

BAHRAIN INTERNATIONAL TRAVEL

CORPORATE PORTFOLIO



The Collection
THE WORLD'S FINEST HOLIDAYS



Leisure is the holiday division of Bahrain International Travel

Bahrain International Travel

Our aim, over the next few pages, is to introduce our company to you. To tell you about who we are, what we do and how we can be of service to your company and its personnel when they are travelling overseas on either business or pleasure.

Our philosophy is to work closely with our clients offering travel solutions that meet your needs and expectations. We will make suggestions on methods and routes of travel with the objective of making your journey as smooth, efficient and cost effective as possible.

At Bahrain International Travel, we are committed to the continued development of customer service and the enhancement of providing the highest levels of customer service in all areas of our business.

We fully appreciate that what you require from our industry is constantly changing and that it is imperative we remain flexible and able to change to meet your requirements. Bahrain International Travel is one of the leading independent travel agencies in Bahrain and is proud of its reputation for customer service and forward thinking.

Wherever your travel takes you, you can depend on us to give you the best advice and the best price.

Business Travel

At Bahrain International Travel we know that when deciding on your company's travel arrangements, the process can become unnecessarily complicated. For over 30 years we have strived and succeeded in making the booking procedure as simply as possible while being tailored to meet your company's individual needs. We realise the importance of getting it right and our team of highly trained professionals, supported by the latest and most sophisticated computerised reservations systems, offer expert knowledge and advice, ensuring that a courteous service is always delivered with efficiency, consistency and accuracy whilst remaining cost effective.

In today's complicated world of airfares, especially for multi-sector journeys, substantial saving can be achieved by careful planning and route construction. All our staff have received extensive training in this field.

Technology

We are able, through the various computer reservations systems operated by us, to make bookings on any airline, anywhere in the world. This is complimented by also being able to make reservations for you at a vast range of hotels and car hire companies around the globe, often at very attractive corporate rates.

Account Management

Every corporate customer will have a dedicated account manager to help build a successful partnership. They will look after all the travel arrangements for your organisation and be proactive in looking for potential deals or promotions that could be of benefit to you.

Partnership

No two companies operate in exactly the same way and at Bahrain International Travel we recognise the importance of working with you to implement policies that match your needs while ensuring you are kept informed of the latest Supplier developments including new air routes, corporate reward schemes and travel technology in what is a constantly changing travel industry.

Out of Hours Service

We know that a reliable 24/7 fast, and efficient service is of paramount importance when travelling overseas. With our office at Bahrain International Airport we can provide a service 7 days a week, 365 days a year. Special emergency contact telephone numbers are available for our Duty Officers who can be reached outside normal office hours, thus enabling our clients to make or change their flight reservations and have their e-tickets issued or re-issued at any time of the day or night.

Agreements

Bahrain International Travel has established agreements with many hotel and car hire companies around the world. This gives us the ability to pass onto our clients the advantages of special rates which participating properties and companies make available. Significant reductions in your expenditure can be achieved by utilizing these facilities.

At many hotels, we can offer you the facility to pay for your accommodation in advance, which guarantees the rate in the local currency of Bahrain Dinars. Those clients having credit facilities with us will naturally receive this benefit on any hotel or car hire booking where prepayment has been arranged.

Bahrain International Travel
Your Perfect Business Travel Partner

Leisure Travel

“Where in the world do we go this year?”

This is a question often asked when considering a holiday. Planning a holiday is an important exercise and often requires more attention than simply picking up a brochure and booking a featured holiday. Sometimes that works and you find just the holiday you are looking for, but more often you require expert assistance with the planning and to be offered informative and helpful suggestions on exactly where to go, what to see and what to do. The friendly, knowledgeable staff in our holiday divisions can offer you a whole range of suggestions from a 3 night stopover to a round-the-world fully inclusive holiday of a lifetime.

BIT Leisure

Leisure, our mainstream holiday brand specialises in tailor-making itineraries to suit all tastes and budgets. We can arrange; Beach Vacations, City-breaks, Safari's, Cruises, Spas, Family holidays and Multi-centre holidays - not to mention adventure or discovery breaks, to exotic and memorable destinations. BIT *Leisure* represents a symbol of the finest value in holiday travel and we always promise you a truly great escape!

The Collection

Launched in 2007, '*The Collection*' is our luxury leisure travel brand. A specialist division, this product features a stunning selection of luxury holiday options offering you the ultimate holiday experience, from handpicked deluxe spa and beach resorts to the finest safari lodges and sensational cruises to romantic trains. We believe that no matter how sophisticated technology becomes, personal exclusive service and specialist knowledge will always be vital factors in arranging a luxury holiday. From your first call to your flight home, your point of contact remains the same and the quality of service

never wavers. We also recognize that different people want different things from a holiday which is why we believe in offering our customers choice and flexibility.

For the discerning traveller, *'The Collection'* offers the finest in bespoke travel services.

