



EXECUTIVE SUMMARY

Swanair Travel & Safaris

We are a limited liability company established in 1993 and accredited as an IATA agency in 1995. In 2002 we were appointed the exclusive partner in Uganda for CWT, a global leader in business travel management. Being a dependable and trustworthy business partner, we are committed to offering industry leading products and services based on our core values of professional excellence, personal integrity, unrivalled reliability, and cultural diversity. Fostering respect and a team spirit in the workplace, embracing and leveraging the multicultural essence of the company, and providing equal opportunities to talented individuals is at the heart of our company philosophy.



As a result, our corporate clients enjoy superior services delivery for their corporate travel, hotel bookings, car hire, corporate meetings and leisure travel requirements with access to 24/7 emergency assistance. Swanair Travel & Safaris / CWT Uganda can further ensure that staff assigned to your organization are trained and proactive professionals suited to providing all relevant services based on quality products, personal attention and competitive pricing. Also, our association with the CWT network ensures that training is consistent with global standards.

CWT Uganda

Swanair Travel & Safaris is the appointed and exclusive partner in Uganda of CWT, one of the largest Travel Management Companies (TMC) in the world. CWT is a global leader in business travel management and is present in more than 147 countries. Companies and governments rely on CWT to keep their travelers connected with a consumer-grade travel experience, combining innovative technology with vast experience and a focus on B2B4E, (Business to business for employees). Our association with CWT allows us to offer tailored corporate travel solutions by utilizing a global network of wholly owned or associated agencies.

We live in the fast-moving and rapidly changing world of business travel. Today's digital technology connects people like never before, transforming the way we think, live and work. This change spans every travel market and sector, increasing supply and demand, while at the same time driving higher customer expectations combined with an unrivalled level of choice. This shifting landscape creates new opportunities for the travel industry, with technology enabling us to offer tailored business travel experiences since our clients, who demand the same level of service, choice and personalization they experience as general consumers.

CORPORATE TRAVEL MANAGEMENT

Air Travel

As a leading TMC in Uganda, with a comprehensive 360-degree view of your companies travel requirements, Swanair Travel & Safaris / CWT Uganda can offer you better fare prices, cost savings and enhanced travel services. This means in addition to our established expertise in air travel booking operations, we also offer our corporate clientele 24/7 After Hours and Emergency Services for their short notice or unexpected travel requirements. We further offer the shortest response time in this industry segment, providing our corporate clients with competitive, accurate and comprehensive flight itineraries.

Hotel Bookings

As part of our comprehensive services portfolio, Swanair Travel & Safaris / CWT Uganda has the established capacity to manage your regional and international hotel accommodation requirements by utilizing the Amadeus / Travelport GDS providers. In addition, we are also a Preferred Travel Agency (PTA) for the Marriott Hotel group and utilize TBO Holidays, a hotel and leisure travel booking platform featured on the Amadeus GDS services platform.

Car Rentals

To provide our clients traveling worldwide with quality transportation options, Swanair Travel offers global and local car rentals through services providers such as Sixt or Europcar.

Bleisure Travel

Bleisure Travel is the combination of 'business' and 'leisure' and as the volume of corporate travel continues to increase, so does the number of people looking to capitalize on the opportunity of being abroad to enjoy a vacation before or after their work travels. At Swanair Travel & Safaris we recognize the need to offer Bleisure travel opportunities that can be combined with a business trip to Uganda and beyond.



TRAVEL DATA MANAGEMENT

Travel Data Management & Analysis

At Swanair Travel & Safaris / CWT Uganda we acknowledge our client's essential prerequisite for consolidated, inclusive and accurate travel data services. We consequently developed an in-house Travel Data Management & Analysis product to capture air travel, car rental or hotel bookings as well as essential travel statistics.

Data is compiled into clear and insightful reports that enable us to analyze our client's travel patterns to further maximize opportunities for cost savings. These reports are essential to our client's ability to better control their corporate travel spend, allowing them to make informed decisions, improve travel budget management and with that travel policy compliance.

MEETINGS, GROUPS & EVENTS MANAGEMENT

Meetings, Groups & Events

Utilizing well established local and global connections, Swanair Travel & Safaris / CWT Uganda provides a range of solutions for the organization and implementation of our client's important corporate meetings, groups and events within Uganda and beyond. Based on our established expertise, we are committed to assist our clients with their requirements by collating all aspects of the meetings and events spectrum such as events planning, venue sourcing, group travel, hotel bookings and delegate management to post-event evaluation, achieving viable cost savings for our clients as a result.

CWT Meetings & Events

The association with CWT further allows us to offer our corporate clients global solutions for their group and meeting requirements. Utilizing the CWT Meetings & Events network we are continually expanding our expertise to bring the same friendly and professional service to the meetings and events industry.

We help our clients deliver memorable events and efficient meetings, always making sure they meet their business objectives. At CWT Meetings & Events, our quality charter defines how we do business. We take pride in providing great value and we have a sharp eye for detail with a great creative flair. If you are looking for a meetings and events agency to ENGAGE, EXCITE attendees and EXCEED your expectations, you have come to the right place. We live, breathe and thrive on executing some of the most innovative events and finest meetings of all shapes and sizes.



