

CORPORATE PROFILE



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Executive Summary

Helping business travellers reach their destinations and be successful is what we love to do. And you'll sense it every time you speak with our people and use our travel solutions, whether it's booking your flight, arranging your hotel, or managing your global travel data.

Intek Travel was voted 'Best Travel Agent in Uganda' by the '2017 UTB Tourism Excellence Awards' and we are committed to providing corporate and leisure travel service excellence based on our core values of integrity, reliability and dependability, building strategic partnerships with our clients as a result. Intek Travel is a full-service travel agency that specializes in worldwide corporate and leisure travel management, providing a world-class service based on personal attention, competitive pricing and quality.

Our office operation is ready to communicate in five European languages and many local dialects. Each member of our unique and pro-active team of travel experts has more than eight years of expertise in sectors such as ticketing, tours/safaris or logistics services. Intek Travel today caters for many diplomatic missions and is the preferred services provider for a range of international NGOs and business operations in Uganda. We are committed to providing the best possible airfares and have been able to negotiate preferential contracts with various airlines for our diplomatic and corporate clientele.



CORPORATE TRAVEL MANAGEMENT

Booking for Air Travel

In addition to our regular air travel booking operations, a 24/7 After Hours / Emergency service is available to our corporate clientele for their critical, short notice travel requirements. We further guarantee the shortest possible response time as may be required by a contract and endeavour to secure bookings on the next available flights to the required destinations. Our aim is to provide personal and accurate itineraries for airline travel, tours and safaris, hotel and lodge bookings or any other travel related services required.

Low Airfare Guarantee

Our comparison process shows lowest airfares available on the GDS booking platform, including the provision of initial quotes for three carriers and for price comparison purposes. This means we can also offer our clients a Low Fare Guarantee Agreement which however can only be implemented for travel itineraries not restricted or limited by travel day/date/time/preferred carriers, etc.

Preferred traveller choices and 'Out of Policy (OOP)' requests would also be captured in our PDF booking forms. This effectively allows for clear weekly/ monthly reports on cost savings achieved.



Booking for Hotel Accommodation

Intek Travel has the established capacity to book regional / international hotel accommodation utilizing a variety of operational procedures such as GDS or online platforms as well as relevant payment procedures. We are also an appointed agent for the globally operating Marriott Hotel group and also utilize TBO Holiday, a hotel platform featured on the Amadeus GDS services platform.



Booking for Car Rentals

Intek Travel has established contacts with a range of international car rental services - such as Sixt and Europcar - to facilitate our clients travelling worldwide with quality ground transportation services. In addition, we also provide car rentals within Uganda as well as the East African Union (EAU). This includes special corporate rates and discounts granted by the relevant car rental companies for specific countries and locations. We can arrange standard vehicles for city travel, 4x4 off road transport for long distance safaris as well as armoured vehicles as may be required by high profile visitors.

TRAVEL DATA MANAGEMENT

Travel Data Capture / Management and Analysis

At Intek Travel we recognize the need to provide our clients with comprehensive and accurate travel data, generating clear and insightful reports as a result. Our Travel Data Capture & Analysis utilizes in-house booking forms, data capture and billing procedures, drawing information from multiple sources, to compile our client's travel data in terms of cost and time efficient use of travel spent. This is key to our client's ability to manage their travel programs with greater control and efficiency.

Once travel data has been collated and validated, data management reports are generated and issued to help our clients make informed travel related purchasing decisions and improve on their travel budget management. For example, our reports generate essential statistics, which help improve policy compliance and

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ensure the best fares available on any given route are utilised. Consolidated data also improves reconciliation and payment procedures as well as highlighting any trends in our client's corporate travel habits.

Accurate and up-to-date travel data also enables us to analyse and interpret our clients travel behaviours and with that identify ways to maximise their budget and highlight further opportunities for cost savings.

Booking Forms & Traveller Profiles

Intek Travel developed client specific electronic PDF booking forms for the specific objective to capture air travel, car rental or hotel bookings as well as essential statistics and general travel data as may be required for various reporting formats. These forms allow for the comprehensive compilation of traveller, booking, carrier and cost information and can be filled on screen and thereafter exchanged via email.

Once final booking procedures have been approved via email or telephone, a copy of the PDF form with all relevant information will be sent to the traveller/agency/travel approver for final approval and implementation. Only forms that have been signed off on by the established and agreed on authority will be implemented and all PDF booking forms will persist in our file record for the duration of the contract.

MEETINGS, GROUPS & EVENTS MANAGEMENT

Meetings, Groups & Events (MGE)

Intek Travel offers a range of supportive solutions for the organisation and implementation of our client's all-important corporate meetings, groups and events (MGE) within the region. Based on our established expertise in this area, we are ready to assist our clients with the management of conference facilities, accommodation requirements, logistics services as well as air travel and car rental bookings.

