



ALJAZEERA



AL- Jazeera Travel PVT LTD

The true meaning of the care

Company Profile
2023

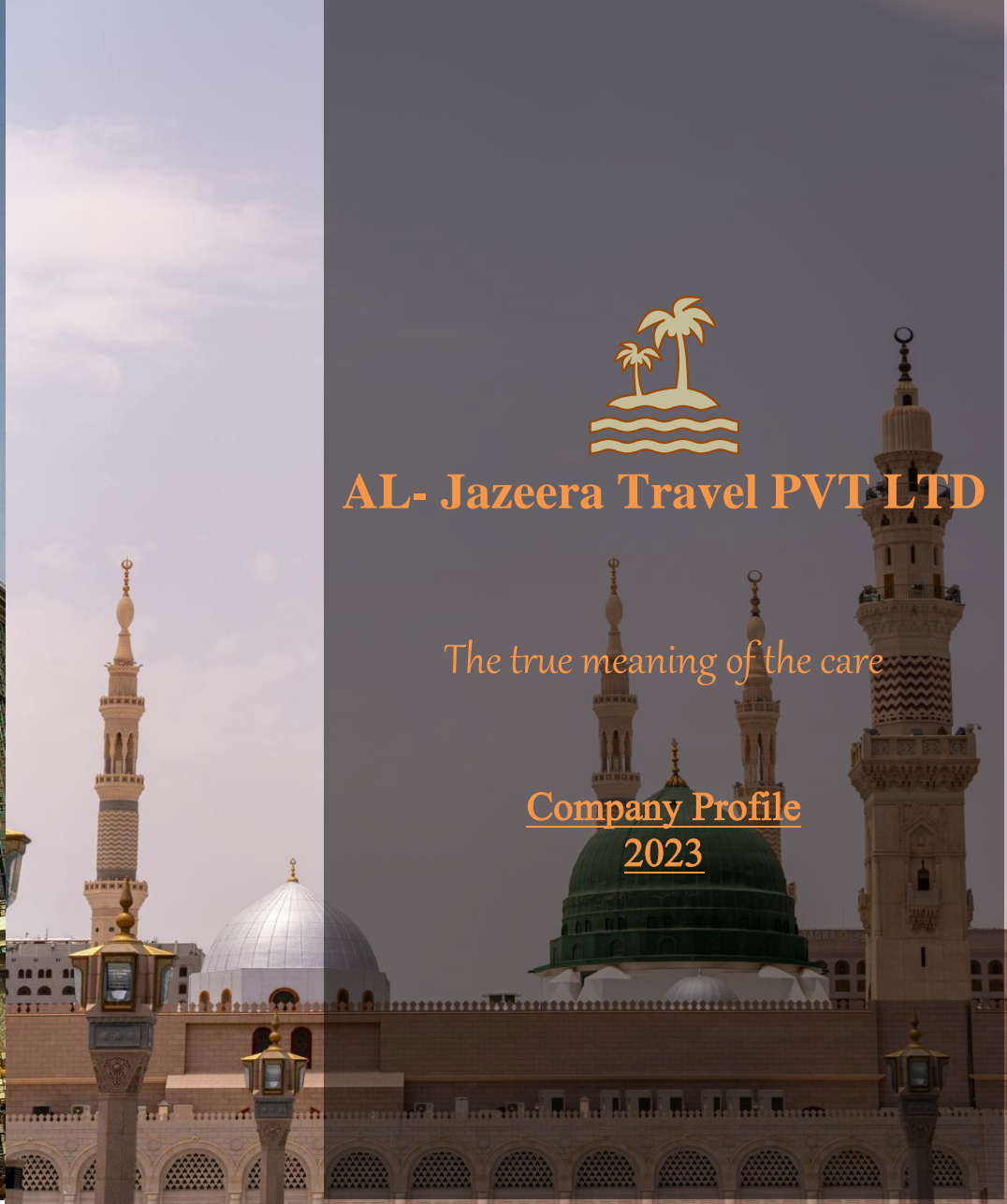
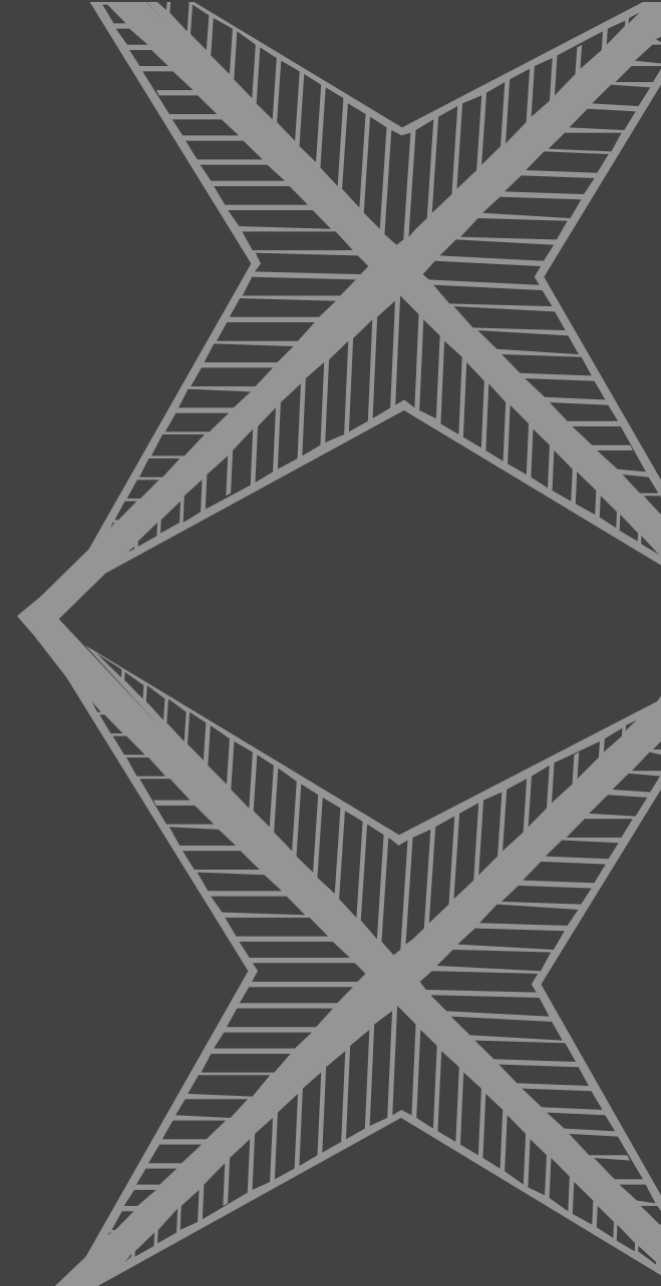


