

COMPANY'S PROFILE

- **Introduction**

Company Name: HERONIA TRAVEL S.A.
Established: 1977
Address: Head Office: ATHENS, 8 Fokionos & Ermou sts
Branch Office: THESSALONIKI, 20 Kalapothaki st
Company has selfowned offices of 600 sq m
Contact Names: Helen Trentzos
Phone Number: Athens Office: 210-3747.000 (switchboard),
Fax Number: Athens Office: 210-3251.831
E-mail: heronia@heronia.com
Web site address: <http://www.heronia.com>

- **Prestigious Memberships**

HERONIA S.A. is a member of almost all major National/International Travel Trade Associations.
These include: IATA, HATTA, ASTA, UFTAA, GUATA

- **Special Representations**

HERONIA S.A. is the Special Representative in Greece for Royal Orchid Holidays (Thai Airways International), Club Vacanze and Space Adventures.

- **Our philosophy**

Our philosophy is anthropocentric (i.e. centered on the needs of people)

- **Our policy on quality**

HERONIA S.A. is a quality company.
The basic principle of our company is to handle the total aspect of quality geared in the service of our clients.

- **Management Structure**

HERONIA S.A. is a big travel organization that moves 20,000 passengers annually to national and international destinations on all levels of traveling.

HERONIA S.A. has shaped the management structure of the company on 21st century corporation models to cope with the globalization of economy and to move ahead with all related technological and society trends.

The simple and horizontal structure in hierarchy that is delegating responsibilities on a broad basis and taking the initiative makes HERONIA S.A. a modern company with:

- More flexibility
- More service ability
- Great productivity
- Immediate problem solutions
- Low productivity cost
- Effective competitiveness

- **Geographic areas we serve**

HERONIA S.A. serves all destinations all around the world

- **Innovation**

The breakthrough for **HERONIA S.A.** is the system and the organization of the daily work requirements. It is the means with which we take advantage of the change as a chance to offer our clients a different kind of service.

- **Promotion of Space adventures as authorized representatives**

Active Programs

- *Edge of Space*
- *Zero Gravity*
- *Terrestrial (Shuttle Launch Observation, Antarctica Meteorite expedition, Asteroids in Arizona)*

Future Programs

- *Orbital*
- *Sub orbital*

- **Heronia Expedition on 6 continents**

Trips to unusual places and lost civilization around the 6 Continents

- **Submersible expeditions**

- Titanic*
- Bismarck*

Ancient Shipwrecks of the Mediterranean
The Real North Pole
Undersea Volcanoes

- **New Generation Incentives with Specific Topics**

Wild Life

Polar Bear Safari
Bears fishing Salmons

Sea World

Mission: Sea lions
Whale's Safari

Nature

Mission at Kamchatka's volcanoes
"The Ice Hotel"

Lost Tribes

Mission at Mursi Tribes
Mission: Giraffe women

Great Ancient Civilizations

Angkor Wat (Cambodia)
Teotihuacan (Mexico)

Archaeology

Terracotta Warriors (Xian)
Bagan (Myanmar)

- **Active Holidays (Greece and abroad)**

Rafting
Kayak
Horse Ridding
Sailing
4 X 4 Trophy Expeditions
War Games

- **Theme Parties**

Fresh ideas for Incentives & Meetings

HERONIA S.A. is a real and pragmatic business corporation that constantly creates something new and different; it is the company that changes and shapes up what is of value. We do something different instead of doing better that which is already done.

- **Services**

Tickets: Booking and issuing air tickets with all airlines company for Greece and abroad. All bookings are made directly to the airlines

through the airline computing systems. As an IATA office in the company acts as a wholesaler office as well as as a direct sale.

Land Arrangements Hotels/Tours: Booking, Sales, Hotel accommodation for Greece and abroad. Tours: The company also operate Tours all over the world. The company acts as a wholesale office as well as a direct sale.

Transfers, Cruises, Car rentals for Greece and abroad. Issuing passports, visas for all destinations.

Congresses/Incentives/Exhibitions

Serving all needs for a meeting/congress in Greece and Abroad.

- Organizing Congresses and Exhibitions
- Organizing Participations to Medical Congresses
- Organizing events, cycle meetings
- Organizing Incentive tours

Registrations, Land arrangements, tickets, tours.

Interpreters, Audio Visual, Booking of Venues, Creative and issue event program, Invitations, Management Games, theme parties etc.

- **Guarantees for offered services**

At **HERONIA S.A.** we are well aware of the services we provide and for this reason we communicate them to the client always considering his needs.

This way we are flexible to coordinate the client's activities properly and offer complete service packages right from the start.

Proposals for a trip made by **HERONIA S.A.** , even in the initial stage of offers, guarantee hotel and airway bookings that are always confirmed.

