



Company Profile

SCOTT TRAVEL GROUP



A Snapshot of Scott Travel Group

- Founded in 2008 – British & Kenyan owned
- Full Member of the Institute of Travel & Tourism, UK
- IATA Accredited, KATA, KATO and ITT Certified
- KPMG/Nation Media 'Top 100' Company 2018 & 2019
- 70 years of combined industry experience
- Sales Team hold IATA Qualifications

Our Office Network

- Head Office –Western Heights 3rd Floor, Westlands
- JKIA Nairobi Airport/Transport Office (24/7 support)
- Sister offices in Mombasa & Juba, South Sudan
- 6000 Trading Partners Worldwide in 70 countries



Our Vision & Objectives

Our primary objective is to continue providing a 'uniquely personalized service' to business and leisure travelers in a way that is unmatched in the Kenyan Travel Industry today

Our intention being to cut out the anxiety associated with modern day travel, and particularly so during the Covid era

We treat our customers like human beings with genuine travel concerns and expectations.





Our Key Features

- A Strategic Board of Directors
- A pro-active Management Team
- A passion for understanding our clients needs
- A database of client preferences
- 24/7 Airport and Emergency ticketing at JKIA
- 24/7 Transport Services –Transport Office
- Online Booking Tool
- Online Credit Card Payment Solution
- Provision of Customized Management Reports
- A Financially Strong Partner

Company Vehicles

We take pride in offering our clients the best transportation services with our company vehicles. We believe that the vehicle you travel in is just as important as the destination itself, which is why we have invested in a fleet of top-quality vehicles that are designed to offer comfort, safety, and luxury.



Our company vehicles are meticulously maintained, ensuring that they are always in excellent condition. From luxury sedans to spacious SUVs, we have a wide range of vehicles to suit your travel needs. Whether you are traveling solo or in a large group, we have the perfect vehicle to accommodate you.

Our Company Divisions



International &
Domestic Air
Ticketing and Hotel
Reservations



Inbound Tours to
Kenya and East
Africa



Outbound Tours and
"Home from Home"
Holidays



Management of
Groups, Conferences
& Events

Corporate Travel Division

- Air Ticketing: International, Regional and Domestic
 - Re-booking and re-validation of air tickets
- Assistance with airline seating and meal preferences
- Online check-in and dispatch of Boarding Passes
- Regular review meetings with our corporate clients
- Local and Global Hotel Reservations
- Destination information and advice
- Covid related airline and government advice
 - Visa processing
 - Travel Insurance
 - Health and Security Advice
 - Lost Luggage Assistance
- Frequent Flyer miles redemption and upgrades
- Airport transfers in clean well-maintained vehicles
 - Car Hire / 4 x 4 Hire
- Meet & Assist at JKIA & International Airports
 - Support for VIP travelers
 - Immigration Services in Kenya
 - Student Discounted Air Tickets (STA U.K.)



Inbound Tours Division

- Special Contract Rates with major Hotel Groups and Lodges across Kenya and East Africa
- Superior Transport Services – Minivans, 4 X 4s and Maintenance Depot
- Experienced Tours Manager who has a passion for the Kenya tours product
- Always working within your budget
- Tailor-made Itineraries
- “Tips for Travelers” Information Sheet on Kenya
- Charter Hire in 4 and 6 seater aircraft



Outbound Tours Division

- Packaged Holidays and Hotel Accommodation
- "Home from Home" Holidays across homes in Spain, UK and the USA on a weekly rental basis
- Special Interest Holidays
- Sports Activity Holidays
- Cultural Activity Holidays
- City Tours & Excursions
- School Groups (incl. discounted student tickets)
- Discounted "all inclusive" service



Hotel Reservations Platforms

- “Content Store” – Custom Tailored to Scott Travel, offering 90,000 hotels globally at preferential rates and enhanced room availability
- Travelport Universal API (uAPI) & GRN Connect – for discounted rates on global hotel chains, niche hotels and independent hotels
- “IATI” – for discounted rates on global hotels and related airport transfers (as well as on flights)

