The Future OF BUSINESS TRAVEL

satguru TRAVEL
Think Travel, Think Us!
25 Years of Service Excellence

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I am glad to write to you all once again!

Running & growing a Travel Management Company is like trying to quench an eternal quest for excellence.

I remember when I started Satguru, my simple objective was to provide travel management services to traveller in Rwanda (Africa).

As the business grew geographically, I saw a huge scope of increasing the service level as well as redefining the traveler expectation by providing them better than what they expect. The quest led to the formation of service passionate teams, creation of technology driven service platform uniquely for corporate, retail travelers and consolidation customers.

Our operations team is proactive in preempting traveler expectation in a product or service evolution and hence constantly re-equips itself with process improvements and tool adoption & developments. This happens not only to meet the traveler expectations but because of eternal zeal to do best as a person and hence as a company.
Technology team is equipped with 80 passionate people focused on ensuring latest and evolved technology support to service and traveler engagement functions.

Online platforms categorized for retail and consolidation travelers have brought new awareness to travelers on what they can get better everytime. Online tools for corporate travelers accompanied by structure review meetings at fixed intervals ensure achievement of corporate targets on cost optimization, policy compliance, duty of care and ever evolving traveler experience.

Digital team ensures customer engagement to thus make possible a very speedy mode of communication from both the side and thus helps both us and customers to be in touch strengthening a long lasting relationship of trust and familiarity.

Organized accounts and finance team, enthusiastic sales team, quality check, 24*7 support centre and training team play their pivotal respective roles in ensuring that overall organizational team is enabled in achieving their objective towards best traveler experience and compliance.

Holidays team is a new development in last couple of years and am proud to once again see a very passionate team working hard to create memories to cherish for our leisure travelers.
I thank all our travelers for giving us an opportunity to serve now and again!

Anil Chandirani
President & CEO


International & Domestic Holiday Packages


International & Domestic Hotel Booking


Airport Transfer


Corporate Travel Management


Corporate Travel Fixed Departure


Educational Tourism


Visa Assistance


Meeting & Conference Arrangement (MICE)


Medical Tourism


Cruise Booking


Car Rental


Travel Insurance


Meet & Greet Services (Airport Assistance)

About us

Mission
To make every travel a memory to cherish!!

Vision
To be Exemplars of Customer Service and Satisfaction

Values
- Transparency • Customer first
- Excellence in performance • Cultural diversity
- Trustworthy • Solution • Orientation

