

# AVENS TRAVEL WORLD PROFILE



AVENS TRAVEL WORLD  
For Majestic Journeys & Holidays



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## registration

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## MISSION

*To create and provide highly professional customer-centric travel services across the world and customized sustainable holiday packages to the East African region, to ensure our clients have flawless trips and vacations.*

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## VISION

*To be Africa's leading Travel and Destination Management Company & one of the most preferred and leading Global Operator creating custom design tour and travel solutions.*

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## APPROACH

*To create and provide highly professional customer-centric travel services across the world and customized sustainable holiday packages to the East African region, to ensure our clients have flawless trips and vacations.*

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## *Message from the CEO:* FOR SUSTAINABLE TOURISM

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Namukasa Sylvia Specioza  
Chief Executive Officer

Dear ATW friends,

Avens Travel World, also trading under the brand name ATW Holidays Africa for African Safaris, is a privately owned indigenous African tourism and travel company organizing both corporate and leisure travel, and handcrafting safaris and holidays across Eastern Africa.

Since inception, our motive has always been; to offer classic travel services, safaris and holidays to the discerning travelers, & being an epitome of sustainable travel and tourism i.e., through promoting socio-economic and environmentally sustainable journeys. This is being done through our CSR programs, and developing packages that address the sustainable aspects e.g., safaris for charity.

The travel and tourism industry is not just a business to us but something we do with passion. We commit ample time to product knowledge and development to remove guess work from our services. We leverage our connections with trusted and tested service providers in the service industry.

Our team will help you have a hassle-free travel arrangement. They be with you from the moment you express your interest for travel to the moment you return home. Our destinations are not just places to visit but places you can call home.

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“ATW DEVELOPS PACKAGES THAT ADDRESS SUSTAINABLE ASPECTS e.g SAFARIS FOR CHARITY. THIS IS BEING DONE THROUGH OUR CSR PROGRAM.”

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We guarantee you the best all-inclusive price in the market and you have value for your money. We don't assure you of the cheapest offers on the market, but guarantee you value for your investment in travel or holiday. As full-service operators, we take utmost care of every detail of your travel, from booking your flights, accommodation, holiday among others.

We to use tourism to foster socio-economic transformation and to ensure environmental sustainability in our domain and Africa in the long run through operating in ecologically sustainable manner.

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## *Message from the MD:* FOR SOCIO-ECONOMIC SUSTAINABILITY

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Dear ATW friends,

Greetings and a warm welcome to this edition of our company profile. Avens Travel World Ltd, the mother of ATW Holidays Africa which is our trade name for our signature African safaris and holidays, is a privately owned and indigenous African travel and tourism company crafting Memorable, life changing and sustainable journeys in and out of Africa.

The ATW team is ordained to carry out the travel and tourism related activities on a professional scale, so be sure you're in the right hands. We are a company that is growing over the years, starting from modest beginnings as a family-run business, focused on being an epitome of sustainable travel and business in general. Over the past few years (which have been characterized by the harsh effects of the unprecedented novel corona virus), we have been able to engage in some different activities which form a basis of one of our founding principles "socio-economic sustainability"

The idea under the birth of ATW was to setup a professional venture that could help its Founder & CEO to sustain the foster children that were in her custody after retiring from official work. One of the biggest assets she had at the time was her children that had graduated in the travel and tourism field and had accumulated some experience after working with different travel entities.

Apart from having a professional team, our founding values are some of the driving factor behind our success and resilience. Our operations are licensed by the Uganda Tourism Board (UTB) and we're fully accredited as an IATA agency.

Having started out as a family business, the reputation we have is offering each and every client of ours that personalized treat and service as our personal guests. We're here to serve you and embrace you with the value of travel. Whenever you think of travel, we want you to always see it through our eyes, let it be a family or private holiday around Eastern Africa or a valuable business trip, our team will be with you to make sure you put the right details you need for it to be a success.

I welcome you to our one big family of Avens Travel World, which has lived to grow over these past years.

Victoria Namakula  
Managing Director

## Why would you choose us?

**Our Team:** Professional and diverse with National and International training & accreditation like IATA & UFTAA and gathered years of experience

**Our Promise:** We don't assure you of the cheapest offers on the market, but guarantee you value for your investment in travel.

**Full-Service Operators:** We take utmost care of your travel detail, from booking your flight to organizing your holiday and ground handling.

**Reliable & Responsive:** We are a 24/7 hours team; we operate all round the clock.

## We are a social & sustainable brand

Being indigenous Africans, most of our focus and operations are geared towards making Africa a preferred place and destination for both locals and travelers respectively.

