



COMPANY PROFILE

CORPORATE INFORMATION & CONTACT INFORMATION

Company Name: **Savannah Travel & Tours**

Type of Company: Private Limited

Physical Addresses: **Head Office**
61 Samora Machel Avenue
3rd Floor Pearl House
Corner First Street & Samora Machel Avenue
HARARE

GWERU BRANCH
Dr. J. Erlwanger Complex
58 Sixth Street
P.O. Box 267
GWERU

Postal Address: 3rd Floor Pearl House
Corner First Street & Samora Machel Avenue
HARARE

Contact Numbers: +263 242 762568/9/70, 0712 410 112, 0774 430 869

Email Address: savannah_travel@africaonline.co.zw
ruby@savannahtravel.co.zw

Website: www.savannahtravel.org

Auditors: Jack & Fieldsand International
Munley Bend / Samora Machel Avenue
Belvedere
HARARE
263 242 740277 / 740279

Company Registration: 18404/2006

VAT Number: 10024886

Government Vendor Number: 701066

SAVANNAH TRAVEL & TOURS BACKGROUND

Savannah Travel & Tours is an inbound and outbound Travel & Tours service provider. It is a wholly owned Zimbabwean company, which was incorporated under the companies act chapter 24:03 in October 2006.

A fully licensed travel agency with I.A.T.A (International Air Transport Association), Z.T.A (Zimbabwe Tourism Authority) and A.Z.T.A (Association of Zimbabwe Travel Agents).

Savannah Travel & Tours is headquartered in Harare and has another branch in Gweru.

Savannah Travel & Tours offers personalized services in travel and tours services. The companies' motto "**YOUR TRAVEL PARTNER**" guarantees our valued clients the peace of mind, which is the core of our business and will be pursued with passion

Vision

To be the leading travel & tours market provider of choice.

Mission

To strive that our valuable asset the human resources are endowed with intimate knowledge depth and breadth of skills and strong sense of commitment to meet and exceed client expectation.

SERVICES OFFERED

Our fully trained and experienced travel consultants are able to service both corporate and leisure clients offering economical routes, airfares, best hotel and holiday packages available on the market.

The service is of high quality and our turn-around is real time. Every one of our clients has come back to do more business with us. Our commitment is to our clients and this philosophy has enabled us to stand head and shoulders high in the industry.

Air Travel

- Airline bookings and ticketing (Domestic, Regional and International)
- Schedule information and flight information
- We manage your frequent flyer register:
 - i) Reissues
 - ii) Reconfirmations
 - iii) Air Charter Services,

Touring

Enjoy touring with **Savannah** Touring services.

The following are some of the tours on offer: -

- Village Cultural Tours
- Religious Tours including Israel Tours, Europe Tour
- Educational Tours
- Conference Activity
- Cruises
- Accommodation
- Bus Hire
- Around Zimbabwe Tours
- Golf and other related sports related groups
- Air Charter Services
- Luxury Coach Hire
- Travel and Medical Insurance
- Visa Processing
- Car Hire
- **We tailor make a tour to suit your interests.**

We take pride from our solid relationship with all worldwide tourism and travel services providers who assist us to provide a smooth service to our customers.

We offer **AFTER HOURS AND EMERGENCY SERVICES** – we provide after hours, weekend and public holiday services to our clients. We are always reachable and able to attend to the customers' needs. We are available 24/7.

“WE STRIVE TO PAY ATTENTION TO DETAIL ALWAYS.”

To ensure that we provide quality service and value for time and money spent at **Savannah Travel & Tours**, the agency entails that there are:

a) **No Hidden Charges**

We ensure that our clients set the most affordable fares available and quality service at no extra charge. Due to this we enjoy respect business from our clients and impressive referrals.

b) **Document Delivery**

Our corporate clients are important to us and as such, should be treated as is befitting. We have a document delivery system. Upon request by the client air tickets are electronically sent to the clients.

COMPETITIVE ENVIRONMENT

Our industry is characterized by a number of players. Meeting this challenge has demanded that we not only offer our products at affordable rates but develop a strong customer orientation and commitment to provide quality service.

Our marketing plans are crafted by hands on personnel with special skills base and requisite making sure one has a memorable trip whilst, ***keeping our customers pocket in mind:***

Document Delivery

We deliver document by hand within the greater Harare area. For remote places and international places we use Swift and DHL respectively.

INFORMATION TECHNOLOGY

The company operates from an advanced information technology platform, comprising of the latest in computers and telecommunication equipment and software.

