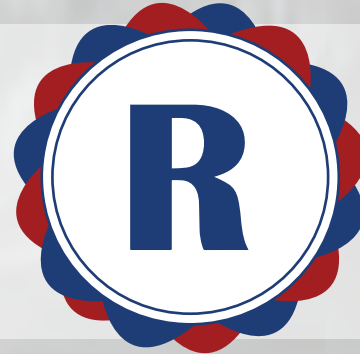


RIO WORLD TRAVEL

FOR TRAVEL SERVICES

ريو ورلد للسفريات



R.W.T.T
RIO WORLD FOR TRAVEL



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CONTENT

- About Us
- Our Values
- Why Choose Rio World
- Services to Make
- Our Staff
- Our Future
- Contact Us

ABOUT US

I. Establishment

Rio World Travel Agency was established in June, 2018 by Mr. Osama Abdulhameed Ali who has been working in the Travel & Tourism field for more than 20 years. Since (R.W.T.T) was found in 2018, we have strived to be the best at what we do, which is being the Leading National Yemeni Agency working in tailor-made travel packages.

II. Our vision

To provide outstanding travel services by offering a full range of fast, reliable, cost-effective, and high-quality services by covering primarily the traveling needs of corporate clients for the domestic and international travel markets.

III. Our mission

To become the preferred partner for our clients and to help them change and growth to their requirements and offering customized and tailor-made solutions backed by in-depth destination & event management experience.

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OUR VALUES

"At RIO WORLD, we are guided by a set of core values - quality, dedication, and trust - and we ensure that these hallmarks are met at every stage of your journey." You will have your custom-made itinerary and a dedicated travel consultant who will serve as your point of contact before, during, and after your trip.

I.QUALITY

The official quality label for trip arrangements and our commitment to professional Staff development has been recognized by every traveler who came through our agency.

II.TRUST

Travel in confidence! RIO WORLD is fully licensed by the Yemeni Civil Aviation & MET Authority where [RWTT](#) is also a member of various professional associations. We are also highly recommended by our travelers.

III.DEDICATION

We know your time is valuable, so our Team is committed to providing you with the best travel experience possible, from the time you plan your trip to after your journey has ended.

Why Choose RIO WORLD?

I. Quality and Service

At RIO WORLD, quality and service go hand-in-hand. We go above and beyond to ensure these two hallmarks are met at every step of your journey. To help achieve these core values, we closely monitor the client's satisfaction and we are consistently seeking new ways to exceed our clients' expectations.



II. Friendly & Knowledgeable Staff

Since the establishment of our Agency in June 2018, we have created unforgettable travel experiences for thousands of clients from all over the world. Our Staff Members are well trained and have extensive first-hand knowledge of the region and they are passionate about what they do.



III. Tailor-Made Holidays

Designed with you in mind, our packages can be tailored or built completely from scratch to suit your requirements. Our experienced travel experts have the resources at hand to make your dream holiday a reality. Why don't you contact us with your plans?

IV. You are in Good Hands

While on your journey, help is never out of reach. There is always a Staff Member on call 24/7 to handle any unforeseen situations, and we will always respond to emails and messages as soon as possible during our regular working and after working hours.

WHY CHOOSE RIO WORLD ?

V. Access to World-Class Travel Systems

Rio World is the General Sales Agent for Sabre by Travel network, Air Arabia, Egypt Air, HotelsPro global travel wholesaler; a Global Network of Travel Agencies. These partnerships and use of their booking systems give us access to ticketing with more than 700+ airlines, including more than 120 low-cost carriers and more than 150,000 hotels in 15,000 destinations and 190 countries.

VI. Cooperation Agreements with Various Suppliers Globally

Whatever travel services a client requires, Rio World can source it through its sufficient internal capabilities and a global network of providers/partners to create a comprehensive itinerary and thus even to satisfy the most demanding customers.

VII. Cost-Effective Prices

Our sales volume shows our market strength and gives us greater bargaining power when negotiating prices and commissions from our suppliers for the benefits of our customers that most other agencies cannot match.



Services Provided

Rio World has the knowledge, expertise, and experience to arrange and deliver all travel & tourism related requests received from a company, family, or individual no matter how big, small or unusual are the needs.




Our Staff, your travel Consultants' love solving puzzles, no matter how many pieces, to see the big picture. Our passion comes from managing and analyzing all of the tiny details that embody leisure and corporate travel—from the simplest to the most challenging needs. Among others, we provide our customers with the following services : -

- Air tickets to any destination
- Hotel or accommodation types booking Transfers,
- Airport Meet/Greet & Farewell
- Car Rentals
- Visas
- Crew Changes
- Travel Insurance
- Medical Trips
- Omrah/Hajj Packages
- Honeymoon Packages
- Tourism Packages worldwide
- Conference and Event attendance
- Emergency Evacuation
- Other

Our Staff:

Rio World has skilled and well-trained multilingual Staff Team to ensure the provision of the best possible customer service and consultancy to its clients. The languages spoken by our staff include Arabic, English, French, and Swahili. They are thoroughly trained in our innovative technology and systems which are superior to what is available to the majority of travel agencies to serve our clients in the best way possible. For further improvement of our services, if necessary, we have access to our large network of partners/associates, contacts, and suppliers around the world.





Our friendly, professional and competent Staff Members as "Travel Consultants" always do their best to ensure that all our company's travel and tourism-related services are delivered on time and in full, covering every detail required for the client's itinerary to complete satisfaction and/or even to exceed their expectations. Among others, our superior customer services include : -

- Reservation service from 8 am to 8 pm, 7 days a week
- 24/7 Customer Service
- Speedy reporting on related travel services.
- Customized solutions to each client's travel requirements
- Multiple options and flexibility at every level of our clients' itineraries
- Customer feedback through emails, social media, and face-to-face
- Continuous availability of attractive special offers and packages
- Identification of canceled flights and prompt rebooking

Our Future

We do offer enough services to allow us to always be in demand by our Customers and Clients. The most important factor in developing future services/products is the market need. Our understanding of the needs of our target market segments shall be one of our competitive advantages. It is critical to our effort to develop the right new services. In the future, Rio World Travel intends to broaden its coverage by expanding into additional markets. One of the main services we aim in providing is to become a destination management company that brings alive the magnificence of traveling experience. This will be done by co-coordinating the traveler's entire experience from flight bookings, hotel reservations, tours, greeting and porter services, tour packages, and incentives. However, in doing so we will strive to ensure that it is compatible with the existing products and company personnel.



CONTACT INFORMATION

Phone

+967 1 427 878 - 777 427 878

Email

sales@rwtt.net

Address

Iran street, Opposite YKB bank
Haddah Area
Sana'a R.O.Y





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