

Taavani ApS services to Travel Agents





Our services for Travel Agents

- Sales and customer support
- Customer care
- Business and product advisory
- Issue of flight tickets
- Other services

This document contains special rates of travel agent services provided by Taavani ApS

Content is confidential and distribution or partly distribution of the content is prohibited

Why do we need help?

When you operate in Greenland some of your clients will always experience cancellations or delays of either:

1) Flights 2) Ferries or 3) Tours

We will make sure your clients receive local guidance, information and advices in such situations to secure they feel safe and taken care off.

Leaving you as their preferred travel agent.



Sales and customer support



Telephone, e-mail or online video support to your clients, who might need additional information about Greenland prior to their departure



Assisting your current staff with reservations and ticketing in Amadeus



Planning and coordinating client's itineraries



Being in contact with local tour operators prior to client's arrival at destination



All services provided in Greenland, Danish and English. We provide help in other languages upon request and added fee





Customer care

Delays, cancellations and rebooking assistance



Telephone and e-mail assistance related to cancellations, delays and rebooking



Convey necessary information regarding disruptions and rebooking



Guidance in passenger rights regarding rebooking, accommodation, catering and compensation according to EU regulative



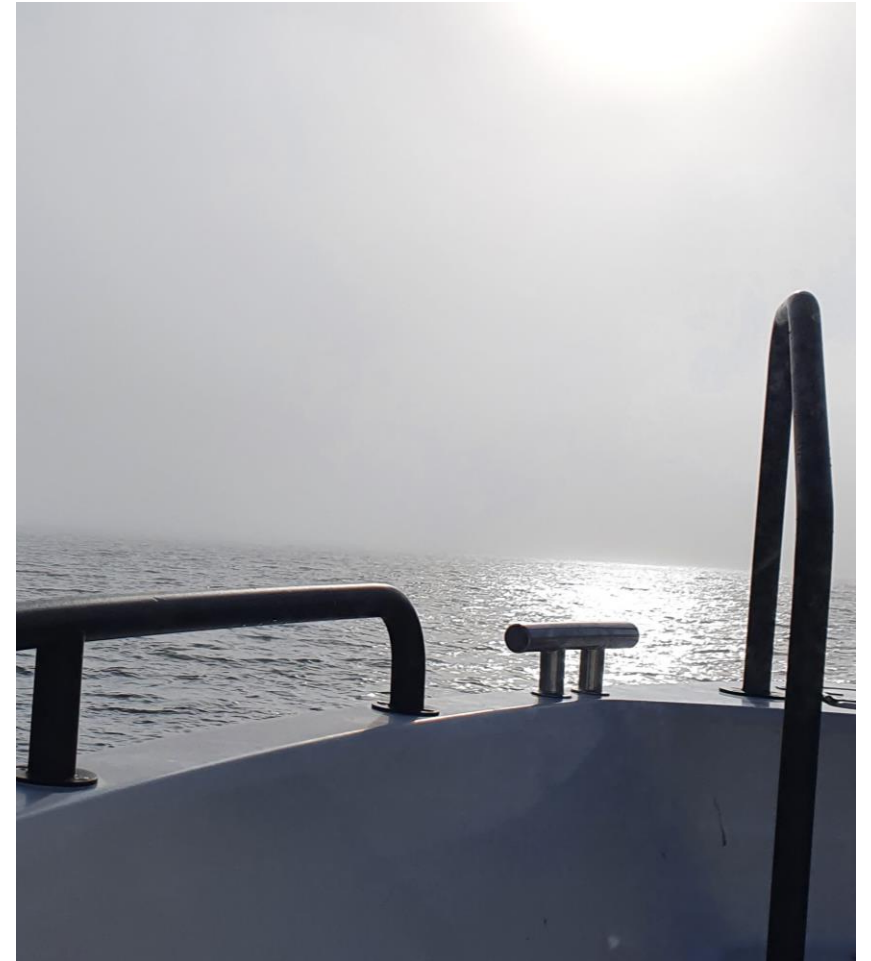
Contact to operator when rebooking is inconvenient or in conflict with itinerary



Flexible presences in our end both evenings and weekends



All services provided in Greenland, Danish and English. We provide help in other languages upon request and added fee





Business and product advisory



Development of FAQ's for travels to Greenland



Product knowledge and development of tours



Fare rules, ticketing conditions and knowledge of airline carriers'



Amadeus Ticketing and Reservations projects as well as system development/implementation assistance



Meetings and contact with relevant operators



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Issue of flight tickets

Issue of public fares:



- 1) Taavani Fixed price
- 2) Taavani Variable price



Issue of FIT/Group fares



Travel agent own branded itinerary





Other services



Requesting and negotiating group fares with Air Greenland – manual process



Access to our negotiated rates with hotel, lodges and transportation in Greenland



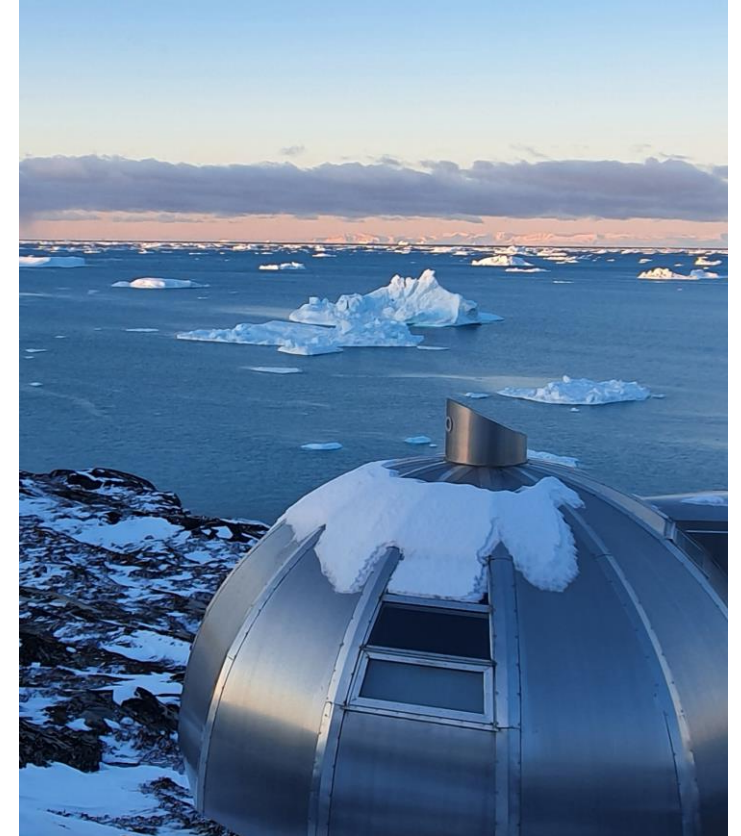
Providing local guides to travel with your groups



Providing your clients with access to local cell phone and data provider



All of above services is price upon request.





Who we are

Helle G. Pedersen



Helle has more than 10 years experience from Air Greenland. The last 6 years she had the position as Head of Customer Service. Helle is one of few who know everything about travels to Greenland and how to navigate the Amadeus Ticketing and Reservation system.

Jóhan Dam-Davidsen



Jóhan is our digital wizard. He has had several years experience working with digital solutions in Greenland. Moreover, he knows a lot about building on Amadeus platforms. He has more than 3 years of experience working the travel industry.

Christian N. Andersen



Christian has traveled most of Greenland and therefor knows, what to expect and which destinations is the best to visit. He also have more than 3 years of experience from and with Air Greenland and Scandinavian Airlines.

Line Frederiksen



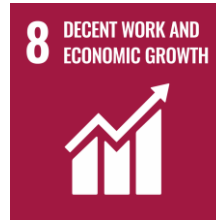
Line recently left her position as CFO, at Greenland's largest telco and mail company, Tusass. She has 7 years of experience from Air Greenland managing the complex economic systems of Amadeus. When it comes to finance you want Line to be on your team.



Sustainable tourism

At Taavani we have decided to follow the definition of sustainable tourism as defined by the United Nations World Tourism Organization (UNWTO).

“Tourism that takes full account of its current and future economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment and host communities”



By supporting Greenlandic based tour operators and businesses we hope to have a positive impact on unemployment among the youth population in Greenland. With an increased growth in tourism, we strive to support education among the youth population and increase employment opportunities.



For Taavani it is essential that revenue streams from tourism and travels to, from, and within Greenland are kept in Greenland to further develop local tourism in our country. For us it is important that local communities benefit from the future growth in tourism for the communities to develop.



As in many Small Island Developing States (SIDS) we in Greenland depend on air connectivity to grow tourism. Hence, we will drive the agenda towards bringing emissions down and select airlines that drive the agenda for reducing their carbon emissions. Moreover, we guide travelers how to act and behave according to climate action when travelling.



Get in touch

Ready to expand your
Greenlandic offers with a local
partner?

Get in touch today to
learn more and receive
in-depth presentation

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We look forward to
work with you.

Jóhan, Helle, Christian & Line

