



Earth Travels

An Overview

October 2024

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1. Introduction

Earth Travels is a specialized business travel firm providing a range of travel advisory, and facilitation services. The firm was established in the **year 2012**, with the objective of providing efficient/ cost effective travel related services to organizations, corporate and individual travelers. **Earth Travels** is known among its clients for providing high quality, personalized travel guidance, and facilitating everyday travel related requirements for clients. **Earth Travels** strives to make available reliable services at unparalleled rates.

We also offer a best-in-class **Online Booking Portal** – the portal accesses, and aggregate numerous inventories, and is used to provide a variety of travel options to the client community. The portal features a web, and app based **Self-Booking Tool (SBT)** – deployed in cases where clients prefer direct online bookings on their own.

We associate closely with many travel aggregators, and suppliers to access the best inventory for our clients, comprehensively covering domestic, and international travel.

Earth Travels believe in bringing greater efficiency in travel operations through several carefully followed processes, including:

1. Making diligent efforts in suitable processing of queries thorough examination of options in respect to mode of travel/ flight routes/ ticket pools/ available flight sub-class under economy/ business class (within a particular flight).
2. Avoiding generalization – process queries on cases to case basis
3. Providing a ringside view/ advice to the clients, enabling them to take informed decisions

This above leads to optimizing costs while ensuring better comfort level for travelers; **our services include:**

Travel/ Transit

- **Domestic and International Air Ticketing** covering all sectors/ airlines
- **Train ticketing** for **general/ Tatkal** quota
- Arranging **cabs** (equipped with **Medical Kit, Fire extinguisher, Mobile chargers**), driven by **professional experienced drivers**, across India for **in-city** and **inter-city travel**
- Arranging **Volvo or similar buses, mini vans, bus rentals etc.** for inter-city/ within city team movement/ visits

Earth Travels provides preferred seat/ meal assigning, and web check-in for all flight bookings



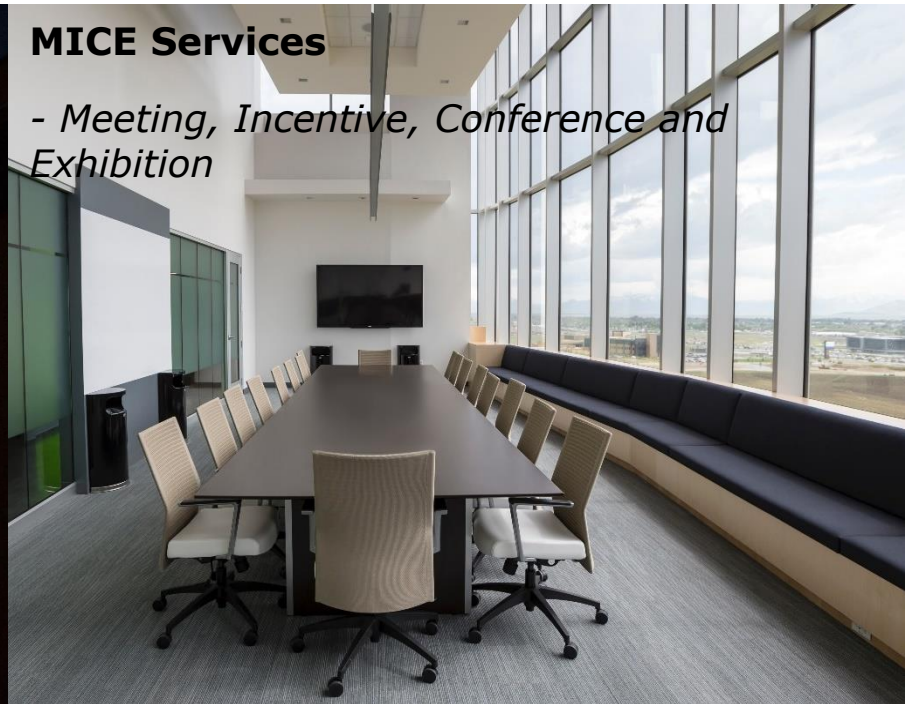
Stay and logistics

- Arranging **Hotel/ other accommodations** across India and major cities internationally
- **Group handling** and arranging **meetings, conferences, and events** across India and major cities internationally, i.e., comprehensive **MICE** (Meeting, Incentive, Conference and Exhibition) services
 - Managing complete logistics including: **(a)** venue selection/ booking, **(b)** venue preparation/ putting exhibition, **(c)** stay arrangements, and **(d)** participants travel including local travel



