



COMPANY PROFILE

VISIT US @

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It is my pleasure to welcome you to **GREAT MARVEL TOURS AND TRAVEL (GMT) LTD.** I hope the information here provides you with a greater understanding of our company, our brand promise and our core beliefs. We have a proven track record of top-quality services, with reliability and care, to the full satisfaction of our clients. We have built long term relationship with our valued customers.

As I look back to when I started this business, it gives me immense pleasure to see the rapid growth of Great Marvel Tours and Travel (GMT) Ltd. In a very short span of time we look forward to an outlook of a very promising future. We have Ugandan licenses along with earning our valuable clients trust with in a 7 Year with a rapid growth.

In this era of overwhelming competition we provide our clients with the best possible tailored solutions to suit their needs. The appeasement of our clients is the trait by which we measure our quality of service.

Pelican Travel & Tours is recognized for its quick adaptation and response to meet the needs of the client. Whether it is about your Business Travel, Holiday Planning, VISA Consultation, Air Ticketing, Hotel Booking or Transportation Services, our dedicated staff is here to make sure you are taken care of and focused on your business or pleasure. We ensure that your trip is comfortable and stress free when you are overseas and are available at your pleasure should the need arise.

I want to assure you that when you sign up for our services at Pelican Travel & Tours, you can be confident that you will always be dealing with a professional organization that seeks to create a long term relationship with you.

Regards,

LUCKY MOSES GUMA,
CHIEF EXECUTIVE OFFICER
GREAT MARVEL TOURS & TRAVEL (GMT)

"As I look back to when I started this business, it gives me immense pleasure to see the rapid growth"



GREAT MARVEL TOURS AND TRAVEL (GMT)

COMPANY PROFILE

Company Name	GREAT MARVEL TOURS AND TRAVEL (GMT)
Commercial Title	GMT
Established	2014
Registration Number:	80020002119151
Head office	
Visiting address:	Plot 1135 Rose Lane Muyenga P.O Box 74600 Kampala, Uganda
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Postal address	P.O. Box 74600, Kampala Uganda



COMPANY HISTORY

Great Marvel Tours and Travel (GMT) was founded in 2014 by a professional entrepreneur, Mr Lucky Moses Guma.

He set up a professional company with the intention to improve the quality of tour operation in Uganda and the regions of Africa. The company began with meagre resources, but over the years it has grown leaps and bounds to join the ranks of some of the leading tour operating companies in East Africa.

We are an indigenous company, run by locals with vast experience in the tourism sector. Since its inception in 2018, Great Marvel Tours and Travel (GMT) has grown to handle clients of both large and small groups. Our specialty is in arranging private tours for our clients.

Great Marvel Tours and Travel (GMT) offers you the best holiday experience of East Africa and because we know Uganda, Kenya, Tanzania, Rwanda, SouthAfrica, Ethiopia and Egypt as only a professional and knowledgeable native insider can. Whether your dream holiday is a luxury safari in the grand old settler tradition with white-gloved waiters ministering to your every need, or a basic camping affair as close to nature as one can possibly get, whether your interest is in the captivating cultures that make up this beautiful land or in high adventure traversing landscapes that only the brave dare to go, whatever your special needs are, you can leave all the planning to us in the comfortable knowledge that our team of professional experts will do everything possible to deliver to your exact specifications and more.

Great Marvel Tours and Travel (GMT) will always place you at the center of all our planning. It all starts with us listening very carefully to what you want. Not until we are absolutely sure that we have a good grasp of exactly what you need will we get to work. It is this that makes us different- using our expertise and excellent knowledge of Uganda, Kenya, Tanzania, and Rwanda to add value to the holiday choices that you make.

In addition, Great Marvel Tours and Travel (GMT) commits itself to finding for you, the lowest possible cost that will support the most pleasant itinerary consistent with your dream holiday of Africa. Whether you are on a shoestring budget or can afford the most elaborate and luxurious safari, whether your holiday costs thousands of dollars or just a few hundreds, we will go to great lengths to ensure that we offer the same superb service for which our company is well known.

