

We are delighted to present SIA ALETOUR, a incoming Agency and wholesaler specializing in individual and group travel for Travel Agency, Tour Operator and Business Travel.

Since the establishment of SIA ALETOUR in 2005, the company has consistently practiced trade neutrality and continues successfully to this day as a dedicated B2B travel industry wholesaler. Our core practices are focused on successfully connecting travel professionals around the Europe, loyalty to our business



customers, fair trading and being easy to do business. These core practices are fully supported and disciplined by our pioneering technology and our dedicated team of professionals.

Two years after we started in one country with a team of five, we now have 3

dedicated offices in 3 countries (Italy, Spain and Latvia) with multilingual professional staff. We achieved this by reinvesting our profits and maintaining our debt-free position. We have over 6,000 ground services in over 25 European cities, which are accessed by over 1.750 travel agents, and currently process more than 50 bookings globally every day, generating over 15.000 bed nights per annum.

FIT - Customer Service Support

The FIT Departments of each office have experienced **inbound** and **outbound** teams servicing their territories, customers and business from a variety of source markets around the globe. Each office also follows up bookings confirmed from allocations to ensure that the supplier enters their reference number. Bookings that are On Request status often requires the local office to contact the hotel directly and obtain a confirmation while ensuring the response is sent back to the client within 2 hours. Our established relationships with suppliers over the years always ensure a high conversion rate for On Request bookings.

Product Management and Support

A team of professional contractors are based in our offices focused on contracting products that caters to all budgets and tastes, and ranges from two-star to five-star deluxe hotels and apartments for all room types, transfers, sightseeing tours, excursions and packages in more than 25 European cities. The volume of our global FIT business provides us with vast buying power to contract the most competitive rates and allocations, and we work on a very small mark up to ensure our customers get the best rates.



Our contractors are supported by dedicated product teams including data entry agents who ensure that new contracts are loaded and available in the system within 48 hours of signing or renewing contracts. The Product team structure also includes team members who offer a Help Desk service to our suppliers using the Extranet. These teams also monitor online contracting and quality control before live status and ensure the quality of content and rate integrity for all products distributed on SIA ALETOUR.

Groups - Customer Service Support

Group travel is an area of our business that is rapidly increasing as our clients experience the strengths of the DMC services provided by each of our 3 worldwide offices. SIA ALETOUR has organised many major groups and incentives on behalf of their travel trade customers and this year alone we have managed incentives and groups for major corporate companies and organisations such as **Nestle, Novartis, Alitalia, Massive, RAI Televisione Italiana and Chiesi Group**, to name a few.

We provide services for group sizes ranging from 10 passengers to over 1000 passengers and the Groups Department at each office provides a consultancy service, starting from one-off leisure groups, special interest groups, meetings, incentives, conferences and exhibitions. Multilingual staff for meet & assist

services, airport & hotel representation, tour guides and the highest quality of transportation is provided at all destinations.

For tour operators who wish to offer our destinations, we have a wide range of services, such as:

- proposals for brochure programmes based on the tour operator's profile
- support, searching for beds, pre-contracting, contracting, re-negotiating allotments on behalf of the tour operator
- handling of allotments, reservations, requests
- support throughout the contracting process
- support in yield management
- designing excursion programmes adapted to the tour operator's clients
- representation services for hotel visits and airport and port assistance
- legal assistance
- organisation of transfers
- support, office space and software installation for tour operator's own reps local sales support for tour operator's reps
- 24 hour multilingual call centre
- recruiting and contracting of local staff

Our Mission

- o Provide our customers with seamless connection to the largest choice of suppliers globally
- o Provide our suppliers with the largest global travel trade network distribution
- o Maintain neutrality and not compete with our customers
- o Continuous product and service enhancements to meet current and future market needs
- o Provide a user friendly state-of-the-art online system
- o Deliver the highest quality of service at all times
- o Maintain competitive prices
- o Be accessible at all times



SIA ALETOUR TOUR OPERATOR Local Partner in Europe
Rudolfā Iela n 3-9 Rīga 1012 Latvia Reg. N 40003735890 **Phone** +(371) 66109870

United Kingdom Customer Service:

Phone +(44) 2033182614 ext: 532 **Fax** +44 2033007782 uk@aletour.com

Italy Customer Service:

Phone +(39) 0662207578 ext:303 **Fax** +3906233245813 italy@aletour.com

Spain Customer Service:

Phone +(34) 911876588 ext:474 **Fax** + 34 901021614 spain@aletour.com

Official web site: www.aletour.com