



# Company Profile



Destination Management Services  
in Greece & Cyprus



Deltanet was set up more than ten years ago, and ever since it has maintained incoming tourist services as its core business, having served more than a million tourists from different countries of Europe and all over the world.

Keeping our vision, "value for money & client satisfaction" as a compass, Deltanet evolved geographically during the last decade, by expanding and creating offices in different resorts, covering now the entire Greece and Cyprus. The number of passengers serviced annually today, is more than ten times higher than that we serviced on annual basis when we first started up. Through continuous investments in contemporary travel related technology and quality assurance, Deltanet has positioned itself today as one of the leading DMC's in Greece and Cyprus, capable of meeting any Tour Operator's requirement.

Deltanet is one of the few organizations that can offer all over Greece and Cyprus a full spectrum of incoming tourism services with flexible and efficient solutions, as a one stop supplier. The services we provide are of a high standard, ISO certified and they save time, costs and resources for our partners, whereas at the same time they enable them to compete effectively in their own source markets.

We invite you to share our vision and benefit from our expertise, professionalism, flexibility, personalized approach, strong purchasing power and comprehensive product portfolio.

In the following pages, we hope that we will give you an overview of our organization, history, services and key persons and you will give us the opportunity to examine together the areas where we could work on a fruitful and mutually beneficial basis in the future.

For DELTANET TRAVEL



Michael Vamiedakis  
Chairman & C.E.O.



# DELTANET TRAVEL

## Company Profile

Company name	AEGEAN LEISURE SERVICES – DELTANET TRAVEL S.A.
Commercial title	DELTANET TRAVEL
Established	2001
GNT0 License Nr:	1039 E606 100 17400
Chamber of commerce Reg. Nr:	66483
EN ISO 9001:2008 Reg. Nr.	0109062/00 (TUV AUSTRIA)
Member of	HATTA (Hellenic Association of Travel & Tourist agencies) ACCTA (Association of Cretan Travel Agencies)
Head office Visiting address	50 Giamalaki Street “HERAKLION CENTER” GR - 712 02 HERAKLION Tel : +30 2810 247 150 Fax : +30 2810 247 247 info@deltanet.travel
Postal address	P.O. Box 1001 GR - 710 01 HERAKLION

## Branch offices & Affiliate offices

<b>ATTICA</b>	<b>ATHENS</b>	athens@deltanet.travel
<b>CRETE</b>	<b>RETHYMNO</b>	rethymno@deltanet.travel
<b>CYCLADES</b>	<b>SANTORINI</b>	santorini@deltanet.travel
	<b>MYKONOS</b>	mykonos@deltanet.travel
<b>CYPRUS</b>	<b>PAFOS</b>	pafos@deltanet.travel
<b>DODECANESE</b>	<b>RHODES</b>	rhodes@deltanet.travel
	<b>KOS</b>	kos@deltanet.travel
	<b>KARPATHOS</b>	karpathos@deltanet.travel
<b>IONIAN ISLANDS</b>	<b>CORFU</b>	corfu@deltanet.travel
<b>MACEDONIA</b>	<b>CHALKIDIKI</b>	chalkidiki@deltanet.travel
<b>NORTH AEGEAN</b>	<b>LESVOS</b>	lesvos@deltanet.travel

# Company History

Deltanet Travel, founded by Michalis Vamiedakis in Crete in 2001, has been active in the incoming tourism segment, enjoying every year a dynamic growth in terms of arriving passengers, revenue and market share. In 2008 Deltanet Ltd. merged with Aegean Leisure Services S.A., a company sharing the same activity, resulting to one of the leading incoming tourism organizations in Crete, with a market share approaching 10%. The demand of most main tour – operators for extending the successful co – operation in additional destinations, has lead Deltanet, since 2007, to the expansion of its operations to additional Greek destinations, such as Rhodes, Kos, Athens, Santorini, Corfu, Karpathos, and Thessaloniki through a network of own offices and affiliates, as well as Cyprus by founding Danaos Leisure Services Ltd., a full subsidiary, in 2012.

Capitalizing the growth deriving from the new destinations, as well as the growth of many new source markets, the company`s boost has positioned it to one of the most extended and geographically diversified Greek incoming networks and Destination Management Companies, serving more than 250,000 passengers from 25 (see table below) markets.

