



Explore UGANDA

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COMPANY PROFILE 2022 - 2023
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HAVY TOURS & TRAVEL





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ABOUT US

Havy Tours & Travel Uganda Limited is a Destination management Tours and Travel Agency based in Uganda. It is a full-service travel agency that serves both business and leisure clients who require professional, friendly and efficient planning of their tours and travel needs within the country.

Havy Tours was founded as a private company in 2016 and has quickly grown to become a major player in the National tourism sector. We are fully committed to explore destination Uganda, empower and develop the local tourism skills. The company is firmly founded on a passion to help clients explore new places, offer advice on destinations, manage and plan their Holiday.

We handle most types of clients ranging from single travellers, Families, Couples/Honeymooners, Business Travellers, Groups and student trips. Our largest market is mid-range and Luxury clients. By successfully operating in the medium-high end sector in the travel industry, we have won the confidence of a highly demanding and exclusive client base. Blending the extensive network and expertise in this field, we are capable of arranging tours that are characterized by site fascination, quality services and luxury choice of Hotel, with a great selection of locations in every tourist destination.

Our company is manned with experienced, knowledgeable, multilingual and highly qualified team based on considerable experience combined with youthful enthusiasm and creative spirit, in-depth knowledge of the products and services we offer and commitment to all aspects of Travel and Tourism Management.

To continue offering our customers with a variety of and best possible quality services, our company has and will strive to have excellent cooperation & relationship with several international and local organizations to meet client needs & expectations. Havy Tours and Travel's sustainability and practices are directly linked to its employees' belief in fundamental corporate values to satisfy customers with innovative technology, superior quality, value and friendly services at the most efficient cost.



OUR VISION:

To create unforgettable first-class tourism experiences as a top tours and travel agency in Uganda.



OUR MISSION

We are devoted to offering exciting, adventurous, state-of-the-art and exceptional top-notch tourism services in Uganda at the most efficient cost.

OUR VALUES

- Dedication to detailed and Quality services.
- State of comfort and Elegance.
- Memorable experiences.

COMPANY OBJECTIVES

- To deliver exciting, first-class, adventurous, state-of-the-art and exceptional cost effective tour packages in Uganda.
- To merge and integrate the World tourism market locally.
- To satisfy the increasing tourism demands for destination Uganda.
- To explore and expose the amazing natural beauty & charm of Uganda through positively impacting Nature Films, TV shows & Documentaries.

OUR STRENGTH:

- We are a unique brand with creative Tourism concepts that boast of regenerating inspiration.
- All our services are delivered by a super team that is passionate about client experience and satisfaction. This is one of the many reasons why clients choose to travel with us.
- We are so mindful about the Client's comfort & elegant treatment during their stay with us. We believe a good experience is as a result of execution excellence.
- Our payment terms are very friendly as well as our cancellation policy.



MR. KEVIN BYARUHANGA
DIRECTOR



MRS. DENISE LEWIS
BUSINESS DEVELOPMENT
AND FINANCE



MR. ROGERS MUSANJE
ADMIN/
SALES & MARKETING

OUR TEAM

The languages spoken by our staff include Local Ugandan languages, English, French, Germany and Sign Language. They are thoroughly trained in our innovative technology and systems which are superior to what is available to the majority of travel agencies so as to service our clients in a superlative way possible. For further improvement of our services; if necessary, we have access to our large network of partners/associates' contacts around the world.

Our friendly, professional and competent staff members as travel consultants always do their best to ensure that all our company's travel and tourism related services are delivered on time and in full, covering every detail required for the client's itinerary with the intention to complete satisfaction and/or even to exceed their expectations.