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CEO message

Welcome to AL Jazeera Travels -PVT LTD. Despite our short history, we have established ourselves as an outstanding travel service provider since 2000 as AL Jazeera Travel & and continually expanding into new and different sectors of the global travel market.

AL Jazeera Travel & has grown tremendously by strategically investing in communication systems, information technology, sourcing the experienced and talented staff and expanding beyond Saudi Arabia.

I would like to express my appreciation to our customers for their ongoing trust, and to the management and staff of Al- Jazeera Travel and our group divisions.

Dr Yasmeen Banglani



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Our Story



AL JAZEERA Travel and Tourism was established in 2000 in PAKISTAN (KARACHI,) as a full-fledged travel and tourism management company, catering to both regional and global clients.

Positioned right at the heart of the Pakistan travel boom, the company is today, one of the largest and most preferred travel management companies in the Karachi Pakistan, with 125 global branches and a dedicated team of 10,452 travel professionals.

Key offerings include travel management and planning, innovative corporate travel solutions, visa processing, concierge assistance, event logistics, and retail and wholesale services and first class and VIP services for diverse private, government and semi-government clients. A strong global presence, cutting-edge technology and a highly skilled staff set Al-JazeeraTravel and Tourism apart from other players in the market.

Over the years, the company has consistently offered best-in-class service, unparalleled attention to detail and diligence, which has earned the company a solid reputation as one the region's most trusted travel management companies. Nirvana Travel and Tourism is committed to consistently developing its offerings in order to stay ahead of a constantly changing travel market.