Thomas Cook

We are also the General Sales agent for Thomas Cook, probably the most famous name in global travel. Their product range features hundreds of hotel properties in over 25 countries

Holiday Arrangements Originating in Europe

Our holiday divisions can book inclusive holidays with many of the major European tour operators at no additional cost whatsoever. We hold a stock of their brochures to enable you to select the holiday of your choice and, on confirmation, all you need to do is pay the normal cost quoted by the operator, converted to Dinars at the current bank rate. With our extensive knowledge of the European operators and their products, we have chosen most carefully those whom we consider to be the very best in their respective fields.

Leisure – Your Perfect Holiday Partner

Worldwide Special Services

In addition to the wide range of preplanned and tailor made holidays we offer, BIT *Leisure* also provides a number of additional services for both individuals and groups.

Group Travel

Substantial saving may be made when you travel as part of a group – sometimes as few as 5 people travelling together can qualify for reductions. So no matter what the purpose of your journey – sports, business visits to trade fairs or conventions, we suggest you contact us so we may advise you. We believe you will be pleasantly surprised.

Social & Sports Club Visits

For members of clubs we can take all the hassle out of arranging your overseas tours –all you have to do is contact us and we will be pleased to discuss your requirement details.

School Parties

To see, understand and appreciate other peoples, other lands, other customs is perhaps one of the greatest opportunities children can be given and BIT *Leisure* can assist in providing it. Not only can we arrange the transportation and hotel accommodation, but also organise meetings with pupils and teachers of schools in the area visited – a chance for both visitor and resident to exchange views.

Special Interest Holidays

Do you have a particular hobby or interest that you would like to combine with your vacation? If so, BIT *Leisure* or '*The Collection*' can assist. Archaeologist to zoologists, train buffs to ardent trekkers, scuba divers to mountain climbers: you name it - we can arrange it. We have chosen many of our overseas associates with this particular point in mind, so that we can offer you a total service, no matter how esoteric your interests.

Conference & Incentive Specialists

For professional assistance in organising a Meeting, Incentive, Conference, Exhibition [MICE] or a planned programme of recreational activities here in Bahrain, our Destination Management division can draw on experience and tradition to help in the developing and handling. From programme and event planning, through to organized excursions to places of interest in and around Bahrain; to exotic black-tie dinners in the desert, cruises to the islands off the Mainland to theme parties or starlight barbecues – our DMC division is here to make your event a success. With our multi-lingual experienced personnel, you can rest assured your guests will be in good hands. With a detailed local knowledge, we can advise you on just what is and what is not possible and remove all the pitfalls that could lead to disaster.

Our aim is always to ensure that we offer the most competitive proposals available which are tailored to meet your individual needs.

Services include:

- Competitive airfares for groups and individual travellers
- Accommodation & Transportation to meet your specific requirements and budget
- Tailor-made Incentive Programmes
- Knowledgeable, friendly multi-lingual guides
- Experienced & well-informed Destination Management Team
- Expert local knowledge.

Your Perfect Local Partner

Our Airport Office

In addition to our centrally located town office, we have a branch located on the departures level of Bahrain International Airport.

This office is operational 365 days a year and has a comprehensive communications system in force to ensure that staff are contactable whenever necessary. The office is able to issue tickets for all major airlines.

Our Customer Service Staff at the airport are available to:-

- Meet and Assist arriving clients - this includes escorting them through immigration formalities which can be of significant help in smoothing and speeding people's transit through the airport.
- Assist departing passengers – this includes easing check-in and offering help and advice on departure formalities.
- Emergency - ticket issue or re-issue and reservations.

General Information

Office Hours

Town Office

General & Holiday Divisions:

Saturday to Thursday 8:00 am – 1:00 pm and 3:15 pm – 6:15 pm
Friday Closed

Corporate Division:

Saturday to Wednesday 8:00 am – 6:15 pm
Thursday 8:00 am – 1:00 pm and 3:15 pm – 6:15 pm
Friday Closed

Airport Office

Operational 365 days a year

Office Locations

Town Office

Including: General, Corporate and Leisure Divisions, Accounts and Management Offices
Ground Floor
Chamber of Commerce Building
King Faisal Highway
Manama.

Airport Office

Departures level of the terminal building
Bahrain International Airport

Contact Information

Town Office

General & Corporate Divisions, Accounts & Management Offices:

Telephone 17223315 (12 Exchange Lines)

Email bitgm@bahraintravel.com.bh

Bit Leisure

Telephone Direct: 17229940 or 17223315 ext. 154 – 158

Email leisure@bahraintravel.com.bh

The Collection

Telephone Direct: 17225463 or 17223315 ext. 192

Email thecollection@bahraintravel.com.bh

Destination Management

Telephone Direct: 17226000 or 17223315 ext. 123

Email dmcgolf@bahraintravel.com.bh

Airport Office

17321289

Mobile: 39650148

24 hr. emergency No: 39462864

Fax: 17321385

The company is the appointed local representative of the following organisations:-

ETHIOPIAN AIRLINES
ROYAL JORDANIAN AIRLINES
SINGAPORE AIRLINES
SRILANKAN HOLIDAYS

IRAN AIR
KENYA AIRWAYS
SRILANKAN AIRLINES
THOMAS COOK