

The Passage to experiential travel

A global business that appoints local experts to design customised destination experiences — Le Passage to India Journeys constantly strives to reshape destination experiences.



It is a matter of pride for Le Passage to India Journeys to have participated in every World Travel Mart since its inception in 2005. Some of the core talking points at this year's World Travel Mart for the company will be on how it creates differentiation and exclusivities together with its partners for its guests in India, how it integrates itself in a 360-degree experience management ideal and be part of its partners' brand promise, and how it has innovated over the years, and implemented tools that will truly make a difference in servicing clients and showcasing the diversity of India.

Mario Habig, Managing Director, Le Passage to India (LPTI) Journeys, says, "We invite the trade to our global stand GV615 at WTM London this year. We are delighted to see that Incredible India has tied up with WTM as premier destination partner. This is a great development because joint active marketing through



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Mario Habig
Managing Director
Le Passage to India Journeys

the trade fraternity and Incredible India is the base for future growth for India's tourism industry. We hope this is also the starting point of active marketing support from the tourism board."

Defining the company's pivotal role in destination management, Habig adds that the company constantly strives to reshape destination experiences. "Ours is a global business that comprises local experts to design and craft customised destination experiences worldwide. In doing so, we are achieving and set-

ting stellar industry standards in everything we accomplish," he says.

Changing the formulae

The company strives to optimise its key assets to be both different and unique in destination services. It does this by the way it applies client engagement and tries to work as closely as possible with its partners. "In today's world, we need to think of this as part of one integrated service offering to travellers and guests in our destination, and not purely understand ourselves as another

link in the value chain. We apply this through various means, i.e. integrated team structures or shared content platforms. Second, is our understanding of product differentiation and exclusivities as being integral to our success. We need to create value for our partners by providing access to experiences that offer them a true differentiation potential. Creating access to venues like our Mexican colleagues do – opening the Chichen Itza for clients well before anybody else can visit this iconic monument – is one such example. This is

what we strive for in India as well," Habig explains.

The company also believes in collaborative strengths. For LPTI, the great asset of being part of a global DMC business is that it offers the company access to financial resources – a develop-once-deploy-multiple-times advantage, using creative brainstorming across borders and business expertise across the globe. As Habig explains, "It ensures that we share the best practices not only between countries but between the three core client groups we operate: leisure clients, corporate clients, and cruise line clients."

Operational excellence

Le Passage to India Tours and Travels Pvt Ltd has successfully completed the ISO 9001:2015 certification. The company was officially certified by BSI Worldwide on May 2016 for the scope – Provision of Destination Management Services for Inbound & Domestic Tour Operations. "This makes us one of the

first Destination Management Companies globally to gain this distinction. By meeting the extensive criteria for these standards, we can proudly re-affirm that we have never lost track of our philosophy: to strive for operational excellence by implementing best practices not only from within our global network, but beyond, to provide the most reliable operational support and highest quality to our customers," Habig claims.

LPTI optimises key assets by:

- ↳ The way it applies client engagement and tries to work as closely as possible with its partners
- ↳ Its understanding of product differentiation and exclusivities as integral to its success
- ↳ Achieving operational excellence. The ISO 9001:2015 certification is one example
- ↳ Collaborative strengths with its being part of a global DMC business



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DAYS OF OPERATION	FLIGHT NO.	ORIGIN	DESTINATION	DEP TIME	ARR TIME
MON, WED FRI, SUN	SC 8828	DEL	KMG	1500	2200
	SC 8827	KMG	DEL	1130	1400
MON, FRI	SC 8828	DEL	TNA	1500	0150 +1
	SC 8827	TNA	DEL	0630	1400
WED, SUN	SC 8830	DEL	TAO	1500	0155 +1
	SC 8829	TAO	DEL	0600	1400

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At home in the Global Village

Come visit us at our new stand GV 615

This year you will find us in the Global Hall at our Global Network Stand- the move from our own LPTI Stand in the India Hall is a result of our decision to participate as part of our Destination Services Stand, beginning this year.



Le Passage
to India Journeys



Catch us at



world
travel
market

7 - 9 Nov 2016

London

Stand No. GV 615