

# SATGURU

## HOLIDAYS



As a team, we have a vast global network of industry contacts which means we are able to offer a great choice and variety of services.

**TRAVEL BEYOND YOUR EXPECTATIONS...**

# OVERVIEW

Satguru holidays, a global travel network organization, offers a full range of travel management services in both corporate and leisure travel.

Established in the year 1989 in Kigali (Rwanda, east Africa), we have a proven track record and stability, experience and delivering on promise.

Over the years, we have grown to be the largest travel management company in Africa, with each of its product and service benchmarking the mark of quality. Our philosophy is to focus on offering a comprehensive and extensive range of services which deliver strategic value, innovative technology and true travel consulting. With our team of dedicated professional, global network, and state of art technology.

Satguru travels is equipped to address all possible travel needs of both business and leisure travellers. Our network consists of 50 countries all over the world, having our head office in Dubai, U.A.E. We are the first travel services provider in ivory coast, Togo, Burundi and Niger. We are rated as number one travel management company in west, east, central Africa and middle east, with a turnover of \$ 600 million and employing more than 800 travel professionals.

## Mission

To Make Every Travel A Memory To Cherish!

TO BE THE EPITOME OF CUSTOMER SERVICE & CUSTOMER SATISFACTION !

**Founded by late Shri.Govindram Chandirani  
in 1989**

**President Mr. Anil Chandrani.**

- Satguru Travel is Global Travel Management Company, offering full range of travel Services in both Corporate & Leisure. We have a proven track record and stability, experience and delivery as promised.
- Our Network consist of 63 plus branches in 53 countries with our Head Office located in Dubai UAE. We are rated as the no. 1 Travel Management Company in East, West & Central Africa and leading T.M.C in Middle East with an annual turnover of \$600 million and employing more then 1000 plus Travel Professionals.
- Billateral Commercial Contracts with Amadeus - Galileo – Europcar – Carlson Wagonlit UNDP – UNICEF – ASECNA – WHO – UNAMA etc., has made SATGURU an indispensable and unavoidable Travel Group in UAE.

# VISION SATGURU

Mr. Anil Chandirani Is The Founder Of Satguru Travels. His Passion For Service Excellence Gave Rise To A Very Organized Approach Towards Customer Service And Satisfaction And Over The Years Satguru Travels Has Created Its Presence Across The African Continent And Expanding Further.

Mr. Anil's Vision Is To Expand Geographically As Well As Across Platforms For Providing Travel Management Services. This Has Given Birth To Travelwings.Com And Toptraveltrip.Com.

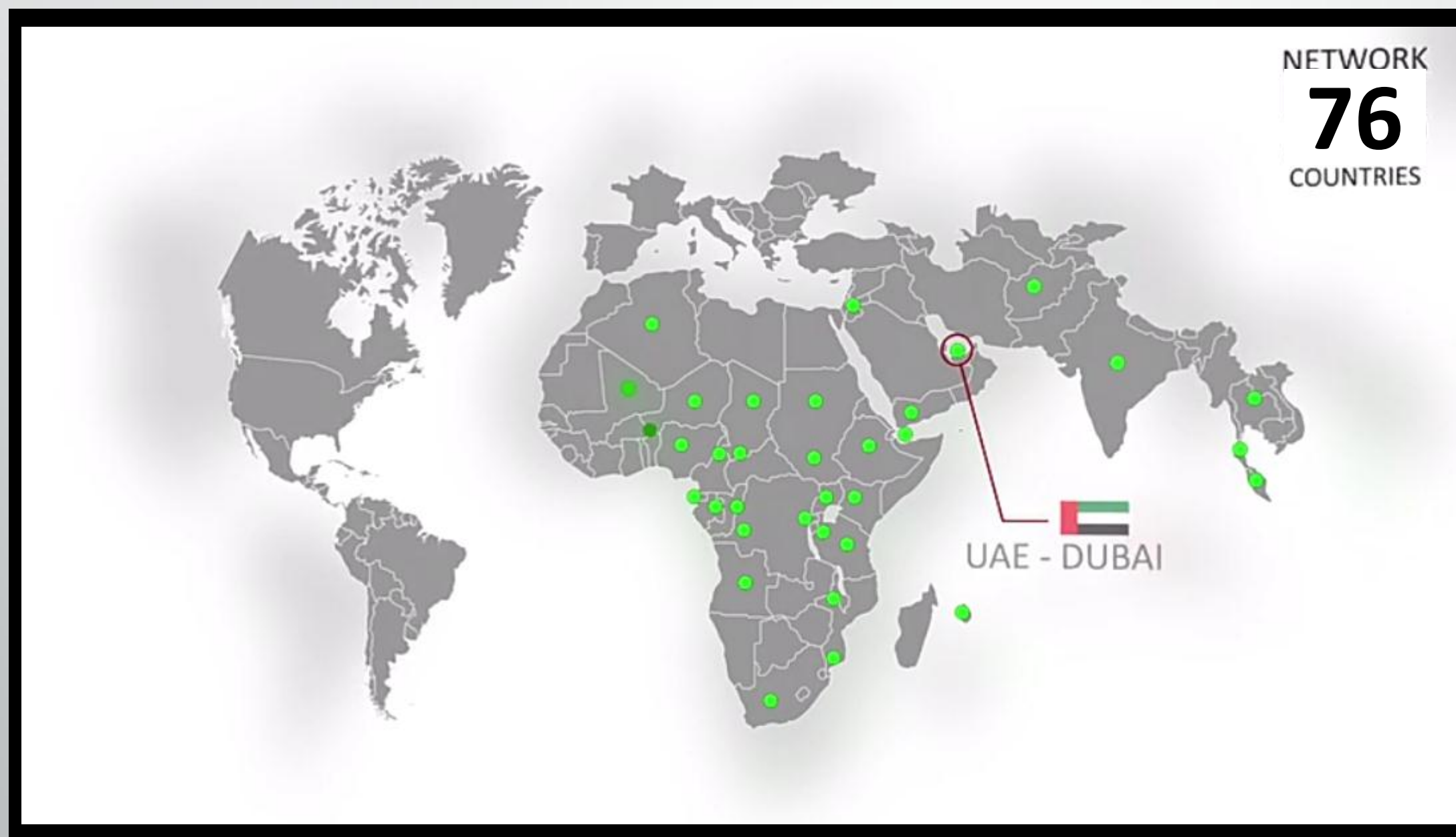
Mr. Prakash Lalchandani is the co founder of Satguru travels. Early in the foundation, both the founders had a common mission to make every travel a memory to cherish. The focus on operational excellence and rapid expansion in presence as well as expertise driven by his passion to offer best to the customer has kept Satguru group soaring to new heights of growth and loyal customer base.



