EXCEL
TRAVEL



We Excel In What We Do







OUR VISION

Excel Travel is to be recognized as a Leader in Travel Services for Leisure, Luxury and Corporate Travel, Transportation and as a General Sales Agent; through Innovation, E-Procurement and effective team players. We will gain Clients and Suppliers' trust through our quality service, integrity and cost effectiveness.



OUR STORY

Started in 2004, with two entrepreneurs who have extensive experience in the travel industry with a long history of occupying leading positions in international organizations. **George Fawzi** – President & CEO and **Amani Fouad** - Vice President, built Excel Travel with a small team; and over the years, we grew to become one of the biggest organizations in the market, that is still working with the same momentum and entrepreneurial stance. We continued to pursue many successes and earn vast experiences, exceeding our annual sales turnover, until reaching EGP 1,3 Billion by end of 2022.

Today, Excel Travel's brand is a reflection of more than 50 years of experience of its founders inspiring a specialized and passionate team.



OUR COMPANY

Excel Travel has a diversified portfolio of travel activities in the fields of Leisure Travel; Luxury Travel; Meetings, Conferences, Incentives and Events; Corporate Travel; Transportation and as a General Sales Agent. Our approach is; “One Supplier One Solution”. We are ranked among the top Destination Management Companies when it comes to quality services and high-profile clients. Our Corporate Travel Department has also grown to become a market leader when it comes to technology and cost management. Today Excel Travel has a number of staff approaching 400 members, 6 retail branches, 10 Implants in major corporations and a fleet of 30 vehicles of different capacities.



OUR PROMISE

At Excel Travel, our philosophy focuses on maximizing The Egyptian Experience. Our partners from all over the world are offered high quality service at well-studied prices and our guests live through a memorable experience.



OUR PEOPLE

In the service Industry, you cannot compromise on the human factor. At Excel Travel we have worked carefully to select the right, highly trained personnel who speak multi-languages, to properly manage our business. Our strategy is to provide continuous training programs to enhance the existing expertise.



TECHNOLOGY

Excel Travel has invested heavily in completing the servicing platforms with state-of-the-art travel and tourism software system and ERP that enhances the front, mid and back-office processes. The capacity of the system enables us to deliver the best option to our clients, produce sophisticated Information reports and automate the communication processes. This fully digitized system has a cloud-based environment, and works behind a multi-layer UTM on Azure virtual servers, that allow our travel counselors to access it from anywhere, with even more immunity against cyber threats. We have the infrastructure to support conferences and congresses in place and we are in the process of building an Interactive Booking Engine for our Leisure tour operators.

CERTIFICATES & INTERNATIONAL AWARDS

Excel Travel has proudly obtained a number of certifications and international awards in line with its commitment to continual process of improvement and developing social impact, to score better on customer satisfaction, staff motivation and business efficiency.

We constantly obtain awards from local suppliers and partners; and rank within the top 5 achievers on a yearly basis.

ISO 9001:2015 certification for Quality Management Systems; which demonstrates Excel Travel's ability to consistently provide products and services through the effective application of the system, including processes for improvement and the assurance of conformity that meet customer and applicable statutory and regulatory requirements.

Travelife Certification of Sustainable Tourism, which confirms Excel Travel's commitment to manage and improve social and environmental impacts by complying with sustainability criteria.







MEMBERSHIPS & AFFILIATIONS

Serandipians by Traveller Made: Member of the Network community of luxury travel designers dedicated to providing unique and exclusive bespoke journeys to travellers looking for different and original experiences and requiring skilled and knowledgeable advisors who are fully committed to servicing their needs.