DIRECTORS

Fahad Abdul Aziz/ Waleed.
Chairman

As the Chairman of the Al Jazeera and Board Member of GBM Group, National Investment Corporation and Marina Facilities Management, His Excellency brings a wealth of dedicated business expertise, specialized in the UAE market. Having helmed a range of businesses from industrials to financials and beyond – H.E. has an unsurpassable knowledge of the region and its strategic markets – pushing Nirvana’s dynamic in line with “The Abu Dhabi Economic Vision 2030” and “The Pakistan Vision 2023”. Under his guidance, Al-Jazeera pushes for excellence in the Pakistan travel and tourism sector bringing out the best of the Pakistan’s culture and heritage as well as developing it as a global tourism hub.



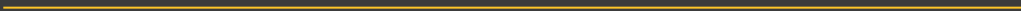
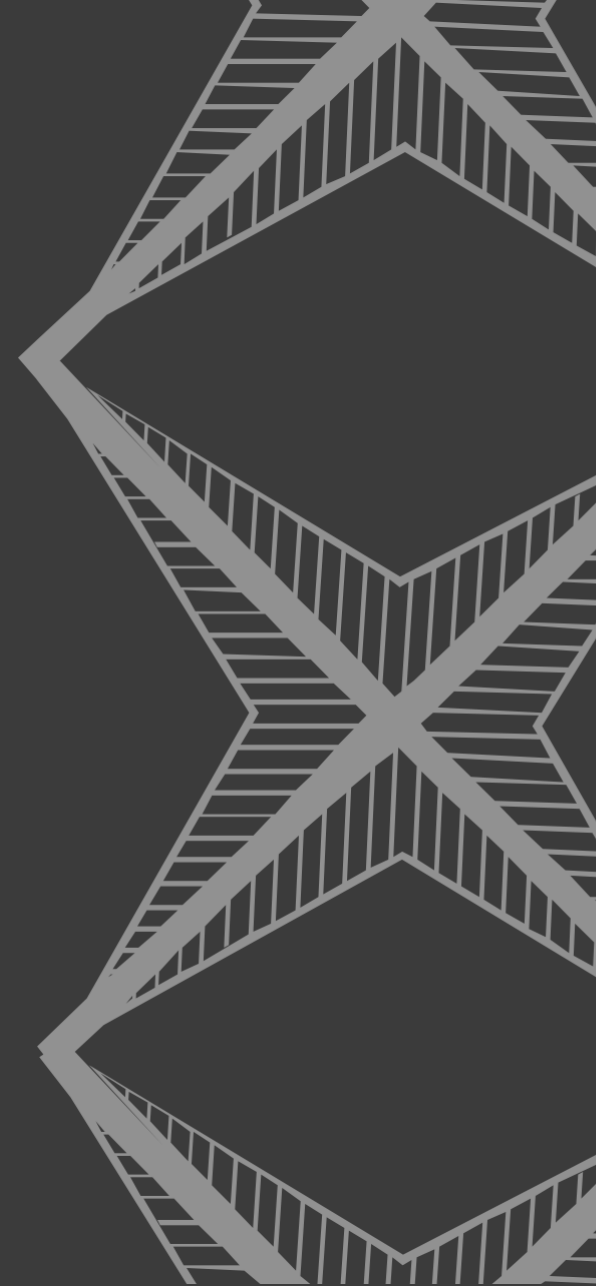
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Dr Yasmeen Banglani,
Group CEO:



With a nearly 30-year rich experience in the field of Travel and Tourism, DR YASMEEN BANGLANI has helmed the Al-Jazeera Travel and Tourism brand since its inception in 2000. A well-known leader in the Pakistan travel industry, he was instrumental to advancing the Pakistan's global position to travel market leader. Under his management, AL JAZEERA TRAVELS evolves every year with balancing between customer service, internal operations, technological advancement, social responsibility and product development. Having steered the Pakistan's leading travel management company has earned the personal feature on "The Most Creative Business Leaders in the Arab World". His knowledge of the region, clear business direction and CSR initiatives have steered the brand to be recognized as the Pakistan's leading travel agency with a slew of awards lining its shelves..



Our Global Presence

Al-Jazeera Travel & Tourism's wide geographic presence allows us to provide an industry-leading offering that combines global resource, in-depth local knowledge and cutting-edge technical expertise.

No matter where your operations are based, our commitment is to serve you to the best of our regional and global capabilities.

Accessibility remains a vital part of our endeavors and we consistently seek out new markets in order to offer a diverse, expansive experience.

