



**BLACK HORSE
TRAVEL**

**Unveiling Opportunities:
B2B Travel Solutions**





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At Black Horse Travel, we are not just another DMC – we're your gateway to innovative solutions in Egypt – since 1990. Our mission is simple, yet profound: to redefine B2B travel experience through unparalleled service and a relentless commitment to our partner's success.

Who we are

Since our inception more than 30 years ago, we have been at the forefront of the travel industry, continuously evolving to meet the changing needs of our clients and partners.

In today's dynamic marketplace, the travel industry is presenting both challenges and opportunities for businesses.

As such, it has never been more crucial to have a trusted partner who understands the intricacies of the industry and can provide tailored solutions to drive your success.

We are committed to delivering value at every touchpoint of our partnership. Check our track record and decide for yourself which of our services caters to your needs. The future of travel begins **TODAY!**



Meet our CEO Moudy El-Shaer

Born into a family immersed in tourism for over four generations, with a legacy spanning 100 years, he began serving clients at just 15.

Over 35 years, he ascended from a transfer guide to CEO of one of the biggest DMCs in Egypt.

He served major tour operators like Thomas Cook and TUI. His extensive network, built over five decades, underpins his profound expertise.

He also plays pivotal roles in both private and public sectors, serving as Board Director for the ETAA Red Sea and a member for the entire ETAA Egypt.

