



CITY  OF CHOICE
TRAVEL & TOURS

CORPORATE PROFILE



WELCOME

City of Choice™ Travel & Tours (Pty) Ltd is a privately owned, woman-empowered Destination Management Company, providing a comprehensive bouquet of travel services. This company possesses the skill, experience and infrastructure to meet all our customers travel requirements. We are able to adapt in an ever changing economic climate, through our professional staff, our information technology and constant innovation.

Due to our excellent service and dedication to our customers, the company has grown exponentially and currently services many customers across various industries. City of Choice™ Travel & Tours was founded in 2006, with offices in Durban and Gauteng. We are well positioned to provide nationwide, 24-hour, 7-day-a-week support due to great infrastructure and resource capability.

City of Choice™ Travel & Tours strives to empower our customers to effectively analyse, manage and drive its travel requirements. This company uses technology and services accredited to provide custom designed solutions for each customer. Our customers receive consistent, caring, responsive services, provided at competitive prices.

MOTIVATED

Our Vision

We will use innovation as a tool to create the travel brand of choice, both internationally and locally, for the discerning corporate or private traveller.

Our Mission

City of Choice™ Travel & Tours presents our valued customers with an array of quality destination management services. Each service aims to be top-of-mind for any discerning private, leisure or corporate traveller and conference and incentive group.

We will be renowned in South Africa and internationally as the travel brand providing memorable experience, service excellence, innovation and flawless delivery.

Our Values

The company is based upon a strong ethic that is built into every detail of everyday business. Our actions are driven by a value system encompassing attention to detail, high ethical standards and meticulous customer service.

At City of Choice™ we make it a primary goal to keep up-to-date with all the goings on in the travel industry. This means we are poised to present you with the latest travel information that meets your requirements, whenever you contact us. This drive for attention to detail keeps us on top of developments and enables us to provide you with the service you deserve.

Knowing what we do about our industry, we understand that it is our responsibility to ensure you are treated with the utmost respect, and provided with the most in-depth knowledge possible, with regards to your needs and your destination. Our high ethical standards will ensure your confidential information remains just that: confidential. We hold our customers in very high esteem and endeavour to show you that respect at all times.

The City of Choice™ team understands the power of excellent customer service, and that filters through into everything we do. The service standards we show our customers aims to never fall below the service excellence we like to receive ourselves. Any business we engage in, with clients and industry professionals, benefits from the same high regard which ensures that the best possible results can be expected from any situation.





SERVICES

We offer

Skilled & knowledgeable consultants for corporate and leisure travel

Our agents are all trained specifically to work with the City of Choice™ ethos, to provide a service based on up-to-the minute industry knowledge, coupled with the skills required, to meet your needs efficiently and effectively, every time you contact us.

Special negotiated corporate deals for airfares, hotels and car-hire

Our position in the industry enables us to negotiate excellent deals for our corporate customers in terms of flights, accommodation and transport requirements.

Innovative IT solutions

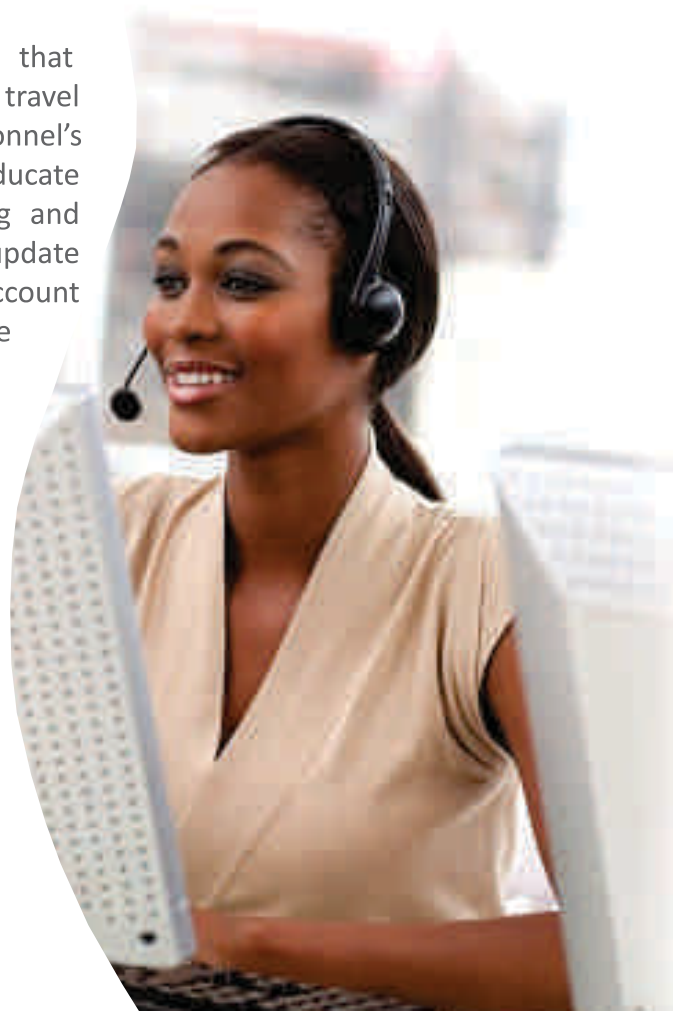
We work with specialist software that ensures we are connected to the travel industry worldwide at the click of a button. We are able to access real-time information, specials and deals which provide the value we expect for our customers.