Who we are

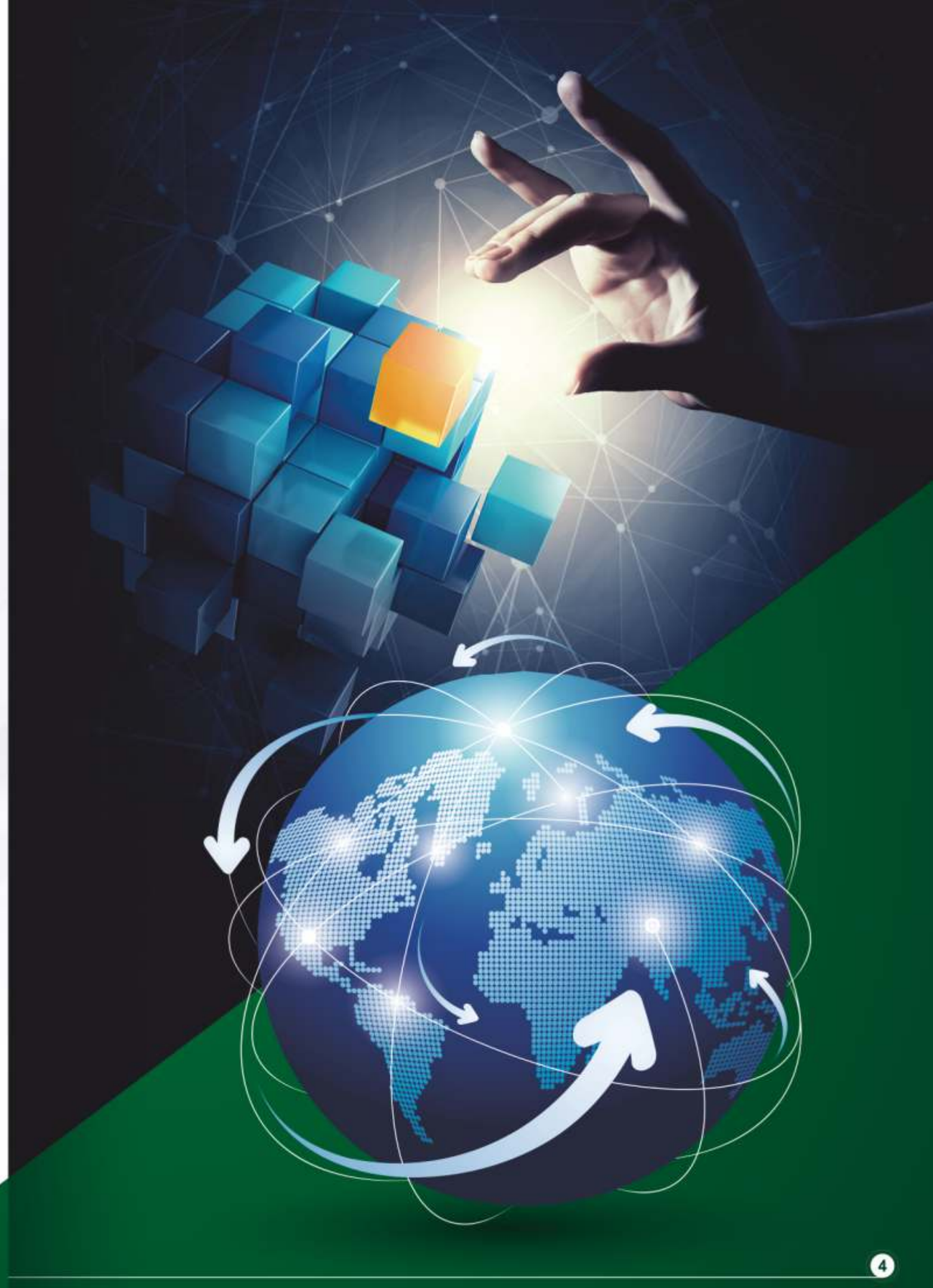
Satguru Travel and Tours Services Ltd. is a brand name in the world of Travel Management Companies. Established in the year 1989 in Kigali, Rwanda, Satguru is headquartered in Dubai, UAE. We are moving strong and gained foothold in this cutting-edge competition with our wealthy experience of over 25 years in travel industry. We strongly believe that corporate clients require a range of specific services, which are crucial for the successful management of their travel programs. This is why we differentiate ourselves from conventional travel agencies and focus exclusively on designing travel solutions for our corporate clients. We are delivering the most realistic, cost effective solutions to your specific needs. Satguru Travel is at the forefront among destination management companies with its unrivaled experience in operating and managing travel management services proficiently.

Why Us

- We, Satguru Travel, offer extraordinary travel management services to create long lasting impression on our customers. With the help of technology, we can transform the way you plan and book travel. We make your travel easy to manage in accordance to your company policies. The solutions can be tailor-made to give you the control and compliance your business needs. Our digital services are helpful not only to help you to save costs but also to boost your productivity as well. We know how corporate travel needs can vary from others and how they have changed from over a period of time. The digital services are built flexibly so they can adapt to changing needs.
- Complete visibility of travel plans on our global and regional maps provide total peace of mind. You'll always be one step ahead when we are there to help you to travel better, safer and more cost effectively. Satguru Travel has covered every aspect of travel management with leading local and global online solutions.
- Consistent quality management systems across business processes
- Innovation and investment in latest technologies and techniques
- Investment in state of art infrastructure, equipment and staff training
- Products tailored to individual customer needs