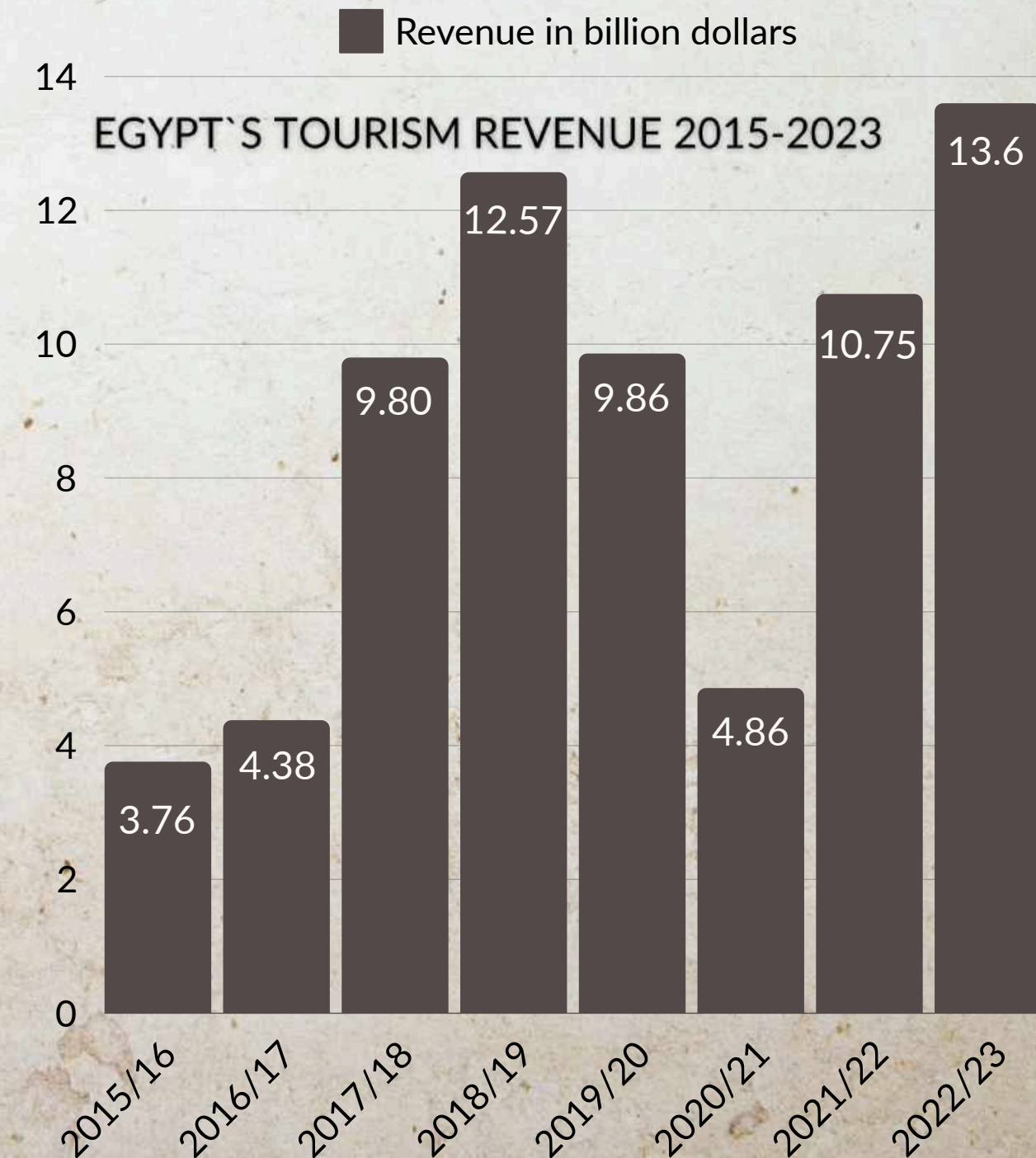




Egypt's B2B travel industry is thriving, buoyed by the country's rich cultural heritage and government initiatives promoting tourism. The digital revolution has further transformed travel management, driving demand for seamless and cost-effective solutions.