We will work closely with you to ensure that you choose what is best for yourself rather than what is best for any particular holiday supplier and undertake to access on your behalf and pass to you, the best destination information and expert advice that will lead to real benefits. Finally we undertake to put at your complete disposal our team of knowledgeable experts to scout for the best discounts available among suppliers to ensure you receive the very best value for money.

The vision of the founder for valued and competitive services, development through long term partnerships and investment in technology and infrastructures, as well as the commitment to quality without compromises, remain intact and continue to lead the company's further steps.



Mission

Efficiency, Flexibility and Quality Service with a Personal Touch, State of the Art Technology, combined with strong purchasing advantages and Value for Money.

We're committed to offer competitive value for money products and high level services in order to achieve total client satisfaction. We want to meet and exceed all business clients' goals and objectives, strive for excellence in quality, integrity, and value in all that we do.

We want our partners and ourselves to grow profitably in our respective countries, through thorough market analysis, continuous product development, aggressive yield management and prudent financial risk monitoring.

Philosophy

Deltanet understands the challenges of the modern tourism industry and knows that planning, developing and adapting destination resources to the evolving needs of the market is the key to success.

We take all trends in tourism business into consideration, invest in new infrastructure and offer both leisure and business travel solutions through state of the art technology. In this way we can keep up with all new market demands and secure the future of our company as well.

Our company respects and follows the traditional ways of traveling, such as back - to - back charter operations, but at the same time it offers the full infrastructure for the new mode of operations (on - line bookings of all the services, dynamic packaging support etc...).

In the same way we are involved in the massive production (major guarantee contracts for charter operators and strong deals with the hotels), but also provide the full a' la carte services for individual clients, in special accommodation (villas, traditional guest houses etc), special combined programs ("island hopping") as well as for special interest groups.

Offering Value for money is our main concept: due to our long term extended co-operation with major charter operators we have obtained a strong purchasing power within the East, North and South African tourism market.

Our Bed Bank counts thousands of contracted rooms all over the destinations of our network on exclusive commitment contracts, enabling us to manage the rooms in the most effective way, securing most competitive rates and availability as well as showing full flexibility towards our clients.

Premises

The head office is located in a modern business center near the centre of Heraklion city and comprises of 670sq.m. All the offices are furnished in luxury corporate style and fully equipped with the modern infrastructure.





OUR NETWORK

GMT has an extended network of branches and affiliated offices in all major EastAfrican destinations & South Africa. We're based in Uganda, with head offices in Kampala and operate our own branches in EastAfrica and affiliate offices in Egypt, Ethiopia and SouthAfrica.

Apart from the areas covered with own branch offices, our operation in the rest of the EastAfrica destinations & SouthAfrica is covered by the network of carefully selected sub-agents, serving all GMT requests & operations, maintaining the same quality & efficiency standards. In this way we can provide the full professional support for all EastAfrican as one destination to all our partners.

SERVICES

We provide the full support to charter operators, internet based Tour Operators as well as FIT Uganda, AUTO and UGATA specialists.

ACCOMMODATION

Selection of accommodation of all categories (from low-budget-self-catering units to exclusive De Lux hotels, as well as villas and special type accommodation) at most competitive conditions.

One of the greatest "Bed Bank" in EastAfrica (contracting thousands of rooms all over the destinations of our network). In the contracts between GMT and our customers the following are the basic features:

- Competitive prices
- Allocation with short releases
- Strong Early Booking discounts and benefits, aiming to stimulate sales before the season's start.
- Privileged children's policy.
- Secured room availability during high season without any risk for our partners
- Yield management
- Maximization of the load factors of our principals.
- Promotional rooms with special conditions for certain arrivals that additional support is required.
- Seasonality that meets the needs of the origin market of the tour operator.
- Substantial "Added Value" included in the contracted rate.

CONTRACTING / PRODUCT

- Long experience and Know-How in this field.
- Tailor made solutions to cover any kind of operation (charter chains, FIT packages, special groups, conferences, island hopping...).
- Benefitting from the major traffic and volume of clients, strong negotiation power and high performances in purchasing beds at the best rates, even lower than the international groups.