Travel services of any kind of conference that **HERONIA S.A.** will agree to offer are safeguarded by drafting a "contract of services to be provided" signed by both **HERONIA S.A.** and the client.

Flexibility/Time of Response

- **HERONIA S.A.** has many information systems available that provide data specifically for our clients. With this advantage and the skills we possess we classify as the kind of "organization that learns all the time."
- The structure of our organization is characterized by such policy and types of procedures that enhance the least internal interdependence for the kind of service demanded by our clients who, above all, ask for flexibility and immediate time of response.

- **Quality on Provided Services**

For the past ten years **HERONIA S.A.** has increased the degree of specialization in the market of pharmaceuticals. This way the company may cope with customer needs in this area and the dynamic demands of the

market within which customers move. The target place and the quality of destination, sightseeing, impeccable moving conditions and means of transportation are checked on location by **HERONIA S.A.** and are suggested according to the needs of the client.

The selection of hotels and restaurants is always done according to the specific needs of the client from a wide range of hotels and restaurants with which we collaborate. Our hotel and restaurant range gets bigger and better with time.

HERONIA S.A. is the company that constantly improves the quality of its services and products through a constant training of its personnel at a low cost of productivity by top rating personnel.

Original and entertaining ways such as "Theme Parties" and educational programs such as "Management Games" are offered by **HERONIA S.A.** as guaranteed solutions for the promotion of products and services of the client.

HERONIA S.A. has 650 representatives on national and international locations as well as an experienced production planning team who travel all the time in order to be updated, they act responsibly and in an organized fashion studying the minutest detail so that results are error free and present no problem.

- **Expertise In Medical Conference Management**

HERONIA S.A. is a big and modern company with specialized personnel who may cover responsibly the professional traveling and conference needs of the pharmaceutical industry from the simplest trip to the most demanding incentive, event, meeting or management games.

For pharmaceutical companies that apply the international rules of ethics aiming at participating in scientific conferences, or other such activities within the framework of M.D. support in medical education and updating, **HERONIA S.A.** with over 10-year experience is the right consultant with high standards in the field of organization, options, information and degree of specialization.

HERONIA S.A. for over than ten years has developed special collaborations with pharmaceutical companies and has organized/administrated participation to international and national medical congresses, meetings and organization of medical congresses.

Suggestively mentioned that the last two years **HERONIA S.A.** has undertaken M.D.'s participation to 55 international medical congresses and has organized more than 80 national medical meetings.

Based on our long experience and our contracts with our suppliers we are able to suggest the proper destination providing with excellent service (hotels, airlines, tours, theme parties, etc) in competitive prices.

- In congress/trade fairs periods were the hotel prices are very high and number of airline seats/hotel rooms are limited we have the capability to accommodate groups at the hotel-venue or similar hotels as well as to reduce the company's budget.

- **Last minutes changes**

Due to the 24-hour service that we provide we have the flexibility to:

- Air tickets: to change name/book seats/issue new tickets even few days before the departure without any cost.
- Hotel accommodation: we have the flexibility to amend the rooming type of rooms even few days before the departure.

- **Technology**

Microsoft Windows 2000, Excel, Macintosh for creating brochures/programmes, Special Tourist & Accounting computing program, Airline Computing programmes (Amadeus, Worldspan)

AWARDS & RECOGNITIONS

HERONIA S.A. is a trustworthy company with clout in the traveling market, with originality and creativity, recognized in the tourist business and awarded many awards time and again.

Titles of award and recognition:

- **GULF AIR 1986 & 1987**

Golden falcon service the gulf air golden award for its excellent support in 1986 & 1987

- **SAUDIA AIRLINES 1987**

Saudia award 1987 in appreciation of outstanding sales performance and loyal promotion of Saudi Arabian airlines

- **SINGAPORE AIRLINES 1989-1990**

Award for outstanding passenger sales performance during year 1989-1990

- **SABENA SERVICE AWARD 1993**

Awarded for outstanding sales on Sabena during 1993

- **THAI INTERNATIONAL 1994, 1995, 1996 & 1999**

Thai top fifteen award for outstanding passenger sales performance

- **THAILAND TOURISM AWARDS 1998**

Award as a friend of Thailand for best international tour operator

- **ROYAL JORDANIAN 1995**

Royal Jordanian's bronze certificate recognition and appreciation for their support in passenger sales during the year 1995

- **ROYAL JORDANIAN 1999**

Royal Jordanian's silver certificate recognition and appreciation for their support in passenger sales during the year 1995

- **WORLDSPAN GREECE 1997-1998**

Award for being a top 10 producer for 1997-1998

- **LUFTHANSA 1998-2000**

Performance award