

HOUSE OF TRAVELS & TOURISM

The Destination Insider

Sri Lanka

Explore Sri Lankan Hospitality with H.O.T

The Destination Management Company

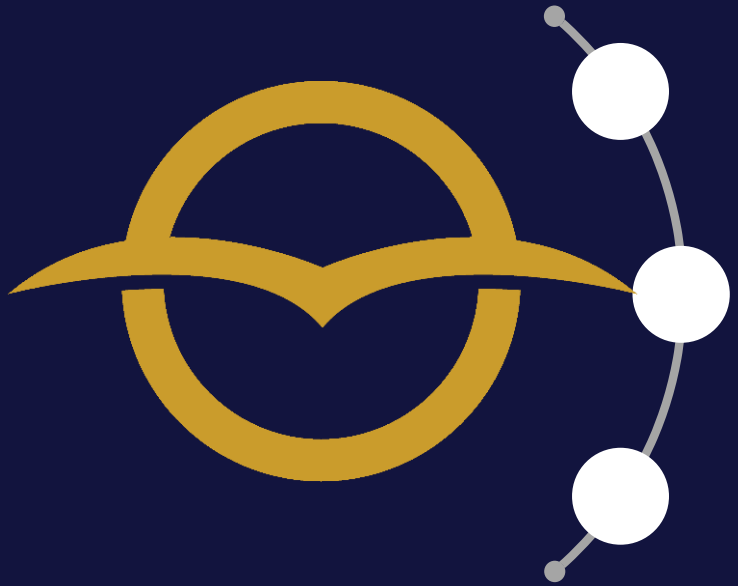
WHO WE ARE

We are a team of passionate tourism professionals with unmatched expertise and experience in the trade. We partner with our clients to provide awe-inspiring, tailor-made travel logistics services all around Sri Lanka & Maldives to professional travel organizers. We provide logistics relating to accommodation, venues, social events, transfers and transportation for a wide range of travel segments such as leisure groups, round trips, FIT travelers, sports groups, weddings, events, cruises, meetings, incentives, conferences, congresses and online travel...

Empowering our partners through:

- Innovation
- Solid Partnerships
- Buying Power Leverage
- Reporting & Measurements
- Integrating Industry Leaders

VISION & MISSION



VISION

House of Travels & Tourism, the destination insider is an exciting and a motivated company with one very clear goal: To be the best destination management company in the country, providing clients with an unsurpassed quality of service enabling them to experience the trip of a lifetime.

MISSION

Our extensive knowledge of the industry helps us to consistently create fresh ideas which will inspire even the most discerning traveller while providing value for money.

OUR CORE VALUES

DESTINATION EXPERTISE

We know our destinations inside out and this allows us to consistently create fresh ideas which will inspire even the most discerning traveler.

CAN I SURF ON INTERNET & FIND ALL THE INFORMATION I NEED

Insider tips and personal connections. Let us introduce you to some hidden treasures and get access to exclusive venues

IF ALL DMC PROVIDE ALWAYS THE SAME IDEAS

We can be as little or as much creative as per your requirement and the objective of the event. We provide custom programs only.



WHY SHOULD I USE A LOCAL DMC

We are not limited to a specific area, have no political restrictions and can guarantee objectivity

SHOULD I WORD WITH A DMC

We will always aim to secure the best possible value for money and will avoid you the hassle of legal matters. More importantly, nowadays with purchasing procedures getting more sophisticated, you would have one contact, one invoice and one purchasing number!







OUR STRUCTURE

Founded in 2012

- H.O.T established in Sri Lanka with few employees and expanded to 58 staff within few years

Team with 58 employees

- Multilingual staff: English / German / Dutch experienced in the industry
- Total 4 airport representatives working 24/7
- Total 5 hotel representatives covering the Island
- Sales Team
- Contracting Department
- Transport Department



We Are Committed To Cater To Your Needs

- Crisis Management and Operations 24/7
- 48-hour response to requests
- All programmes are tailor made for your needs based on your budget and requirments
- We advise new developments in destination
- We know the client is always right

CUSTOMER SERVICE



24/7 CUSTOMER CARE

House of Travels & Tourism has permanent an uncomparable Customer care and a highly recommended quality control department which specialized to make sure that all our valued guest are having a hazle free holiday in Sri Lanka.



