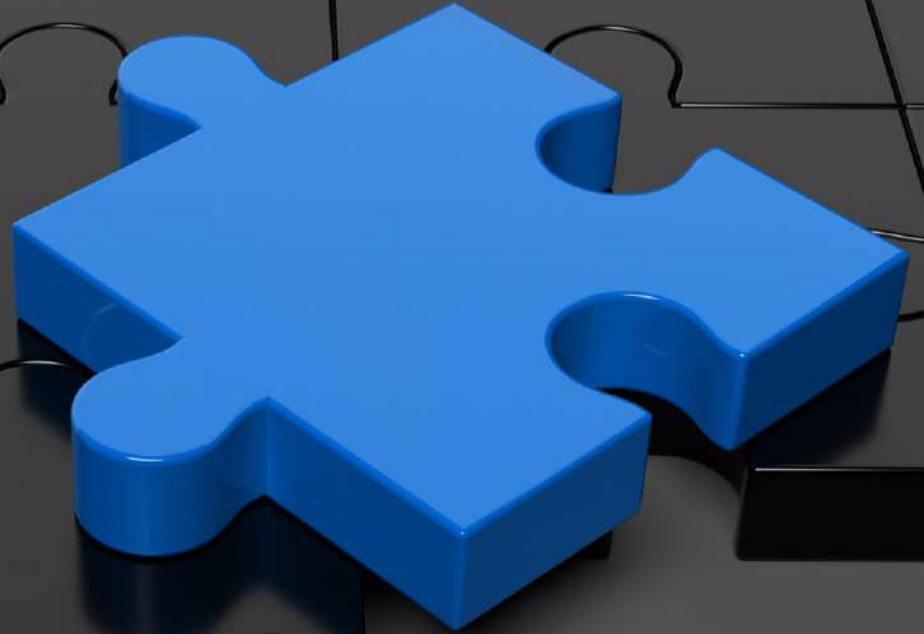


CORPORATE PROFILE



Figo Holidays
Destination Management Company



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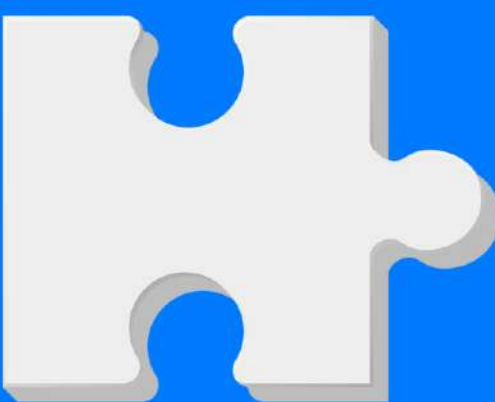
Introduction

Figo Holidays (Pvt) Ltd. is an award winning Destination Management Company in Sri Lanka. Figo Holidays provides a comprehensive range of services to exceed its customer expectations with a dedicated team of passionate professionals. Figo Holidays has earned a high reputation in the travel industry from its inception and is a proud member of Pacific Asia Travel Association (PATA of Sri Lanka Chapter), Association of Sri Lanka Inbound Tour Operators and has been approved by the Sri Lanka Tourism Development Authority and member of Sri Lanka Eco Tourism Foundation.

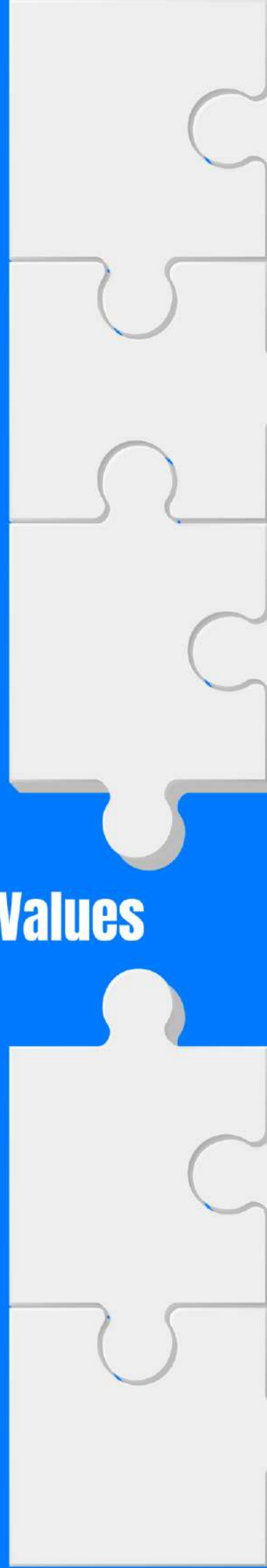
Figo Holidays is specializing in MICE, Destination Weddings, Group tours, FIT and Religious Tours. A dedicated and competent team with multilingual capabilities always ensures the expectations of the customers.

