

Proposal Services

MTG
MEXICO TRAVEL GROUP

Mexico Travel Group, Who we are?

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We are a conglomerate to which the following companies belong: Gray Line Los Cabos, Gray Line Vallarta, Mexico Travel Solutions, Inteligia, Saitee, GoTrek and Nogalito.
We have been operating in Los Cabos since 2002, Puerto Vallarta since 2007 and over 2 years of operation in Cancun, Cozumel and Riviera Maya.
With are backed by the combined experience of more than 100 years of the Directors in the company, in different branches of Tourism, Top notch customized technology, and the commitment and performance of our more than 400 professional employees whose extensive experience in both the market and our destinations allows them to deliver a high quality service.

Our current operations in Mexico destinations are:
Cancun, Cozumel, Riviera Maya, Los Cabos, Puerto Vallarta and Riviera Nayarit.

Per year we serve more than 250’000 passengers at our airport transfer operation, more than 280’000 clients thru our Call Center programs and assist over 450’000 clients in hotels through our hospitality desk service program.

OUR SERVICES:

- Our primary focus is Customer Service and to offer a differentiated service experience for the customer.
- We offer 365 days a year of operation, with extended hours from 8 am to 8 pm.
- We have emergency personnel 24/7





- Protocols of safety and emergency installed.
- Professional, uniformed, bilingual staff to meet and greet customers on arrival at the airport.
- We have airport personnel at all flights arrivals and in all terminals.
- We offer shared and private services, as well one way or roundtrip.

OUR SERVICES:



•With clients differentiated service in mind, we have implemented the “Speedy Shuttle Service”, offering a maximum waiting time at the airport after contacting our personnel of only 10 minutes, we offer also “Free for Sale” (no need to check availability), and “Last Minute Reservations” (we take reservations with a minimum of 3 hours before clients arrival at the destination.), we guarantee “No block out dates” and we do not require minimum.

•We offer a maximum of 3 stops on shuttles services.

•On private services there is no waiting time, the service is provided immediately after client contacted our airport personnel.

•We have a customer service department, specializes on providing assistance to customers on site if required and is the department in charge of being in direct contact with your customer department to send reports, and assist with anything required while customer is on the destination.

•We offer a technologically advanced software platform for the real time management of sales, reservations and operations.





OUR SERVICES:

We have our own operation of Signature Sightseeing Tours; we took our clientele to visit the most iconic sites of the destinations. Our products are focused on culture and history, so customers can learn about the places they are visiting, we take them to local places so they can learn culture and local gastronomy and of course we take them as well to the most important tourist sites that there is to know and visit.

Some of our products are:

Nogalito Eco Park: Located on the Sierra Madre is a paradise for bird watchers, for people looking for an adventure as we have a 9 zip line tour, nature lovers will be delighted by our Hiking trails, there is a Tequila tasting and a Restaurant with authentic Mexican food.

Sayulita: A surfing paradise, small village where you can practice surf, just relax on the beach and stroll along the little streets where you can find arts and crafts vendors.

San Sebastian: "Pueblo Magico" in Mexico there are some Towns that have the denomination of "Pueblo Magico" or "Magic Town" and that designation takes in consideration the history, culture of the place, this town San Sebastian is reach in mine history, coffee, tequila and great local authentic gastronomy.

360 Puerto Vallarta City Tour: During this tour you will learn about the History of Puerto Vallarta, its Mission, the famous Malecon filled with sculptures from different artists from all over the world, arts and crafts market and will enjoy a delicious Mexican food.

Los Cabos Deluxe City Tour: During this tour you will learn about the history of the Missionaries and Pirates, will visit the famous Arch and Land's End, we'll visit a glass blowing factory, Art District in San Jose, the Old Mission and enjoy a Tequila tasting with delicious food.

Tequila, Tacos and Cabo: As its name says it will be a tour based on Tequila, not just tasting it, you will learn about the history and its origins, will have the opportunity to see an amazing sunset cruise and enjoy one of the most traditional dishes in Mexico a dinner based in tacos.

Majestic Whale Watching: We are blessed to receive every year for a couple of months the visit of the Gray and Humpback whales, it is an amazing opportunity to see those giant animals very close.

San Jose Organic Classes: This tour takes place in one of the oldest Haciendas in San Jose del Cabo, now converted into an organic farm with its old building as main restaurant, during this tour you will have the opportunity to walk the farm, see some of the vegetables you are going to use for the preparation of the food, the Chef is one of the most recognized on the area, you will be cooking with him and at the end you all will be seated at restaurant to enjoy the just made meal.










ADDITIONAL HIGHLIGHTS OF SERVICE:

- AON insurance coverage for general international liability for 2 USDM
- Bilingual personnel
- Modern fleet of vehicles
- All drivers have current Federal license
- Car seats available upon request at additional charge
- We have vehicles at all flights for protection of customers that their flights have been changed or delayed
- Easy cancellation policy
- API connectivity
- Call Center program for Pre-Arrival program
- Hospitality program / In Market Sales Program focus on personalized attention to customers on destination to offer them assistance with the services and tours offered on the destination to produce sales through the In-Market program.