100% FACILITATES

Our airport representative will facilitate your arrival by displaying signage and will introduce and handover you to your respective tour guides to assist you during your stay.



CLOSE BUSINESS RELATIONSHIPS

We maintain a close relationship with all relevant authorities within the tourism industry (Immigration, Airport Aviation Authorities, Tourism Board, etc.) and Airport Staff.



ASSISTANCE AT THE AIRPORT

H.O.T Tourism has a airport team of four (04) airport staffs, ensuring a 24/7 service coverage at the airport to coordinate all arrivals and departures.



24/7 Beach Representatives

A team of Beach Representatives at your disposal, who ensures the smooth runnings of your holiday during the beach stay.



Islandwide Transport Coverage And Road Assistance.

House of Travels & Tourism will fulfil all your transport needs at any given time.

WELCOME AT THE AIRPORT

H.O.T Tourism - 24/7 Operation

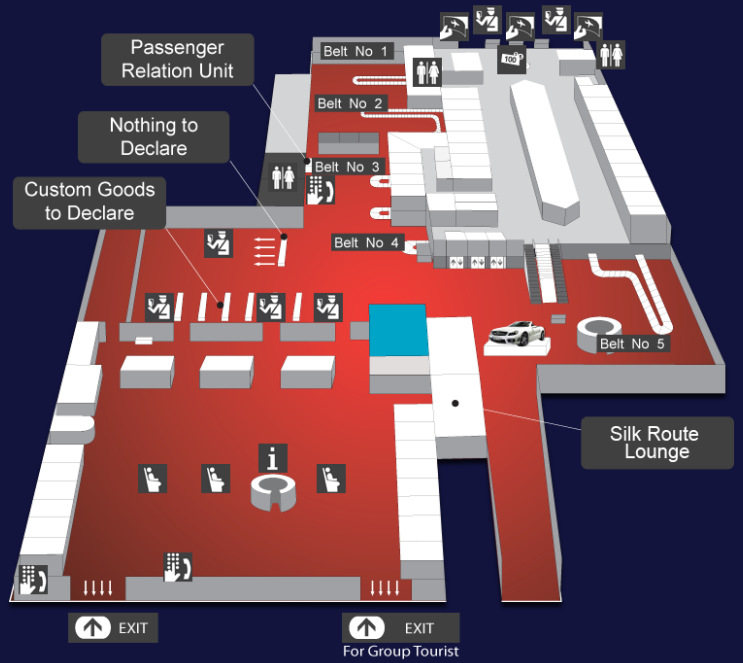
We offer personalized Meet & Greet assistance at the arrival lounge with our high quality and reliable service

- **H.O.T Tourism has a permanent team of four (04) Airport Staff. One is always on duty 24/7 at the airport to co-ordinate all arrivals and departures**
- **Our airport representative will facilitate the guest's arrival by displaying a signage and will introduce and handover them to the respective Guide**
- **H.O.T Tourism maintains close contact with all relevant authorities (Immigration, Customs, Airport Aviation authorities, etc.) and Airline Staff**