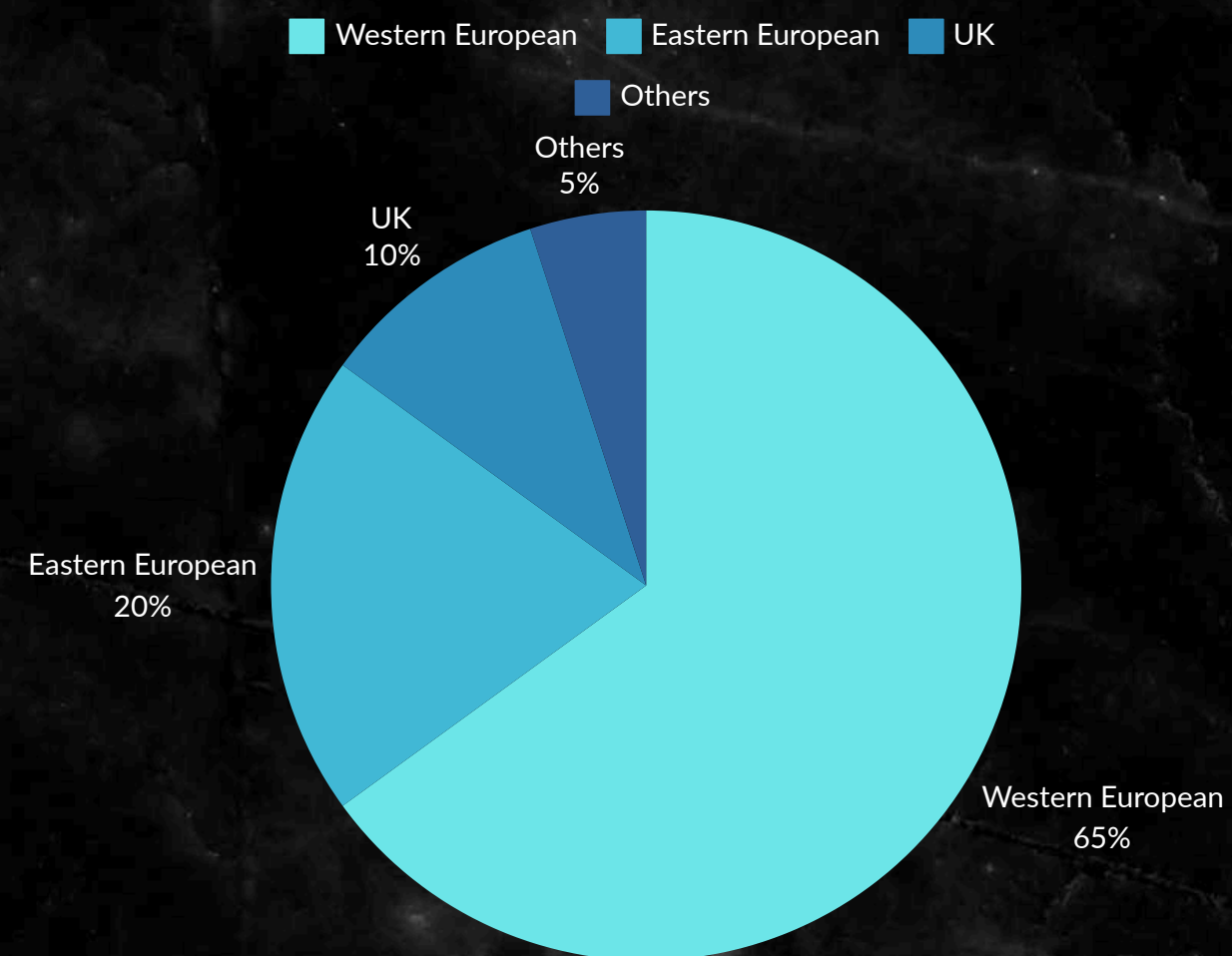
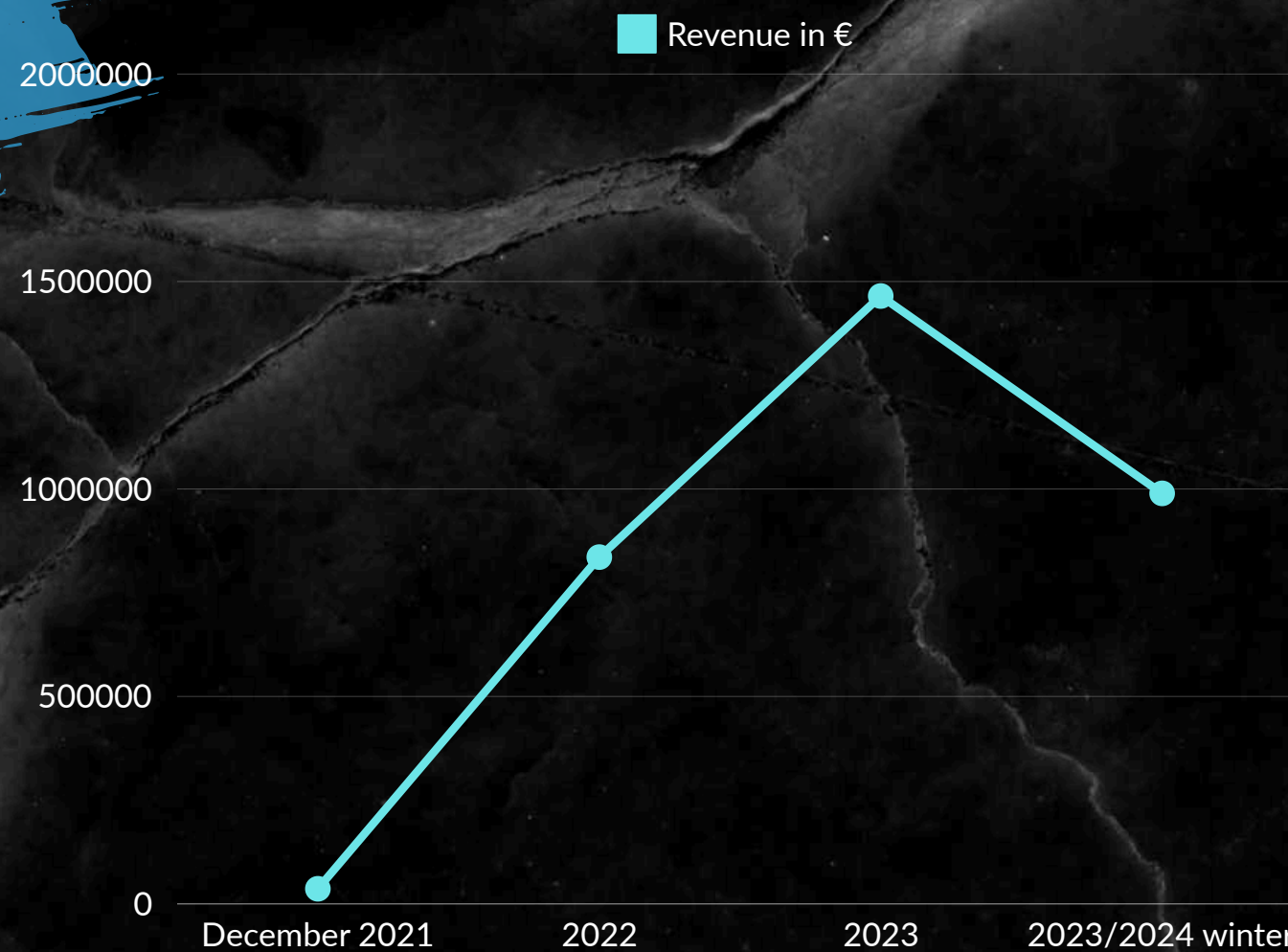