Figo Holiday's trusted network with a range of local stakeholders to deliver exceptional products and services gives DMCs an unmatched competitive advantage. Sophisticated office with a robust and management system always enables providing of rapid solutions to the clients.

The operational efficiency of Figo Holidays includes reliable vendors, multilingual chauffeurs and tour guides to provide varying requirements. Figo Holidays is a responsible and a value-based tour operator with management practices and is in the process of partnering with Travelife as a partner member and it also recognizes the sustainable development goals and adopts principles and practices therein. Figo Holidays is also in the process of implementing ISO 9001:2015 – Quality Management System to focus on the highest quality service to its clients. Figo Holidays is also in the process of implementing ISO 9001:2015 – Quality Management System to focus on the highest quality service to its clients.



Our Vision, Mission & Values



Our Vision & Mission



OUR VALUES



Commitment



Responsiveness



Customer Focused



Trusted Service

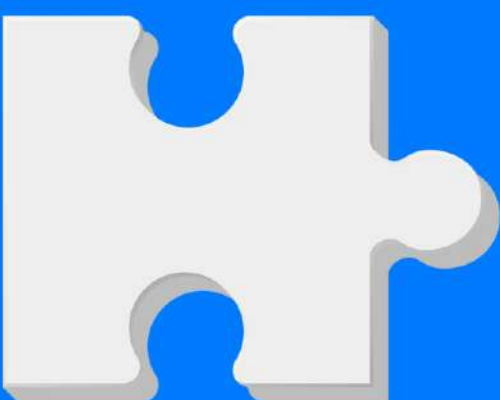


Transparency

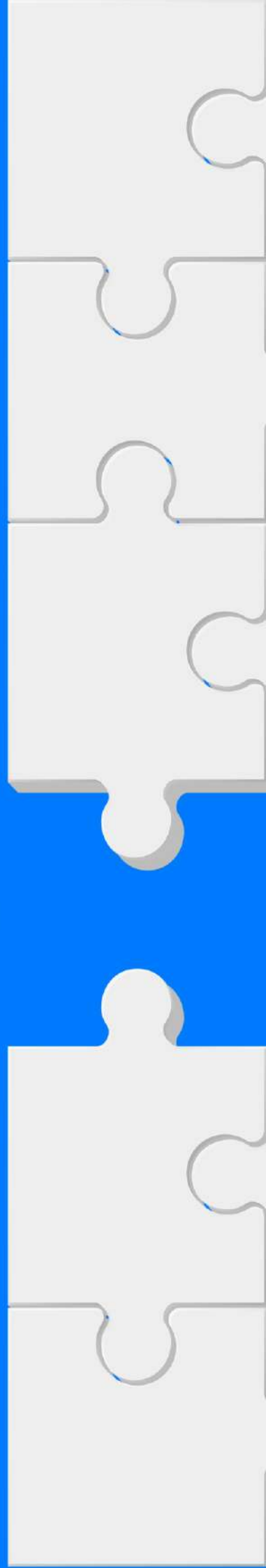


Safety

"Beyond Expectations"



Our Achievements



Our Achievements

Platinum Award in Tourism and
Hospitality by Business World
International Organization



Merit Winner of the National
Business Excellence Awards
In the tourism and hospitality sector