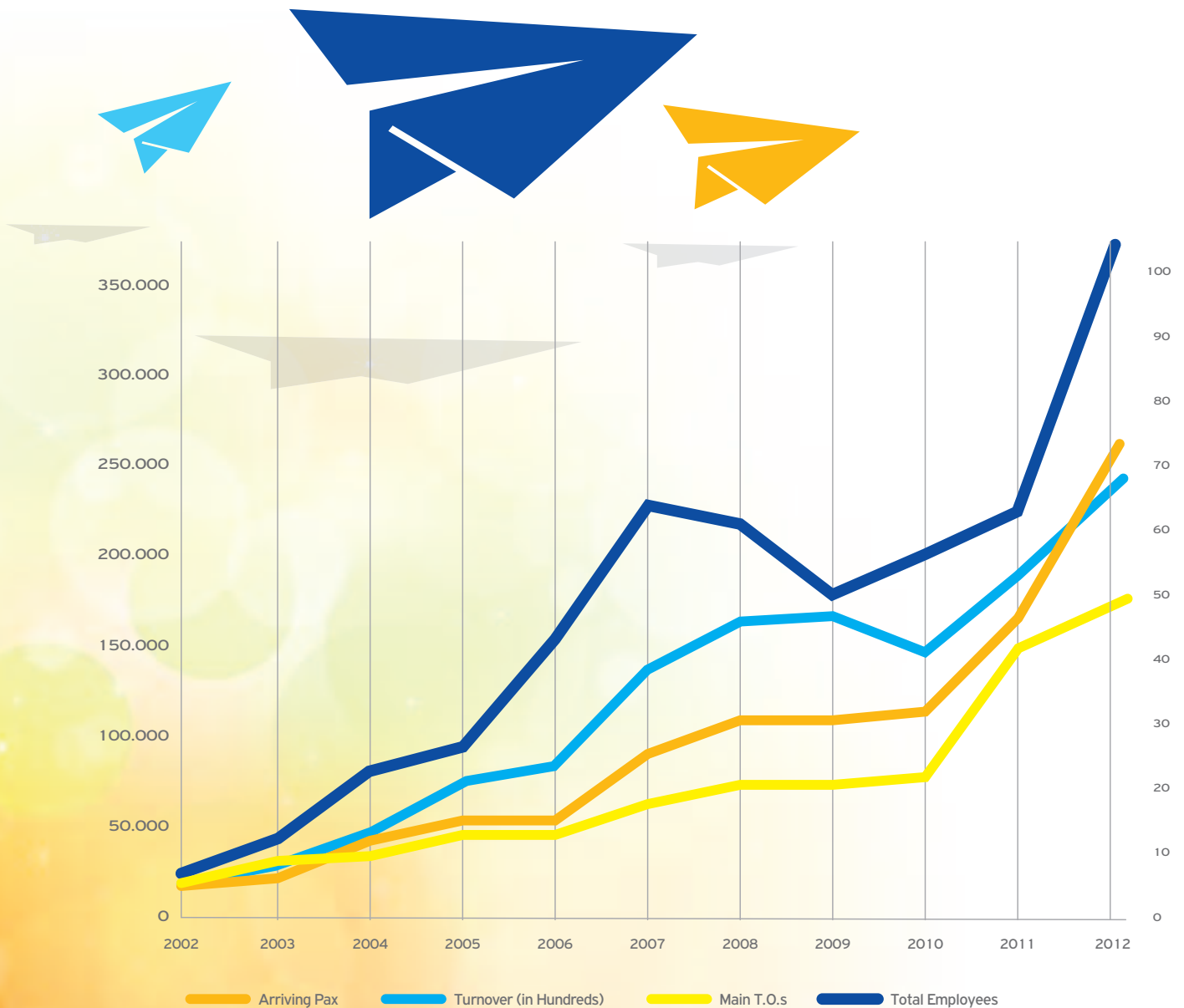
The vision of the founder for valued and competitive services, development through long term partnerships and investment in technology and infrastructures, as well as the commitment to quality without compromises, remain intact and continue to lead the company`s further steps.



# Performance

Season	Arriving pax	Total Revenue	Number of main T.O.s*	Number of countries	Total Employees
2002	24.132	2.162.638 €	12	6	7
2003	23.556	2.799.871 €	17	9	13
2004	43.575	4.843.255 €	21	10	23
2005	54.646	7.616.030 €	19	13	27
2006	56.291	8.608.793 €	28	13	44
2007	91.616	13.680.599 €	31	18	64
2008	110.084	16.414.883 €	34	21	61
2009	107.229	17.135.004 €	36	21	50
2010	114.467	14.416.674 €	39	22	56
2011	176.693	20.276.654 €	43	23	63
2012	259.320	27.218.857 €	47	25	104

\*having above 500 arriving pax annually



# Mission

Efficiency, Flexibility and Quality Service with a Personal Touch, State of the Art Technology, combined with strong purchasing advantages and Value for Money.