Our services offer in this segment breaks down into three distinct elements: Meetings, Groups and Events. This division serves to differentiate between services and helps focus on the most manageable aspects of meetings on both the global and local level. By consolidating all aspects of the event or meeting, such as venue booking, air travel arrangements, hotel accommodation and other logistics, we are able to achieve cost savings for our clients.



LEISURE TRAVEL & DESTINATION MANAGEMENT

Booking Holidays / Safaris / Tours / Cruises

Intek Travel offers international holiday and regional safari packages to primarily its own corporate clients and with a particular focus on the core countries of the East African Union (Uganda, Rwanda, Kenya, Tanzania, Zanzibar, Indian Ocean islands regions) as well as southern Africa (South Africa, Botswana, Namibia).

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Our motivated and experienced tours and safari team offers its substantial knowledge to transform your holidays into a memorable experience. We only employ certified tour guides with excellent interpersonal communication skills as well as a profound knowledge of wildlife and culturally relevant topics. In addition to that, our tour vehicles are checked to a standard acceptable by international embassies and NGOs. Our ambition to provide our customers with the best possible experience is motivated by client satisfaction that we achieve through personalized and flexible services as well as cost effective itineraries.

TRAVELLER MANAGEMENT & ASSISTANCE

24/7 Travel Services

A 24/7 travel booking service is available to our corporate clientele for their critical, short notice travel requirements. Our aim is to provide personal and accurate itineraries based on unbiased up to date information about all airlines operating in Uganda and beyond. We further guarantee the shortest possible response time and endeavour to secure bookings on the next available flights to the required destinations.



Global Travel Insurances

We represent SANLAM for internationally valid travel insurances for inbound travel to Uganda as well as outbound travel to Schengen and Non-Schengen countries. All formalities required for the purchase and issuance of insurance policies are managed by our appointed travel insurance expert.

Visa Assistance

Intek Travel has the established capacity to assist with visa procedures as may be required by our corporate clients. We assist our established clientele with their requirements for short-term regional visa applications and extensions by providing assistance during the visa process and for the countries that allow third parties to manage these requirements on behalf of applicants. We are also registered with the leading IATA TimaticWeb2 global online visa and health advisory service that is also available through our website.

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Airport Transfers

Intek Travel offers its corporate customers special rates on airport transfers and general car hire requirements within Entebbe and Kampala. Our drivers are trained and cautious with detailed knowledge of road networks and destinations/locations. Vehicles in use are air-conditioned, GPS tracked, 3G Wi-Fi equipped and fully insured.

Airport Assistance

Our airport Meet & Greet/Assistance Services are conducted in a collaboration with NAS and DAS, the main airport ground handlers at Entebbe that provide airport assistance and expediting services. All Meet & Greet/Assistance Services are managed by our staff to ensure that due process is observed prior to the arrival of any passenger.

Emergency Services

Intek Travel has the capacity to swiftly respond to travel-related medical emergencies due to our well-established relationship with a variety of third-party services providers in Uganda. These include hospitals, air ambulance charter flights and ground ambulance companies including international emergency service EuropAssistance®.

EuropAssistance® is recognized as a leading European insurance company offering a variety of health-related services such as 24-hour emergency services, medical resources, trauma counselling and general health support within its policies. Intek Travel is the recognised ground handling agent for Uganda and the eastern DRC and we also manage general medical cases for affiliated members of EuropAssistance® travelling to or living in Uganda.

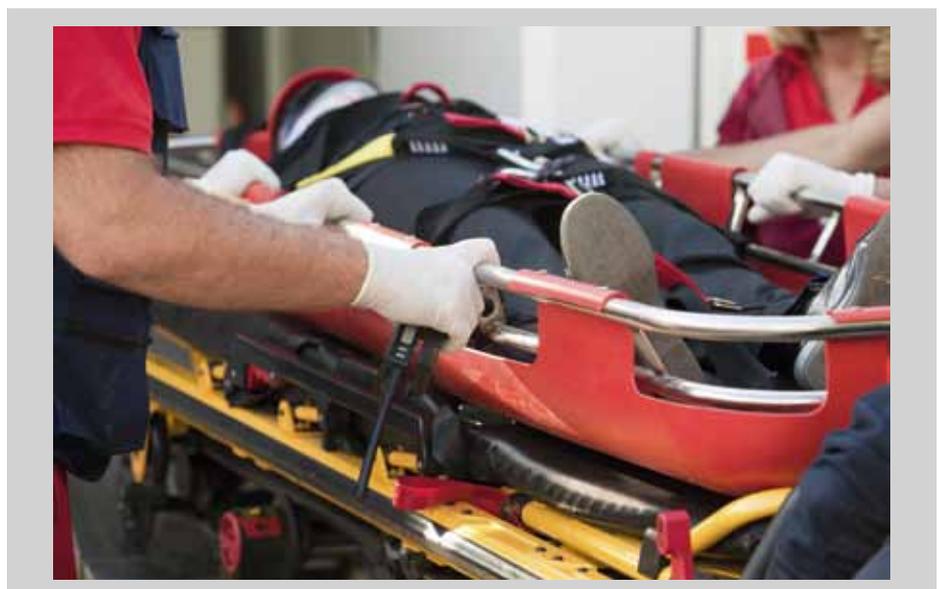
Intek Travel also provides assistance in medical emergencies requiring land or air ambulance services within Uganda and the eastern sector of the Democratic Republic of Congo. We have established agreements and contracts with several land/air ambulance providers in Uganda as well as recognised medical facilities in Kampala that allow us to initiate Medevac procedures and general medical treatment requirements on short notice. Intek Travel also closely collaborates with trained European Paramedics who offer medical services to international NGOs, embassies and individuals.