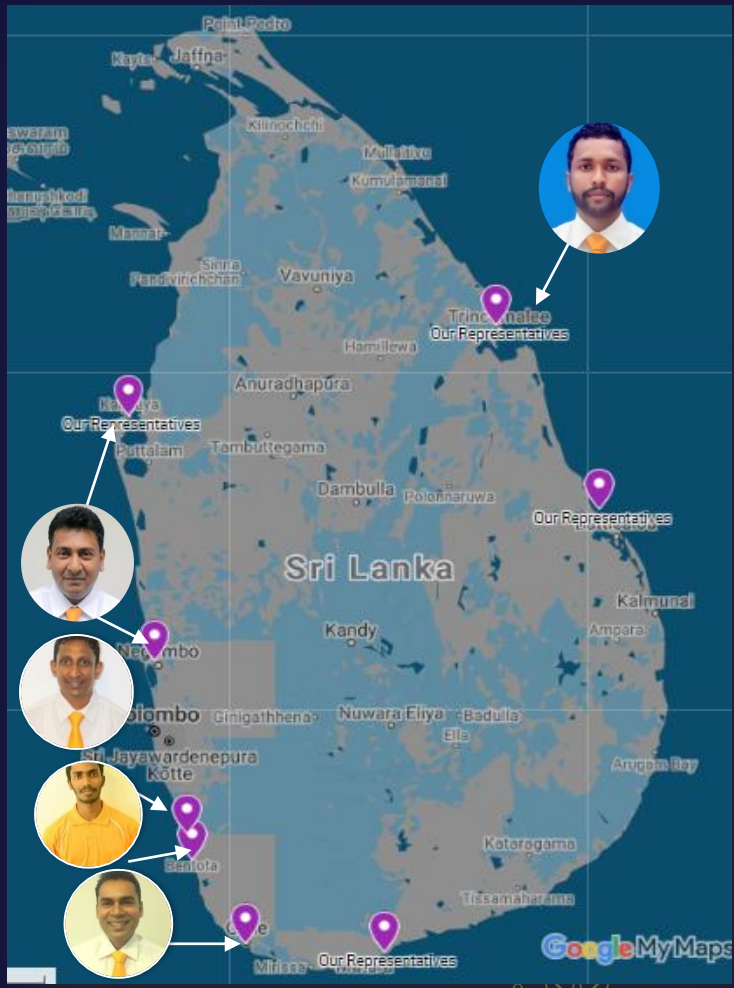
BEACH OPERATION

We have a team of 5 beach hotel representatives around the country who meet our clients on a regular basis during beach stays.

East Coast : Passikudah & Trincomalee
West Coast : Kalpitiya to Negombo
West Coast : Kalutara to Beruwala
Down South : Hikkaduwa to Tangalle



- 24/7 service covering all island
- Any emergency meetings for assistance



TRANSPORT

House of Travels & Tourism (Pvt) Ltd, offers a range of transportation options to suit your requirements and budget. We understand that the way you travel is just as important as the places you go and strive to give you the perfect options to ensure that your entire journey within the country is smooth, comfortable and safe.

https://web.hottourism.lk/transportation.html

https://cloud.hottourism.lk/shared/folder/w5KUxevuwzzkQuk





MICE

Our team of experts provide customized and highly effective solutions for Meetings, Incentives, Conferences and Exhibitions (MICE) in Sri Lanka or abroad. We have vast experience in this segment and are fully equipped to meet all requirements and

Understand Your Brief , come out with Great Ideas , deliver what we commit to

Meetings

- *General Meetings*
- *Project Management*
- *Seminars*
- *Workshops etc.*
- *Board meetings*

Events

- *Business contests*
- *Customer loyalty*
- *Motivation*
- *Reward programs*
- *Teambuilding*
- *PIP*

Conference

- *Conferences*
- *Congresses*
- *Symposia*
- *Social programs*
- *Spouse programs*
- *Logistical support*
- *Speakers Care*
- *Celebrities*
- *Abstracts*

Events

- *Product launches*
- *Client/VIP events*
- *Gala dinners*
- *Jubilees*
- *Concerts*
- *Festivals*
- *Road shows*
- *Sport events*
- *Staff events etc*

H.O.T Tourism at ITB Berlin











VALUE ADDED SERVICE

- A welcome Shawl will be given for all guests upon arrival at the arrival lounge at the airport for arrivals transfers
- Wet towels will be provided upon arrival in the vehicle
- Unlimited drinking Water will be provided during the round tour
- Local Fruits during the round tour
- All the transfer of (2- 5 pax) are done by Mercedes Benz
- Water bottles & Vehicles can be branded based on the volume of pax.
- VIP guest (will be offered a complimentary gift (Spice, Tea, Semi-precious stones or local souvenir etc.)







