



HOLIDAY MOMENTS

COMPANY PROFILE

MANAGING DIRECTOR'S MESSAGE

I'm pleased that you have found some time to get to know more about us! It's been already 10 years since we have started our journey in the UAE on the tourism field and we have grown into one of the leading DMCs. What a decade full of hard work, joy, long hours and fun with lots of laugh, it has been! And it wouldn't be the same without our people! Holiday Moments is one united team and, as a family making, such an enjoyable place to work and achieve many successes.

We cherish the uniqueness of all our talents, tailor opportunities to their needs and encourage leadership through empathy and collaboration. We are always open to new ideas, technology and opportunities, we can adapt to the world, anticipate change and enable continuous transformation. We ensure that tourism's benefits go beyond each guest's expectation.

Over the years we have earned the trust and respect of our clients and suppliers for one simple reason. We have great people. They are experts in their fields and they take pride and ownership in the jobs they do. We bring passion, pride and experience together.

Thank you for reading through and I hope you have found a few reasons why to get to know Holiday Moments better. We look forward to finding out how we can work together to bring your products to life because we can achieve it only together!

Best regards, Radek Strejcek



*We provided travel services
to over 150,000 guests
from around the world in 2019!*

ABOUT US

WHERE WE COME FROM

Holiday Moments was established in 2011 to provide destination management services to the increasing number of visitors to the UAE. Today we are one of the leading DMCs in the UAE and provided travel services to over 150,000 guests from around the world in 2019!

WHERE WE WORK

The Middle East is our home, with the UAE as our base; we know first-hand the countries and cities we work in. We know our destinations, products and activities first-hand, and keep abreast of all new developments within our region, so we can offer our clients up-to-date information and the very best of services.

WHAT WE DO

We provide both up-to-date information and complete travel management services on the ground in your chosen destination. From airport transfers to hotel reservations, tour bookings and dinner reservations, tailor-made experiences or holiday planning, to group activities and complete creative itineraries. We are flexible and reliable and we understand that the guest expects a competitively priced, value-for-money holiday of a lifetime, free of complications. We are available 24/7 to ensure guests are safe, happy, and their expectations met, if not exceeded, time after time.

WHY WE ARE SUCCESSFUL

We know what it takes to put together a great travel experience because we are travelers ourselves. We have families and therefore understand the needs of inter-generational travel. We are solo travelers and adept at curating exciting itineraries. We are group travelers and understand what makes a group tour memorable. In essence, we have the knowledge, the people, and the technology to ensure an enjoyable experience, no matter the size of your party.



HOLIDAY MOMENTS **IN NUMBERS**

150 000

PAX in 2019

We are one
of the leading
DMCs in the UAE.

95

MILLION USD
TURNOVER

Our buying power
is strong!

105

EMPLOYEES

People are a key
element to success.

380 000

ROOM NIGTS
IN 2019

We offer an extensive
hotel portfolio in all
categories and locations.



OUR VISION

The company’s vision is to be the leading service provider in the UAE through sustainable growth, by focusing on the core business and by continuously introducing innovative ideas and products for our partners and guests.

-  Leading service provider in the UAE.
-  Focusing on the core business.
-  Continuously introducing innovative ideas and products.
-  The highest standard technology.

OUR VALUES

Holiday Moments is customer-centric!

We are focused on delivering the best services to our clients in a timely, reliable and cost-effective way.



Transparency

Building **trust** in all business and personal dealings.



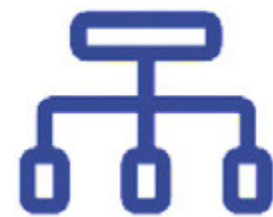
Quality

We provide outstanding products and services that, together, deliver premium **value** to our clients and end customers.



Respect

For ourselves, our guests, our partners and our team.



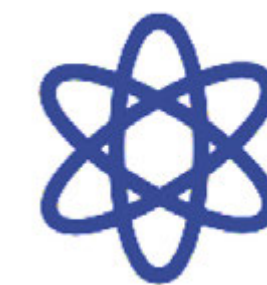
Integrity

We uphold the **highest standards** of integrity in all our actions.



Teamwork

We work together across boundaries, to **meet the needs** of our clients and to help us to achieve our targets.



Speed with accuracy

Understanding that requests are **time sensitive**, whilst ensuring **quality control**.



MAIN **PILLARS**

Holiday Moments is customer-centric, focused on delivering the best services to our clients in a timely, reliable and cost-effective way.



Leisure Individuals & Groups

We provide high quality tailor-made solutions for niche-markets and customized services for mass-markets in the FIT and Leisure Group segments.



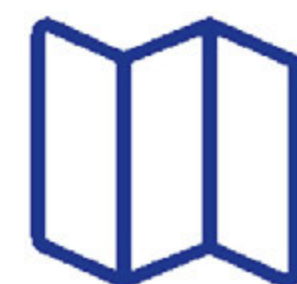
MICE

Complete solutions with creative programs are provided for our MICE guests, with a dedicated team and 24-hour service.



Congresses & Exhibitions

From hotel reservations to daily transfers, dining-out recommendations and free-time excursions, the Holiday Moments team will ensure that your delegates get the very best out of their time in the UAE.



Technology

Communications, flexibility and distribution are key in today's fast-paced world. We are technologically advanced and able to provide direct connectivity to our system and B2B tools, as well as ensure that we maintain both traditional distribution channels and direct contact between ourselves and our partners.

OUR TECHNOLOGY

We believe that **technology with personal touch** is a future of travel industry. **Connect with us NOW!**

Holiday Moments provides a B2B platform as well as a HUB in order to connect with:
Tour Operators, Travel Agents, Bedbanks, Aggregators, OTAs.