Pakistan

- Karachi
- Lahore
- Islamabad
- Balochistan
- Punjab

International Offices

- Oman
- Saudi Arabia
- UAE



Vision, Mission & Values

VISION

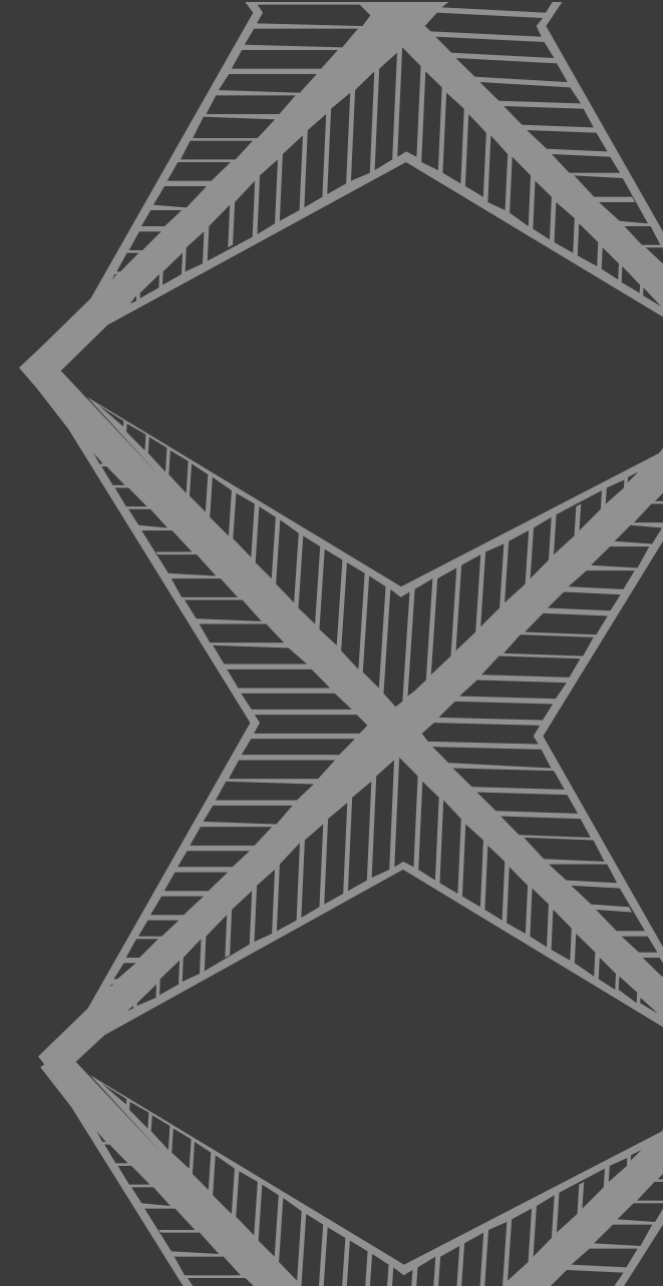
To be the world's most reliable travel & hospitality partner, by offering unmatched expertise, and always going the extra mile.

MISSION

To create a brand that customers can turn to for every travel need, constantly developing our people, maintaining transparent and open partnerships, offering the best technology, and creating experiences based on true care for all stakeholders. To also develop and expand global partnerships to cater to every customer expectation while constantly evolving with industry trends and coursing new opportunities for investment and expansion.

VALUES

- Transparency
 - Creativity and Innovation
 - True Care
 - Leading Edge
 - Diversification
 - Entrepreneurial Mindset
-