Key account management

We offer tailor-made solutions that enable you to keep track of your travel budget and manage your personnel's travel requirements. You can also educate your personnel in terms of booking and monitoring travel requirements, and update you on deals and specials. The key account management system ensures you have all the information you need at your fingertips

Accurate financial management & reporting

At City of Choice™ we understand the importance of keeping control of travel expenses which is why we have developed our financial management and reporting system. From analysing your current travel expenses to invoicing and account reconciliation; our solutions do it all for you.



Dedicated after hours service

We have specialised support facilities to take care of your requirements around the clock.

Emergency Services

Even with the most careful planning accidents can still happen. For this reason we provide our customers with access to, and insurance for, emergency services when needed.

Transfers and tours

City of Choice™ understands the need for both business and leisure travellers to benefit from efficient and comfortable transfers. We have the industry knowledge and contacts to ensure seamless transfer between your destinations.

Conference and incentive management

We make use of the extensive tourism infrastructure available to us to assist you in planning and coordinating your conferences and events, from registration of delegates to pre- and post-conference tours.

Leisure solutions

We understand that travelling for leisure has very different requirements than travelling for business and, at City of Choice™ we are poised to provide you with the perfect solution for your needs.

Online corporate solutions

City of Choice™ knows the importance of locus of control when it comes to corporate travel and so we offer an online solution that enables businesses to manage their travel requirements. This solution is customisable and branded for your company, and it enables you to access location-specific information, manage your budget and much, much more.

Value added travel services

We offer a wide range of value added services, tailored to your requirements. Contact our team to find out how we can make your travel experience a breeze.

Accreditation with ASATA & IATA

We are affiliated with the top travel associations both in South Africa and internationally.





CITY OF CHOICE™ CORPORATE MANAGEMENT

City Of Choice™ Travel & Tours provides cost savings through our purchasing power and strong relationships with preferred suppliers of air, hotel and car-hire. At the review meetings, recommendations are provided on the management of travel expenditure, to ensure that the various thresholds are achieved on the negotiated corporate agreements and that optimum benefits are derived from the travel portfolio.

Depending on travel expenditure, City Of Choice™ Travel & Tours negotiates corporate agreements on an on-going basis. These are benchmarked against any existing agreements to ensure that we have achieved the best deal, which generates returns on the portfolio, thus driving down costs.

Information Technology

City of Choice™ Travel & Tours is continuously striving to provide our customers with innovative technological solutions. We have employed the latest technology to ensure seamless efficiency with processes from start to finish.

Technology currently used:

- Global Distribution Systems
- Corporate Online Booking Solutions
- Travelsoft
- SMS Technology
- ViewTrip™/ Checkmytrip, and
- Quicktrav accounting system.

Financial Administration and Management

- Analysis of existing travel spend
- Evaluation of booking and payment processes
- Setting up the account in line with company travel policy
- Monitoring adherence to transaction fee structure and
- Invoicing & account reconciliation.

Lodge Credit Card

The benefits of this facility are as follows:

- Each corporate client reserves the right to select their own credit card company and
- The credit card company will forward monthly statements reflecting your accounting history with a choice of different billing dates.

Key Account Management

- Service Level Agreement - customised to organisations specifications
- MIS reporting – tailor made, showing cost savings achieved
- Educational workshops for travel bookers, secretaries and travellers
- Risk analysis
- Travel updates
- Traveller profile management.

Service Level Agreements

Our Service Level Agreement provides guidelines for both the customer and the agent, to ensure that both parties meet their expected obligations.

Travel Policy Management

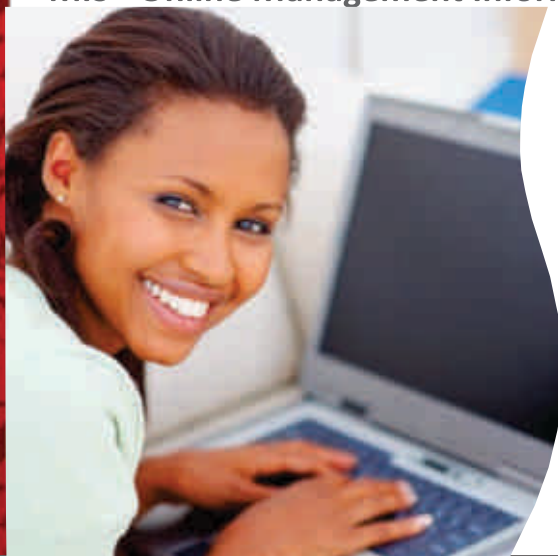
The City of Choice™ Travel & Tours travel policy ensures that the travel portfolio generates exceptional returns, by reducing abuse and controlling expenditure. It is linked to the Service Level Agreement to ensure that we are achieving the set benchmarks for performance management.

