing to have honest and transparent conversations about what is going well and what is not. We rely on their team and Rezgo never disappoints us. They provided us with all the expertise and support we needed to get started - we knew with everything we had to gain; it was a no-brainer. Rezgo became an invaluable partner, and the value of that relationship is priceless.”

SAFARI WEST

“Rezgo Online booking systems can be accessed from various devices, including smartphones and tablets. This accessibility makes it easy for customers to book on the go. Rezgo offer numerous advantages for both customers and businesses, making the reservation process more convenient and efficient.”

GUSTI DARMAADI
DIRECTOR OF SALES, BOOK BALI TOURS

TRUSTED BY





ABOUT TOURCONNECT



TourConnect is a network of travel suppliers, tour operators, and agents working together for mutual benefit. They bring these tourism organizations together using business to business connections. Business can grow by discovering great products, quality agents, and new markets on TourConnect. Their easy-to-use, online tools then allow connected partners to operate and communicate efficiently, even when contacts change. Their goal is an efficient, profitable tourism industry.

16

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“TourConnect has made such a difference to us in managing the contracting process. Ultimately, we are spending less time and resources on this critical process. At the same time, it feels like just the beginning, as TourConnect continues to add features and enhancements the tool every week.”

KELLY LEONARD
CONTRACTING MANAGER, PACIFIC DESTINATIONS

“TourConnect has made such a difference to us in sending our rates out and has been a huge help in reducing my workload. We even know that several of our partners are sending bookings through for properties they haven’t sold in the past.”

SLAVA ATKINS
MANAGER GLOBAL SALES, WYNDHAM HOTELS & RESORTS

“Before TourConnect, I used to load only a few Wyndham properties, because it was too time consuming to manually load them. I now load all of their properties, and I’m absolutely selling more of those properties.”

PETRA STEINIG
THE TRAVEL INSIDERS

“TourConnect has simplified our rate process, and cut costs considerably in our administration department.”

SHAWN BUTTLING
SENSATIONAL SYDNEY CRUISES

TRUSTED BY