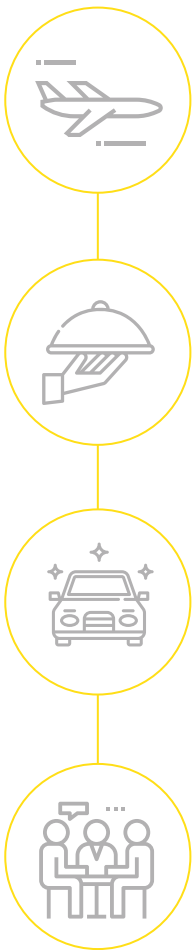
Among others, our superior customer services include

- Reservation service from 7:00am to midnight, 7 days a week.
- 24/7 customer service including out of office hours.
- Customized solutions to each client's travel requirements.
- Multiple options and flexibility at every level of our clients' itineraries. (Over the years we have earned credibility towards making last minute bookings possible and successful). This is because we are always ready.
- Customer feedback - email, social media and face-to-face continuous availability of attractive special offers and packages.
- Attention to emergencies. (Medical, Vehicle rescues, Flight delays or cancellations and more)



OUR SERVICES:

Our Services make your travels easier.



Havy Tours and Travel has the knowledge, expertise and experience to arrange and deliver all travel & tourism related requests received from a company, family or individual no matter how big, small or unusual are the needs.

Our team loves itinerary solving puzzles, no matter how many pieces, in order to clearly see the big picture. Our passion comes from managing and analysing all of the tiny details that embody leisure and corporate travel; from the simplest to the most challenging needs.

Among others, we provide our customers with the following tours and travel services majorly based in Uganda;

- 1) **Wildlife Safari & Tour Guiding.**
- 2) **Honeymoon packages & Romantic Holidays for two.**
- 3) **Air Ticketing & Hotel booking.**
- 4) **Airport transfers (Meet & Greet).**
- 5) **Business workshops & Conferences.**
- 6) **Car Hire services.**
- 7) **VISA Consultancy**

These are some of our tour activities you will enjoy while in Uganda;

Gorilla Trekking safari - (Bwindi Impenetrable National Park), Murchison falls safari, Queen Elizabeth National Park safari, Kampala City Tour, Kidepo National Park Safari, Rwenzori Mountain Climbing, River Nile Adventure - (Source of the Nile experience, White water rafting, Tubing the Nile, Bungee Jumping & Kayaking), Sipi Falls Tour, Cultural Tourism, Lake Mburo National Park, Kalangala Island, Fort Portal Tourism City, Hot Springs Experience, Lake Bunyonyi Island Tour and Agro Trips.

We also offer internship placements for students pursuing tourism courses or research.



5+

Domestic Aircrafts
to book tickets with



200+

Hotels & Lodges
to choose from
Nationwide



28+

employees



110+

travel agency
partners



**UGANDA TOURISM
BOARD**
certified travel agency
LICENSE NUMBER:
UTB/RTT/TT/2020/00498

WHY US?

Unwavering dedication in this industry has allowed us to grow professionally in this field, so that we are often perceived by the latter as the ideal choice due to the utmost level of reliability exhibited. This is the same dependability, which is appreciated everyday by our customers, who choose to travel with us & consider the discreet and constant assistance of our staff members.

At Havy Tours, we always remain mindful of the requirements of people, who choose us as their travel partner.

Besides, we have a team of qualified supervisors, who monitor the standards and quality of the services offered.

We have managed to offer extraordinary customer support to our clients year after year. This has made us one of the most lovable travel agencies in Uganda. We consider customer satisfaction as the hallmark through which we determine the performance offered.





MOTHER NATURE • PEARL OF AFRICA • UGANDA



COMFORT

OUR FIELD GUIDE DRIVERS

Our Guide drivers are very professional, trained and experienced in this field. They know all their way through Uganda and they speak English. Our team is equipped with different skills including the medical team that is always on alert for any medical emergencies.

OUR VEHICLES & AMENITIES

We have a fleet of vehicles for our Tours; very comfortable, spacious, with AC. They range from Posh Coaster Bus, SUV Mercedes Benz, Super customs, Toyota TX new Model, Safari Vans (Toyota Hiace) with an option of open roof for game viewing and the mighty 4*4 Land Cruisers that trek the Jungle with ease. These are equipped with fridges to keep our clients refreshed along their safari.