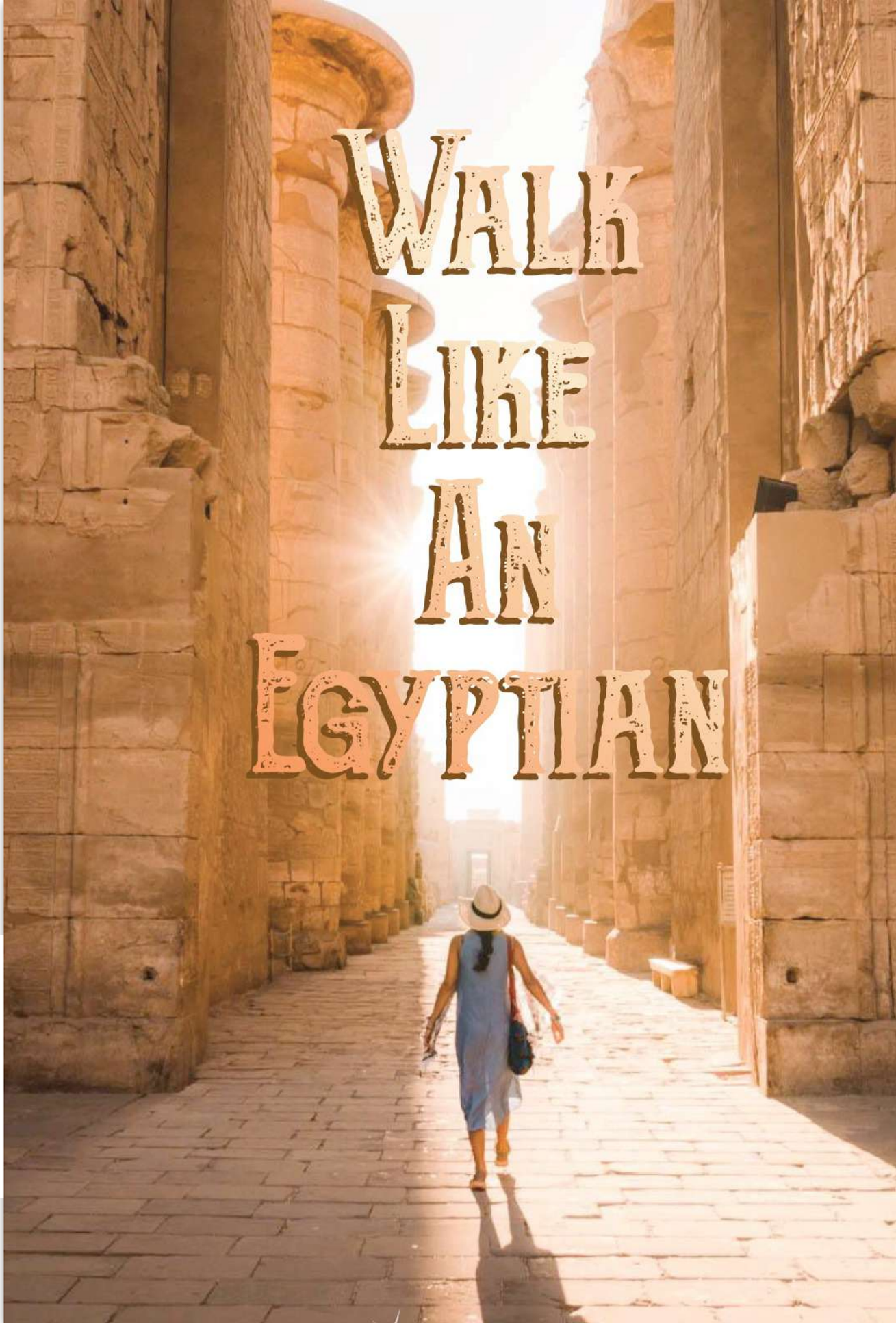
Site Africa: Excel Travel's president has been selected to be a board member of Site Africa as an expert in Society for Incentive Travel Excellence.

DNATA: Excel Travel is a Preferred partner to Dnata who represents American Express GBT in the Middle East.

SCOPE OF SERVICES

INBOUND LEISURE

Excel Travel handles a wide range of Incoming Tour Operation including leisure trips for FIT's and groups. We offer creative programs for special Interest groups & individuals that relate to different age groups. Our destination, Egypt, has an unrivaled variety and unique travel experience; whether you are looking for adventure, luxury, relaxation by the beach, out-of-the-box ideas or rich history, Egypt is guaranteed to be your best option even on the tightest budgets. Our organization of tours with many languages, together with our selected list of preferred guides and Egyptologists who perform lectures on the ancient history of Egypt, guarantee a memorable trip giving our guests the feel of the Egyptian Culture.





SCOPE OF SERVICES

LUXURY TRAVEL

Excel Travel has a dedicated Luxury Travel Department for exclusive tailor-made arrangements all over Egypt. Among its services are exclusive programs and access to sites before and after operating hours, as well as sites that are not open to the public; in addition to providing private planes and personalized escorts to cater to the tiniest details.



SCOPE OF SERVICES

MEETINGS, INCENTIVES, CONFERENCES & EVENTS-MICE

Excel Travel MICE Department will act as your personal consultant within Egypt and Internationally. Our multi-lingual dedicated and creative team of professionals will provide you with their expertise in innovative programs as well as a vast range of resourceful solutions. Egypt as a destination has enough resources to handle large travel movements.