## What We stand for

Our CSR Oriented Aims – are; to use tourism to foster socio-economic transformation and to ensure environmental sustainability in our domain and Africa in the long-run through operating in ecologically sustainable manner.

A smile on the face of a client is our pride and Customer care is a core ingredient in our operations.

### Where we craft your dream holiday

- Uganda
- Tanzania
- Zanzibar
- Kenya
- Rwanda
- UAE & more

### What We stand for

- Integrity
- Reliability
- Responsiveness
- Passion
- Responsible Operators
- Environmental & Social sustainability






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## OUR SERVICES

- Safari holidays and Tours
  - Airline reservations & ticketing
  - Visa handling and advise
  - Hotel reservations & bookings
  - Travel insurance
  - Car hire
  - Travel consultancy
  - MICE and Documentary coverage
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## SAFARIS & TOURS

We craft high-end to standard safaris and holidays to East Africa ranging from luxury getaways to the exotic and intoxicating resorts of Zanzibar and Mombasa, fly safaris, Serengeti migration to adventures in the misty shrouded Gorilla forests of Bwindi and the Volcanos. At Avens Travel World, we only promote sustainable journeys that protect and conserve the God given dignity of our environment as well as contributing to the local welfare.

We listen to the needs of our clients and carefully tailor their requests in a seamless itinerary that surpasses their expectations. We have a great team

of consultants that pays attention to detail, to ensure our clients have remarkable experiences. We know the places we operate in because we are born and raised in Africa and our wings are spread across those areas. Whether you are looking for an intimate Maasai or Kjong experience, photography or general wildlife safari, primate or bird-watching safari, fly camping or lodge safari among others, we have it all.

## EXPERIENCES

- Gorilla trekking
- Kilimanjaro hiking
- Serengeti & Mara Migration
- Balloon Safaris
- East African Big Five journeys
- Maasai cultural experiences
- Sky fly and helicopter safaris
- Photography expeditions
- Nile River adventures; Rafting & Boat Cruises
- Zanzibar & Mombasa beach holidays.



## AIRLINE RESERVATIONS & TICKETING

At ATW, we coordinate and work with domestic, regional and international airlines and aircrafts, to make reservations ranging from tickets, STPC (hotels) for the connecting passengers, limousine services and much more. Our team has up-to-date, sophisticated and complex information to fit your requests as per the destinations and service provisions of the different airlines in the travel industry. We are knowledgeable about pocket friendly fares to various world destinations, hence giving our clients a “wallet lite traveler goal.” We tackle inbound and outbound, short and long-haul journeys across the globe. We organize recreational air-flight journeys like sky-fly holidays/ safaris in East Africa. Our team is reliable and always available in case of any emergency, we are always

with you from the moment you express your interest to travel till your journey ends. We offer all-inclusive rates for vacationers cater for both business and leisure travellers, and we employ the best reservation system to ensure real and on-time service delivery.








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## EXPERIENCES

- Hotels & Resorts
  - Luxury tented camps
  - Fly Camping
  - Lodges and Camps
  - Nomad & Mobile camps
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## ACCOMMODATION BOOKINGS

We craft high-end to standard safaris and holidays. Your travel plans come to life when we take care of your accommodation needs for whatever reason or purpose you may be travelling for i.e. holiday, business or even those with long layovers while connecting to other destinations. At ATW, we make accommodation bookings for; hotels, lodges, resorts and many others for our travel clients irrespective of the tier /category. We carefully select the brands or

service providers we work with to ensure our clients have access to the best services. For holidaymakers, we offer the best all-inclusive package rates and for those on business trips, we ensure hassle free travel arrangements. Our unrivalled negotiating skills give us access to the best rates in the market and that our clients are ensured of value for money.



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*Message from the:*

## TOURS & BUSINESS DEVELOPMENT MANAGER

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Shalom,

**Come and Enjoy East Africa through our signature experiences!**

Through our ATW Holidays Africa brand, we craft memorable, life changing and sustainable journeys and experiences around Eastern Africa. Our mandate is to ensure that we treat every client as our personal guest and make sure that they enjoy every bit of their holiday. We want to completely give a different face to how people perceive tourism, from just guests traveling through destinations or host communities to understanding and immersing themselves in the experiences there are. We understand tourism isn't just about someone wanting to visit a destination but there's always a reason or motivation why someone selects to take vacation and to a particular place.

We want travelers to enrich host destinations they visit, we want to build a bond between guests and host areas that even lasts after one's journey and its reason we run tourism on the principal of sustainability.

Our strength lies in being innovative and understanding the needs of our clients. We organize safaris and cater for different demographics including people with special interests like the Disabled, Deaf, Dietary Conditions and Wellness experiences.