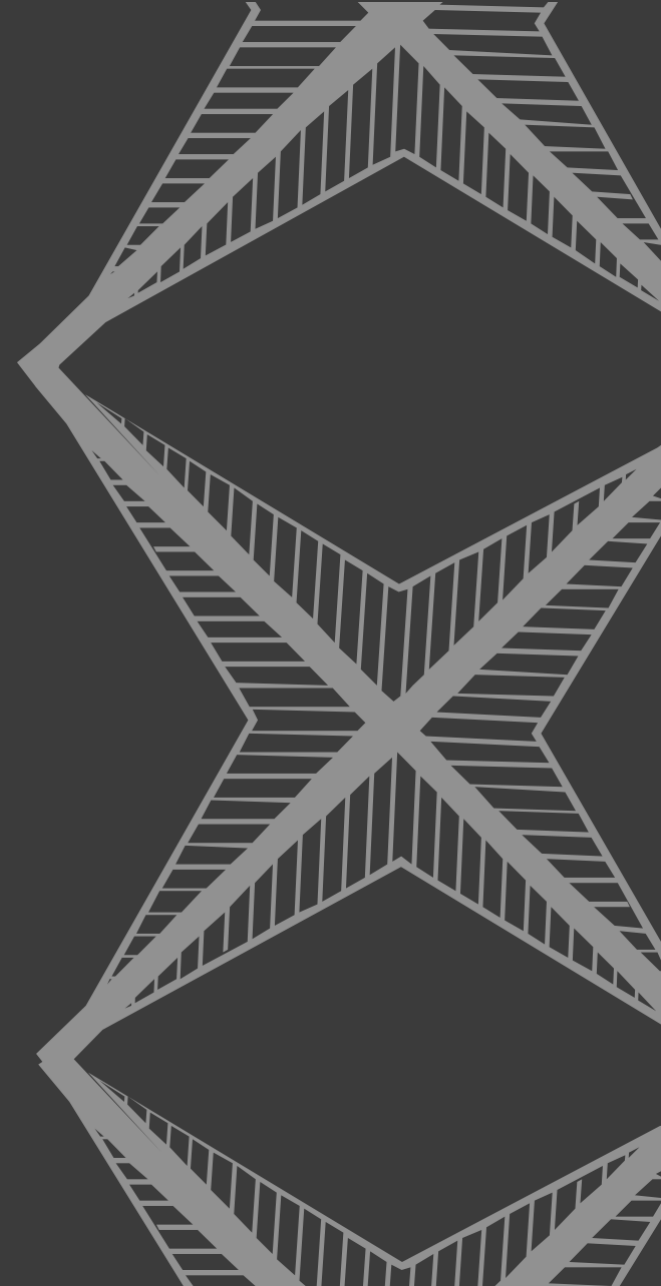


Why Choose Us?

Our proven track record speaks for itself. Over the years, we have provided services par excellence that provide value and empower our clients.

The Al-Jazeera Travel Advantage:

- Preferred travel partner to government, semi-government and major multinational clients
 - Trusted by the Royal Families & VVIPs personal travel requirements
 - Enduring strategic partnerships with leading airlines, hotels, transportation and destination management suppliers
 - Customer relationship system that ensures the best care and service without fail
 - Home to a diverse team of 450 employees with extensive experience
 - Multilingual staff speaking 15 different languages, including English, Arabic, French, Mandarin, Spanish, German, Russian, Chinese, Hindi, and Filipino, among others
 - Advanced technology employed, including an exclusive, best-in-class online booking engine
-



- Easy and hassle-free transactions with our unique online booking, reporting and electronic billing system
- Special packages and tour arrangements via cruise, private jet, chartered flights, etc.
- Dynamic reporting systems and customizable reports covering ticketing, booking, transportation, excursions, and accounting
- Implant offices with 24/7 service support in the field and a highly proficient call center
- In-house Training Academy that offers complete training including soft skills for customer relations, problem solving, time management, and technical skills for travel-related procedures and systems
- Regular external trainings to stay up-to- date with the ever-changing market
- Named Leading Tour Operator at the World Travel Awards (2015, 2016, 2017, 2018, 2019 & 2020) and winner of several other notable awards, including client appreciation awards
- ISO-compliant Quality Management, having successfully completed the top three ISO certificates required in the tourism and hospitality field



Our Specializations

By diligently tracking new developments and trends in the industry, Nirvana Travel & Tourism offers ideal travel solutions designed to bring maximum value to our diverse clients.

Our services are grouped into the following main specializations:

- Corporate Travel Solutions
- International Travel Services and Web Solutions
- Retail Travel Services
- Hajj/Umrah International tour
- Door to Door VIP Service
- Luxury Accommodation Collection
- Concierge and Lifestyle Management

Corporate Travel Solutions

Providing complete online and offline travel management services to corporate clients including government and semi-government organizations. This includes taking care of end-to-end travel needs such as airline/hotel booking, visa assistance, travel insurance, tours, transportation etc.





International Travel Services

Providing B2B travel services to other travel agencies allowing them to leverage Nirvana's unique capabilities and relationships in order to better serve their customers. Additionally, this division provides web solutions and white-label services allowing clients to use our unique technology to operate their own website or back end booking systems.

