



- » *Group travel is an expanding industry*
- » *Your benefits and our offers*
- » *How to become a Top Partner and what we expect in return*

» Top-Partner Benefits

with SERVICE-REISEN

SERVICE-REISEN –

We are the leading wholesaler following our claim – genau, was ich brauche.

Let us devise a successful partnership together where high quality standards ensure that both parties benefit!

Become a Top Partner of SERVICE-REISEN – at no additional costs for you!

Group travel is an expanding industry. Use this opportunity for growth and join us because group tourism will become increasingly important in the future.

We look forward to our partnership!

Benefit from:

- » Many years of experience – benefit from over forty years of continuous growth in the group tour business
- » A financially solid company – you will receive up to 70% payment prior to arrival of the guests
- » Steady growth – our 170 travel professionals generating over 15.000 groups per year for our TOP-Partners
- » Continuous growth of market share – profit from a constant adaption of our market development strategies and be part of a steady growth of group business
- » Our customer data base – you can reach all across Europe with us, over 3.000 bus companies, travel agencies and tour operators
- » Emerging markets – be one of the first to profit from our ongoing development of new markets and target groups



SERVICEREISEN

Heyne GmbH & Co. KG

Rödgener Straße 12 · 35394 Giessen · Tel. +49 641 4006-0 · info@servicereisen.de · www.servicereisen.de

You can expect from us:

- » High utilization rates for allocated group space
- » Focus of our sales activities on the allocated group space
- » Preferred assignment of group requests to our TOP-Partners
- » TOP-Partner catalogue listing
- » Guaranteed participation at our various media communications
- » Fair feedback on the services you provide for us



What we would expect in return:

- » An honest and loyal business partnership
- » A contact person authorized to make decisions available on workdays from 8am to 7pm
- » 24/7 emergency services including weekends
- » At least 15-20% SERVICE-REISEN discount on all available rates offered to bus companies or groups directly
- » Long-term price stability within the agreed conditions for group rates
- » Best price guarantee for SERVICE-REISEN (wholesaler and group segment)
- » Acceptance of our administrative system (reservation forms, participant lists, vouchers, ...)
- » Acceptance of our payment and cancellation Terms and Conditions
- » Acceptance of our tour conductor credit regulations
- » A high customer recommendation rate of at least 80% in hotel rating portals like TripAdvisor or alternative a listing of your unique selling features
- » An outstanding service level including a response time of 24 hours on any inquiries (except weekends)

And something on top:

In addition, we would highly appreciate it if you can provide us with four of the below listed topics:

- » Proactive notification of any important updates like renovations, employee changes etc.
- » Proactive notification of any special rates and advertisements. Please be aware that any special offer must also be applicable to our agreed conditions
- » Override and pay-back models or marketing funds as an opportunity for mutual growth
- » Implementation of customer service tools to reduce complain rates for SERVICE-REISEN guests
- » Additional services and add-ons for SERVICE-REISEN guests
- » Official Certification that indicates your customer focus
- » The ambition to go "the extra mile" for our customers and the partnership with SERVICE-REISEN
- » German-speaking reception and service staff



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