

**Our clients always enjoy top service thanks to our ten basic values.**

- We believe in building long-term relationships with our clients and partners and work on this proactively.
- One point of contact.
- We are NOT a call centre !
- We focus our efforts on small and medium-sized enterprises
- The services of a complete team of ticketing specialists are available to our customers.
- A stable group of employees with a strong sense of responsibility allocated to each client ensures genuine personal service.
- A friendly reaction quickly follows each request and options are only proposed from among the very best offers. After all, we enjoy an exceptionally strong negotiating position with our suppliers through our staff's high degree of motivation and specialisation.
- All of our staff can work on our central reservation system remotely and therefore with complete continuity if the need arises. They can be reached at all times on their mobile phone and at the office during office hours (from 8 a.m. to 6 p.m.).
- Ticketing is possible offline and online – in partnership with the Amadeus system. Business-to-business and business-to-consumer handling are available.
- We ensure flexible administrative monitoring and invoicing.
- If requested, we look after holiday travel for our clients' staff.