RATING

tripadvisor Rating
5.0 62 reviews

2020 Travellers' Choice™ Tripadvisor

"Highest customer rating on Tripadvisor"

tripadvisor

Sri Lanka

Everything was great! We had a magical trip. The company is very accurate and helpful, they were reachable 24/7. Special thanks to Anura he was our guide and driver on our trip.
We felt safe and comfortable with his driving ...titude. We would absolutly choose him again ...or our next vacation. I warmly recommend H.O.T. Tourism !

5 Stars ain't enough justice

Spent two days with HOT exploring the majestic Sigiriya Rock, Dambulla Cave Temple and the beautiful city of Kandy. Every little detail was taken care of including a very detailed explanation of time required at each attraction, and other tips such recommendations on snacks along the way. We loved the Tambili (A type of natural coconut fruit drink found all over Sri

Tolle Tourkan Tour

Wir haben die Privat- Rundreise Kompakt für 5 Tage gemacht. Die Tour war sehr interessant und unser Tour Guide Wijo hat uns sehr viel über Land und Leute erklärt und ist Super auf unsere Wünsche eingegangen. War sehr angenehm. Unser Fahrer Lal war sehr freundlich und ist sehr gut gefahren. Unsere Reiseleitung Herr Sanjeevan ...m Hotel in Negombo war sehr bemüht und

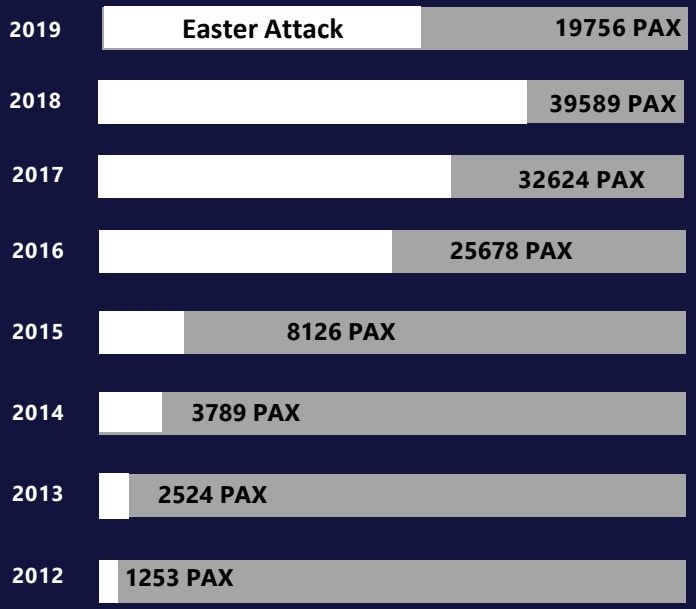


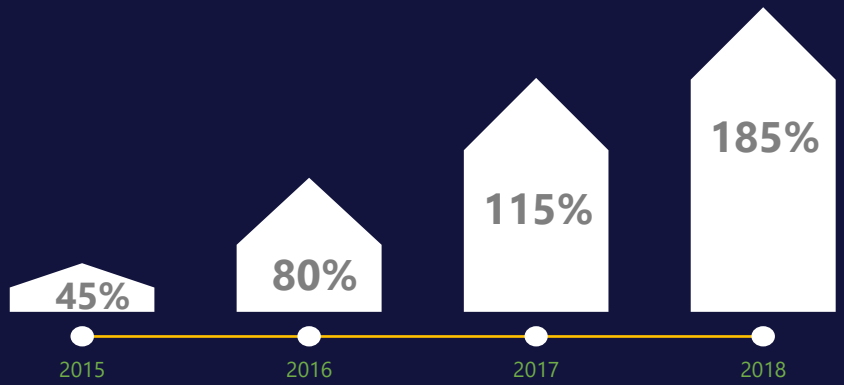




GROWTH

We never dream about success we work for it on long term with the service we have mastered