Retail Travel Services

Providing travel services to individuals based on unique requests. Services include airline/hotel booking, visa assistance, travel insurance, tours, transportation etc. We also provide travel services through an easy-to-use website where customers can view available packages and prices and book tickets themselves.

Hajj/ Umrah International tour.

Providing logistical support for major events such as conferences, sports events, meetings for corporate and retail customers. Services include event planning, bulk flight and hotel bookings for attendees, visa assistance, venue booking and group tours.

AL JAZEERA Travel

Al-Jazeera Travel & Tourism recognizes that corporate travel clients require unique and specific travel management needs. Our award-winning corporate travel services can be adapted to ensure your every requirement is met or even exceeded. Our commitment to tailor-made solutions and exceptional service will ensure you get maximum return on your business travel investment.

Our services include:

- Airline ticket reservations
- Hotel reservations
- Meet & Assist services
- Conferences, meetings and event management



Al-Jazeera Travel Services

Aljazeera Travel & Tourism provides B2B services to other travel agencies – allowing them to leverage our unique capabilities and relationships to empower their businesses. In addition, we provide web solutions and white-labeling services to give clients access to our unique technology and operate their own website or backend booking systems.



Our Scope of Services

Al-Jazeera Travel & Tourism is a one-stop-shop that excels at delivering bespoke solutions and tailored services to individual travelers and corporate clients. Our dedicated and professional team works 24 hours a day, seven days a week, to arrange and manage all your logistics operations – from bookings to accommodation and transport, and even designing all-inclusive itineraries.

Airline Reservation and Ticket Bookings

Our strategic partnerships with leading airlines allow us to source the best seats and prices for our clients. Our dedicated team of travel experts ensures to:

- Book tickets and prepare itineraries based on the lowest fare and most convenient route.
- Reply to requests within 15 minutes or according to SLAs pre-decided with the client.
- Offer three alternative routings/quotations for consideration .
- Ensure tickets are issued per entitlements as prescribed in clients' policies.
- Follow precise ticketing deadlines and relevant information when creating reservations to avoid booking cancellation.
- Provide client with last seat availability, advance seat assignments and, advance boarding passes on all airlines.

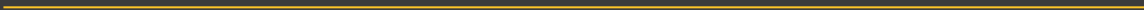
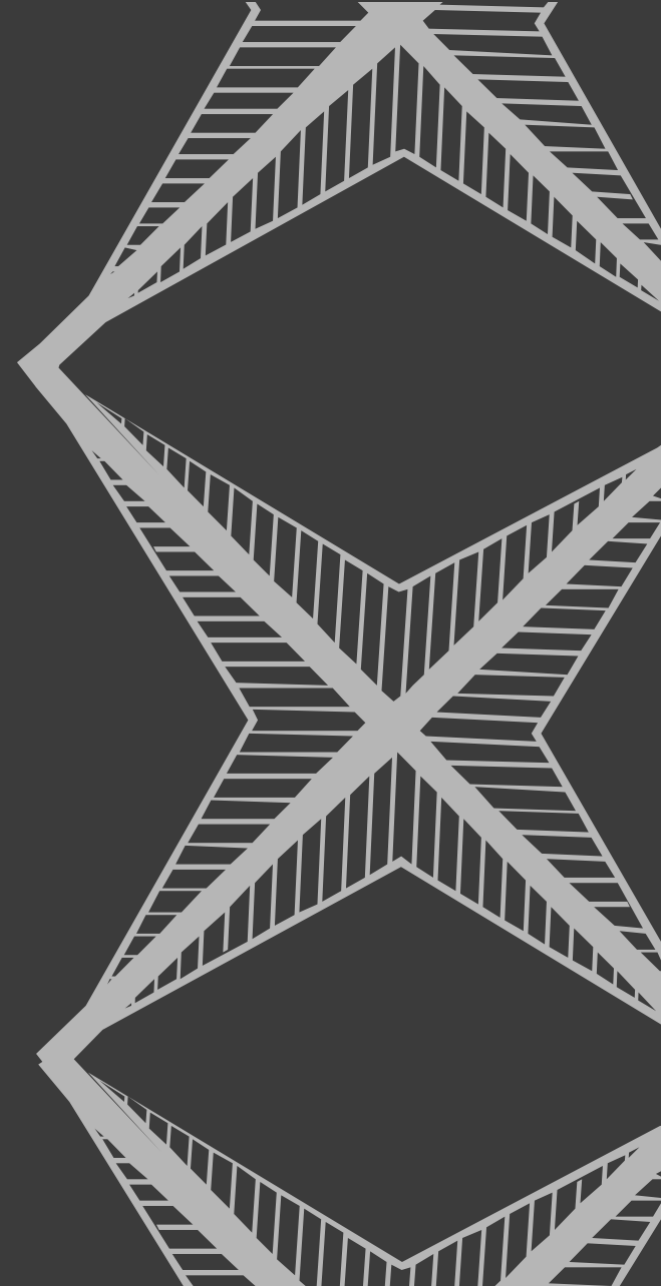