**MR. ANIL CHANDIRANI**  
Chief Executive Officer



# *OUR GLOBAL PRESENCE*



TURNOVER  
**\$1.2**  
BILLION







MORE THAN  
**1500**  
PROFESSIONALS



# ISO CERTIFICATION

ISO certified 9001: 2008

## CERTIFICATE

ISO 9001 : 2008

Quality Management System

**VINÇOTTE INTERNATIONAL MIDDLE EAST**

Dubai – United Arab Emirates

This is to certify that **SATGURU TRAVEL & TOURISM (L.L.C.)**

Located at **2101-2, Damac Business Tower,  
Business Bay, P.O. Box 252150,  
Dubai,  
United Arab Emirates**

has established and maintains a quality system according to the requirements of  
ISO 9001 : 2008 "Quality Management System" for:

**Providing Travel Services and Holiday Packages**

(see Annexure for sites details)

Certificate number: Q12-223

Date of issue: 05 January 2013

This certificate expires on: 04 January 2016

This Quality System Certificate is granted subject to the Vincotte International Middle East General Regulations and is based on the result of the quality audit performed by it. The Certification / Registration is subject to the organization maintaining its Quality System to the required Standard, monitored periodically by the Vincotte International Middle East.



Signed for the certification body:

Wael Kamal  
Chairman Certification Committee





# PRODUCTS AND SERVICES



AIR TICKETS



HOTELS



HOLIDAY & TOURS



VISA



INSURANCE



CAR RENTAL



TRAVEL & TOURISM



TEXTILES



FMCG



HOTEL PROPERTIES



IMPORT EXPORT



CARGO SERVICES



# OUR SERVICES



## CORPORATE TRAVEL ARRANGEMENT

We serve our customer organizations and professionals to the best of our ability by making sure we sit down with them understand their every requirement and sketch out the best itinerary to suit their schedule.



## HOTEL BOOKING

With our worldwide network and Partnerships with hotels and resorts Across India and abroad, we bring you The best accommodations during your Travel at the most effective costs.



# OUR SERVICES



## CORPORATE EVENTS

From the smallest intimate meeting to The largest live event, our team of Experts can plan and deliver flawless logistics, prepare unique event concepts, design thought provoking, memorable content and deliver striking and high impact production environments.



## VISA SERVICES

Our personalize and hassle free approach has made immigration overseas to operate on a global level. We look forward to our client services and offer them with varied services ranging from pre-assessment visa documentation, as well as consultation as and when required.

# OUR SERVICES



## TRAVEL INSURANCE

Satguru travel insurance services is a specialized international insurance broker who has been Providing international health and travel Insurance plans. We only work with the World's leading insurance carriers (who are "A" rated or better) so that we can provide a long term, stable insurance solution for many years.