● Free Wi-Fi on transit

We have portable Wi-Fi equipment for every team that travels with us. This is fully functional in most parts of Uganda where Mobile Network is accessible. Clients do not have to worry about buying local simcards for internet because our free Wi-Fi can keep them connected with their loved ones or their businesses throughout the trip.

● Charging ports

Our Vehicles have charging ports for mobile phones which makes it easy for Clients to stay connected with their loved ones, friends and business partners throughout their safari.

● Car refrigerator/Coolers

Most of our safari Vans and Land cruisers (4*4) are installed with car refrigerators to keep our clients refreshed while on transit. No matter where they are, they deserve a cold drink.







REGISTRATIONS, NETWORKS AND LICENSES:

We are officially registered as a corporate company with UGANDA REGISTRATION SERVICES BUREAU (URSB), we are licensed as Tour operators by The UGANDA TOURSIM BOARD (UTB), we are also licenced to operate in Kampala City by KAMPALA CAPITAL CITY AUTHORITY (KCCA). We are also registered active members of the YOUNG UGANDA TOUR OPERATORS ASSOCIATION (YUTO).

There are compelling reasons why Havy Tours and Travel should be amongst your first choice as a travel agency and partner.

Havy Tours and Travel is fully licensed and registered with the Uganda Tourism Board, which is the over seer of all tourism activities in the country. With the back-up of UTB, clients are assured of quality services, security and exceptional treatment during their stay in Uganda. More so, we are among the top Sales Agents of Uganda Wildlife Authority (UWA) the government organisation in charge of wildlife; e.g. all National parks including the famous Gorilla trekking.

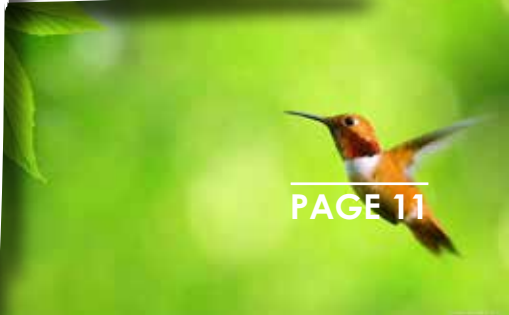
We are a member to the Young Uganda Tour Operators (YUTO), an association with over 110 Ugandan based and licenced tour operators.

We have partnerships with over 150 renowned Ugandan based Hotels, lodges and cottages. All these partnerships above and the use of their booking systems give us easier access to ticketing with more than 400+ exciting tourist activities in Uganda, including more than 150 Classy Hotels and Lodges in the 5 regions of the Country.

COST EFFECTIVE PRICES

Our sales volume shows our market strength and gives us greater bargaining power when negotiating prices and commissions from our suppliers for the benefits of our customers that most other agencies cannot match.





OUR INDUSTRY PARTNERS



WE ARE MORE THAN A TRAVEL AGENCY

To serve our customers with a variety of services in more convenient, user-friendly and professional ways, Havy Tours & Travel offers services via the following Apps/websites/portals and programs.

● Click Uganda

Since we consider our Customers as the core essence of our company, we have also developed our B2C www.clickuganda.ug Booking App/portal/website, through which customers can search for various Hotels within Uganda, tour packages to various destinations in Uganda and Car Hire services.

● Havy Loyalty Program

The Havy Loyalty Program is a points/rewards program card from which our customers will get benefited when they purchase any services from us and/or from our affiliated partners. Through our Loyalty Program you can collect and share points by buying products from sellers within the Havy Tours partners' network, which includes Travel agencies, Restaurants, Beauty shops, Fashion stores and etc. When you have collected enough points you can redeem them in the forms of discounts and promotions for next purchases.





CONTACT US



HEADQUARTERS

HAVY TOURS AND TRAVEL UGANDA LIMITED

SPAN HOUSE, 3rd FLOOR, SUITE 317, PORTAL AVENUE,
KAMPALA-UGANDA. Telephone: +256-393 208565.

MOBILE (Whatsapp): **+256-773-064420 / +256-703032191**

Email: travel@havytours.com

Website: www.havytours.com