Air Charter Services

We offer a wide range of air charter services both through international agencies and within the East African Union (EAU). Based on our extensive expertise as a regional travel operator and



Departures		
12:48	Seoul	KA 842 Gate B
12:54	Amsterdam	KL 1024 Gate F
13:07	Berlin	LH 248 Gate A
13:18	Abu Dhabi	KM 1042 Gate C
13:27	Casablanca	AT 911 Gate A
13:48	Kuala Lumpur	MH 128 Gate B
14:28	Malta	KM 408 Gate A
14:33	Rio de Janeiro	BA 1294 Gate F
14:45	Bucharest	RA 422 Gate D
14:48	Newark NY	AA 8042 Gate A
14:56	Lisboa	PO 633 Gate F



considering essential discretion and safety priorities, we are in a position to secure the best available air charter services for our clients. As a result of our position as a distinguished corporate travel services operator in Uganda, we have catered for many high-ranking passengers from Europe, such as royalty, heads of states and ministers.

ADDITIONAL CORPORATE CLIENT BENEFITS

Personalised Services

Intek Travel provides its clientele with industry-leading personalised services, with each corporate client assigned to a dedicated in-house consultant to manage their travel requirements. A second travel consultant is appointed as a back-up in case of unforeseen circumstances. Our team of travel consultants is dedicated, highly professional and motivated, with reservations staff well versed in Amadeus and Galileo booking platforms, to identify and offer the best corporate and leisure travel solutions to our clientele.

Corporate Savings

Intek Travel is able to combine the buying power of a multinational organisation with the ability to provide distinctive and personalised services. We are providing effective corporate travel management services in a way that is saving you time, effort and money. Consequently, we are able to provide our corporate clientele with negotiated rates for selected travel destinations and on selected airlines.



Frequent Flyer Programme

On request, Intek Travel manages for its established clients their frequent flyer accounts, a service that primarily ensures all miles are recorded and claimed when required and how to best utilise their accounts. We also offer our clients expert advice on the best usage of their miles as well as assistance in subscribing to new flyer programs based on their established travel patterns.

Corporate Fidelity Programme

Intek Travel offers to register its clientele with corporate fidelity programs as may be available from regionally established airlines.

Delivery Services

As part of our commitment to provide our corporate clientele with the most comprehensive services arrangement, all our corporate clients are treated hands-on and visited by their appointed travel consultant on a regular basis for feedback, comments and services requirements. All tickets, vouchers, invoices and other relevant documentation are delivered to corporate clients at their offices within Kampala.

Credit Facility

As a further courtesy measure and on a case to case basis, Intek Travel is also able to facilitate appropriate credit facilities to our corporate clientele.

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PARTNERSHIPS & ASSOCIATIONS

EuropAssistance®

Intek Travel also represents EuropAssistance® in Uganda for all affiliated members. EuropAssistance® is recognised as a preferred international supplier of 24-hour emergency services, medical resources, trauma counselling and general health support. A single point of contact puts members in touch with personalised support solutions, including an international network of medical and emergency service providers, designed to make life healthier and safer.

Tugata

Intek Travel is a registered member of The Uganda Association of Travel Agents (TUGATA), that today represents over 95 travel agencies in the country.

IATA

Intek Travel is also an accredited member of the International Air Transport Association (IATA) and meets their professional standards to promote, sell and manage international air passenger transportation requirements. IATA is the trade association for the world's airlines, representing 250 airlines (84% of all air traffic), supports many areas of aviation and helps formulate industry policy.

CORPORATE, NGO & DIPLOMATIC CLIENTS

Intek Travel is serving a host of important international and regional businesses, NGOs/INGOs and the diplomatic community in Uganda. To mention but a few of our clients here:

- *EU Delegation to Uganda*
- *Embassy of Germany*
- *Embassy of France*
- *Embassy of Sweden*
- *Embassy of Belgium*
- *Embassy of Denmark*
- *German International Cooperation (GIZ)*
- *Médecins Sans Frontières (MSF France/Switzerland)*
- *Konrad Adenauer Stiftung (KAS)*
- *Friedrich Ebert Stiftung (FES)*
- *SGS Uganda*
- *Total Uganda/Total E&P*
- *Kyagalanyi Coffee Limited (ED&F MAN)*
- *Kibale Mining Services*
- *MTN Uganda*
- *Bank of Africa*
- *Sogea Satom*

For Further Information Contact

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