LEISURE TRAVEL MANAGEMENT

Tours, Safaris & Holidays

Swanair Travel & Safaris also offers international holiday and African safari adventures serving inbound tourism, the Ugandan leisure travel market and our corporate clients. Our regional tours and safaris have a particular focus on the countries of the East African Union, with international holiday requirements being implemented in cooperation with globally operating leisure travel agencies.

We employ only certified tour guides with excellent interpersonal skills and expert insights into the wildlife and cultural topics of Uganda and beyond. They work in close cooperation with our knowledgeable and experienced safari consultants to transform your holidays into memorable events. In addition, our safari vehicles are maintained to standards required by international holiday and tour operators. Our ambition to furnish Ugandan and international leisure travelers with memorable events and experiences is at the heart of our personalized services and cost effective travel itineraries.



TRAVELER MANAGEMENT

24/7 Travel Services

24/7 travel booking services are available to our clients for emergency, short notice and immediate travel requirements. As all our booking services, these are defined by the objective to provide accurate itineraries in the shortest possible response time based on up to date flight data available from all airlines operating out of Uganda.

Airport Transfers

Swanair Travel & Safaris / CWT Uganda offers its corporate clients pickup and drop-off services to and from Entebbe airport as a private transfer service for passengers who prefer to have a private vehicle and driver assigned to their family, friends or business group. The fee for this service is determined by the type of vehicle used and since the



airport transfer is organized according to your flight schedule, this eliminates any waiting period on arrival.

Airport Assistance Services

Airport Meet & Greet as well as general Assistance Services are implemented utilizing NAS and DAS, the two leading providers of ground handling and airport assistance services at Entebbe airport. Their services are supervised by our own staff to ensure due process is observed when managing our client's requirements.

Visa Assistance Services

Swanair Travel & Safaris / CWT Uganda also offers its corporate clients assistance with visa procedures as may be required for regional visa applications / extensions and for the countries that allow our travel agency to manage these on behalf of our clients.

Global Travel Insurances

We offer globally valid travel insurance policies for both inbound and outbound travel to global destinations. We can also provide our clients with insurances that cover Covid-19 related eventualities. All formalities required for the purchase of insurance policies are managed by our travel insurance consultant.

Air Charter Services

At Swanair Travel & Safaris we offer our clients a wide range of air charter services through local and international organizations. With our established expertise as a globally connected travel company we are in a position to secure the best available air charter services for our clients.

ADDITIONAL SERVICES & BENEFITS

Personalized Quality Services

Swanair Travel & Safaris / CWT Uganda offers our corporate clients industry-leading travel services with each corporate client managed by one of our dedicated and highly motivated travel consultant and a second travel consultant appointed as a back-up in case of unexpected events. Our team of expert consultants is knowledgeable, highly professional and motivated to identify the best travel solutions to our clients.



Corporate Competence

Swanair Travel & Safaris / CWT Uganda is one of the largest corporate Travel Management Company (TMC) in Uganda with the financial capacity of a multinational organization and the ability to provide travel services to global industry standards, effectively providing travel management services that can save you time and money.

PARTNERSHIPS & GLOBAL ASSOCIATIONS

CWT - Since 2002, Swanair Travel & Safaris has been an associated member of CWT, one of the largest travel management companies in the world. CWT is a global leader in business travel management and is present in more than 147 countries. Companies and governments rely on CWT to keep their travelers connected with a consumer-grade travel experience, combining innovative technology with vast experience and a focus on B2B4E, (Business to business for employees).

Our association with CWT enables Swanair Travel & Safaris to offer tailor made corporate travel management solutions to our clients, utilizing a global network of professional travel agencies spanning 147 countries. It also allows us to offer customizable solutions to our corporate travelers abroad by providing local expertise wherever in the world they travel.

IATA - Swanair Travel & Safaris is an accredited travel agency of the International Air Transport Association (IATA) and with that meets their professional standards to manage international air passenger transportation in Uganda. IATA is the trade association for the world's airlines, representing 250 airlines, or 84% of all air traffic, supports many areas of aviation activity and helps formulate industry policy on critical aviation issues. For 70 years, IATA developed global commercial standards upon which the air transportation industry relies.

TUGATA - Swanair Travel & Safaris is a registered member of The Uganda Association of Travel Agents (TUGATA), representing over 95 professional travel agencies in the country.

AUTO - Swanair Travel & Safaris is a proud member of the Association of Uganda Tour Operators (AUTO), Uganda's leading tourism trade association, representing the interests of the country's professional tour operators. Members offer a range of leisure travel services, which can be divided into the following categories: special interest safaris, adventure safaris, luxury tours, air safaris, incentive travel group safaris, custom safaris for individual travelers and low budget camping tours.

UN, NGO, CORPORATE & GOVERNMENT CLIENTS

Swanair Travel & Safaris / CWT Uganda is the preferred Travel Management Company (TMC) for a host of leading international and regional businesses, government institutions, UN agencies and NGOs in Uganda. Below a selection of our clients:



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