Benefits with Satguru Travel

- Best buy assurance: Satguru Travel and Tours Services
- Limited offers low fare assurance to the client. Travelers will get the lowest available negotiated fare or published IATA fare within your corporate policy.
- Real time service support on all self-operated locations.
- Rationalizing the overall travel processes with cost reductions.
- Intensive and proactive consultancy with the help of highly qualified consultants.
- Account management: Professional consultancy for the application of your travel policies.
- MIS reports: Client specific statistics and analysis.
- Entrepreneurial attitude: Ability to adapt to the needs of the international organizations.
- Ability to provide flexible and customized solutions.
- Motivated and experienced staff with stable teams.
- Managerial staff available after-hours and during weekends in case of emergencies and urgent work.
- Team of dexterous professionals: We have a huge team of 300+ travel professionals at our central support office. They are our strength behind the consistent and agile execution of process. They give us round the clock support and the strength to strive for any unforeseen instances/circumstances.
- We have strong it department to ensure uninterrupted service, data security and data access to our clients.
- The centre support as level 2 BCP location for all the branches.



OUR GLOBAL PRESENCE

EAST AFRICA
- COMOROS
- DJIBOUTI
- ETHIOPIA
- KENYA
- MADAGASCAR
- MAURITIUS
- RWANDA
- SEYCHELLES
- SOUTH SUDAN
- SUDAN
- TANZANIA
- UGANDA

WEST AFRICA
- BENIN
- BURKINA FASO
- CAPE VERDE
- CÔTE D'IVOIRE
- GAMBIA
- GHANA
- GUINEA
- GUINEA-BISSAU
- LIBERIA
- MALI
- NIGER
- NIGERIA
- SENEGAL
- SIERRA LEONE
- TOGO

