K ONE TOUR – COMPANY PROFILE

1. Company Information

- Company Name: K ONE TOUR
- Year Established: 2013Year
- Primary Contact Person:
  - Title: FEMALE
  - Email: konetour1@gmail.com
  - Phone Number:+82 01098015288
- Website: https://konetour.com/
- Company Address: [07251] 3099, 3F, Heungmu Building 18 Yeongsin-ro 38-gil, Yeongdeungpo-gu, Seoul, Korea

2. Core Business & Expertise

- Target Customer Core Market: All over the world
- Key Clients (B2B or B2C): B2B 30% or B2C 70%
- Client Segments Served: Luxury Travelers, Budget Travelers, Families, Corporate Groups, Solo Travelers
- Primary Business Focus: Inbound Tourism, MICE, Incentive Group
- Specializations: Cultural Tours, Luxury Travel, Family Travel, Adventure Travel,

3. Experience & Track Record

- Years in Business: 2years
- Annual Passenger Volume (Approximate):30,000PAX

4. Service Offerings

- Tour Operations:
  - Group Tours: FIT, Incentive Groups
    - Incentive travel and team-building programs
    - MICE services: meetings, conferences, exhibitions
    - Luxury and cultural group tours
    - CSR and wellness programs
    - Event logistics and hospitality
    - Multilingual tour guides (ENG, JPN, CHN, ESP)
    - Custom-made itineraries and on-site support
  - Private Tours: Seoul, Gyeonggi(DMZ,NAMI ISALAND), Busan, Gyeongju, Jeju
  - Guided Tours: Seoul, Gyeonggi, Busan, Gyeongju, Jeju
  - Custom Tours: All over Korea
  - Fixed/Guaranteed Departures : Seoul, Busan, Jeju
  - Day Trips/Excursions: Seoul city tour, Gyeonggi(DMZ,NAMI ISLAND), Busan, Gyeongju, Jeju

OUR STRENGTHS

- Experienced team of certified guides and drivers with over 5 years of field expertise
- Multilingual services: English, Chinese, Japanese
- Strong local network and deep knowledge of Korean destinations
- Flexible and responsive customer service for B2B and B2C clients
- **Transportation**:
  - Vehicles Network: partner with car rental company
  - Common vehicle information:
    Hyundai staria -11seat
    Hyundai County - 25seat
    Hyundai Coach - 45seat
- **Accommodation**:
  - Number of contracted Hotels: 10Hotels
  - Preferred Hotel List in Main Cities: Seoul

SERVICE STANDARD

1. How do ensure our service meets established standards

- 24/7 Emergency Response Team: Our multilingual staff is on standby 24/7 to assist with emergencies such as accidents, illness, or natural disasters.
- Clear Escalation Protocols: All staff are trained to escalate issues promptly to the appropriate team or local authorities.
- Contingency Planning: We prepare alternative arrangements for transportation, and itinerary changes in advance.
- Real-Time Communication: Clients are updated immediately via phone, messaging apps, or email, ensuring transparency and trust during any incident.

2. Procedure for handling customer complaints

We take customer feedback very seriously. When a complaint is received, our procedure is as follows:

1. Immediate Acknowledgment – We respond promptly to acknowledge the issue, usually within 24 hours.
2. Investigation – Our operations team reviews the case by speaking with the tour guide, driver, and any relevant staff involved.
3. Resolution – We offer a fair and timely resolution, which may include refunds, compensation, or service recovery depending on the situation.

4. Follow-up – We follow up with the customer to ensure their satisfaction and to rebuild trust.
5. Prevention – The incident is reviewed internally to prevent similar issues in the future through staff training or process adjustments.

Our goal is to resolve complaints quickly and fairly while continuously improving our service quality

3. Provide examples of how we have managed emergency situations in the past

In the event of a vehicle breakdown, we have standby vehicles and drivers on hand, allowing us to dispatch a replacement quickly so the tour can continue without delay.

Additionally, if a guest becomes ill during a tour, our team is trained to respond promptly by assigning staff to assist and arranging immediate transportation to the nearest hospital. Our priority is always the safety and well-being of our guests.