Company Excellence Awards NBEA
In the tourism and hospitality sector



Winner Of The World
Travel Awards
As Sri Lanka's leading travel agency

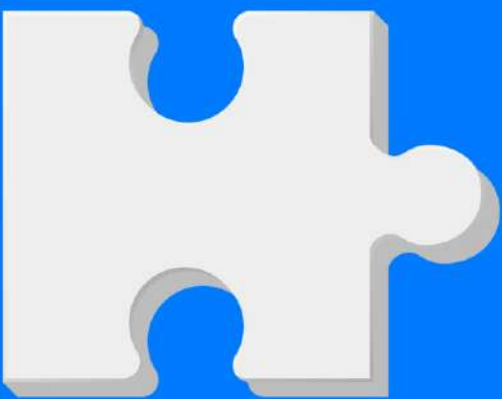


Nominated By Sri Lanka
Tourism Awards
In the travel and hospitality sector

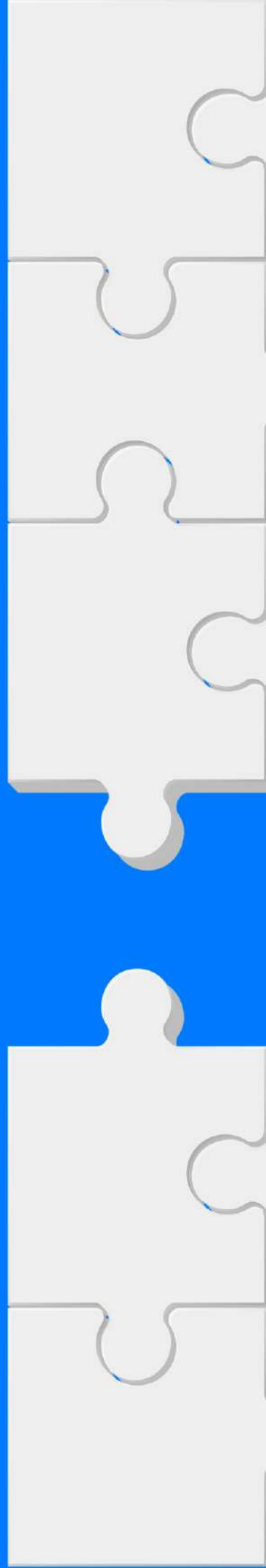


Nominated By The World
Travel Awards
As Sri Lanka's leading
travel agency





What We Do ?



MICE

Figo Holidays as Destination Management Companies offer significant benefits to corporate travel planners, including invaluable local knowledge and expertise and the ability to negotiate good rates. Figo Holidays has the necessary tools to manage every aspect of incentive travel, from the formulation of goals and strategies, through to trip delivery and management and post evaluation

We are a full-service Sri Lanka's leading destination management company, excelling in the creation and delivery of innovative and distinctive programmes.

By providing 'once in a lifetime' experiences we will ensure your next event will inspire and engage your delegates.

With our unsurpassed levels of local knowledge and local expertise, our business is to make your business look good!

Whether you're looking to partner with us for entire destination management or only selected components of your programme, we work closely with you to ensure the absolute success of your event.

We take care of your valued team every step of the way; from airport Meet & Greet and on-ground transportation, to coordinating venues, activities and theming. Pre and post event programmes can include tailor-made group or independent travel arrangements including privately guided travel.



Destination Weddings

We organize destination weddings for guests from small to larger groups. Our travel consultants ensure you choose the right venue is key as this will set the tone for your day.

You can compare venues by capacity, corkage and types of ceremonies offered along with other key information. Make sure you consider if the venue suits your theme , if it's big enough to accommodate your guests and provide value for money



Group Tours

Figio Holidays specializes in the organization and creation of group tours for all travelers including family group tours, educational tours, medical tours, female only tours, university groups, vegan friendly tours, religious tours, small group tours and others.

Our experienced travel consultants could organize fleets and accommodation according to the number of travelers and their custom needs with multi-lingual tour guides. Our travel consultants also provide exclusive partner offers for large, medium and small sized group tours in adherence with responsible travel best practices