CENTRAL AFRICA
- BURUNDI
- CAMEROON
- CENTRAL AFRICAN REP.
- CHAD
- CONGO
- DR CONGO
- EQUATORIAL GUINEA
- GABON

SOUTHERN AFRICA
- ANGOLA
- MALAWI
- MOZAMBIQUE
- NAMIBIA
- SOUTH AFRICA
- ZAMBIA
- ZIMBABWE

NORTH AFRICA
- ALGERIA
- EGYPT
- MAURITANIA
- MOROCCO
- TUNISIA

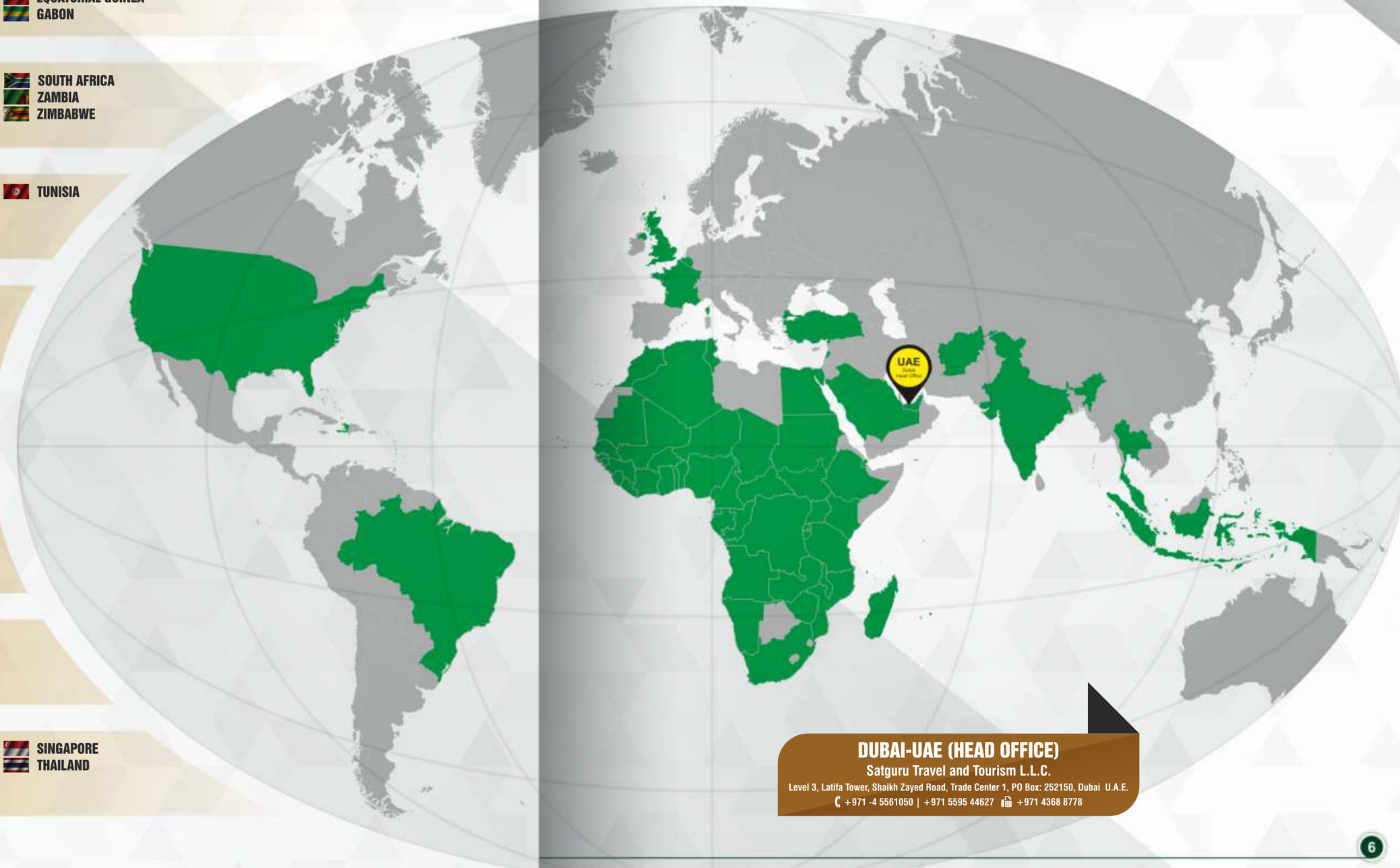
SOUTH AMERICA
- BRAZIL

NORTH AMERICA
- HAITI
- U.S.A.

EUROPE
- BELGIUM
- FRANCE
- UNITED KINGDOM

MIDDLE EAST
- LEBANON
- SAUDI ARABIA
- TURKEY
- UNITED ARAB EMIRATES

ASIA
- AFGHANISTAN
- INDIA
- INDONESIA
- MALAYSIA
- SINGAPORE
- THAILAND



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Our Services Include

Online Travel Booking

- Convenient booking process
- Offers & promotions
- Mobile messenger system
- Email management & Tat measures
- Traveler tracking

Corporate Account Management

- Smooth travel experience
- Dedicated account manager
- Effective evaluation
- Consultative approach
- Supplier progress reports
- Policy compliance

Data Management

- Data capture
- Data quality
- Data reporting

Corporate Traveler Services

- User friendly interface
- The price option in one go
- All options in one easy to use tool
- Know what's happening in town
- Easy to make smart decisions
- A transparent platform
- One quick button to change
- Interactive hotel information
- Efficient expense reporting
- Pay for what you need
- Easy comparison
- Easy booking change
- Speed book

Travel Program Management

- Best fare procurement globally
- Best accommodation rates globally
- Preferred accommodation preferential rates
- Optimal spend analysis & actions
- Best car hire rates
- Best travel insurance rates
- Effective data reporting & management

Cost Optimization

- Corporate travel policy compliance
- Complete travel spend assessment
- Service level agreement adherence
- Data & insights
- Supplier management
- Traveler experience
- Finest risk management & measures





Holiday Packages

Creating perfect holidays is the first & foremost responsibility of ours. After making intensive research and travel surveys, these packages are created by our diligent team to suit the needs of each traveler. Our team has included popular cities of the world in these packages and taken care of adventurous travelers by including off-beat destinations.