Lions of East Africa and beyond



RESERVATIONS

- Our Reservation Dept. consists of a skilled team, having knowledge of the product and the needs of every Tour Operator.
- The latest version of our reservation software, ABS (Automatic Booking System), allows our software to “handshake” with any reservation software our partners are using.
- 24 hours a day, all year round individual bookings can be made online through our B2B system.
- Personal approach; every Tour-Operator has a specific reference person within the Reservation team and the Reservation Call centre is available 24/24 365/365 to reply to any queries or special requests.

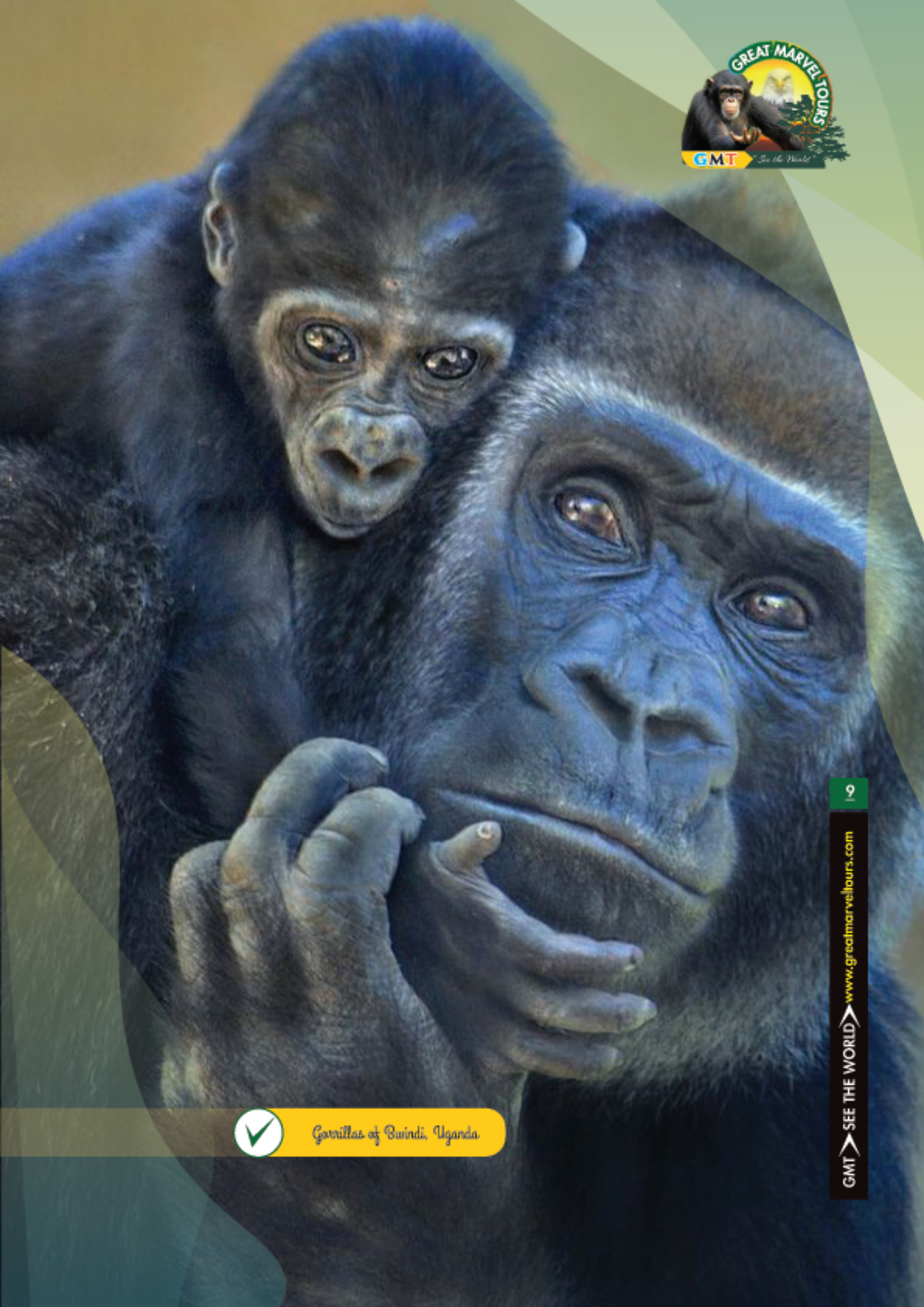
LAST MINUTE & YIELD SUPPORT

- Weekly special offers in accommodations of all classes.
- Being in contact with our charter operating partners and having up to date information about the available seats, we produce specific offers assisting them to fulfill committed charter seats.
- Providing partner tour operators with extra allocation & shorter release, according to their specific needs in order to increase both sales and competitiveness in their markets.

TRANSFERS

Our company is one of the strongest providers of transfers in EastAfrica, having own stands at the arrival points of the main airports, stable shuttle bus transfers (365 / 365, 24 / 24 on a frequency of 45mins) from the main airports to the main tourist regions.

