

# the aotgroup

AUSTRALIA | NEW ZEALAND | SOUTH PACIFIC



MELBOURNE • SYDNEY • CANBERRA • BRISBANE • GOLD COAST • AUCKLAND • JAKARTA • SINGAPORE • SHANGHAI • MUMBAI • HONG KONG • MILAN



# Welcome to the AOT Group



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It is my great pleasure to introduce you to the AOT Group – Australia, New Zealand and the South Pacific’s leading privately owned Destination Management Company.

This year AOT is celebrating 25 years of service to an extensive portfolio of Global Travel partners from all key regions of the world. The entire team at AOT is very proud of the outstanding successes that our global partners have achieved working with AOT and the achievements and awards that AOT has attained over the past 25 years.

AOT’s History has seen the company develop some very established long partnerships with some of the best key travel partners selling our regions around the world. We continue to nurture these great partnerships and build new and prosperous relationships with new global travel partners each and every year.

AOT offers an extensive eCommerce Solution for our Global Travel Partners – which delivers an ONLINE Booking Engine, XML Host to Host Product, Electronic Tariff, and an extensive Product Manual for some 800 destinations. Each night AOT offers over 6,000 rooms a night on freesale - ensuring our partners have access to the very best inventory solution. Our AOT Pricing includes 365 day, last minute and dynamic rates right across the regions.

This year will see a further strengthening of our South Pacific product range with many new locations being added to our extensive product range.

AOT offers its partners – 7 day Reservation Centres with full 24hr Customer Assistance and a very strong team of highly experienced staff in both Melbourne and Auckland enabling AOT to offer unrivalled excellence in Inbound Service delivery across Australia, New Zealand and the South Pacific.

We welcome the opportunity to discuss your travel needs for our part of the world and develop a travel solution that best suits your travel company.

**Cinzia Burnes**  
Managing Director - Inbound

**Gary Paterson**  
General Manager Global Sales and Marketing



# Our Company

**Established in 1987** AOT celebrates its 25th Anniversary this year and is the largest travel distribution company in the region and our inbound division, AOT Inbound is the largest inbound operator with an outstanding reputation thanks to its long standing global clients and product supplier partners in our regions.

AOT's Head Office is located in Melbourne which incorporates our inbound operations centre for Australia. Our New Zealand Inbound operation in Auckland services both New Zealand and South Pacific.

AOT Inbound, operates 7 days-a-week in Melbourne and Auckland and offers one of the most sophisticated trade booking engines with live inventory 24/7. The online booking engine offers on average over 6,000 rooms available on freesale every night. AOT provides its global partners access to the largest range of Australian, New Zealand and South Pacific travel products – from accommodation, tours, car hire, attractions and activities – from the most recognised hotel brands to secluded retreats and B&Bs. We contract over 2,900 product suppliers across Australia, New Zealand and the South Pacific.



Our extensive knowledge of Australian, New Zealand and South Pacific travel products is first-rate and we offer products in more than 800 destinations throughout the region with new destinations being added.

AOT Inbound is renowned for its expertise, attentive customer service, efficiency and the extensive product range with a team of more than 100 dedicated travel professionals representing extensive years of Australian, New Zealand and South Pacific experience. AOT buying power guarantees the best prices and availability all year round.

Led by Managing Director, Cinzia Burnes, who is both a co-owner and a director of the AOT Group. AOT Inbound has been widely recognised by the industry over the past 25 years and has received many industry awards for service excellence.

The AOT Group purchased Experience Tours Australia (ETA), a company that has for the past 25 years, established itself as the leading Asian Inbound Tour Operator and market leader across Asia.

The team at ETA has years of experience and offer a multitude of Asian languages and cultural understanding throughout the entire organisation.

ETA offers the support of regional Sales Offices in Shanghai, Jakarta, Mumbai, Hong Kong and Singapore with Customer Service Centres in Melbourne, Sydney, Brisbane, Gold Coast and Auckland. ETA provides superior service for all Group Tours and FIT's in Australia, New Zealand and the South Pacific.

In addition AOT operates Pacific Spirit Travel (PST), a specialist inbound operator established in 1996. The advantages of being part of the AOT Group range from volume buying to state of the art e-commerce infrastructure which provides PST partners the best of both worlds.