Note: All these platforms enable us to offer hotel rates and availability that compares favorably with online booking engines

Conference Division

- Handles Conferences, Seminars and Workshops for our corporate customers
- Our 'all inclusive' service incorporates:-
 - Guidance in venue selection in accordance with budget
 - Arrangement of air tickets for delegates
 - Accommodation arrangements
 - Help Desk and Welcome Pack at conference venue
 - Meet & Greet at Airport and transfer to/from hotels
 - Dinner events and themed evenings
 - Specialized daytime excursions (as required)
 - Pre and post event excursions/safaris
 - Administration of per diems (as required)



Our Africa Presence

- South Sudan – Office in Airport View Business Centre, Juba
- Partners in Uganda, Tanzania, Rwanda, South Africa, Nigeria, Ghana, Egypt, Tunisia, Libya & Angola
- Travelport Service Bureau –Virtual office capability in 8 African Countries: Ethiopia, Burundi, South Africa, Zimbabwe, Cameroon, Nigeria, Ghana, Djibouti – providing us with access to special market fares when departing from these countries.

Our global footprint



Fcm global network

Total 80 countries
Network – \$5b

Offices
Network – 400

Staff
Network – 6343



America

Argentina
Brazil
Canada
Chile
Colombia
Costa Rica
Ecuador
Guatemala
Mexico
Panama
Peru
USA
Venezuela

Europe

Austria Lithuania
Bulgaria Luxembourg
Croatia Malta
Cyprus Netherlands
Denmark Norway
Estonia Poland
Finland Portugal
France Romania
Germany Russia
Greece Slovakia
Hungary Spain
Ireland Sweden
Israel Switzerland
Italy Turkey
Latvia UK

Middle East & West Asia

Jordan
Kuwait
Lebanon
Pakistan
Qatar
United Arab Emirates
Yemen

Asia Pacific

Australia
Cambodia
China
Hong Kong
India
Indonesia
Japan
Laos
Malaysia
New Zealand
Philippines
Singapore
Taiwan
Thailand
Vietnam

Some of Our Corporate Clients



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Forum for African Women Educationalists
Forum des éducatrices africaines
FAWE



Our Unique Selling Points

- Negotiation of attractive Airline Contracts for our customers
- Account Management & Customer Care Program
- Daily use of 'E Global' and 'IATI' booking software for airfare savings and fare comparisons
- Quality controls – email responses, fare comparisons, detailed itinerary options, telephone manner, response times & inviting client feedback
- Client Database Management & Hubspot CRM List of Complimentary Services (enquire within)
- 24/7 Transport House:-
 - ISO Certified drivers
 - Clean, Sanitized & well maintained vehicles (Covid secure)
 - Fleet of 38 vehicles (shared with our sister co.)
 - Fleet Management System
- 24/7 JKIA Airport Office – Meet & Greet Services
- Management Reports to demonstrate areas of saving
- Full Compliance with client's Travel Policy

Examples of Offerings available to our New and Existing Clients

Current Offerings which new and existing clients may avail of from Scott Travel Group (these are constantly updated with the changing times).

- Negotiation of attractive contracts with the airlines
- Use of the client's preferred suppliers
- Encouragement for early booking/ticketing to achieve savings
- Ticketing on cheaper classes/pushing for waitlist clearance
- Offer of alternative carriers, dates & routes to achieve savings
- Independent web based fare cost comparisons
- Offer of seasonal/action fares when in force
- Offer of special 'IT'/Package fares when appropriate



Our Value Added Services

- 24 hours emergency assist
- Management support after hours
- Advance Seat allocation
- Online check-in/boarding pass
- Award ticket/upgrade service
- Travel Insurance arrangement
- Ticket re-issues/date changes