MICE Services

- Meeting, Incentive, Conference and Exhibition



Travel facilitation

- Comprehensive support including information/ advice/ facilitation for **visa, passport** (including **Tatkal**), **FRRO Assistance** (including **registration, visa extension, and exit permit**), and organizing travel related papers
- Facilitation of **Inner Line Permits (ILP)**, required for travel to certain states/ areas in India
- Facilitating **travel insurance** (domestic and International), **International Calling Cards**, and **Data Cards**
- Facilitating **Foreign Exchange (forex)** for travel purposes
- Facilitating **airport assistance** including: **(a)** meet & greet, **(b)** special needs/ wheelchair, **(c)** porter service, **(d)** priority check-in, **(e)** immigration assistance, **(f)** airport lounge, **(g)** escort to boarding gate



Other travel services

Tailored **tour/ holiday packages** and accommodations (domestic and international)

Tours and holiday packages

.....and then there is a time to wind down with our near and dear ones!



All Earth Travels services are available 24x7 (including on Festive, and National Holidays), for our clients' convenience

Earth Travels **24x7 contact line** (failsafe/ sure response numbers) are:

+91 (11) 4569 9177

+91 9212 127 975 (accessible through WhatsApp call also)

Earth Travels assigns a dedicated services representative, at the inception of services for managing all travel, accommodation, and related services.



2. Self-Booking Tool (SBT)

Earth Travels provides a **web-based**, and highly responsive **Self Booking Tool (SBT)**, for travel bookings directly by client's administration and staff. This tool comes with a sophisticated, but simple to use **Mobile APP**. Some of the prominent features of this web-based/ app-based tool are given below:

1. Booking of domestic/ international air tickets by client team members – all domestic and international airlines can be accessed/ booked
2. All domestic and international hotel bookings can be done directly by client team members
3. Client-side administration may provide or restrict access to SBT as required from time to time
4. Client-side administration may set booking/ amount limits for individual team members – these limits can also be altered from time to time, as required
5. **Internal approval** mechanisms can be easily defined/ customized, ensuring a high degree of conformity with client's business process requirements
6. **Budget codes may be assigned for each booking** – this may also be defined/ customized to the client's need and specific requirements

Note: All other travel services, like Train/ Bus/ Cab booking, visa, passport etc. and may be requested directly through a concierge functionality available on the SBT (web, and app)

All travel services available through Self-Booking Tool (SBT), will necessarily be available 24x7 through offline mode – email/ phone requests. However, such requests are acted upon after due approval – as defined by the client.

*For convenience of travelers/ client, all services enabled through SBT route are also available 24x7 through delicate assistance from **Earth Travels***



3. Service Standards

Services availed through Self-Booking Tool (SBT)

- All services availed through SBT are in real-time, and in case of any issues the authorized client-side personnel will be able to reach **Earth Travels** on **24x7 basis**.
- In case of any scheduled down time, the client is informed well in advance for scheduling booking, as suitable
 - ***Please note all services to the client will still be available through offline/ email/ phone support during any/ all scheduled system downtime***

Services availed through non-SBT route

Earth Travels has well-established and tested mechanism in practice, where we are able to provide:

- Quicker services in almost all cases – with turn round time frequently being **15-20 minutes** for ticketing options/ advise in cases of simple/ one destination query, and **maximum 40 minutes** for complex/ multi-destination routing queries – through e-mail.
 - ✓ In case of urgent bookings, advise is provided over the phone **instantly (takes 1-3 minutes)** this is followed by an e-mail for the purpose of clarity/ mutual records.
- Instant ticket booking (takes 1-3 minutes upon client's confirmation)** to avoid any adverse effect of fluctuation in prices.
- Instant blocking the seats (takes 3-5 minutes)** at current/ best price in case of international flights for most sectors for 24 hours without any cost implications to the client.
- Better rates in over 95% cases** – in a few cases where we are unable to source better ticket rates at the time of the query, it is our policy to inform the client immediately to use other suitable sources (travel portals/ websites etc.) for optimizing costs.