PST takes great pride in the tailor made environment and great customer service and is the market leader in the French, Spanish and Latin American markets. Our staff offer a multitude of languages to support our Global PST Partners.



# AOT Products & Services

## Independent Travel (FIT) Reservations

- Highly experienced team of multilingual FIT Reservation Specialists
- Working in small teams of 4 Reservation Agents and 1 Account Manager
- Instant Confirmations provided through our Online Booking Engines 24/7
- Guaranteed 24 hour turnaround for all off-line reservations
- Open 7 days-a-week from 7am to 7pm AEST
- Customer Service assistance in a variety of different languages 24/7
- Post-travel customer service department
- Prestige Reservations Department – for those VIP traveller needs
- Tailor-made itineraries to suit any budget or special requirement
- Special Interest (Honeymooners, Family, Gay and Lesbian)
- State of the art reservation system
- **Super Deals** and other **Value Added** offers throughout the year

## Incentive Travel

AOT Events is the Incentive division of AOT Inbound and is widely recognised as one of Australia's leading Destination Management Companies.

Our experienced team has designed a fantastic array of incentive programs for some of the world's leading Incentive Houses on behalf of some of the world's major corporations including Jaguar, BMW, BT, Lloyds TSB, Ford, General Motors, Opel, Hatu, Shell, Thermo King, Panasonic, Olivetti, Discovery Channel, Sony, Carpet One, Computer Associates, Prudential, Danone and Met Life just to name a few.

Renowned for creating unforgettable experiences our Incentive Team can cater for any budget and can manage incentive groups from 20 to 3,000 people across the regions.

## Tailor Made & Premium (FIT) Desk

AOT offers an outstanding dedicated team of experienced reservations agents that work in the special Tailormade and Premium Desk areas. These dedicated teams look after your special VIP requests and create the special Tailor Made Itineraries – leave it to our experienced team of experts.



## Group Travel

**Our experienced Group Travel Teams are considered market leaders in managing and coordinating group travel. Handling in excess of 1,000 groups a year, no request is too big or too small.**

The teams are well trained and committed to delivering the highest quality, reliable, professional and personalised service. No request is ever “too difficult”.

Our team of dedicated multi-lingual guides focus on delivering consistent professional and personalized service to ensure great customer satisfaction.

Our 25 years experience allows us to offer you very creative group itineraries for any destination in Australia, New Zealand or even the South Pacific. In addition, we can tailor-make exclusive group series programs according to your budgets and special interests.

Whether it is a Group Series or an Ad-hoc request, you can be assured our Group Travel Team will provide you with the very best Group Travel Packages.

## Fly-Drives

**Travelling by road is undoubtedly one of the best ways to explore Australia and New Zealand.**

Fly-Drive Australia and Fly-Drive New Zealand are the specialist divisions of the AOT Inbound dedicated to providing the most comprehensive and interesting range of fly and drive itineraries. Our Fly-Drive programmes use only the best premium car rental companies and offering a variety of different car and accommodation options to best suit your travellers' needs.

Our fly-drives division offer a comprehensive range of 150 itineraries from 3 to 33 days across Australia and New Zealand with informative detailed documentation. Your passengers will receive a stylish and handy back-pack containing the latest road atlas, brochures on the areas included in the Fly-Drive itinerary and the AOT co-pilot, a comprehensive booklet which provides day by day driving instructions and all kind of useful information to make your clients' driving holidays a memorable experience.

**The AOT co-pilots offered for our fly-drive itineraries**



# AOT eCommerce Solutions

## AOT Online – Australia, New Zealand and the South Pacific’s leading online booking engine

The AOT Group has made considerable investment to develop the very best **Trade Only** web booking engine for Australia, New Zealand and the South Pacific. Our booking engine has been in operation for several years and has been significantly enhanced over time and today is delivering state of the art solutions to our global partners. Our development and improvement of these tools is ongoing with a dedicated in-house eCommerce team.

AOT Online offers advanced technology, competitive pricing, largest inventory and the most comprehensive range of exciting destinations across Australia, New Zealand and the South Pacific.

