

OUR WORLD IN A NUTSHELL

2021

URBAN
GINGA
DESTINATION MANAGEMENT

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THE WORLD OF

URBAN GINGA

“THE GREATEST REWARD AND LUXURY OF TRAVEL,
IS TO BE ABLE TO EXPERIENCE EVERYDAY THINGS AS IF FOR THE FIRST TIME.”

A close-up, high-resolution photograph of a lion's face, looking directly at the camera. The lion's fur is a mix of golden-brown and tan, with darker stripes on its face. Its eyes are a striking yellowish-gold. The background is dark and out of focus. The text 'EXPLORE. DREAM. DISCOVER.' is overlaid in the bottom left corner in a bold, orange, sans-serif font.

EXPLORE. DREAM. DISCOVER.

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WELCOME TO THE WORLD OF URBAN GINGA

URBAN GINGA* is an owner-managed and operated Performance Improvement and Destination Management Company that offers creative, practical and truly memorable incentives, luxury travel and world-class events that surprise and delight qualifiers, while driving business results and improving the bottom line.

With a true passion for travel, hospitality and exploration, coupled with over 21 years' experience within the Incentive Travel and Destination Management industries, we are equipped to tailor-make experiences that will not only tick all the boxes, but offer the right balance of professionalism, commitment and knowledge to take your expectations to the next level.

Focused on your priorities, our goal is to deliver the exceptional experiences you want most by providing custom-designed incentives, luxury travel, sustainable events and strategic meetings management. Executed with faultless precision and an uncanny eye for detail to help you unlock the power of your investment, the team at **URBAN GINGA** will ensure that your sales incentive is a success from start to finish, utilising our extensive knowledge, as well as our professional relationships and local resources.

This is exemplified through our meticulous approach to ensure that each and every tailor-made experience is not only unforgettable, but also offers a return on investment. And not only do we personally handle all the logistics and organisation, we also seamlessly blend that with our carefully thought-out concepts – because we don't just create programmes – we create experiences!

***GINGA** (pronounced jin-ja) is rhythm. **GINGA** is creativity. **GINGA** is the opposite of boring. It is grace. It is being fluid and coordinated. **IT IS SOUL.**



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OUR SUPERPOWERS

Cutting Edge Travel Incentives

Our Travel Incentives are custom-designed and executed with faultless precision and an uncanny eye for detail to help you unlock the power of your investment by connecting with your clients and participants in new and unique ways that will keep them smashing through targets, boosting productivity and crushing sales records.

Sustainable Events

Keeping up with the latest trends, newest experiences and current hot spots, our Sustainable Events are inspired by the heart and executed with passion to create shared experiences that are thought provoking and memorable. When you only get one chance at a first impression, the event design must be creative, innovative and relevant, and we appreciate that every event is special, and every moment is unique.

Journeys of Distinction

Enriching, authentic and exclusive – our life-changing Journeys of Distinction are created for savvy travellers seeking mind-blowing and unique experiences, whilst maximizing the value of their journey through our connections and knowledge so they can really get under the skin of the country they are visiting.

Special Interest Explorations

Bringing your vision to life, our Special Interest Explorations are signature expeditions precisely designed in keeping with their unique style, taste and specifications to deliver rare, extraordinary travel experiences you never thought were possible. If you can dream it, we can do it!



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OUR SUPERPOWERS

Leading Destination Management

Experienced in all aspects of arranging group travel and corporate meetings and events, the team at **URBAN GINGA** will ensure yours is a success from start to finish, utilising our extensive knowledge, as well as our professional relationships, and local resources. We'll help you take your guests on an exclusive journey steeped in culture and authenticity. We want you to really get to know Southern Africa, and what makes it so incredibly special. And not only do we personally handle all the logistics and organisation, we also seamlessly blend that with our carefully thought-out concepts – because we don't just create programmes – we create experiences!

Experienced Tour Directing

Our approach to tour directing is not to merely focus on the logistics of the tour, but to create a unique and unforgettable experience for all participants. Our aim is to share our amazing travel experiences in an organised, enthusiastic, flexible and out-going manner, with the ability to make sound decisions independently and remaining calm and collected under unpredictable and stressful circumstances to solve problems creatively with the needs of the group in mind. Our strength lies in our resourcefulness – knowing how to read our audience and adjust accordingly with a proven ability to communicate effectively in a wide range of contexts, to consistently deliver a high level of customer service, and traveller satisfaction.

Rewards and Recognition

At **URBAN GINGA** we are passionate about improving people's performance – about rewarding them for their efforts, and about achieving great results for our clients. We believe that people perform better when motivated, and that engaged staff improve a brand. In fact, companies that engage their staff effectively are proven to outperform those that don't. We believe it, we live it, and we can deliver it to your company!



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WHAT SETS US APART?

- ✓ Our regional footprint extends to 11 countries (South Africa, Botswana, Mozambique, Namibia, Zambia, Zimbabwe, Kenya, Rwanda, Tanzania, Mauritius, Seychelles) where we execute sustainable world-class events.
- ✓ We have representation offices in Australia, Brazil and the United Kingdom.
- ✓ We are a proud member of SITE (Society for Incentive Travel Excellence) and are SATSA (Southern Africa Tourism Services Association) accredited and financially Bonded.
- ✓ We are comprehensively insured through SATIB Insurance Brokers, underwritten by Lloyd's of London.
- ✓ We are the Category winner for "Most Innovative Destination Management Company – South Africa" in LUXlife Magazine's 2019 Global Hospitality Awards.
- ✓ We are the Category winner for "Leading Destination Management Company – South Africa" in LUXlife Magazine's 2021 Travel & Tourism Awards.
- ✓ We are owner-managed, operated and facilitated.
- ✓ We have over 21 years' experience within the MICE industry, with a true passion for travel and exploration.
- ✓ Our approach is to help you get the most value possible – matched to your needs and business objectives – with enthusiasm, creativity and determination.
- ✓ We are equipped to tailor-make experiences that will not only tick all the boxes, but also offer the right balance of professionalism, commitment and knowledge to take your expectations to the next level.
- ✓ Focused on your priorities, our goal is to deliver the exceptional experiences you want most.
- ✓ We provide custom-designed travel incentives, luxury travel, sustainable events and strategic meetings management, executed with faultless precision and an uncanny eye for detail to help you unlock the power of your investment.
- ✓ We are relationship-driven with both our suppliers and clients.
- ✓ Transparency abounds in all that we do.
- ✓ We pride ourselves on delivering creative and "out of the box" solutions.
- ✓ We have a meticulous approach to ensure that each and every tailor-made experience is not only unforgettable but offers a return on your investment.
- ✓ We negotiate directly with all suppliers to ensure competitive pricing and payment terms.
- ✓ We complete a process of Due Diligence on every supplier, with copies of their latest insurance policies kept on file.

*“TRAVEL IS THE ONLY THING YOU
BUY THAT MAKES YOU RICHER.”*

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SEND PIGEON POST TO:

28 Fairway Manor Estate
1506 Fairway Street
Ruimsig
1724
South Africa

SEND FAN MAIL TO:

Postnet Suite 355
Private Bag X1
Florida Hills
1716
South Africa

CONNECT WITH US:

 +27 10 900 3357 | +27 83 558 2349

info@urbanginga.co.za

<https://urbanginga.co.za>