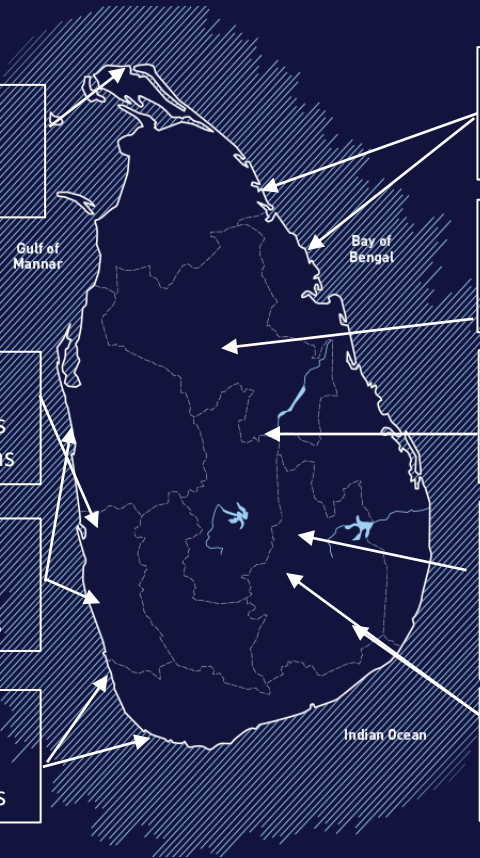




Markets

German
UK
French
Dutch
USA
Australia
Austria
Belgium
Spain
Italy
Malaysian

ROOM ALLOTMENTS (Daily & Set Days Per Week)



Northern
Daily : 5-10 Rooms
Set days : 10-20 Rooms

East Coast
Daily : 60 -100 Rooms
Set days : 150-200 Rooms

Cultural Triangle
Daily : 300-400 Rooms
Set days : 400 - 500 Rooms

Colombo
Daily : 50-100 Rooms
Set days : 150-200 Rooms

Kandy
Daily : 300-400 Rooms
Set days : 400-500 Rooms

West Coast
Daily : 480-550 Rooms
Set days : 600-700 Rooms

Hill Country (Nuwara Eliya & Haputhale)
Daily : 150-200 Rooms
Set days : 200-300 Rooms

Down South
Daily : 320-400 Rooms
Set days : 500-600 Rooms

Yala & Udawalwe
Daily : 150-200 Rooms
Set days : 200-300 Rooms

AVERAGE ROOM NIGHTS PER YEAR -

ROUND TOUR HOTELS	BEACH
240350	289850

ASSURANCE

H.O.T Tourism has a very comprehensive worldwide insurance policy of **USD 1 million** which covers all our guests



fairfirst INSURANCE

FAIRFIRST INSURANCE LIMITED
(Company No. PB 5180)
No. 33, St. Michael's Road, Colombo 03, Sri Lanka.
Tel : 011-2428428 Fax : 011-2438438

COPY

RENEWAL CERTIFICATE

Policy number	CRLTO/16/000004	Date of issue	31/10/2018
Renewal number	00000184/002	Acceptance date	01/11/2018
Period of cover	from 4.00 p.m. on 01/11/2018		
	to 4.00 p.m. on 01/11/2019		
Insured's name & address	HOUSE OF TRAVELS AND TOURISM (PVT) LTD NO.220 HIGH LEVEL ROAD COLOMBO 06		

Premium	Annual premium	USD	10325.87
	Premium (W/O Rs&Tc)	USD	10325.87
	Riot & Strike		.00
	Terrorism		.00
	Taxes		1839.60
	TOTAL DUE	USD	12165.47

Situation no. 01 Risk no. 001 TOUR OPERATORS LIABILITY
1

Claims in any one period of insurance	USD********1,000,000.00
Claims arising out of any one event	USD********1,000,000.00
	USD********1,000,000.00

TYPE OF COVER	- TOUR OPERATOR'S LIABILITY
POLICY WORDING	- PUBLIC & PRODUCT LIABILITY INSURANCE FORM PCA 94(SECTION A). AS ATTACHED
LOCATION	- NO.220. HIGH LEVEL ROAD. COLOMBO 06
NO OF GUESTS	- 15.000
LIMIT OF LIABILITY	- USD.1,000,000/- EACH AND EVERY CLAIM AND IN THE ABGREGATE
TERRITORY	- WORLDWIDE EXCLUDING USA/CANADA
CHOICE OF LAW AND JURISDICTION	- WORLDWIDE EXCLUDING USA/CANADA
DEDUCTIBLES	- USD.1,000/- ON EACH AND EVERY LOSS INCLUDING COSTS AND EXPENSES