At ATW Holidays Africa, we make the most out of our client's adventure; from the exhilarating wildlife experiences in the golden savanna plains to meeting one on one with the legendary Mountain Gorillas in the misty forest, the heart pounding Rafting adventures on the Nile River to the emotional encounters with the fascinating cultural groups like the Maasai. We spend most of our time on product knowledge and development to ensure travelers have enriching experiences and making sure that every single penny they invest on safari is worth. We excel in offering ground handling services to our partner agents with various branding levels like Full and partial White labeling, we offer last minute deals, 24/7hour services and quick response to inquiries such that our agents beat the competition. We offer all-inclusive packages and advisory services spanning from visa and ticket assistance to all travel formalities within a destination.

We have a 1000 itineraries all of which can be customized to suit the client's request, or our destination travel expert will be ready to build with you your perfect dream safari. Our itineraries span from Uganda, Rwanda, Tanzania, Zanzibar to Kenya.

If you plan a dream holiday in Africa, contact us and our multi-skilled team will be ready to show you Africa than you ever imagined.

**Jjooga Anatooli**

Tours & Business Development Manager

## Our Safaris & Holiday Types

We organize safaris across four East African countries; Uganda, Tanzania and Zanzibar, Rwanda and Kenya. The safaris are both customized and pre-arranged with our main focus on tailored safari packages. Our safari offerings and types are classified into two that is special interest packages and general or combined experiences. All our safaris are led by professional guides who know the destinations well because we use local/native guides. We mainly organize all-inclusive safari programs which include; meet and greet, airport or hotel pick-ups and drop off, activities and excursions, accommodation, transportation, guiding services and at local flights within the destination if it's part of the package. We also make arrangements for international flights if client needs us to do so and we offer a competitive all inclusive package.

The safaris are run in properly maintained 4X4 safari land cruisers and Vans with pop-up roofs for proper wildlife viewing and photography.

We organize safaris and tours for individuals, and private groups like families and institutions. Some of our holiday types are described briefly below.

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### Destination Highlights

- Bwindi & Volcanos N.P
- Serengeti & Masai-Mara
- Mount Kilimanjaro
- Murchison Falls N.P
- Ngorongoro Crater
- Amboseli N.P
- Tsavo N.P
- Kibale forest & Nyungwe

### Other Experiences

- Balloon Safaris
- Helicopter & Sky Fly Safaris
- Photography Safaris
- Wellness Experience
- Art on Safari & Culinary tryouts

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### What to Expect from our safari product

- All-inclusive
- Ultimate luxury experiences
- Value for Money
- Intimate holiday experiences
- Wi-fi on board

## Birding Safaris

For ornithologists/researchers, profound and budding beginners, East Africa is one of the top African countries to be on a birdwatching safari. It has 3 of the 4 African countries whose bird-list hits the 1000mark including Uganda, Tanzania and Kenya. It's a perfect spot for spotting both open savanna species and tropical forest species. There's also variety including Albertine Rift Endemic species, the Central African forest species, Migratory and wintering birds, East African savanna specials and many others.

So we curate both single and multi-country short and core birding excursions across the region. Some of the top destinations/parks for birding; Bwindi Impenetrable forest, Murchison Falls, Queen Elizabeth and Kibale Forest in Uganda, Lake Nakuru, Tsavo West, Kakamega Forest, Maasai Mara in Kenya, Nyungwe in Rwanda, Serengeti, Katavi and Rubondo in Tanzania.



## Cultural Safaris

We organize and offer customized cultural experiences which get travelers close to or immerse them into the practices of the host communities/ destination. Under our cultural tours, we punch in activities which are distinctive of a destination or a community (cultural group) being visited and we let clients have a firsthand feel of the various aspects and attributes of that group. Most of our cultural safaris accommodate minimal groups or private travelers, to avoid the negative effects of mass tourism or crowding in the host communities.

On such trips, we make accommodation arrangements from Camping and homestays where on can experience the local lifestyle, to Standard, Mid-range and Luxury hotels or lodges. Visit the famous Maasai, Kjong and much more.

## Chimpanzee & Gorilla tracking Adventures

Our primate tracking tours range from primate only tours, or packages combined with other activities. They mainly include Chimpanzee and Gorilla trekking experiences in Uganda and Rwanda. In Uganda, we organize gorilla safaris in Bwindi and Mgahinga Gorilla parks while in Rwanda you explore the depths of Volcanos National Park.