Holiday Moments B2B

- Book Accommodation
- Book Transfers
- Book Excursions
- Check & Export:
 - Bookings list
 - Tariffs & Special Offers
 - Stop Sale list
 - Sales Invoice
- Other Features:
 - Supports Dynamic Packaging
 - Auto Price and Availability Confirmation
(Integrated with Holiday Moments Back Office)

Holiday Moments HUB Highlights

- XML API that provides full set of services
- Direct connection via Hub
- Search & Book / Real-Time / Pull Functionality
- Cache / Push Capability
- High Performance No-SQL Facility
(<1 sec response time)

***Technology
with personal touch***

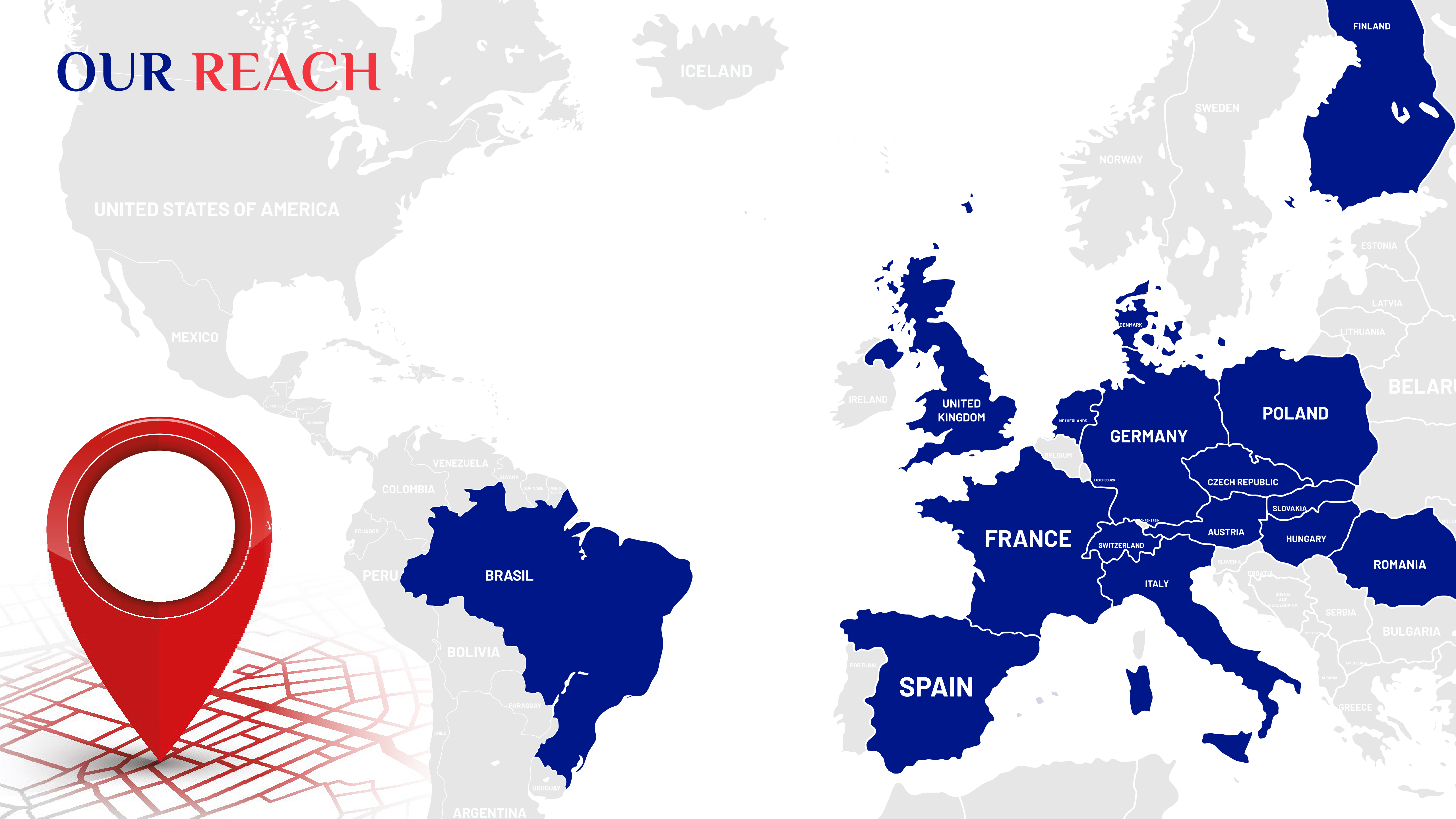
OUR SERVICES

We offer services for individuals and leisure groups, as well as business and MICE travelers, including but not limited to:

- (Accommodation Bookings
- (Meet & Assist
- (Airport Services
- (VIP Services
- (Transfers
- (Entertainment Tickets
- (Team-building Activities
- (Meeting Arrangements
- (Hotel Representative Services
- (Guided Sightseeing Tours
- (Private Tours
- (Cruises, Safaris & Flights
- (Park Tickets
- (Restaurant Reservations
- (Golf
- (Visa Services



OUR REACH





WHY TO WORK **WITH US**

- (WE KNOW what quality guest service is and how to implement it
- (WE ARE PRODUCT AND MARKET INNOVATORS and in constant search of new ways to enhance the travel experience of our guests
- (We have both basic packages that CATER TO A MASS MARKET as well as NICHE and EXCLUSIVE PRODUCTS for the discerning travelers
- (We have a MULTI-LINGUAL TEAM that is easy to interact and work with
- (We are AVAILABLE AT YOUR SERVICE 24 x 7 and are prepared with contingency plans to handle unforeseen circumstances
- (Our team is constantly encouraged to think innovatively and focus on details while curating customized solutions for their clients

KEY STAFF MEMBERS & their area of responsibility



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