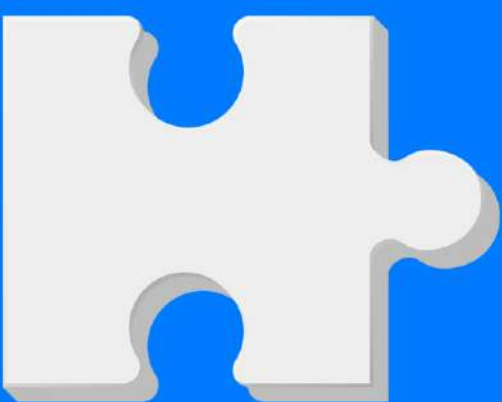


FIT Tours

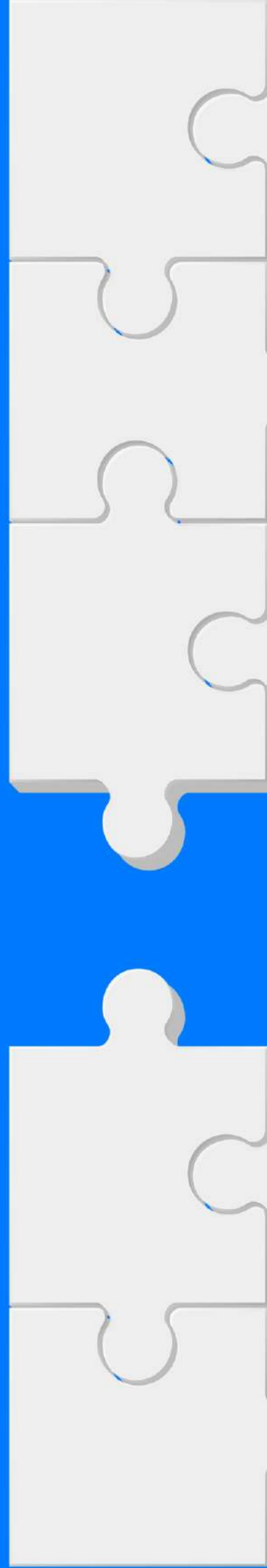
No matter how your clients are travelling or who they are travelling with, we can put together an itinerary that totally suits their needs.

Our team specialized in the creation of itineraries for, eco tourism, culture and heritage, adventure, wellness tours, wildlife and beach. We organize tours for travelers including senior citizens, solo travelers, accessible tours, honeymooners and family getaways.





Our Strength



Our Team

A well experienced and specialized team is ready to ensure delightful service for our customers



Accommodation

We work with many prestigious hotels and resorts across Sri Lanka and could offer you the best rates for your clients. Depending on their requirements, we can offer 5 star hotels, 4 star hotels, 3 star hotels, villas and chalets to help you choose the right place at the best prices for your customers' needs. We believe that tourism in Sri Lanka should be integrated into every aspect which is why we include high quality accommodation that meets the needs of your client by providing a high level of service and excellent treatment by the hotel staff.



Fleets

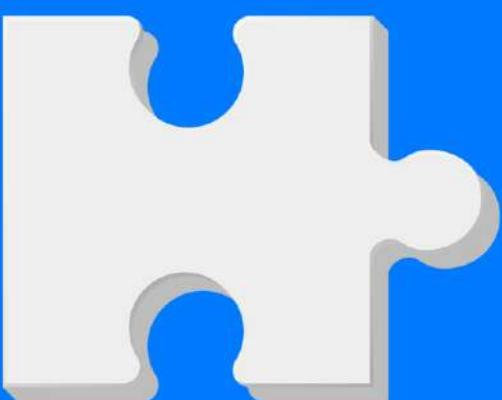
We can provide well-maintained, high quality cars, vans, mini coaches, medium coaches and large coaches for your guests, that are company owned or sourced from reliable suppliers.



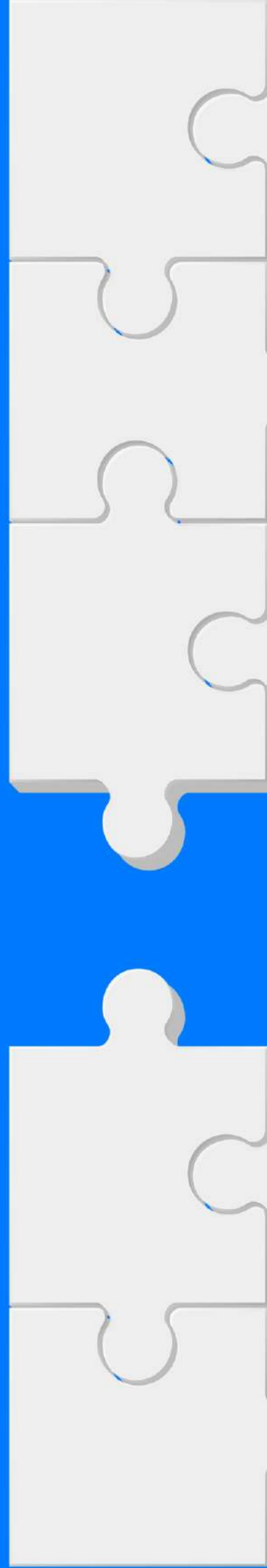
Tour Guides

Figo Holidays have exclusive relationships with the best licensed Tour Guides in the industry to ensure that we can offer the best tour experience for your clients. Our private guides in Sri Lanka can be extremely helpful as the tours would be tailored based on your clients interests. The tour guide shall also advise your group on how to avoid the crowds and traffic and take off-the-beaten routes that will help you save time on the road too. In addition to chauffeur guides we also offer tour guides for larger groups as well.