24/7 Call Center Assistance Al-Jazeera Travel

Al-Jazeera Travel & Tourism provides 24/7 call center assistance with seamless connectivity through email and phone to our multilingual Ticketing and Holidays Consultants. Moreover, our dedicated implant Travel Consultants are also equipped with secure laptops and mobile connectivity at all times and have access to all our reservations systems.

Our call center service includes:

- Travel ticket sales
- Organizing and conducting tourist trips
- Organizing and conducting desert safaris
- Hotel bookings (Inbound and Outbound)
- Meetings, Incentives, Conferences and Events
- Visa arrangements (Inbound and Outbound)
- Online solutions (Corporate Self-booking Tool)
- Online B2B solutions
- Fleet management
- Mass mobilization



Hajj & Umrah

We combine authenticity with innovation while celebrating true Emirati values and traditions.

Driven by our deeply rooted origins and commitment to delivering the highest standards of service, we have successfully distinguished ourselves in the world of hospitality by designing special Hajj and Umrah packages, and organizing Hajj and Umrah groups. We have consistently moved towards evolution and excellence in Hajj and Umrah services to ensure the best possible experience during the pilgrimage.

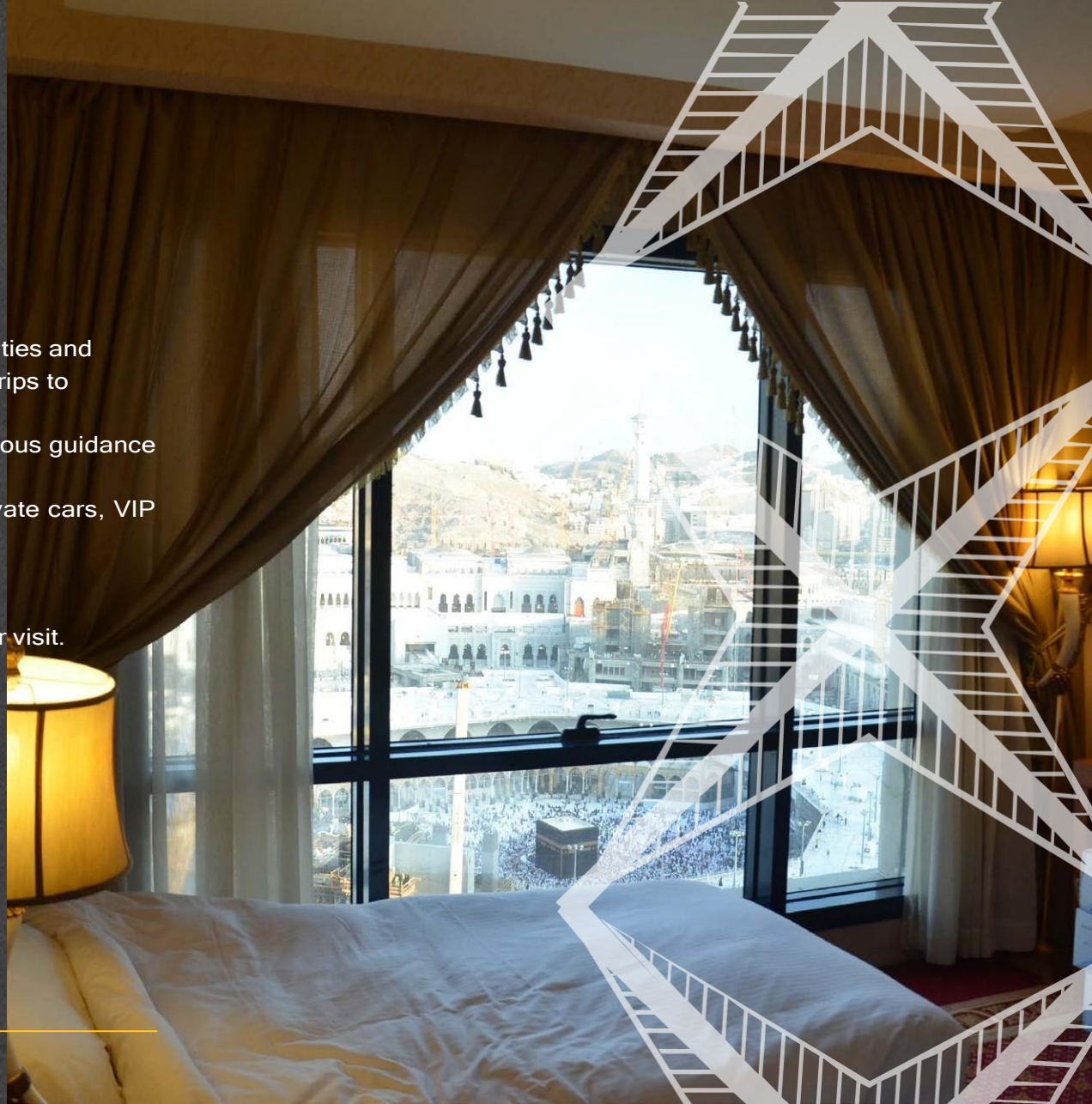
Forged with mutual trust, we have built a vast network of clientele and strong relationships that include citizens, residents, and high ranking governmental and private institutions. We provide our clients with everything they need in the most efficient and suitable manner through partnerships with key Saudi Arabian companies, hospitality facilities, and luxurious hotels in the Holy Lands.