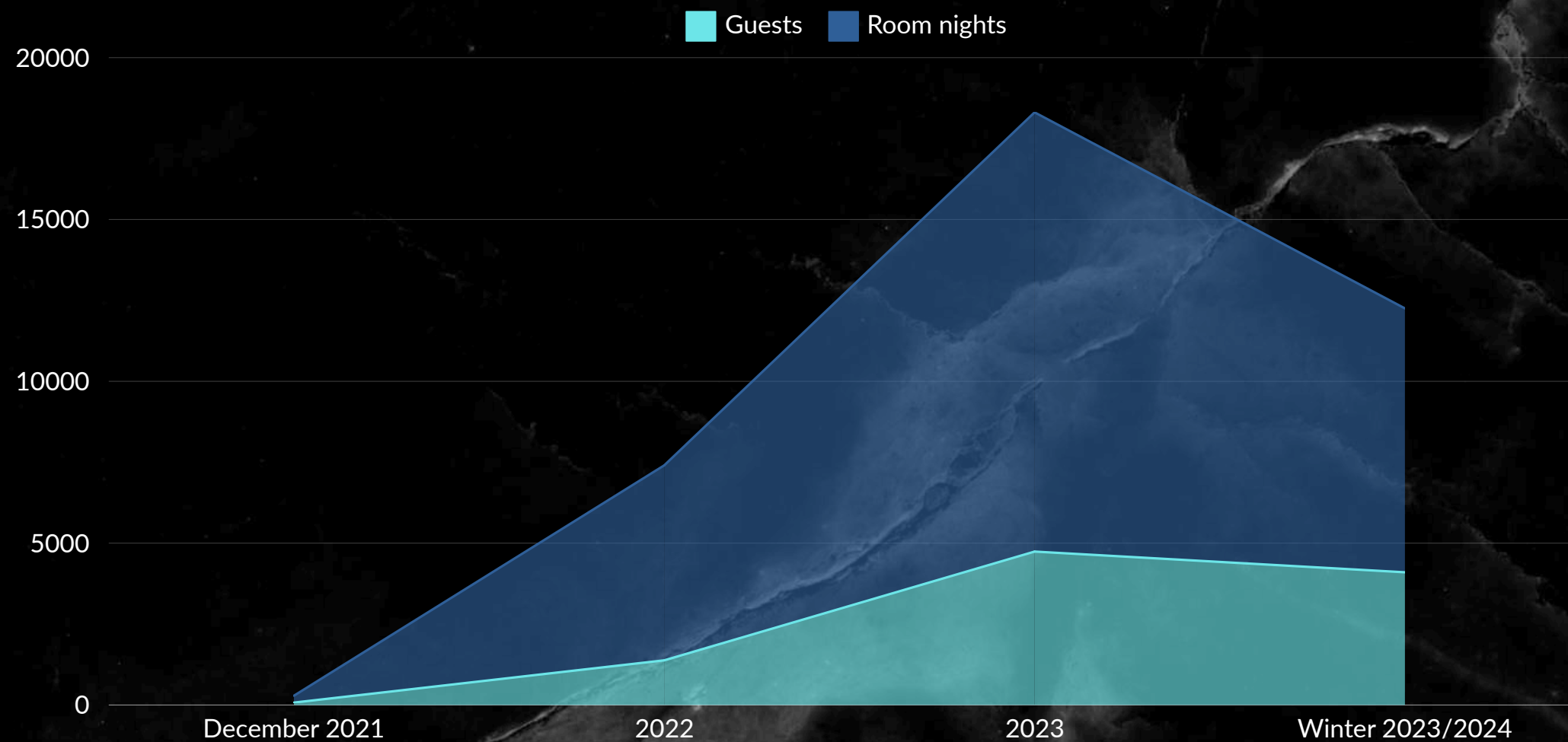
Market Overview