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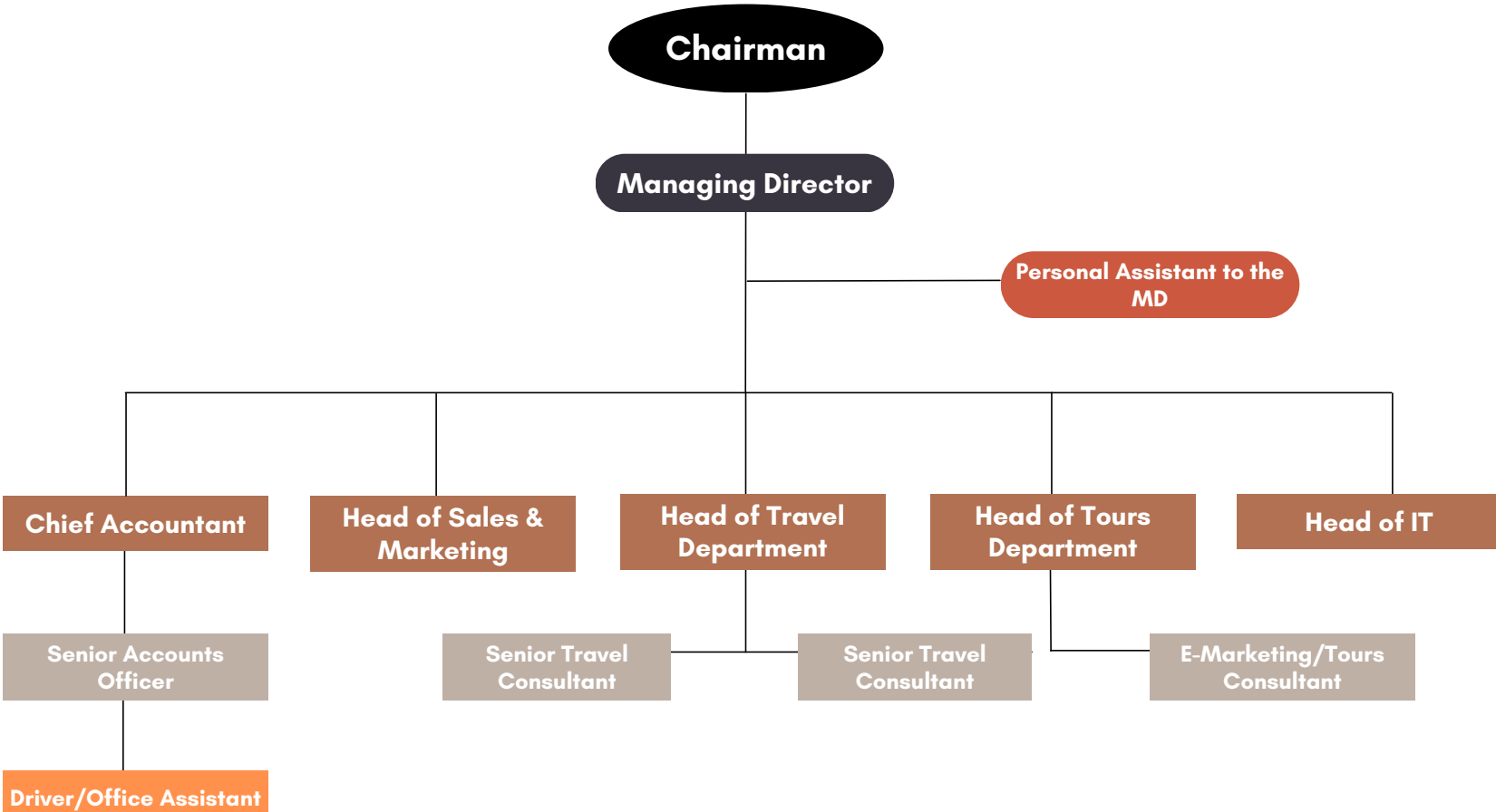


Why you should book with Scott Travel Group

- Our rates are regularly monitored against online booking sites
- We are highly price sensitive and sensitive to clients' budgets
- We treat our response times as high priority
- We develop a 'close working partnership' with our clients
- We offer 'round the clock' service and support
- We offer 'home support' and 'office support' services
- We extend special rates for personal & family trips
- We operate a policy of controlled growth so our service levels are never compromised



Scott Travel Organizational Chart





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