- **Ecotourism Holiday:** Under this package, we focus on bringing people back to the nature. If you are interested in sustainable travel, this package is right for you.
- **Wildlife and Nature Holiday:** Wildlife and nature holidays are popular segment of ours. We let people watch animals feeding, playing and interacting with their natural surroundings.
- **African Safari Holiday:** We have African safari packages that range from adventures to ultra-luxurious vacations. We design these holiday packages keeping thrill-seeker in mind.
- **Luxury Tailor-made Honeymoon:** A honeymoon should be unforgettable and we make it most remembering by offering tailor-made packages.
- **Luxury Beach Holiday:** If you desire a top-class luxury beach holiday, choose from our packages. We are offering a wide range of luxury beach holidays that will help you to relax and enjoy your vacation.
- **Cultural Holidays:** We ensure to give you magical experiences that will leave your senses tingling on our cultural holiday tours.
- **Family Holiday:** There is nothing like enjoying with family so, our holiday packages already include whole range of options to suit your needs.
- **Group Holiday:** We offer the best holiday packages to various domestic and international destinations to make your holidays memorable for lifetime.
- **Cruise Holiday:** There is no thrill and excitement like taking a cruise holiday vacation. We offer you the best cruise deals from the world's best cruise lines.
- **Adventure Holiday:** Hand-picked by the experts, we offer a range of adventure vacation packages for top adventure destinations.
- **Weekend Breaks:** Plan your weekend trip with us and explore different weekend getaways from wherever you are.



Hotels

Hotel Booking: We take pride in ourselves on delivering the most suitable and affordable hotel prices from the largest selection of hotels and resorts, around the globe.

Features:

- 600K Hotel Options World Wide
- Last Minute Availability
- Various Room type Options
- Images and Hotel Description
- Instant Confirmation
- Competitive Pricing
- Real Time Cancellation policy
- Trained & Dedicated Team

Best Hotel Deals:

- Apartment hotel
- Bed and breakfast hotel
- Boutique hotel
- Capsule hotel
- Casino hotel
- Conference and resort hotels
- Dormitory hotel
- Eco hotel
- Extended stay hotel
- Garden hotels
- Guest house
- Holiday cottage
- Hostel
- Motel
- Pentahotels
- Roadhouse
- Serviced apartment
- Transit hotel

Educational Tourism

We offer extraordinary educational tourism services, which can be tailor-made as per the demands of colleges/universities/schools.
The services offered by us create a long lasting impression on every tour because of our creative thinking skills and expertise.

Benefits of choosing us:

- **We make lasting impact:** Travel enhances the lives. It gives confidence and opens new horizons to see new perspectives. Students become more curious and more aware of themselves.
- **We prepare students for success:** Students who take educational tour gain a new appreciation for education and move on a path to become professional.
- **24*7 Support:** All the emergency contact numbers will be given to students, parents and teachers to ease the communication in case of emergency.
- **We value your money:** We offer cost-effective tours, keeping in mind the quality, educational content & authenticity. We have the ability to take best volume deals available in the market with no compromise with quality and efficiency.

Visa

We ensure that customers get end-to-end solutions. When it comes to provide visa and document legalization services, we remain as helpful as possible. The entire work is done with high professional standards with technical and commercial integrity.

We are supporting our customers through:

- **Documents Legalization:** For long term visa, some consulate requires attestation on the educational document or marriage certificate. To execute this job well, we have expert team of professionals.
- **Photos:** We understand that customers can be busy, hence, allow them to simply email us a clear digital image either taken with a digital camera or a scanned copy of a printed photo.
- **Visa and Passport Application Processing Services:** We provide an end-to-end solution by seamlessly processing the information of dissemination, automated application and appointment systems.
- **Scrutiny of Documents:** We review the applications for completeness and validity, based on checklists supplied by the diplomatic missions.
- **Telephone and email Helplines:** We are providing support application information services for customers and are capable of handling large call volumes and emails in multiple languages.
- **Collection and Remittance of Fees:** We update relevant payment related information on website regularly. Our trusted banking partners ensure no discrepancy and avoid fraud. Also, we have multiple modes collecting the fee like cash, cards.
- **Data Reconciliation:** All the submissions are monitored very carefully to ensure time lines. The transactions carried out are done by two persons, with an electronic/paper trail of input, handover and takeover to ensure no fraudulent insertion.
- **Submission:** We ensure to synchronize the submission of applications with the consular section in order to ease the process of scrutiny. Entire applications are sorted and indexed by prescribed criteria and then are submitted in consolidated lots at the time of appoint.
- **Scheduling of Appointment:** We have successfully scheduled various appointments and ensured that none of applicant has to book multiple appointments.
- **Delivery of Passports:** We have the record of 'Zero Loss', when it comes to returning the passports to customers. We have partnered with trusted local couriers & have a systematic model for widespread delivery.

