

Juls Travel



Lufthansa

City Center

Your travel agency. World-wide.

Mission Statement

Your “One Stop Shop” for everything you need in travel. Our clients are our priority, we work efficiently and effectively to provide the utmost service.

History

- Juls Africa is a Zambian based business that was established in 1988 by Julie Julekha Limpic as a sole owner.
- Its initial operation was that of Car Hire but it soon incorporated Travel & Tours, and in 1998, Juls Guest house was born.
- The company has grown significantly from being a “single operator” to one that now employs over 20 staff members.
- In 2014 Juls went global by joining an international group with 650 outlets worldwide - Lufthansa City Centre and SATC South Africa.

Philosophy

- Juls Africa Limited’s aim has been and continues to be, that of injecting it’s returns back into the business in an effort, not only to expand, but also to offer the best service to its customers as well as employment to the local community.
- Customer satisfaction is our priority as we work diligently to provide our clients with top notch service, assuring we fulfil all of their travel needs.
- Building a strong rapport with our clients, which in turn creates superior client retention with most of our current client base supporting us from the inception of our business.
- We have put in place, “on the job” staff training programs to ensure only the best and efficient staff are in attendance to meet every customer’s needs.
- We intend to keep this great track record of long term clientele through our high quality services and by providing everything the traveling public requires.

- We tailor travel to client's need, that is why we are never satisfied unless our customers are fully satisfied with our seven day a week service.

Airline Reservations and Ticketing

- As an IATA accredited Travel Agent, we are fully computerized, utilizing Electronic Ticketing Systems, representing all airlines in Zambia and others elsewhere in the world.
- An e-mail or phone call detailing your requirements is all we need and our experienced staff will do the rest.
- We can boast of handling the most difficult and complicated connections and routings with ease.
- We pride ourselves in the quality of service we offer, including 7 day "emergency" ticketing outside normal hours. Our staff is well trained, qualified and hold IATA and other travel related certificates.
- They carry out their duties with diligence and efficiency as they seek the best, most economical and convenient routings, unless otherwise advised by the client. We always offer our clients various options from which to choose and what best suits their needs and requirements. Above all, our motto is "Customer Satisfaction".
- We understand that our clients are the key to our businesses success; therefore they deserve nothing less but the best in air travel services.

Some of our Airline Partners



Lodging Facilities

- Our comfortable guest lodging, is most certainly a unique quiet place to stay. Situated in a desirable residential part of Lusaka, this beautiful “home away from home lodge” is amidst spacious lawns and gardens providing guests with an independent restaurant in safe surroundings and fresh air.
- Amenities such as a swimming pool, satellite TV, and internet are available. Fully equipped studio rooms, apartments and self contained comfortable rooms are ideal for short or long stays. We offer upon clients’ request, a communal kitchen at minimum fee, for those clients wishing for a Home-cooked meal in a “home away from home” environment.
- Situated close to the city centre and centrally located just 20 minutes drive from the airport, 10 minute walk to Mulungushi International Conference Centre, 10-15 minutes walk to shopping malls, banks, numerous restaurants, fast foods and Sunday market. An open air experience not to miss.

Other Preferred Accommodation Suppliers that we partner with.

Hilton

W
WALDORF
ASTORIA
HOTELS & RESORTS

CONRAD
HOTELS & RESORTS™

canopy
BY HILTON

H
Hilton
HOTELS & RESORTS

CURIO
A COLLECTION BY HILTON™

DOUBLE TREE
BY HILTON™

TAPESTRY
COLLECTION
BY HILTON™

E
EMBASSY
SUITES
by HILTON™

Hilton
Garden
Inn™

Hampton
by HILTON

tru
by HILTON™

HOMEWOOD
SUITES
BY HILTON™

HOME 2
SUITES BY HILTON

H
Hilton
Grand Vacations

Hilton
HONORS

Tours and Car Hire

TOURS

- Our team of expert tour operators can organise your tailor-made dream holidays to any destination in Zambia, or internationally. With our multitude of hotel suppliers, we are able to quote packages worldwide no matter your destination.



CAR HIRE

- Our fleet consists of saloon cars, four-wheel drive vehicles and Mini Buses of various sizes to cater for every customer's needs. We believe in progress and expansion in our effort to give our clients the best service there is.
- Through our various suppliers we are also able to provide car rental services and airport transfers worldwide.



Preferred Car Hire Companies



Global Hotel Program

Juls Africa Ltd. clients enjoy access to a global hotel program offering:

- Over 330,000 properties, representing 191 hotel chains in 6,880 cities in 149 countries
- 16,000 rates better than BAR rates
- 17,000 properties in the mid-price range
- 2,729 extended stay and residential hotels
- 100% Last Room Availability

Recognition and Financial Information

INTERNATIONAL AWARDS:

- **International Gold Star for Quality Award** – Issued in Geneva for significant contribution to the business world for high standing and professionalism.
- **Arch of Europe for Quality and Technology** – Issued in Frankfurt for immeasurable contribution to the business world, for high standing and professionalism.
- **Airline Awards:** Various certificates, too many to mention for high performance and achievements.

FINANCIAL POSITION

- Juls Africa Limited is a financially sound establishment. All of the company's assets are fully paid for.
- The company conducts its business on a cash basis, giving corporate clients a credit line of two weeks maximum with order, unless otherwise arranged.

BANKERS – our bankers are:-

- Standard Chartered Bank, North End, Cairo Road, Lusaka.
- First National bank, Acacia Park and Barclays Bank, Main Branch, Cairo Road, Lusaka.
- We operate both Zambian Kwacha and USD Foreign accounts for ease of payment.

AUDITORS

- Our Auditors are none other than the internationally well known world-wide, KPMG.

Corporate Booking Tool

Characteristic of an
online booking tool

- An online corporate policy driven travel booking platform
- Aimed at all businesses / corporate clients who want to have a better control over their companies travel spend and ensure company policy compliance
- Integrates all aspects of travel requirements – from Preferred Suppliers to displaying negotiated rates
- Corporate staff can easily plan, book and purchase complete travel arrangements within your company's specifications and guidelines



- Streamline order processes
- Time and cost saving
- Fits seamlessly with internal processes which ensure that travel management companies are in control of fulfillment and customer support
- Allows corporate travel managers to take control of business travel, a pre-trip approval process that assists with enforcing travel policy compliance & cost savings

Value Added Services

- 24 hour Service
- Network of Partner Agencies in Southern Africa
- Over 30 supplier deals
- Supplier Relations and Rate Negotiation
- Key Account Management
- MIS Reporting
- Assistance with Travel Policy Formulation and Enforcement
- Corporate Booking Tool

Conclusion

IN CLOSING

- We are confident, if you make Juls Africa Limited your preferred choice of service provider, you will be totally satisfied and will continue working with us for many years to come, as we work to build a mutually beneficial relationship.
- We confidently handle business in any of the lines mentioned above competently, diligently, efficiently and professionally to client's total satisfaction.
- Should a physical inspection of our premises be required, we would be more than happy to avail ourselves at any time convenient to you.