Earth Travels specializes in complex, multi destination international travel routing/ booking
✓ *Here we provide personalized/ interactive guidance to optimize continece, travel time and costs*



4. Invoicing and Payments

The invoicing, and payments norms in respect to the services are given below:

1. Invoicing (including Credit Notes) by **Earth Travels** is done on fortnightly basis; for convenience, all invoices of the fortnight are sent with a summary cover statement.
 - This includes all required: **(a)** ticket copies, **(b)** hotel/ other vouchers, and **(c)** cab/ any other duty slips etc.
 - All approvals/ approving documents along with respective budget codes etc. are also provided
2. Normally a credit period of 7 days is given to the client for payment of the fortnightly invoice.
 - However, the credit period is flexible, which may be decided prudently, considering the clients' business needs/ operations/ processes
3. **Earth Travels** practices a policy of ***instant cancellation refund*** to the client, where the fortnightly summary cover statement as mentioned in point 1 above, includes Credit Notes details also; the Credit Notes are sent along with the fortnightly invoices

Earth Travels collaborates closely with client's administration and finance divisions for invoice/ any other support documentation, for proper administration and accounting of travel services



5. MIS Tools

As a practice, **Earth Travels** submits a monthly (calendar month) MIS to the client covering a synopsis of travel bookings, cancellations, invoices, credit notes, payments made and payments balance.

The MIS also includes a statement of service turnaround time compliance, for each service on each occasion for giving the management/ operations/ administration division of client a comprehensive idea of the service efficiency.

The format of the MIS is discussed with clients at the start of services, and is based on the exact need of the management/ operations/ administration division.

If required, Earth Travels provides a region project wise carbon footprint report for air travel

✓ Carbon Emissions Calculator of International Civil Aviation Organization (ICAO), a UN organization is used for assessing carbon footprints of travel



6. Value Added Service and Distinct Advantages

Earth Travels has a policy of providing consistent enabling support to clients for easing their travel; this includes the following:

- All services of **Earth Travels** are available on **24x7 basis (including on Festive, and National Holidays)**, for our clients' convenience
- **Web Check-in** and sending of Boarding Passes for flights by email/ WhatsApp is done for the travelers – wherever the client/ travelers prefer this
- We **book meals** and **preferred seats** for flights, either at the time of booking or later – as preferred by the client/ travelers
- We assist the travelers with **accessibility option** with air travels and hotel stay – *please note that in most cases the airlines do not allow Web Check-in in case of availing accessibility options*
- **Earth Travels** maintains a complete record of travelers including **frequent flyer benefit numbers, promotion codes** etc. for traveler's convenience, so that these benefits may be availed by travelers as a matter of routine, and seamlessly
- **Earth Travels** assist clients in negotiating preferred carrier discounts, as warranted/ desired, and then use the same for bookings travels
- **Earth Travels** pro-actively provides information on any important/ adverse situation like **inordinate flight delays/ cancellations, airport closures** etc. for traveler's convenience

Earth Travels

maintains a computerized repository of all personnel that have availed our travel services even once – this ensures that there are no repetitive efforts for organizations/ travelers to provide requisite information, we maintain a record of:

- ✓ *Traveler's details: names, contact details, passport details, Frequent Flyer numbers etc.*
- ✓ *Traveler's preference: airlines, seat, meals, accessibility options etc.*



Some of the **distinct advantages** that Earth Travels have over traditional travel agencies and major online portals are given below for reference:

- A.** We source air ticket inventory from our business relationships from airlines/ consolidators and secure in bulk so that the tickets may be readily provided to our clients at lower rates in most cases
- B.** Due to the above we are also able to provide refundable tickets when they are not available with major ticketing portals
- C.** Due to our ongoing travel arrangements for clients in large number of Indian States, we are well poised to provide road travel/ cab solutions across India, taking care of a wide variety of client preferences
- D.** Unlike ticketing portals/ large travel providers, where the client needs to commit money upfront and in case of cancellation the money may be stuck for 15-20 days; we may instantly cancel the refundable tickets (when required by the client) and the client is only charged for cancellation charges; this avoids blocking of substantial money/ funds of the client for multiple weeks
- E.** Unlike purely technology-led solutions, **we provide high-tech as well as high-touch (personal assistance based) service experience.** These personalized services focus on case-by-case handling of requests for understanding the clients' travel needs, and facilitate the client in making travel decisions that are cost effective and add to convenience