We're committed to offer competitive value for money products and high level services in order to achieve total client satisfaction. We want to meet and exceed all business clients' goals and objectives, strive for excellence in quality, integrity, and value in all that we do. We want our partners and ourselves to grow profitably in our respective countries, through thorough market analysis, continuous product development, aggressive yield management and prudent financial risk monitoring.

# Philosophy

Deltanet understands the challenges of the modern tourism industry and knows that planning, developing and adapting destination resources to the evolving needs of the market is the key to success. We take all trends in tourism business into consideration, invest in new infrastructure and offer both leisure and business travel solutions through state of the art technology. In this way we can keep up with all new market demands and secure the future of our company as well.

Our company respects and follows the traditional ways of traveling, such as back - to - back charter operations, but at the same time it offers the full infrastructure for the new mode of operations (on - line bookings of all the services, dynamic packaging support etc...). In the same way we are involved in the massive production (major guarantee contracts for charter operators and strong deals with the hotels), but also provide the full a' la carte services for individual clients, in special accommodation (villas, traditional guest houses etc), special combined programs ("island hopping") as well as for special interest groups.

Offering Value for money is our main concept: due to our long term extended co-operation with major charter operators we have obtained a strong purchasing power within the Greek & Cypriot tourism market. Our Bed Bank counts thousands of contracted rooms all over the destinations of our network on exclusive commitment contracts, enabling us to manage the rooms in the most effective way, securing most competitive rates and availability as well as showing full flexibility towards our clients.

# Premises

The head office is located in a modern business center near the centre of Heraklion city and comprises of 670 sq.m. All the offices are furnished in luxury corporate style and fully equipped with the modern infrastructure.

## Heraklion



## Kos



## Rethymnon



## Rhodes





# Our Network

Deltanet has an extended network of branches and affiliated offices in all major Greek destinations & Cyprus.

We're based in Crete, with head offices in Heraklion and operate our own branches in Rethymno, Rhodes, Kos, Karpathos and Pafos (Cyprus) and affiliate offices in Athens, Santorini, Mykonos, Corfu, Lesvos and Thessaloniki.

Apart from the areas covered with own branch offices, our operation in the rest of the Greek destinations & Cyprus is covered by the network of carefully selected sub-agents, serving all Deltanet requests & operations, maintaining the same quality & efficiency standards. In this way we can provide the full professional support for all Greece & Cyprus as one destination to all our partners.





# Main Partners

Deltanet is currently present in more than 25 markets. Among our clients are major charter operators, group operators, incentive houses, internet operators as well as travel agents specialized in exclusive FIT packages. Nevertheless we are open to invest in new markets and new destinations, offering in this way a special support and stimulant to existing and potential partners.

Cestovní kancelář

**FISCHER**



**monarch**  
holidays



vi@jar





# Services

We provide the full support to charter operators, internet based Tour Operators as well as FIT, Group & MICE specialists on the following domains:

## Accommodation

- Selection of accommodation of all categories (from low-budget-self-catering units to exclusive De Lux hotels, as well as villas and special type accommodation) at most competitive conditions.
- One of the greatest "Bed Bank" in Greece & Cyprus (contracting thousands of rooms all over the destinations of our network).

## Contracting / Product

- Long experience and Know-How in this field.
- Tailor made solutions to cover any kind of operation (charter chains, FIT packages, special groups, conferences, island hopping...).
- Benefitting from the major traffic and volume of clients, strong negotiation power and high performances in purchasing beds at the best rates, even lower than the international groups.

**In the contracts between Deltanet and our customers the following are the basic features:**

- Competitive prices
- Allocation with short releases
- Strong Early Booking discounts and benefits, aiming to stimulate sales before the season`s start.
- Privileged children`s policy.
- Secured room availability during high season without any risk for our partners
- Yield management
- Maximization of the load factors of our principals.
- Promotional rooms with special conditions for certain arrivals that additional support is required.
- Seasonality that meets the needs of the origin market of the tour operator.
- Substantial "Added Value" included in the contracted rate.