Our Awards



our Awards

As a renowned and established brand in the Sri Lankan tourism industry, we've earned many prestigious nominations and awards throughout our journey. These achievements have been a catalyst and driving force which accelerated us to achieve greater heights. Three of our most notable achievements both globally and locally are mentioned below.

GLOBAL AWARDS



**PLATINUM AWARD IN TOURISM
AND HOSPITALITY BY BUSINESS
WORLD INTERNATIONAL ORGANIZATION**



**SRI LANKA'S LEADING
TRAVEL AGENCY 2019 BY
WORLD TRAVEL AWARDS**

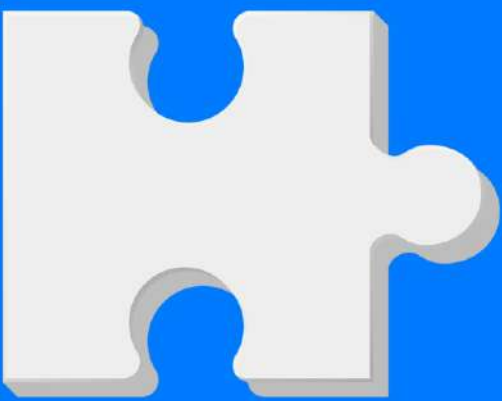
LOCAL AWARDS



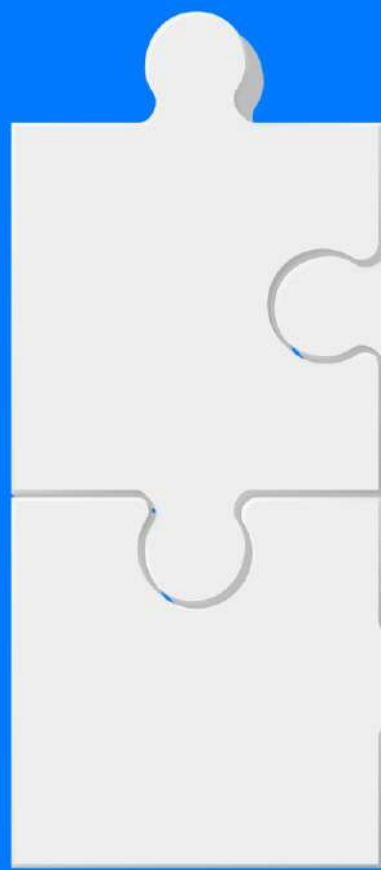
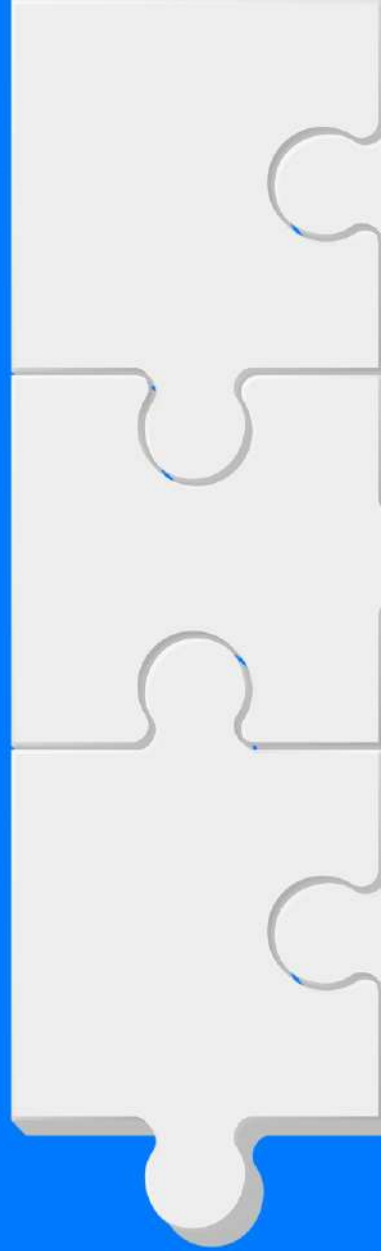
**1ST RUNNER'S UP NATIONAL
BUSINESS EXCELLENCE AWARDS**



**MERIT AWARDS SRI LANKA
TOURISM AWARDS 2019**



Why Figo Holidays ?



Why Figo Holidays ?



Multi-lingual Guides

Our team of dedicated multi-lingual chauffeur guides and tour guides are eloquent in many native languages globally to ensure our ability to converse with easy traveller with ease.

