TOUR OPERATOR

PAC GROUP

ABOUT COMPANY

ABOUT COMPANY

PAC GROUP is a tour operator since 1990, the company celebrated its 25th anniversary in 2015.

PAC GROUP is an international holding with the central office in Moscow. Besides, the company has foreign representative offices in Italy (Rimini and Val di Fassa) and business structures in the Ukraine (Kiev), Kazakhstan (Almaty) and Belarus (Minsk). PAC GROUP has a wide federal network of affiliated branches in 20 towns of Russia: Yekaterinburg, Kazan, Krasnodar, Krasnoyarsk, Nizhny Novgorod, Novosibirsk, Omsk, Pyatigorsk, Rostov–on–Don, Samara, St–Petersburg, Saratov, Sochi, Tyumen, Ulyanovsk, Ufa, Volgograd and Chelyabinsk.



PAC GROUP

№1 AS ESTIMATED BY PROFESSIONALS

Professionals of the tour business rank PAC GROUP high. Distinguished with numerous awards, the company is a leader in the IS BANCO preference ratings in the following spheres of activity: Italy, France, cruises and mountain skis (Austria, Italy, France and Switzerland).

According to the survey held by Atout France among representatives of tour offices in different regions and hotels of France, in 2013 PAC GROUP received the title of the best tour operator in France. In 2015, PAC GROUP was awarded with a diploma “For excursion tours to Paris”.



№1 ITALY

№1 FRANCE

№1 CRUISES

№1 ALPS

According to the Publishing House “Kommersant”,
in 2011 PAC GROUP was among ten biggest tour operators of Russia.

PAC GROUP

ONLY RELIABLE PARTNERS

Most of PAC GROUP operator programs are based on reliable regular flights performed by domestic or foreign airline companies.

АЭРОФЛОТ Российские авиалинии

URAL AIRLINES

Alitalia

S7 AIRLINES

CSA CZECH AIRLINES

Emirates

AIRFRANCE

SWISS

BRITISH AIRWAYS

TURKISH AIRLINES

ETIHAD AIRWAYS

Austrian



PAC GROUP

VISIT ALPS WITH PAC GROUP!

We work with Alps destinations more than 20 years and know all details about its resorts, hotel base, its moments and special aspects of Alps regions.
PAC GROUP has DMC in Austria, Italy and France.

Air carriage is operated by branded airlines during the whole season, including New Year dates.
PAC GROUP main air-carrier partners are: S7 Airline, Ural Airlines and Aeroflot Airline.



PAC GROUP

UNIQUE PROJECTS FOR A FAMILY VACATION

In European hotels, we offer tailored trips for families with children through dedicated family clubs known as PAC LAND. Our customers are sure to have a marvelous family vacation, which will be enjoyable, comfortable and affordable at the same time. In summer 2017, we are delighted to offer you a marvelous deal – children travel free of charge!

MSC Cruises features another special promotion – «Children under the age of 12 travel free of charge in the same cabin with two parents». Besides, MSC Cruises offers a wide range of dedicated activities for children and services for families with children.



PAC GROUP

CRUISING THE WORLD IN STYLE

PAC GROUP collaborates with MSC Cruises, one of the world leaders in the cruise industry. Being a general representative of MSC Cruises in Russia and a number of CIS countries, PAC GROUP offers a wide range of cruise itineraries, among them unique itineraries starting from St-Petersburg.

MSC Cruises is perfect for a family vacation. The cruise company offers special deals for passengers traveling with children – “children travel for free”, as well as various entertainment activities on board, comfortable accommodation and a diverse excursion program.



PAC GROUP

PAC WORLD – BOOK EASILY WORLDWIDE

For the convenience of travel agents, PAC GROUP has developed and implemented high-tech solutions for the automation of business processes.

Among the most popular undertakings is the project PAC WORLD, which has been developed for the online booking of hotels and tour services worldwide. The system is user-friendly and offers a wide range of products at competitive prices.



PAC GROUP

BUSINESS TOURISM

MICE department of PAC GROUP is able to implement a project for the corporate service on a “turn-key” basis, from short trips designed for top managers to large-scale projects involving many participants worldwide.



PAC GROUP

THE WHOLE RANGE OF TOUR SERVICES

PAC GROUP offers a wide range of quality services:

- International tourism – individual and group tours;
- Airplane tickets for the flights of Russian and foreign airline companies;
- Ground operations – booking of hotels, excursions and transfers worldwide through our own booking system PAC WORLD;
- Corporate service – the whole range of services, among them MICE.



PAC GROUP

TRAVEL THE WAY YOU LIKE

When you travel with PAC GROUP, all traveling opportunities available in Europe today are at your disposal, among them:

- Excursion programs;
- Vacation at seaside and lake resorts;
- Mountain ski resorts;
- Cruises;
- Educational tours;
- Event tourism;
- Individual tours.



PAC GROUP

QUALITY ASSURANCE

PAC GROUP maintains high standards of customer care offering a wide range of customer oriented services:

- 24/7 customer support service PAC 24 (495) 933 09 58;
- Dedicated info stand in Moscow airport “Domodedovo” and representatives in airports Sheremetyevo and Vnukovo;
- Car rent services, including premium class cars;
- Uniform range and standards of services in regional representative offices;
- Transit services for tourists from other regions, among them transfers and accommodation in hotels.

Through our own European structures, we are able to control the quality on all stages of rendering the service. Among our structures are PAC GROUP representative offices in Italy (Rimini, Val di Fassa) and company representatives in major resorts and on the cruise ships of MSC Cruises.

PAC GROUP

PAC GROUP IS A MEMBER OF PROFESSIONAL ASSOCIATIONS

Association of tour operators of Russia (ATOP), which is part of the World Tourism Organization (WTO).
Association “Union of Tour Operators in International Tourism “TURPOMOSH”;
International Air Carrier Association (IATA);
Italian–Russian Chamber of Commerce;
Association “World without borders”.

PAC GROUP

COMPANY ACHIEVEMENTS

Leader of IS BANCO preference ratings in the following spheres: Italy, France*/**, Cruises, Mountain skis (Italy, Austria, France, Switzerland)*;
“Star Travel.ru” – 2014 “Best mountain ski tour operator”;
“Travel Russian Awards” – 2013 in the nomination “Russia’s most reliable tour operator”;
“Russian Business Travel & MICE Award” – 2013, in the nomination “Best organizer of incentive programs abroad”
“Star Travel.ru” – 2012, in the nomination “Best tour company operating in Russia with mountain ski programs”;
“Leaders of the industry – 2009”, in the nomination “Best tour operator of the year for Italy”;
Cruise award of MSC Cruises “Team & Win”;
“Crystal Globus” in the nomination “Leaders of tour industry”;
“Best Russian tour operator in international tourism, 2005”;
Acknowledgements of Committee for Tourism of the Moscow City Government.

* according to information of IS BANCO
** according to information of Atout France

PAC GROUP