## Reservations

- Our Reservation Dept. consists of a skilled team, having knowledge of the product and the needs of every Tour Operator.
- The latest version of our reservation software, ABS (Automatic Booking System), allows our software to "handshake" with any reservation software our partners are using.
- 24 hours a day, all year round individual bookings can be made online through our B2B system.
- Personal approach; every Tour-Operator has a specific reference person within the Reservation team and the Reservation Call centre is available 24/24 365/365 to reply to any queries or special requests.

## Last Minute & Yield Support

- Weekly special offers in accommodations of all classes.
- Being in contact with our charter operating partners and having up to date information about the available seats, we produce specific offers assisting them to fulfill committed charter seats.
- Providing partner tour operators with extra allocation & shorter release, according to their specific needs in order to increase both sales and competitiveness in their markets.

## Transfers

Our company is one of the strongest providers of transfers in Greece & Cyprus, having own stands at the arrival points of the main airports, stable shuttle bus transfers (365 / 365, 24 / 24 on a frequency of 45 mins) from the main airports to the main tourist regions. In this way apart from the charter operators co – operating with Deltanet, we are in position to cover the transfers of individual clients, as well as many internet portals, providing shuttle transfers to dynamic packaging tour – operators.

Our fleet which is used for airport transfers and excursions, as well as group handling consists of luxury owned and leased busses as well as mini-busses and limos driven by experienced and in tourism educated drivers. They are all in compliance with the latest EU quality and safety standards, equipped by the latest audio visual equipment and have unlimited insurance cover for all passengers.

## Groups & Incentives

Within our company, there is an incorporated independent Department, specialized in the organization of leisure groups and MICE. Our team consists of multilingual and dynamic professionals, having an extensive experience and knowledge of all aspects of tourism and an in-depth understanding of the destination of Greece & Cyprus, its local facilities and services on offer. They are dedicated to cater any requirement with the most flexibility for any custom designed package regardless the size of the group (from small special interest groups to extended congresses) in order to meet any group specification and budget restriction. We emphasize on creativity, cost-efficiency and excellence in designing, planning and implementing outstanding group travel, corporate meetings, incentives and special events.

Throughout the years we have built up a vast network of reliable local suppliers and associates with whom we have strong strategic partnerships: we work closely with more than 1.000 hotels, all types of dining venues, activity providers, venues, licensed guides etc... all over the Greek mainland, the islands and Cyprus.

### **Our areas of service range from but are not limited to:**

- Special interest group tours (history, culinary, agricultural, sports, painting, spa, wellness, single holidays, religious & spiritual, nature, walking, hiking, golf etc...)
- Corporate meetings & incentives
- Conferences (including audiovisual & technical equipment sourcing, banqueting, venue decor etc..)
- Event management
- Team building activities
- Product launches & presentations
- Cocktails
- Gala dinners
- Themed events

Our client base includes top companies in the sectors of pharmaceuticals, banking, telecommunications, insurance, incentive houses and tour operators.

In the field of leisure groups we are co-operating successfully with well established group Tour operators, providing them exclusive tailor made designed programs all over Greece & Cyprus.

The guarantee of our success is attributed to our creativity, consistent professionalism, the high standard of our service, tailor made products, attention to detail and the final touch that makes each program a unique experience for the participants.

## Car rental / Fly & drive

In co – operation with reliable local and international car rental organizations, we offer most competitive rates for car rental (pre – booked as well as locally reserved).

Special “fly & drive” packages are set up, including car rental and accommodation in selected locations all over the Greek mainland, islands and Cyprus.

## Excursions

A full excursion program set - up in all major languages, consisting of excursions for all interests, adjusted to the features of every market. Excursions, boat trips and daily cruises are guided by skilled and experienced guides and aim to cover every aspect of interest in each region.

Apart from the “classical” excursions based on history and natural beauty of the country, Deltanet offers its clients the opportunity to discover the samples of the ethnic and tradition inheritance of Greece, through completely tailor made products.

Interactive excursions allow clients to participate in local cooking, wine & olive-oil producing and tasting, pottery manufacturing, bread baking, folklore dancing, donkey rides and much more.

## Cruises

Deltanet Travel offers a great variety of cruise programs, as well as shore excursions for clients participating in cruises, at competitive rates at all call ports in Greece & Cyprus, for both groups & individuals. In co-operation with the largest and most reliable cruise lines, it also offers a wide range of fascinating cruises between the magnificent Greek islands and mainland combined with Cyprus, Turkey, Egypt and Italy. We have extensive knowledge in this part of the Mediterranean and are able to provide top itineraries and guarantee the best value for money at the same time.