Traveller's Profiles

Traveller profiles are submitted to all travellers to be completed, enabling City of Choice™ Travel & Tours to provide a truly personalised service. They are loaded into our central database, ensuring that all the traveller's needs and requirements are documented and processed at point of sale.

MIS - Online Management Information System

There are a variety of structured reports available for instant access on request. We customise and tailor the reports to match the accounting systems and processes required, in order to maximise your company's travel benefits.



CITY OF CHOICE™ I-TRAV ONLINE CORPORATE

SOLUTION

i-Trav is a sophisticated online business travel management solution for corporate travel. Not only is this software customisable to your business, but it also helps you book your travel in the most efficient and convenient way possible.

This self-branded online booking portal assists corporates to better control their travel budgets, manage their travelling personnel and choose from a vast database of travel offers. This tool also boasts useful additional features, such as location-specific content and the ability to reserve seats for 72 hours.



City of Choice™ Travel & Tours' innovative online solutions bring the world to you.

City of Choice™ i-Trav Online Solution gives you:

- Access to an unrivalled online resource full of relevant, location-specific content
- Ability to make and manage bookings any time, any day
- Ability to view all relevant travel options and clear pricing in a single display
- Simple set-up of travel policy and straightforward approval tool
- Regular e-reports on travel spend and patterns
- Technology that can be relied on to make life easier for everyone.



CITY OF CHOICE™ CONFERENCE AND EVENTS

The City of Choice™ Conference and Incentive division boasts in-depth knowledge and experience of the market and makes use of an extensive tourism infrastructure. We are poised to assist you with meetings of any size at carefully chosen and specifically suitable venues.

We organise incentives for delegates to ensure that all desired performance targets and goals are achieved. We also arrange your conferences at desirable locations that ensure a perfect balance between work related facilities, leisure activities and gala events. We can also organise team building events and special interest group bookings.

A highly experienced team will assist you with your group, incentive and conference planning and coordinating. From the creative concept to the finest details of execution, we design a well-planned and closely monitored itinerary that is truly innovative. We ensure that our clients receive the best service designed to meet their specific requirements.

The City of Choice™ Conference and Incentive programme provides its clients with the following services:

- Travel Management
- Site selection
- Project management
- Registrations
- Invitations
- Marketing and branding
- Corporate gifting
- A/V technology
- Accommodation
- Transport
- Leisure activities
- Excursions, Tours & Social Program
- Catering
- Spouse programmes; and
- Pre- & Post- conference tours.



CITY OF CHOICE™ TRANSFERS

City of Choice™ Transfers provides transfers, on arrival at the airport, to your destination, ensuring you, or your group, reach your accommodation in the most comfortable and efficient way possible. We also arrange transfers between venues ensuring that your transport is booked and ready to roll when you are.

We will ensure you are collected from the airport, ferried around to all the destinations you need to go, and returned safely to the airport on time for your flight home.

Benefits of using City of Choice™ Tours & Transfer Division:

- SATSA accredited
- Knowledgeable tour and transfer consultants
- Professional drivers
- Customised transport solutions designed to suit the traveller's needs
- One booking covers all your transfer requirements.

See the World.

CITY OF CHOICE™ HOLIDAYS

When vacation time is precious, planning your next getaway can be a little daunting, especially when you discover the vast array of choices. City of Choice™ Holidays offers a wide range of unique experiences to suit every budget. From super affordable short breaks all the way up to spectacular tours of the world's top destinations, we are able to bring you the best rates, ensuring a holiday that everyone can afford.

Whether it's the mystic of the Far East, the snow-capped mountains of North America, fun in the sun on a tropical beach paradise, the hustle and bustle of a European winter wonderland or just a short weekend trip to re-charge, the world is calling.

City of Choice™ Holidays is poised to assist you with your:

- Travel plans
- Flights and transfers
- Destination-specific information
- Accommodation bookings and
- Itineraries

With access to all the latest specials and deals from our national and international partners in travel and tourism, we can ensure you get the value you are looking for in your holiday at a price you can afford.

Simply call one of our efficient travel consultants who will answer your questions and assist in planning and booking your perfect holiday.

City of Choice™ Travel & Tours has partnerships with professional, reliable and well-established tour operators.

Industry Experts

The City of Choice™ Travel & Tours ethos is activated by a collection of like-minded people, dedicated to helping the company become the number one brand choice for private and corporate destination management.

City of Choice™ Travel & Tours personnel are experts in travel management and are passionate about our heritage and culture. We are committed to providing our customers with service excellence and the innovative thinking that keeps us out in front of the pack.

Travel management has never been easier.

SPEAK TO THE PROFESSIONALS.

www.cityofchoicetours.co.za

CITY OF CHOICE

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