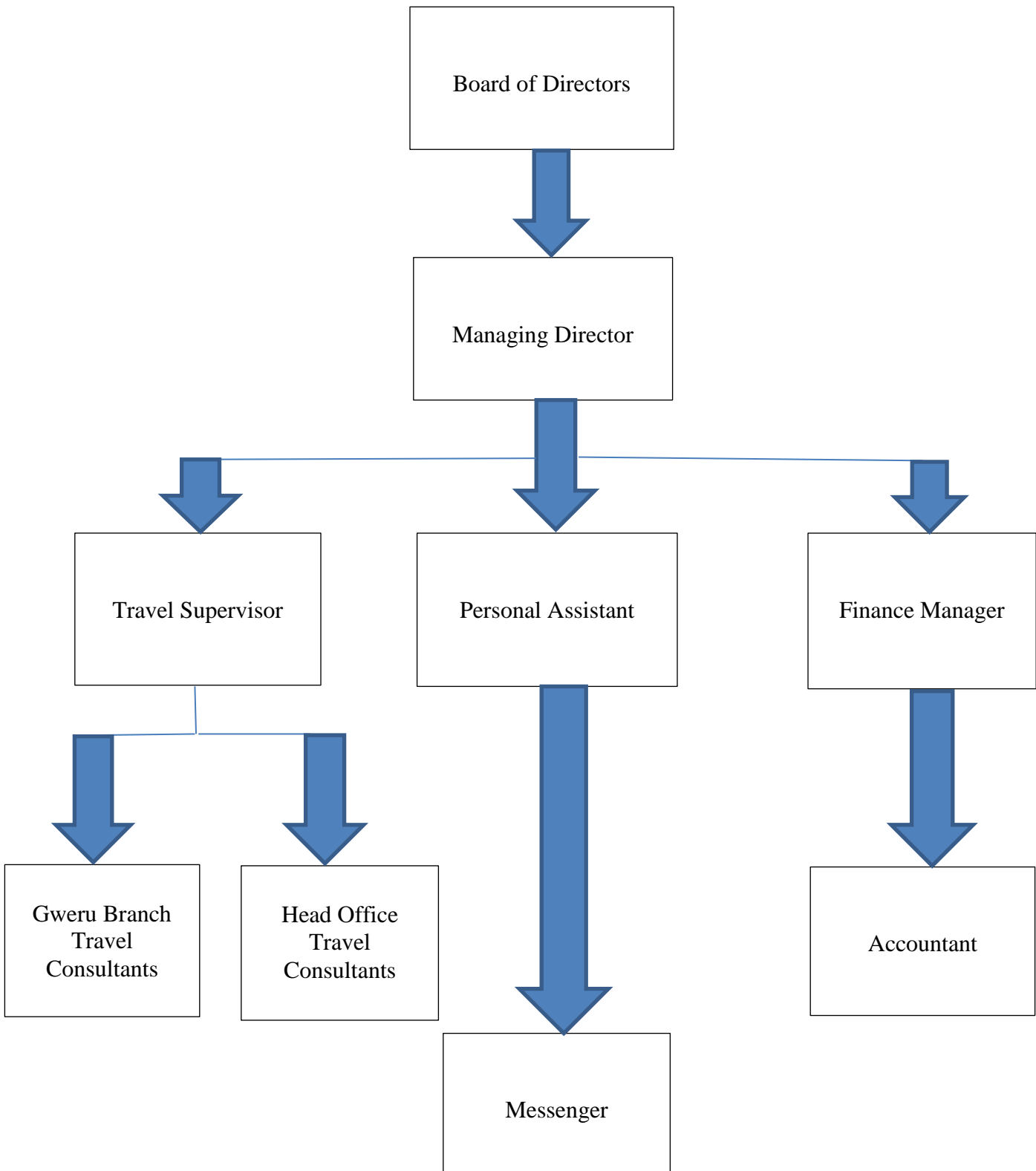
We are confident that the system can support our firms' service delivery to the clients Galileo electronic booking system links Savannah Travel to all international travel principles i.e. hotels, airlines, car hire, companies etc.

Our up to date website keeps our clients well posted with travel and touring information – **Bon voyage**

The airlines among others that we issue tickets for include the following:

- British Airways (Com-Air)
- KLM Royal Dutch airlines
- Air France
- Kenya Airways
- Ethiopian Airlines
- Delta Airlines
- Qantas Airlines
- Hahn Air
- Air Namibia
- Virgin Atlantic
- Heli Air Namaco
- Aigle Azur
- CJSC Airlie 400
- China southern air
- Emirates Airlines
- Egypt Air
- Air Botswana
- Qatar Airways
- South African Airways
- Jet Airways
- Air Malaysia
- Elthad
- Air Mozambique
- Lufthansa
- Air Mauritius
- Precision Air

ORGANOGRAM



APPENDICES

- i) Certificate of Incorporation

- ii) Zimbabwe Tourism Authority (ZTA)

- iii) Tour Operators Licence

- iv) CR6, CR14

- v) IATA Licence Number –

- vi) Tax Clearance Certificate

- vii) AZTA Membership

IN CONCLUSION:

Ruby Grace Tombindo who is the Managing Director of **Savannah Travel and Tours** Private Limited has been in the travel industry for over 26 years now. She has vast experience in the travel industry and in her dealings with companies of great magnitude makes her very capable of performing the following tasks:

- Last minute name changes due to program participants changes,
- Refunds due to last minute program participants drop outs or no show.
- TICKETING
- Accommodation bookings, Airport Transfers etc.

Ruby G. Tombindo is a registered travel agent and is the former chairlady for A.Z.T.A (Association of Zimbabwe Travel Agencies). She is also a committee member of Z.T.A (Zimbabwe Tourism Authority) and SKALL International.

Thus said you are guaranteed of quality service delivery when you book through us.

We would very much like to be your chosen travel agency enabling us to provide a professional and quality service with a personal touch.

Office Hours

Our working hours are from **0800 to 1700** from Monday to Friday
0830 to 1130 on Saturdays.

We also provide after-hours service throughout the week.