# ISO Certification

In spring 2009, Deltanet received the ISO 9001 quality certification, being now one of the first companies in Greece that has been rewarded with ISO certification in its field of expertise and procedures.

The implementation of the ISO quality management program gives Deltanet an advantage when it comes to offering stable and high quality services in the field of incoming tourism to Greece and builds a good foundation for its further development. This certification will enhance the company's image worldwide and will lead to an increase of customer confidence and sales. Furthermore we ensure that all accommodation provided and transportation means are compatible with the EU health and safety regulations.



## Technology – XML - B2B Booking system.

Investing in technology is one of our top priorities as to keep up with the continuous development of online bookings and other changes in the market. Our software is therefore updated all the time within the 'state-of-the-art technology' our company has at its disposal. Our reservation software, allows our software to "handshake" with any reservation software, either through extracting / importing reservation lists in Excel format or through XML.

We have already developed our B2B system, offering our product on line with real time availability, enabling our partners to purchase online all the Deltanet products in a pleasant, efficient and cost-effective way. Our affiliate web booking system supports both White label & Back Office solutions and the XML connectivity links our product's real time availability to the distribution channels (websites, reservation systems, dynamic packaging machines etc...) of our partners. All the information on our website is analytic (based on OTA standards) and also Google maps are implemented.

Our partners have access to our data server, with possibility to download descriptions and high or low resolution pictures for all our products. Our Back office as well is completely automated allowing all the departments (Reservation, Contracting, Operation, Accounting, etc) as well as branch offices to have a common reference point and fast access to all information, ensuring a high level performance.

Technology and on- line link of all the companies' operations and departments is of vital importance towards the company's expansion and the creation of the extended network of branch offices.



# Company set-up

## Management



### **Michael Vamiedakis Chairman & C.E.O.**

m.vamiedakis@deltanet.travel

Founded the company in 2001 and has been actively involved ever since, dealing with the company's development and strategic planning



### **Kostas Frantzis Chief Operating Officer**

k.frantzis@deltanet.travel

Responsible for the company administration, operations management in all destinations as well as human resources and network expansion



### **Michalis Samiotakis Chief Financial Officer**

m.samiotakis@deltanet.travel

Responsible for financial planning and all fiscal and internal auditing matters

## Commercial Department



### **Yiannis Papadopoulos Commercial Director**

y.papadopoulos@deltanet.travel

Responsible for purchasing, product and commercial development



### **Maria Fygetaki Product Manager**

m.fygetaki@deltanet.travel

Responsible for product preparation and contracting support to Tour – operators; specialized in Central European, German, UK and Iberian market



### **Manolis Bikakis Product Manager**

m.bikakis@deltanet.travel

Responsible for product preparation and contracting support to Tour – operators; specialized in Russian, Baltic and Cypriot market

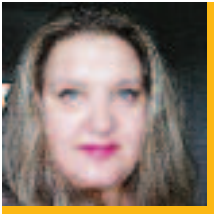


### **Evi Meramveliotaki Product Manager**

e.meramveliotaki@deltanet.travel

Responsible for product preparation and contracting support to Tour – operators; specialized in Italian, Balkan and Dutch market

## Yield Department



### **Popi Markaki Yield Manager**

p.markaki@deltanet.travel

Responsible for yield management, special offers, ensuring smooth covering of all charter operators' accommodation requirements

## Reservations Department



### **Michalis Farsarakis Reservations Director**

m.farsarakis@deltanet.travel

Responsible for proper handling and smooth operation of reservations and requests, according to the company standards & commercial policy, as well as for the co – ordination of Reservation Department.

## Groups & Mice Department



### **Irimi Kefalaki Groups / Mice Dept. Manager**

i.kefalaki@deltanet.travel

Responsible for leisure groups, incentives, conferences, cruises and tailor made programs

## Marketing Department

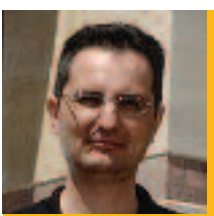


### **Jessica Kedzia Marketing Manager**

j.kedzia@deltanet.travel

Responsible for company's marketing, including travel fairs, media, branding and advertising

## Technical Support Department



### **Manolis Valergakis IT Manager**

m.valergakis@deltanet.travel

Responsible for company's technical network, technical support, company's electronic databank, B2B and XML software development



[www.deltanet.travel](http://www.deltanet.travel)