In this way apart from the charter operators cooperating with GMT, we are in position to cover the transfers of individual clients, as well as many internet portals, providing shuttle transfers to dynamic packaging tour – operators. Our fleet which is used for airport transfers and excursions, as well as group handling consists of luxury owned and leased busses as well as mini-busses and limos driven by experienced and in tourism educated drivers. They are all in compliance with the latest EU quality and safety standards, equipped by the latest audio visual equipment and have unlimited insurance cover for all passengers



Gorillas of Bwindi, Uganda



GROUPS & INCENTIVES

Within our company, there is an incorporated independent Department, specialized in the organization of leisure groups. Our team consists of multilingual and dynamic professionals, having an extensive experience and knowledge of all aspects of tourism and an in-depth understanding of the destination of EastAfrica, its local facilities and services on offer. They are dedicated to cater any requirement with the most flexibility for any custom designed package regardless the size of the group (from small special interest groups to extended congresses) in order to meet any group specification and budget restriction.

We emphasize on creativity, cost-efficiency and excellence in designing, planning and implementing outstanding group travel, corporate meetings, incentives and special events. Throughout the years we have built up a vast network of reliable local suppliers and associates with whom we have strong strategic partnerships: we work closely with more than 1.000 hotels, all types of dining venues, activity providers, venues, licensed guides etc... all over the EastAfrican mainland, Egypt, Ethiopia and SouthAfrica.