MICE

Creating impactful and strategic MICE programs for the clients is what we do. Under our MICE Offerings, we manage all, from your thrilling trips and big conferences, to thoughtful meetings, new launch events, tradeshows, roadshows and exhibitions. We apply our experience, expertise, and innovative minds in enhancing and doubling the impact of Meetings, Incentives, Conferences and Exhibitions being hosted by our clients.

Benefits of choosing us:

- The cost leadership, when it comes to various industry leading suppliers due to our global alliances with them.
- An end to end approach for managing all the aspects of our client's event, including their travel, stay, ground transportation, local bodies approvals and other crucial arrangements.
- Our global network to provide you support with all on the ground logistics, thus making hosting of the event easier.
- A team of dedicated people who work hard to deliver an outstanding experience to both our clients and their guests as well.

Medical Tourism

We aim to create awareness about quality healthcare available in India. Our aim is to promote positive and stable growth of the Medical Services. Here are the reasons to choose us:

Quality Assurance: The quality of the hospitals & clinics partnered with us are internationally accredited as we put a premium on our patient's health.

Money Saving: Prices are negotiated on the behalf of patients with the hospitals as their own. We give best quotes than they would get by themselves.

Expert Guidance: Our team of medical experts carefully examines the medical case and give recommendations about hospitals, doctors and location.

One to One Case Handling: We understand what support is needed to the patient who is traveling overseas destination for treatment. We ensure to make them feel secured and safe.

Support: From guidance to assistance, we are there for the patients around the clock.

Satguru DMC

Ensuring the best deals in operation and contracting management, we offer exemplary quality and ensure timely confirmation. We tailor out tours on the basis of our client's individual taste, budget and time preference. Our clients can count on us for every vacation possibility over land, sea and air, including customized trips, coach and rail tours and insurance.

Creative Team: Our team of experienced travel professionals is accustomed to handling multi-national incentive groups, seminars and conferences, and can devise itineraries to suit any requirement.

Travel Technology Solutions: Online booking platform for travel companies.

Flight Booking: International & Domestic tickets of all international and domestic airlines at very competitive prices. Our flights department gets the fastest confirmations & most convenient flights at the best rates.

Forex Service: We facilitate foreign currency exchange

Land Transportation: Satguru has its own fleet of cars as well as air-conditioned luxury coaches

Cruises: We are navigators of every kind of cruise, from value conscious option to luxury and river cruises.

Guides: Our multi lingual guides and tour leaders belong to the region where they work, so have exceptional knowledge as well as strong links to the local communities.

Visas & Travel Insurance: our specialized stall Assists clients in getting requisite Visa and travel insurance at a very competitive premium.

Other Services

Car Rental: Our Car Rental services are available for your use 24/7. You can choose from our wide list of cars. Our Car Rental Service, with self and Chauffeur driven offers daily, monthly, and yearly services to corporate and leisure travelers.

Travel Insurance: We offer comprehensive benefits to meet the challenges of travel and help you enjoy a worry-less and stress-free trip. We have plans that offer coverage for, medical expenses and repatriation, loss/delay of checked baggage, loss of passport, curtailment/cancellation and much more.

Chauffeur Services: Satguru Travel's chauffeur drive service will allow you to enjoy your ride with luxury and comfort. You take time to relax or prepare presentation while our Chauffeurs transport you from destination to destination.

Meet & Greet: As a tourist or visitor in a strange land, you may be slightly confused and unsure about the language, culture. customs and whereabouts. This is a common trouble faced by most travelers, hence to make our customers feel comfortable and secure we offer a Meet & Greet service.

WORLD TRAVEL AWARDS
WINNER
2018





One of the Greatest
Leaders of the World (Asia and GCC) 2017-18
by Price Water Coopers !

Satguru Travel is the Proud Winner of

Tanzania's Leading Travel Agency 2017

Rwanda's Leading Travel Agency 2017

Nigeria's Leading Travel Agency 2017

Dubai's Leading Business Travel Agency 2018

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