Earth Travels is amongst few travel businesses, which has deep in-house expertise in facilitating/ arranging travel documents/ visa

✓ This includes US, Canada, UK, Schengen/ European countries, China, UAE/ Middle East countries, Latin America countries Australia, Thailand/ S/ SE Asian and African countries

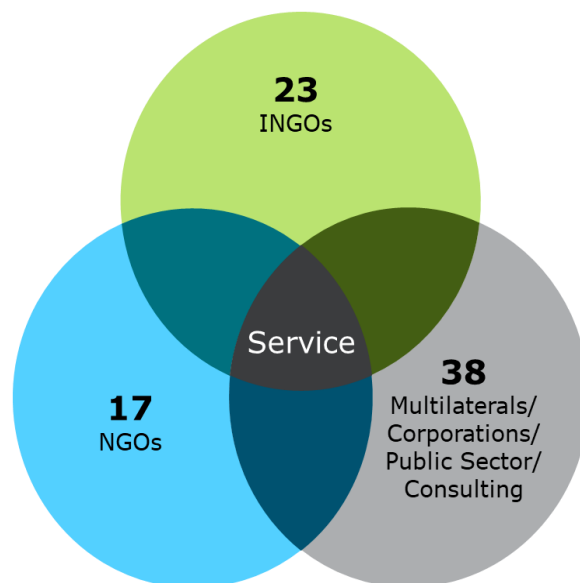


7. Clients

Earth Travels is currently/ actively serving **78 clients in India/ Overseas**, including **17 NGOs**, **23 INGOs** and **38 public sector/ multilateral/ consulting (including development focused)/ corporate organizations**.

Some of our esteemed clients are:

- The Australian Council for Educational Research (**ACER**)
- **IMAGO** Global Grassroots (**US Entity**)
- Coalition for Disaster Resilient Infrastructure (CDRI)
- **Yale University (US Entity)**
- **Bharti Foundation (Airtel Group)**
- Oxford Policy Management (**OPM**)
- **Oxfam** International Regional Platform – Asia
- **Miracle Foundation**
- Aga Khan Foundation (**AKF**)
- **Solidaridad** Asia Network Limited
- National Foundation of India (**NFI**)
- Carbon Disclosure Project (**CDP Worldwide**)
- **CARE** - Cooperative for Assistance and Relief Everywhere, Inc. (**US Entity**)
- Nature Conservancy India Solutions Pvt Ltd (**TNC**)/ The Nature Conservancy (**US Entity**)
- International Justice Mission (**IJM**) (**India**, and **US Entity**)
- International Livestock Research Institute (**ILRI**) South Asia Regional Office
- **Deutsche Welthungerhilfe** e.V. Country Office India (**WHH**)
- Extension for Community Healthcare Outcomes (**ECHO**)
- **Reach to Teach** Private Limited/ Reach to Teach Foundation (**RTTF**)
- **Pathfinder International**
- Project Concern International (**PCI**)
- Voluntary Service Overseas (**VSO**)
- Commonwealth Educational Media Centre for Asia (**CEMCA**)
- OfBusiness (**OFB**)/ **OXYZO**
- **Richi Circuitronix** Private Limited
- Sphere India (**National Coalition of Humanitarian, Development and Resilience Actors**)
- The Humsafar Trust (**HST**)
- Voluntary Action Network India (**VANI**)



Annexure: International Air Transport Association (IATA) Accreditation

Earth Travels is an IATA Accredited Travel Agency, with **IATA Code: 14000195**



Certificate of Accreditation

IATA is proud to certify that

EARTH TRAVELS

EARTH TRAVELS

New Delhi, India

has met the professional standards of the **International Air Transport Association**
to promote and sell international air passenger transportation.

IATA code: 14000195

Validate online at: checkacode.com

Certificate validity: 2024

Accreditation Type: GoLite

A handwritten signature in black ink, appearing to read 'Muhammad Albakri'.

Muhammad Albakri
Senior Vice President, Customer,
Financial and Digital Services
IATA

A handwritten signature in black ink, appearing to read 'Winnifred Yoong'.

Winnifred Yoong
Regional Director, Distribution & Payment
Customer, Financial & Digital Services,
Asia Pacific



2024

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Earth Travels – *Serving with passion!*

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