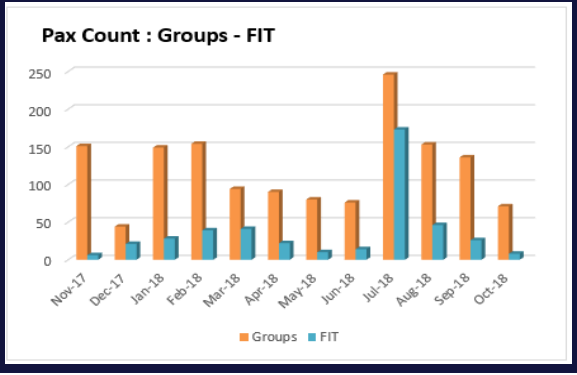
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H.O.T

MARKETING ANALYSIS

You will receive our monthly report of market comparisons / sales analysis / pax figures update and your growth report

STRATEGY → RESEARCH → ANALYSIS → PROMOTION



Monthly Growth	Average : Number of pax received per month	Growth Rate
Nov to Dec 2017	190	
Dec to Jan 2018	290	53%
Jan to Feb 2018	325	12%
Feb to March 2018	410	26%
March to April 2018	450	10%
April to May 2018	470	4%
May to June 2018	510	9%



LAST MINUTE OFFERS

The demand for Last Minute Holidays has been steadily growing. Over the past years almost 30% of all holiday makers have planned their travels at short notice.

What do we offer

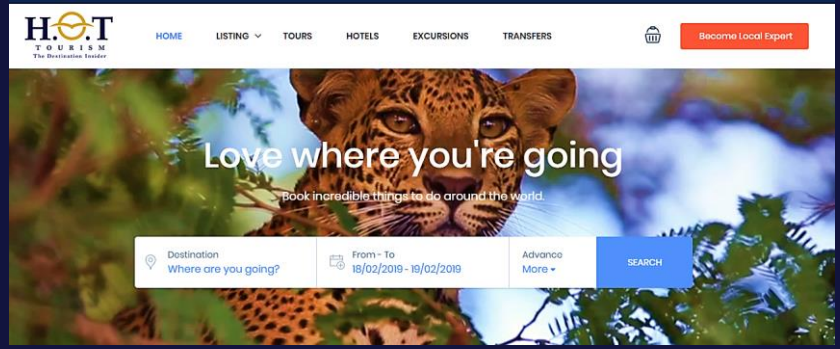
- *Hourly updated system and rates on the market Large range in hotel portfolio – from low cost to luxury segment (2-5 stars) including all room categories*
- *Exclusive & individual offers and special deals, separate to FIT & Groups*
- *Extra allotment including a low release between 0-3 days*
- *Flat rates or contract rate reductions via stay/pay offers*
- *Early Bird rates*
- *Discounts*
- *Free Transfers (From company own fleet)*
- *Add on (Free Spa treatments , free excursion)*
- *Rapid response within 24 hours*
- *Continuous supply of last minute rates.*



WE LOOK AT YOUR FUTURE & WE MAKE YOUR LIFE EASY

UPCOMING

- B 2 B Booking Engine for One login with access to the destinations Search, book and manage destinations in one place , each partner will have a separate login and check their offers on daily basis, all new offer will be notified you.