Dedicated Service

We understand that all travelers aren't the same, which is why we offer a dedicated personalized service to cater to their needs without compromising on their travel experience



Local Expertise

We operate local destination management companies across all regions which we offer our trips in which ensure that there are no intermediaries between us and the end consumer.

Commitment

Our dedicated team would always strive to ensure that the needs of our travelers are fulfilled at all times without compromise as our commitment towards customer safety is paramount towards



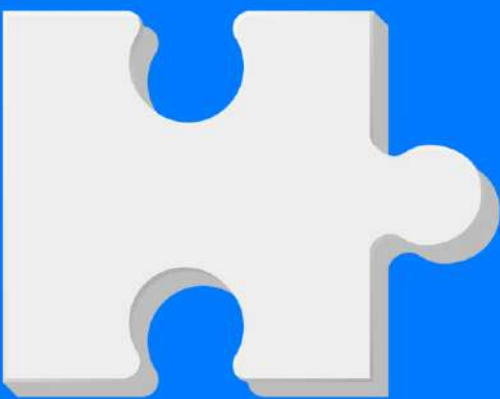
24x7 Service

Our in-house and ground-handling staff are highly dedicated towards our commitment in providing the fastest response times to our traveler needs to ensure that they enjoy the best travel experience throughout their journey with us

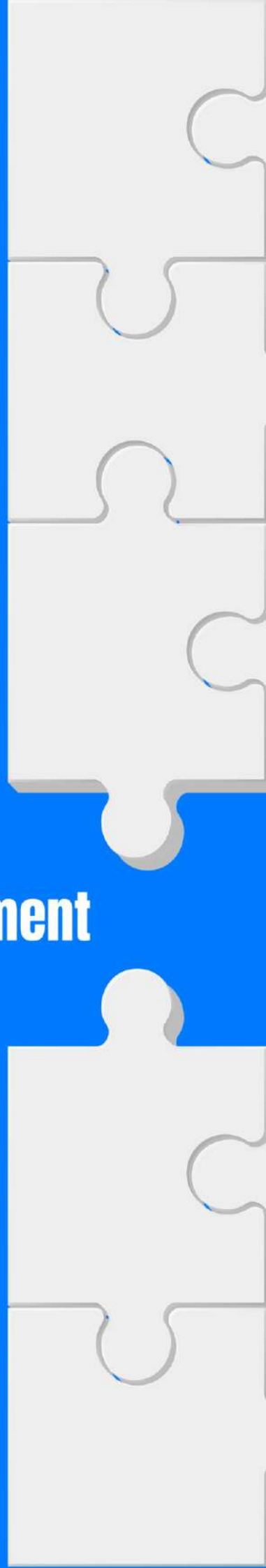
White Label Service

We provide our partners with the opportunity to handle their trips through our team without being noticed by their customers. Essentially, we are the brand behind theirs!





Quality Policy Statement



Quality Policy Statement



Figo Holidays is fully committed to implement service excellence while ensuring quality. This is assured through a robust management system covering all operations and management functions. We are performing all the activities guided quality standard operating procedures (SOPs), to ensure that the resulting products and services are consistent in reaching expectations far beyond average.

Our company's quality policy objectives are based on the corporate goals, vision, mission and core values and are achieved by ensuring:

- Offering Outstanding Customer Care and Service

Figo Holiday's primary goal is reaching excellence in the customers satisfaction. These goals are reached by understanding customer needs and wants and by identifying consistent means to exceed those expectations. This is backed by a learning culture and continuous improvements.

- Delivering Quality in Everything We Do

Figo Holidays believes in quality in all aspects and quality as a drive that can improve performance all results areas. By defining the service standards and through continual efforts to improve quality and productivity it strives to maintain quality in all our operations. This reflects in all the functional areas and in all the business operations. Figo Holidays, using customer feedback effectively, ensures constant product improvisation in line with customer expectations.

- A quality mindset

Quality can't be assured without people with quality mindset. Figo Holidays as a service-oriented organization, considers its employees as the most important asset. Thus, the staff members are both trained and equipped with advanced technology to deliver services with passion and with highest quality standards.