## M.I.C.E

Meetings, incentives, conferences and exhibitions, or meetings, incentives, conferences, and events (**MICE**) is a type of tourism in which large groups, usually planned well in advance, are brought together for a particular purpose. We can set up meeting spaces, book staff, coordinate the transportation.

### MEETINGS:-

#### Our Meeting Kit

- Support services
- Payment and reconciliations
- On-site operation and management
- Accommodation and executive services
- Pre-planning, arrangement & approval

### INCENTIVES:-

#### Incentive Programmes focal point on

- Destination selection
- Air travel & transfers
- Venue preferences
- Party planning & themed events
- Excursions & team building activities

### CONFERENCES/CONVENTIONS:-

#### Our Conference Planning covers

- Ground transportation & logistics
- Meet and greet services
- Registrations desk & event hosting
- Light, sound & technical AV services

### EVENTS/EXIBITIONS:-

#### Our team works closely

- Project Planning
- Venue Selection & Management
- Concepts & Themes
- Staging & Set Design
- Branding throughout your event



## CORPORATE EVENT

Be confident that our event experts can take care of everything.

We believe that detailed and thorough overall project planning is vital to the success of any event, as it ensures that no details are missed and the time spent on the event is 100% productive and therefore value for money. Your budget is our budget and we will strive to deliver the very best services at the very best prices.



### **Conferences**

Regional, National, International, working as an extension of your in-house team, we can

deliver a conference of any size or scope, anywhere in the world!



### **Award & Gala Dinners**

We aim to create the wow factor, whatever budget. We'll take care of every detail to create a memorable event which reflects brilliantly on your organization.



### **Incentive Travel**

When you need an event which incentivizes and rewards top performers, then let us help you knock their socks off! We're full of great ideas, which always go down well.



### **Team Activities**

Whether you are bringing a team together for work, training or entertainment, we can help you put together a program and event which perfectly suit your needs.

## **OUR COMMITMENT :-**

- Ensure that you receive the best products and services available
- Best prices
- Complete customer satisfaction
- Success of every tour
- Developing the most suitable program for any kind of group
- We have the resources to serve your every need. We own a fully automated airline/Hotel reservation system with live 24 hour access to the Internet and e-mail.
- We give you totally unbiased information, because we represent your interest, not the suppliers

***IT IS OUR COMMITMENT TO REMAIN THE BEST , AND WE  
WILL KEEP IMPROVING TO STAY IN FRONT!***

## **QUALITY POLICY :-**

**WE HAVE THE MOTTO “ CUSTOMERS SATISFACTION IS THE PRIORITY”**

- **Provision with the best services.**
- **Full day 24/7 Hours available for the communication. Well done tour arrangements.**
- **Quick response to all urgent situation.**



## ***OUR PROMISE:-***

- Ethical And Professional Service
- Integrity Of Thought And Action
- Honouring Our Commitments To All Our Clients
- Providing Genuine Value Through Our Products And Services
- Constantly Searching For The New On All Fronts
- Empowering & Motivating Employees To Realize Their Potential & Calibre . The Travel Industries We Handle Are Vast And Comprise Of Several Sectors Including Air Tickets , Hotel Bookings, Meetings, Incentive Tours Conferences , Events And Travel Insurance

# **SATGURU INDIA OFFICES :-**

## **HEAD OFFICE (DUBAI)**

Latifa Tower Trade Centre First,  
Sheikh Zayed Road - Dubai - United Arab Emirates

## **AHMEDABAD OFFICE:-**

3<sup>rd</sup> Floor, Chandan House, Near  
Meethakali Six Roads, Ahmedabad-9

## **MUMBAI OFFICE:-**

102, Jay Antariksh Building, Marol,  
Makwana Road, Andheri Kurla  
Road, Andheri East, Mumbai –  
400059.

## **PUNE OFFICE:-**

Hadapsar, Magarpatta City,  
Hadapsar, Pune, Maharashtra 411013

## **AJMER OFFICE:-**

9-10, K C Complex, opposite Daulat Bagh,  
Vaishali Nagar, Ajmer  
Rajasthan 305001

## **JAIPUR OFFICE:-**

8, First Floor, Katewa Bhawan, Opp  
Ganpati plaza, MI Road. Jaipur 302001

## **GURGAON OFFICE:-**

11, Palm court, Ground floor, Mehrauli  
Gurgaon Road, Gurgaon-122001.

## **VADODARA OFFICE:-**

Opposite Vadodara Central, Sarabhai  
Road, 390007 Vadodara (Gujarat)

# *AUTHORIZED FROM :-*





## **OUR TECHNOLOGY PARTNER :-**

**aMADEUS**

Your technology partner



**Sabre** / Travel Network



# OUR PARTNER AIRLINES :-



***THANK YOU***