Chimpanzee trips lead travelers into the wilds of Kibale, Kyambura Gorge, Kalinzu forest and Budongo in Uganda and Nyungwe Forest National Park in Rwanda, Gombe Mainstream in Tanzania and other destinations around East Africa. The Rwanda Gorilla experience can be combined with Helicopter transfers and tours for ultimate luxury experiences. In Rwanda, we only package luxury and mid-range gorilla packages while in Uganda, it spans from Standard to Luxury.



## Game viewing & other Wildlife safaris

With nearly 350 mammal species, East Africa has a great appeal to wildlife enthusiasts and holiday makers. The region is known for hosting a diversity of mammals and the main draw-card being the legendary African Big Five. Each of the countries has its appeal but Tanzania and Kenya stand out for the Big Safari Encounters while Uganda and Rwanda are popular for the Great Apes experiences.

The Masai-mara Serengeti wildlife migration is the most iconic wildlife event globally where predator-prey showdown can be witnessed. Some of the main stream destinations for game safaris include Serengeti, Ngorongoro C.A, Tarangire, Lake Manyara and Selous in Tanzania, Tsavo East & West, Amboseli, Masai Mara, Lake Nakuru in Kenya and Kidepo Valley, Murchison Falls and Queen Elizabeth in Uganda. There various activities to facilitate game viewing safaris in these parks like; game drives (day and night), boat/launch cruises, nature walks and walking safaris.

## Adventure Experiences

On East Africa's bucket-list of adventures is Rafting, Kayaking and Tubing like on the world's longest River, the Nile. More there is, is mountaineering like the Kilimanjaro -the highest free standing mountain in Africa, trekking the Rwenzori; the highest block mountain on the continent among other sites like Mount Kenya, Virunga Volcanoes.

East Africa is home to more than 10 of Africa's highest peaks so adventure fanatics are assured of the best experience



## CAR HIRE

At ATW, we coordinate and work with domestic, At the center of our logistical services is Car Hire, we offer extremely adept rental and hire services. Our car hire product/ service offering embraces an eclectic scope of needs. We cater for envoys on missions, tourists, group and private travelers. Are you in search of an executive PSV or SUV vehicle, Saloon car, Van or Mini Van/ Coaches for group travels, workshops and seminars or field workshops, functional hire or any other? We got you covered. Other vehicles for hire span from; Double and Single cabin pickups, Saloon cars, 4x4 safari Land cruisers and Safari Vans, 4x4 station Wagons and Cargo Trucks among others. Maximum safety and comfort are at the center of our vehicle hire services, most of our vehicles are fitted with fire extinguishers, first aid kits, and speed governors, GPS monitoring systems, ACs and many other amenities. Talk to us to discuss your need.



## TRAVEL CONSULTANCY

At ATW, we coordinate and work with domestic, Making the right travel preparations, arrangements or plan for your trip whether business or leisure is one of the most stressing and demanding things, at Avens we save you from the hassle. We are equipped with steadfast consultancy and customer service team in the industry that will help/ provide you with all the necessary information as regards to travel formalities like travel documents i.e. visas and passport, other formalities like; customs, taxes, currency, health, geographic and any other necessary information to facilitate your stay or travel to, from or within a destination. The Avens Travel World team is reliable and readily available to handle all your (clients) travel needs and requests with real time assistance and up-to-date knowledge about the travel industry.

## VISA APPLICATION

At ATW, we coordinate and work with domestic, In our range of offering is visa application and advisory services. We help in visa application to various destinations around the world for travel related purposes. We facilitate East African and single country tourist visas to Uganda, Rwanda, Kenya and Tanzania. We also facilitate one's travel through offering visa advisory services for travel to different destinations, our team will offer you reliable and firsthand information on the matter.



## Sustainable Projects/Initiatives

*We engage in different social and environmental projects as a sustainable company. Socially, we do outreach programs to Charity Homes| NGO's| less privileged schools| elderly| Organize Safaris for charity so forth.*

*Environmentally, as a company we have decided to embrace technology and go "Green" through minimizing on the use of paper and avoid it in the short term i.e., e-receipts, e-invoices, to mention but a few. We also work hand in hand with Organizations and authorities such as NEMA (National Environment Management Authority in UG) to take actions of protection against environmental degradation, Advocacy to spearhead conservation.*



# MEET OUR TEAM



**NAMAKULA VICTORIA**  
Managing Director



**JJOOGA ANATOLI**  
Business Development Manager



**KISAKYE LYDIA**  
Operations Assistant



**KWAGALA JOAN**  
Sales & Reservations Officer



**MUSINGUZI PATRICK**  
Visa Consultant



**NAKABUGO BETTY**  
Reservations Consultant