Our permanent representatives in Makkah and Medina deliver our promise of convenience and excellence. Additionally, our designated staff are also on hand to welcome clients in KSA's airports to facilitate seamless Hajj and Umrah procedures for them.



Our Services for Hajj & Umrah

- Airline ticket booking.
- Providing and booking private jets.
- Organizing tours to the holy sites in Makkah and Medina.
- Organizing tours for scientific and historical purposes to key cities and locations around KSA, including shopping and entertainment trips to Jeddah, and recreational trips to Abha.
- Administrative and technical staff, medical services and religious guidance teams are available throughout the trip.
- Availability of different modes of transportation including private cars, VIP cars, Limousines, and modern buses.
- Escort services from VIP lounges in UAE and KSA airports.
- VIP services and special services for people of determination.
- Support services for Hajj and Umrah travelers throughout their visit.



International Tour

As a seasoned traveler, AL JAZEERA TRAVELS has traversed the globe, immersing in diverse cultures, and capturing the essence of each destination. From the bustling streets of Tokyo to the serene landscapes of the Swiss Alps AL JAZEERA TRAVELS brings a wealth of firsthand experience to craft personalized and enriching travel itineraries.

Services Offered:

Tailored Itineraries: Experience travel designed just for you. AL JAZEERA TRAVELS specializes in creating bespoke itineraries that cater to your preferences, ensuring a perfect balance of exploration and relaxation.

Cultural Immersion: Uncover the heart and soul of each destination through curated cultural experiences. Whether it's savoring local cuisine, attending festivals, or meeting local artisans, AL Jazeera travels ensure an authentic connection with every place.



Luxury Accommodations:

Indulge in the finest accommodations that complement the spirit of your journey. AL JAZEERA TRAVELS collaborates with renowned hotels and resorts to provide a luxurious and comfortable stay.

Expert Guidance:

Benefit from AL JAZEERA TRAVEL in-depth knowledge and insider insights. Navigate foreign landscapes with confidence, knowing that every detail is meticulously planned for a smooth and enriching travel experience.



Testimonials:

AL JAZEERA TRAVEL transformed our vacation into an extraordinary adventure! Their attention to detail and commitment to delivering exceptional experiences made our journey truly unforgettable.”

Let's Explore Together:

Embark on a journey that transcends borders and creates lasting memories. Contact AL JAZEERA TRAVEL today to start planning your next international escape. Discover the world with a trusted travel companion.



Contact us:



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