In this dynamic landscape, Black Horse Travel boasts expertise and a robust network. We're following the trends and work to meet the evolving needs of businesses, empowering them to explore new possibilities and keep loyal customers as well as gain new ones.





Results & Statistics





Challenges

- Complexity: Crafting Egypt itineraries is challenging due to logistics and cultural nuances.
- Language Barriers: Communicating essential information in clients' languages is difficult.
- Safety Concerns: Perceptions of safety risks in Egypt deter travelers.
- Demand for Personalization: Meeting travellers' desire for customized experiences is challenging.
- Accessing Authenticity: Tourist-heavy areas lack genuine cultural encounters.
- Black Horse Travel Egypt offers solutions to these challenges.



Market Opportunity

- Egypt's tourism market offers significant potential
- Growing Demand: Steady growth in international arrivals.
- Iconic Attractions: Landmarks like the Pyramids attract millions.
- Diverse Offerings: From Nile temples to Cairo bazaars.
- Emerging Trends: Rising interest in experiential travel.
- Resilience: Despite challenges, Egypt's tourism rebounds.



At Black Horse Travel, our success is defined by the strong partnerships we've built.

Why partner with us?

We'll enhance your offer from customized tour packages to seamless booking processes.

We support our partners at every step of the journey.

Client Portfolio



Our expertise in coordinating complex itineraries and managing group travel logistics ensures a hassle-free experience for all stakeholders. We take pride in the strong relationships we've forged.

We offer a comprehensive suite of services designed to meet the diverse needs of our B2B partners:



Services



Destination
Management

Local expertise and destination knowledge. Coordination of tours, excursions, and activities, accommodation booking, transfers. A-Z destination management



Tour Packages &
Leisure Travel

Personalized itineraries for leisure travellers, including accommodation bookings, guided tours, and transportation arrangements, showcasing Egypt's rich cultural heritage and nature



VIP & Luxury
Travel

Tailored to discerning travellers, including VIP airport services, private tours, and luxury accommodations. Services to cater to every aspect of the traveller's journey with sophistication and style.



Corporate Travel
Management

Arrangement of accommodations, transportation, and managing travel expenses. Account management and 24/7 support for seamless business travel experiences.

We pride ourselves on delivering unmatched value to our B2B partners through:



Value Proposition

- Expertise and Experience: Benefit from our extensive knowledge of local practices. Our team members started their careers in renowned international companies.
- Customized Solutions: We adapt our services to align with your goals.
- Reliability and Trustworthiness: Rely on our track record. Our commitment to transparency, integrity, and ethical business practices is very high.
- Exceptional Customer Service: As a growing enterprise, we have the means to ensure personalized service AND we use them. Prompt assistance, and 24/7 availability to address your needs and concerns.
- Value-driven Partnerships: Partner with us to unlock new opportunities for growth and expansion. Benefit from our collaborative approach, flexible partnership models, and shared commitment to prosperity.

We offer flexible partnership models designed to meet the diverse needs of our B2B clients:



Partnership Models

- Customized Service Packages: Tailor-made service packages that align with your budget. Choose from a range of service tiers and add-on options.
- Volume-based Discounts: Advantage of volume-based discounts and special pricing structures for high-volume clients.
- Revenue-sharing Agreements: Incentivize mutual success and align our interests with yours.
- Long-term Contracts and Commitments: Favorable terms & benefits through long-term contracts and commitments.
- Pay-as-you-go Options: Flexible pay-as-you-go options that allow you to pay for services as you use them.
- Bespoke Solutions and Add-on Services: Access additional services and bespoke solutions.

We deliver exceptional customer support to ensure a seamless and hassle-free experience.



Customer Support

- Dedicated Account Management: Personalized attention and support, proactive communication, strategic guidance
- 24/7 Availability: Round-the-clock support and assistance, regardless of time zone or location.
- Multichannel Communication: Including phone, email, chat, and mobile apps.
- Prompt Issue Resolution: Swift and effective resolution of issues or concerns.
- Proactive Assistance: Anticipate and mitigate potential challenges before they escalate. From itinerary changes to travel advisories.
- Continuous Improvement: We're continuously improving our customer support processes and services based on your feedback.

Peace of mind in every aspect.

We measure our success through a variety of KPI that reflect our commitment to delivering value and excellence:



Success Metrics

- Customer Satisfaction Ratings: Satisfaction scores, feedback, and reviews
- Monitoring of on-time Performance: We strive for excellence in punctuality and reliability.
- Booking Accuracy: Measuring the accuracy of our booking processes and travel arrangements and implementing quality control measures.
- Cost Savings and Efficiency: Evaluating cost savings achieved through our partnership and the efficiency of our travel management solutions. We analyse spending trends, cost avoidance, and ROI.
- Repeat Business and Referral Rates: We strive to cultivate long-term partnerships built on trust.
- Market Share and Growth: We gauge our competitive position and success. We seek opportunities for expansion and diversification to capture new markets and increase our footprint in the industry.



We are committed to driving sustainable growth and innovation in the travel industry. Our future growth strategy is centered around the following key pillars:

Future Growth Strategy

- Market Expansion
- Technology Integration
- Product Development
- Customer Experience Enhancement
- Sustainability Initiatives
- Talent Development



What is better than a long presentation of who we are and what we offer?
- Getting to know us in person!

Get in
touch

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Get in touch and find out for yourself.
BLACK HORSE TRAVEL - We trip it real good!