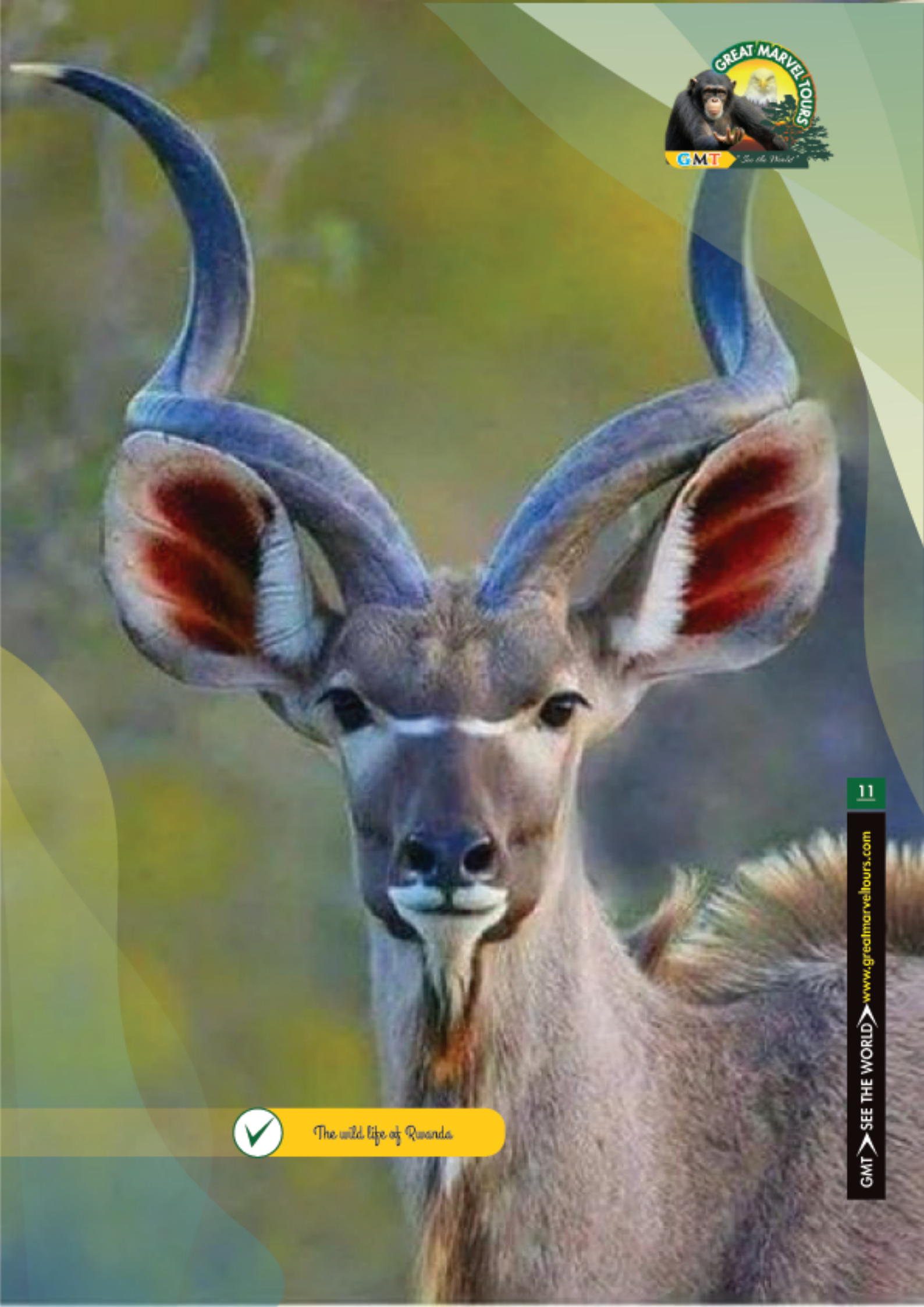
Our areas of service range from but are not limited to:

- Special interest group tours (history, culinary, agricultural, sports, painting, spa, wellness, single holidays, religious & spiritual, nature, walking, hiking, golf etc...)
- Corporate meetings & incentives
- Conferences (including audiovisual & technical equipment sourcing, banqueting, venue decor etc...)
- Event management
- Team building activities
- Product launches & presentations
- Cocktails
- Gala dinners
- Themed events

Our client base includes top companies in the sectors of pharmaceuticals, banking, telecommunications, insurance, incentive houses and tour operators.

In the field of leisure groups we are co-operating successfully with well established group Tour operators, providing them exclusive tailor made designed programs all over Greece & Cyprus.

The guarantee of our success is attributed to our creativity, consistent professionalism, the high standard of our service, tailor made products, attention to detail and the final touch that makes each program a unique experience for the participants.



The wild life of Rwanda



CAR RENTAL / FLY & DRIVE

In co – operation with reliable local and international car rental organizations, we offer most competitive rates for car rental (pre – booked as well as locally reserved). Special “fly & drive” packages are set up, including car rental and accommodation in selected locations all over the EastAfrican mainland, Egypt, Ethiopia and SouthAfrica.

EXCURSIONS

A full excursion program set - up in all major languages, consisting of excursions for all interests, adjusted to the features of every market. Excursions, boat trips and daily cruises are guided by skilled and experienced guides and aim to cover every aspect of interest in each region.

Apart from the “classical” excursions based on history and natural beauty of the country, Deltanet offers its clients the opportunity to discover the samples of the ethnic and tradition inheritance of Greece, through completely tailor made products.

Interactive excursions allow clients to participate in local cooking, wine & olive-oil producing and tasting, pottery manufacturing, bread baking, folklore dancing, donkey rides and much more.