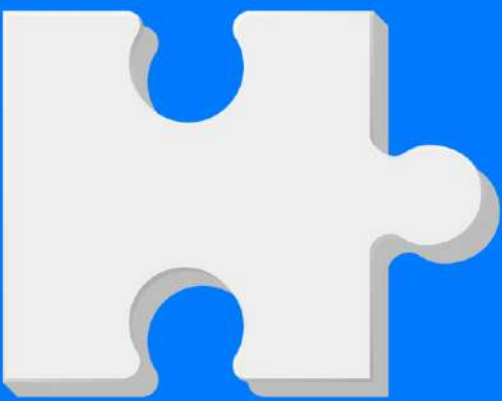
- Stakeholder Alignment for Quality and Consistency

Figo Holidays's mission to strive well aligned with stakeholders not only prioritize revenue but it also aims high in collaborative approach in delivering quality. Figo Holidays's suppliers are an integral part of its products and services and this it tries at its best to retain their trust and encourage them to conform to high quality standards.

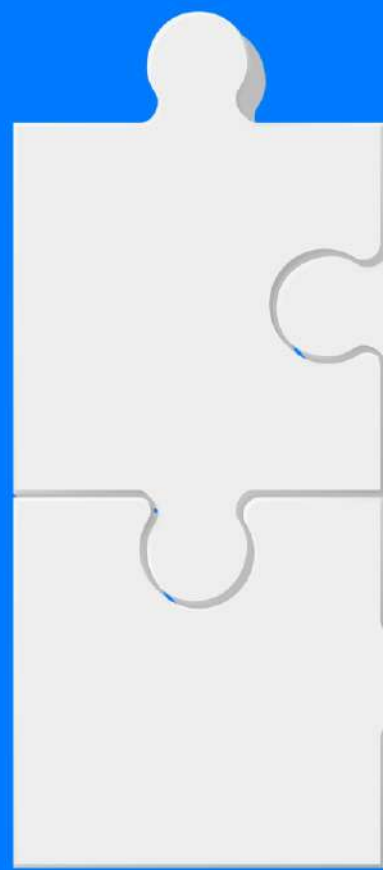
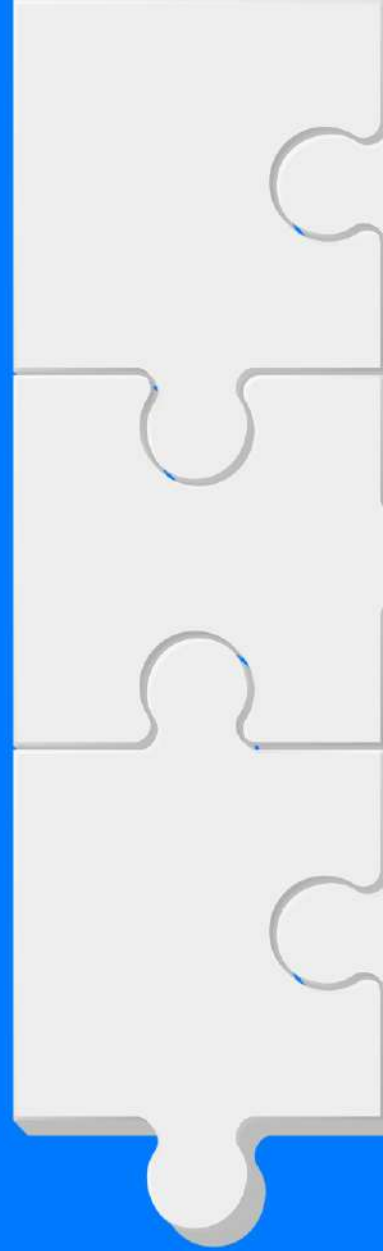
- Taking Care of Environment, People and Culture

Figo Holidays is strongly committed to the protection of the environment and sustainable development. Hence it is bound to protect and promote safety, security and sustainability of environment, people and culture by striking a balance between People, Planet and Profit.

In order to fulfil the company's Quality Policy and to achieve its stated primary goals, the Management of Figo Holidays decided to be guided by robust and reliable Quality Management System based on ISO 9001: 2015 standard. The system is in line with the Company's organizational structure, services, procedures and operations.