SCOPE OF SERVICES

CORPORATE TRAVEL

At Excel Travel, our managed travel philosophy links our Corporate Clients travel program to their overall business objectives. We view travel as an investment in achieving corporate goals, rather than as an expense. Therefore, we focus on maximizing return on travel investment, having proven capabilities in delivering cost of trip savings through constant data gathering and analysis. The major benefit of our contemporary approach is that our clients have the flexibility to truly customize their travel program, their business units and their partnership with us. We proudly possess a corporate travel portfolio of almost 200 companies both local and multinational and are ranked as the biggest Corporate Travel Provider in Egypt. Our customer retention rate of 98% bears testimony to our ability to provide our customers with a professional service on an ongoing basis.



SCOPE OF SERVICES

AIRPORT SERVICES

Excel Travel masters all of the Egyptian Airports:

- Our current team of 60 representatives are available around the clock.
  The number of team members constantly increases as we grow year after year.
- We meet our guests at all Egyptian airports and assist with Immigration and Customs' procedures.
- We handle VIP service at the airports as well as VIP lounges' reservation.
- We handle private immigration desk to minimize waiting time.
- In case of special groups, we send Immigration as well as Customs Officers to the city of departure to escort group and finalize Immigration and Customs formalities prior to arrival into the country.
- Our representatives are trained to apply hygiene measures and social distancing protocol.
- Your assigned representative is your first contact in the country, who makes sure that every small detail is in place, and who can help you through any requests of new arrangements.



SCOPE OF SERVICES

TRANSPORTATION

- Excel Travel owns a fleet of 30 brand-new vehicles.
- Our WIFI-equipped-busses, mini-busses and limousines are maximum two years old.
- We constantly focus on cleanliness, hygiene factors and drivers etiquette to guarantee higher standard of cleanliness and safety to all passengers.



SCOPE OF SERVICES

TRAVEL INSURANCE

- Excel Travel is authorized by the Egyptian Association of Insurances to sell Travel Insurance in Egypt.
- We have arranged for a full liability travel Insurance to all customers touring Egypt who book their travel arrangements through us
- We contract the top insurance provider to ensure the best solution to our customers.



SCOPE OF SERVICES

VISA SERVICES

- Our airport escorts handle issuing arrival visa entry to Egypt for non-Egyptian Travelers of certain nationalities who are eligible for the service.
- We assist our Corporate Clients to get entry Visas for employees going to other countries, whether on business or leisure travel.
- All Embassies reserve the right to refuse a Visa or call for a personal interview if they consider it necessary.
- We periodically update our customers with Embassies requirements as well as cost of each visa in order to assist in the proper planning of travel arrangements.



SCOPE OF SERVICES

GENERAL SALES AGENCY - GSA

- Excel Travel acts as the General Sales Agent in Egypt for prestigious international brands, to be promoted through our network supported with solid relationships with the Egyptian market.
- We have a proven track record and success stories in achieving unprecedented sales figures for all brands we partnered with.
- We are keen on offering excellent customer service to positively represent our partners at all times.

AIR CANADA

Kenya Airways
The Pride of Africa

RAIL EUROPE

GLOBUS

marhaba

SCOPE OF SERVICES

HOLIDAYMAKERS

Excel Travel Holidays is our subsidiary brand specially created to design and organize creative programs for our customers' dream holidays. Our passionate and experienced team are constantly searching for new trendy holiday style and taste, working closely with our network of holidaymakers around the globe, to be able to provide their advice with great offers and best choices. "The Holidays' Lounge" is our travel lounge with fully stuffed library of videos, photos, brochures of travelling destinations in Egypt and around the world; where we take our customers through a journey while they enjoy sipping a cup of tea or coffee in a relaxing and inspiring ambience, making every travel a Dream Holiday.





SCOPE OF SERVICES

WHAT MAKES US UNIQUE

- Many years of experience in travel; handling FIT's and groups, worldwide distinguished VIP's, special projects in MICE, and corporate travel management.
- Excellent relationships with different suppliers, coupled with large volume of business; that guarantee efficiency with best prices in the market.
- Maintaining the position of being within the largest 3 Travel Agencies in the Egyptian market.
- Presence all over Egypt, and representation around the globe.
- 24/7 Availability which supports flexibility with last minute requests.
- Our solid financial position



CONTACT US

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