- Mobile application will be for all round tour guest which includes tour with all confirmations /round tour program on top of your customer's figure tips (Paper less)

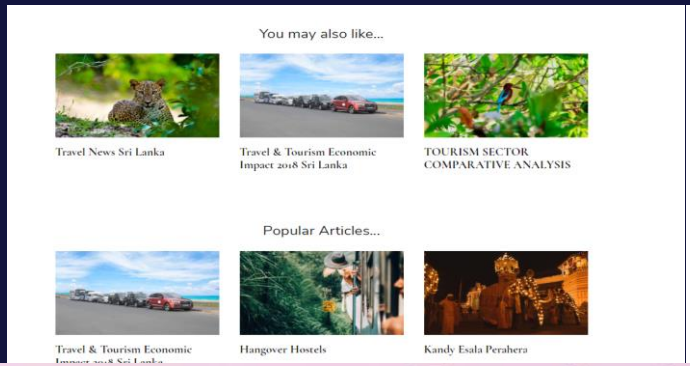


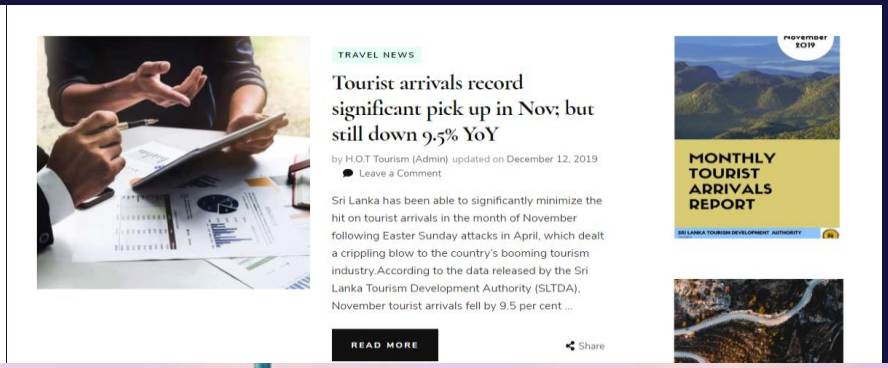

GIVING BACK TO SOCIETY
COMMUNITY BASED TOURISM PROJECT
DONATION FOR CHILDREN & ELDERS HOMES
HELPING HANDS FOR EDUCATION

SRI LANKA NEWS

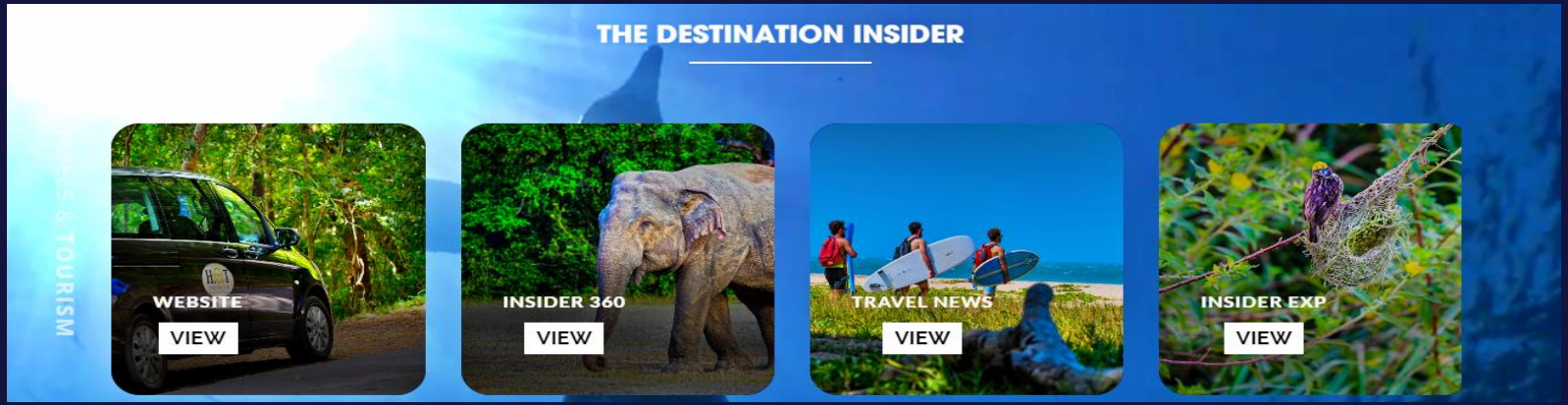
www.news.hottourism.lk

You will get monthly news letter of all upcoming tourism news, monthly tourist Arrival Report








THE DESTINATION INSIDER
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