Responsible Tourism

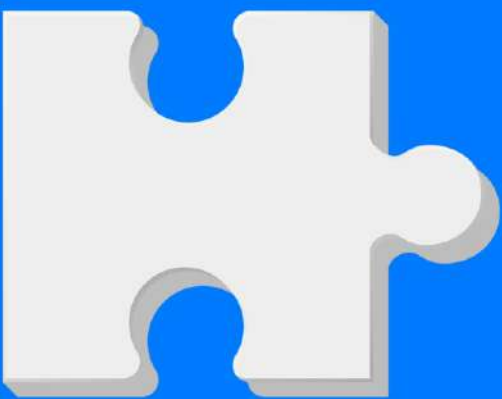


Responsible Tourism | Travelife

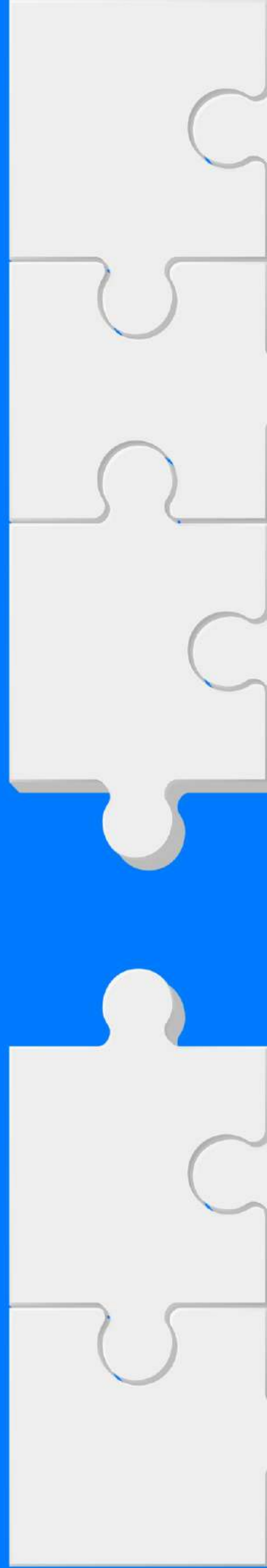
Figo Holidays is a responsible and a value-based tour operator with management practices which minimizes negative social, economic and environmental impacts, generates greater economic benefits for local people and enhances the well-being of host communities, and is in the process of partnering with Travelife as a Partner member.



Travelife
PARTNER
Committed to sustainability



Our Recognition

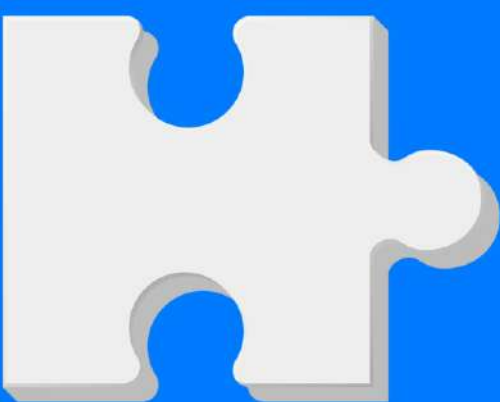


Our Recognition

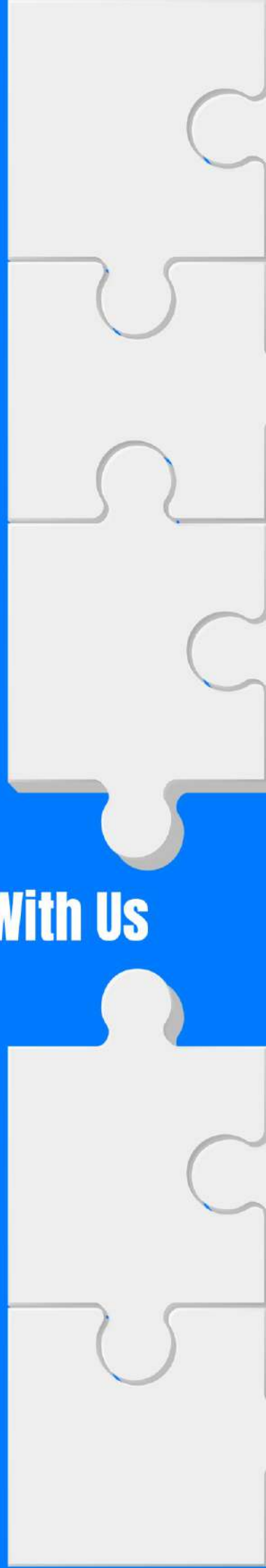
We've partnered with several travel related affiliates across the globe to ensure that we provide truly unmatched travel experiences for every customer.



**Sri Lanka Eco Tourism
Foundation**



Your Future Journey With Us



Your Future Journey With Us



Trusted Relationship



Responsible Travel



Strengthened Brand Value



**Explore New Ways Of
Delighting Your Customers**



Your Success is Our Success


contact us





FIGO HOLIDAYS PRIVATE LIMITED


Contact Us

Reach out to our dedicated team for any inquiries, assistance, or information you need.

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