### Our AOT web booking engine offer the following features.

- Online availability for • Accommodation • Tours • Sightseeing • Car Hire • Transfers and Attractions catering to all budgets
- Outstanding accommodation selection in • City Hotels • Beach & Island Resorts • Farmstays • Selected B&Bs • Lodges • Eco & Contemporary Hotels • Fly-Drives and Packages
- Instant confirmations • 1,500 plus hotels on allocation in over 800 locations



- Guaranteed Pricing with the AOT Preferred Supplier Partner Program
- Reservation departments operating 7 days
- 24/7 Telephone Support (Customer Assistance)
- Online book, amend and cancel functionality
- Easy 4 step process to book online with easy payment options
- Pricing for a full 365 days, last minute and dynamic rates with competitively priced SuperDeals and Value Added bonus offers available throughout the year
- Great product information, descriptions, maps, images – a great training tool for all your staff
- System generated co-branded e-vouchers – a great time saving option
- Host to Host dynamic pricing package via XML

To learn more about Australia and New Zealand’s leading online solution, visit [www.aot.com.au](http://www.aot.com.au) and register online today.

## The AOT XML Host to Host API Connection

**Save huge amount of time and money** and integrate your reservations system with the entire AOT database of Australian, New Zealand and South Pacific travel products. Delivering instant access to thousands of products, inventory, pricing, information and images. The XML connection can be set to update all data on a regular basis, delivering our global partners real time availability and a huge competitive advantage.

The XML solution will allow you to upload the AOT content to your web connection or import it to your database. Whichever is the most suitable use for your organization, our XML solution will deliver you immediate savings and efficiencies.

Live XML connectivity has never been more important with the dynamic nature of rates. Being connected to AOT via XML you can be assured to have the best available rates showing in your system.

# The AOT Commitment to you

## The AOT Product Range

**AOT's dedicated Product Department provides an invaluable support to our global partners.** This division is dedicated to assist with any product query and is responsible for the production of the most comprehensive on-line tariff with over 5000 products, fly-drives, value adds and bonus offers. Accommodation for all budgets including contemporary hotels, selected B&Bs, farm stays, luxury lodges, island resorts, tours, cruises, sightseeing, transfers, attractions and more. AOT also offers a variety of foreign language tours and sightseeing activities so as to cater to the special needs of our non English speaking customers.

## The AOT Buying Volume

Take advantage of our great volumes of business to product suppliers throughout the Australia, New Zealand and South Pacific regions guaranteeing you the best available price.

## The AOT Inventory Offer

AOT delivers Australia and New Zealand's most extensive inventory throughout the year in all locations. With over 6,000 rooms available with 365 day, dynamic and last minute allocation every night of the year. The AOT inventory is available throughout periods of highest demand, guaranteeing you access for your clients when most needed.

Our online booking engine offers the widest range of products available with immediate confirmation via our extensive AOT allocations and freesale.

## The AOT Preferred Supplier Partners (PSP)

The highly successful AOT PSP programme offers our supplier partners preferential business in return for a Best Price Guarantee commitment. This guarantee enables us to offer our global partners the assurance of the AOT PSP Price Commitment to you.

The AOT PSP scheme is invitation only to ensure that all PSPs are carefully chosen and screened before promoting them to our global partners.

## The AOT 24 hour Customer Service Commitment

AOT acknowledges that customer service is a major part of the overseas clients' experience and this is particularly relevant when there are such varied differences in time zones. The AOT customer service lines in both Australia and New Zealand operate 24 hours a day, 7 days a week. This service handles information and assistance in case of emergencies and natural calamities.

## The AOT Famil / Trade Travel Department

At AOT we acknowledge the important role families play in staff development and knowledge. We have a dedicated family unit which takes care of all the logistics of families for our worldwide partners. Being an individual family for a staff member or a family group, our experienced team will liaise with our supplier partners to ensure the best conditions are granted and the right products are considered.

## The AOT Finance Department

While the operational aspects of doing business are extremely important our commitment to service goes all the way to tailor made finance services. As your partner we believe it is important for us to design the suite of accounting, financial and reporting services to meet your needs.

## The AOT Memberships and Industry Support

The AOT Group is very proud to support and be members of all the relevant key Industry Associations throughout Australia and New Zealand.



[www.aot.com.au](http://www.aot.com.au)

the  
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