CRUISES

Deltanet Travel offers a great variety of cruise programs, as well as shore excursions for clients participating in cruises, at competitive rates at all call ports in EastAfrican mainland, Egypt, Ethiopia and SouthAfrica., for both groups & individuals. In co-operation with the largest and most reliable cruise lines, it also offers a wide range of fascinating cruises between the magnificent EastAfrica and Egypt, Ethiopia and SouthAfrica.

We have extensive knowledge in this part of the Mediterranean and are able to provide top itineraries and guarantee the best value for money at the same time.



RESPONSIBLE TOURISM

We believe in responsible tourism and work towards ensuring that tourism maximizes the benefits to local communities, minimizes negative social and environmental impacts, and helps local people conserve fragile cultures, habitats and species.

We care about preserving the environment and natural resources, respect local customs and practices, care about the needs of the local people and are dedicated to giving our guests more than the average package deal.

We are licensed by the Uganda Tourism Board; are full members of the Association of Uganda Tour Operators; we feature on Safari Bookings and are reviewed positively on Tripadvisor, a worldwide recommended travel review website.

WHY GREAT MARVEL TOURS AND TRAVEL (GMT)

- Great itineraries and unmatched customer care that leave our clients yearning to come again.
- A commitment to going an extra mile to ensure value for money and customer satisfaction.
- Reliance on knowledgeable, experienced, and warmhearted safari guides who put their all to deliver a remarkable service
- Thrilling adventures that leave customers with memories of a lifetime



Birds of the Ruzizi Region



WHY NORTH, EAST AND SOUTHERN AFRICA?

They have the largest and most diverse concentration of wild life on earth ranging from the endangered Mountain gorillas to a unique combination of the bush, forest and water animals and more than one thousand bird species.

The countries also have some of the most beautiful lakes like Lakes, Rivers, Mountains, abundant wildlife, Cultural tours, diverse foods, deserts. These lakes are beautiful in a grand way where forested islands and Blue Mountains dissolve into horizon lines and stunning sunsets.

EastAfrican mainland, Egypt, Ethiopia and SouthAfrica are also the land of the impenetrable forests of jungle vegetation; of hills that have been cultivated with skill, of vast stretches of grassland used by the proud nomadic herdsmen; and of tea plantations whose endless green carpet stretches to the distant horizon.

