

# COMPANY PROFILE

## Argentina & Uruguay DMC

FURLONG
incoming

# ABOUT US

At Furlong Incoming, an Argentina and Uruguay-based tour operator, we make our customers' goals our own. Creativity, flexibility, and excellence are the cornerstones of our daily work. With a history dating back to 1887, we specialize in providing top-quality services and experiences for FITs, groups, incentives, and ground services for cruise lines in both Argentina and Uruguay. As key values of the 21st century, we prioritize the economy of time and emphasize efficiency, accuracy, and creativity in our services

Our team is our strength. It is only with leadership, commitment and hard work that a team can be organized towards its best performance. Highly trained and experienced in developing creative programs for our clients, we work hard to create the best-suited, quality experiences as well as bringing them to life. Our team guarantees the highest standards in each and every detail, something our clients expect and deserve.

*We invite you to live our passion, Argentina & Uruguay!*

# EXPERTS IN ARGENTINA&URUGUAY

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- Cruises Division
- Meetings, Incentives & Events
- Special Groups & FITs
- Operations Department
- Customer Service



# OUR HISTORY

1

## 1887

Furlong S.A. started as a transportation company when in 1887 Mr. Furlong started transporting goods from the port of Buenos Aires into the city and surrounding areas. Soon after, Furlong expanded into the tourism sector.

2

## 1956

The present owners of the company, the Zirolli family, bought the travel business from the Furlong family and started to focus and develop other aspects as the inbound sector.

3

## 2000

Furlong S.A. opened the inbound division as the separate company, Furlong Incoming. The outgoing business was merged with Fox Tours in Furlong-Fox, now part of FCM., and Furlong Incoming established its leadership as a DMC in Argentina.

4

## 2024

Lucia and Mario Zirolli continue to lead the company to this day. Since 2019, Furlong Incoming undertook a deep commitment to sustainability by obtaining Travelife certification and local distinctions.

# OUR VALUES

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Since our beginnings, our values have been most important to us in making business towards clients, suppliers and our own team. Guided by our strong values, we face the changing and challenging environment we live in, as well as the high demands of our ever-changing and continuously evolving industry, enabling us to offer the best experience to our clients.



# COMMITTED WITH SUSTAINABILITY

We strongly believe that tourism must be a leading industry in Sustainable Development.

Furlong Incoming is the first Argentina DMC, with handles M.I.C.E, Leisure and Cruise Line Operations, to be certified by **Travelife** in Sustainable Tourism.

In 2020 we received a distinction called "**Directrices en Gestion Ambiental"** provided by the Argentinian Government. We also adhere to the **Red Argentina de Pacto Global (Argentinian Network of Global Compact)**, and we have built our roadmap to work in the direction of promoting & complying with the **SDGs.**

We are committed to enhance the positive effects of tourism activity in our destination and reduce the negative impacts that affect not only our environment but also, our local communities.



# COMMITTED WITH DIVERSITY

We believe diversity is an essential value to provide wholesome experiences in tourism while promoting a safe environment for all our guests. Argentina is an example in diversity and Human Rights.

At Furlong Incoming we are committed to good practices, fair treatment to everyone and responsible assistance & support. .

We proactively work towards strengthening and promoting our mission and values considering diversity in tourism as a cornerstone. We strive to make our company a leading DMC in promoting and providing diversity-oriented experiences and inclusion.



# WE MAKE OUR CUSTOMER´S GOALS OUR OWN -

We strive to make the interpersonal connections that will allow us to meet and exceed our clients' expectations.

It is through our strong relationships, creativity, flexibility and excellence that we fulfill our commitment: to make our customers' goals our own.



# LOYALTY REWARDS PROGRAMS

In Furlong Incoming, we promote a sustainable way of making business. Building genuine relationships with our clients is a cornerstone towards this end.

Every client is unique and has different views & needs so our philosophy is to build for each client the best suited experience, rates and also customized **Loyalty Rewards Programs**.

We work hand-in-hand with our client to build the best suited proposals that would benefit both parts and build a long term relationship based on trust, confidence, excellent value-for-money, economy of time, and, most important, the best customer experience through the process of building and executing the programs.

- **Travel Agent Commission Program**
- **VIP Reward Experiences**
- **Rebate programs**



# OUR TEAM IS OUR STRENGTH

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**MARIO ZIROLLI**

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President



**LUCÍA ZIROLLI**

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Sales & Marketing Director



**JESSICA LUNA**

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Sales Manager for M.I.C.E Division



**ANDREA CAMBÓN**

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Sales & Marketing Director (Uruguay)

# USHUAIA INCOMING

## - YOUR HOME IN USHUAIA

Since 2016 we established our own office in the city of Ushuaia. We consider Ushuaia one of the most important ports in Argentina and, definitely, the doorway to Antarctica.

Our dedicated & trained staff allows us to deliver the best service with a wider view and our constant search for improvement.

We carry our same mission & values throughout our offices, having our clients' best interests, goals & best service at sight at all times (both in the operations and the organization).

Our management system and structure allow us to work in a continuous and communicated workflow which translates into smooth operations, good ambiance and, most importantly, excellence in the delivery of our services.

USHUAIA
incoming experience




FURLONG
incoming