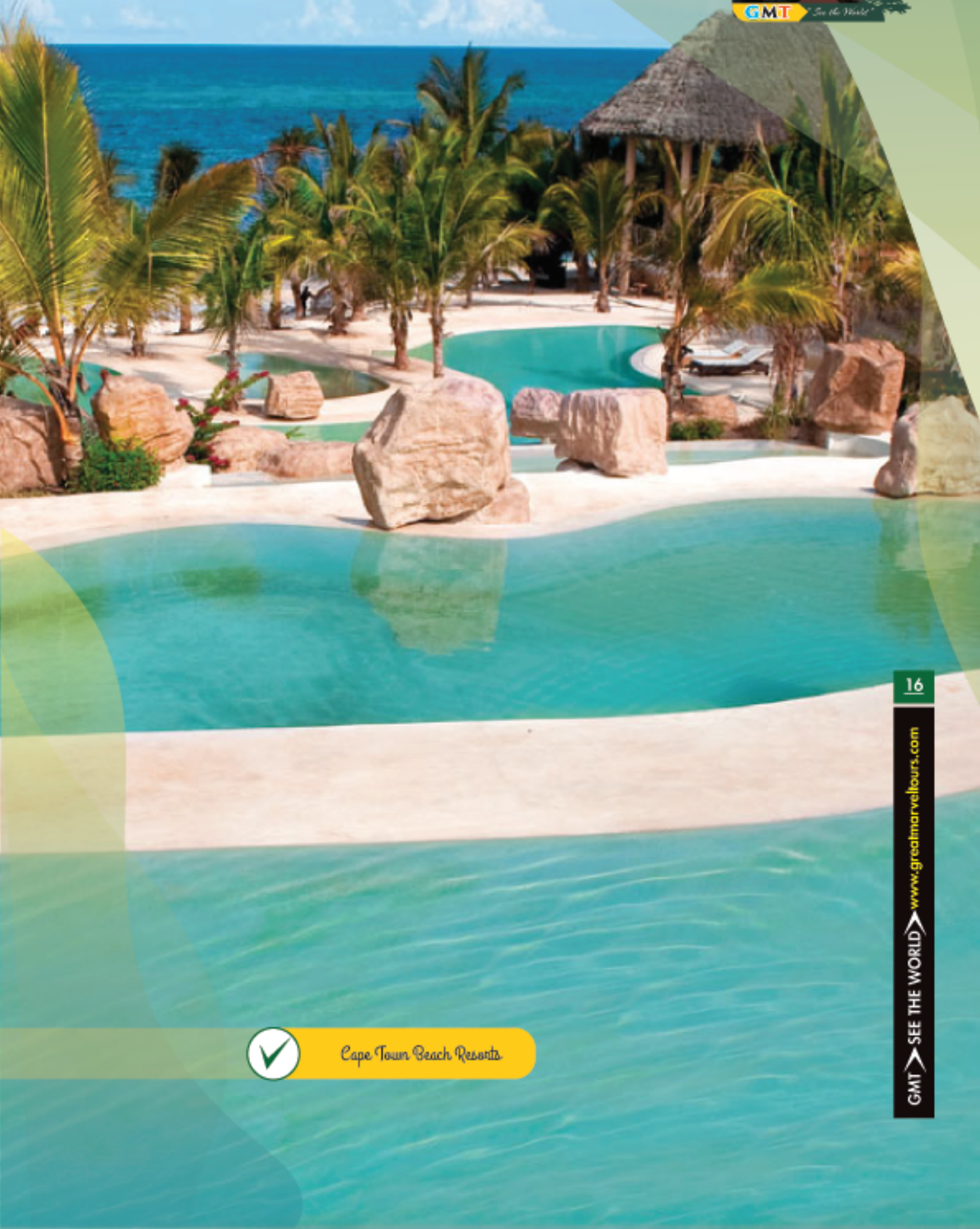
Besides wildlife you find the beautiful mountain ranges, the largest fresh water lake in the world, tropical beaches, and the best savannah parks in the world; the vast tropical rainforests, and the matchless Great Rift Valley.

There is the mighty River Nile, the World's longest River with its spectacular waterfalls and rapids; the setting for some of the world's best white-water rafting and bungee jumping spots.

There are the snow-capped Rwenzori mountains in Western Uganda, and the Virunga Volcanoes bordering the Democratic Republic of Congo and Mount Elgon in Eastern Uganda, offering hiking opportunities through beautiful scenery.

And most importantly, Uganda and Rwanda have the reputation of having 'Africa's friendliest people', with a first class tradition of hospitality.

It is no wonder therefore that Lonely Planet, the World's largest travel guide book and digital media publisher named Uganda the number one tourism destination to visit in 2012!



Cape Town Beach Resorts



WHAT MAKES US DIFFERENT

- We always try to go beyond the expectations of our customers.
- We are always customer-centric and provide the best value of our customers spending.
- We care our customers by attending them whenever and wherever
- required fulfilling all their needs from arrival to departure.
- We learn from our customer reviews and address complains through innovative techniques.
- We never make any false commitment and don't charge any hidden cost.
- We always try to leave a print of beauty in the mind and soul of the customer as a permanent source of joy.

CORE VALUES OF OUR COMPANY

- To give every customer, partner and employee the power to create and share ideas and information instantly, without barriers.
- With great courage, integrity and love, we embrace our responsibility to create a world where each of us, our communities, and visitors would think of the promotion of eco-tourism.
- To sell our products at a reasonable profit keeping in mind the best satisfaction of the customers.
- We would always encourage the learning of our employees for growth and more hospitality.
- We would extend our highest respect and honesty to all our customers and remain accountable for any of their inconvenience arises from our side.



Kenya Maasi Land

OUR LEADERSHIP STRUCTURE

