



## Introduction to Peeks Cruises & Tours

### Group Travel Management

### Organization

Peeks Cruises & Tours (Peeks) has been in business in the greater Austin area for 15 years. During that time, we have established ourselves as the preeminent full service travel resource for travel in the region, the Caribbean, and across the globe. This longevity has also allowed us to develop and maintain Professional affiliations and to partner with major suppliers in the Travel marketplace. Peeks also have the backing and support of the Travel Leaders Group, a leading consortium in the travel industry and the winner of 29 Magellan awards. Because of these relationships, we have the administrative and infrastructure supports to flawlessly execute your travel plans and offer you a very successful vacation or group event.

### People

Peeks owners and management have been involved in the Travel and Tourism industry for over 20 years. The principals, Karen and Mitchell Duncan have been involved since the inception of Peeks Cruises & Tours.

Karen Duncan is a Certified Travel Counselor through the Travel Institute has Bachelors in Recreation and Leisure Studies and a Master's degree in Recreation/Sports/Tourism Management. Karen is also an Adjunct Professor of Travel and Tourism with Austin Community College and a radio talk show host of Its Travel Time with Karen.

Mitchell Duncan has a degree from Fisk University. His professional background includes being a Customer Engineer, Service Planner, and Proposal Manager with IBM and then Dell Computer Inc. before coming onboard full time with Peeks Cruises & Tours as an agent and Executive Operations Director.

Every Travel Specialist with Peeks has an educational background in Hospitality and Travel Management. This includes Associated Degrees to Bachelors and Masters Degrees. Subsequently, our specialists have the knowledge to make your group travel experience pleasant and trouble free no matter how complex the itinerary.

### Group Travel and Event Management

Whether it's an annual kick-off meeting, offsite planning event, reunion event, seasonal athletic competition itinerary, or league playoff itinerary, Peeks will handle all of the complex details. We will guide you through the process from departure to arrival and through the entire event. Group travel can be overwhelmingly complex. Peeks eliminate the complexities by providing every group that books with Peeks their own customized website hosted by Peeks Cruises & Tours. You can link your website to ours and expand your reach. Peeks will execute the hundreds of details that go into every trip and keep you informed every step of the way.

Our commitment to make your travel experience trouble free is backed by an organization structured to handle any anticipated and unanticipated needs you may have. The Peeks Cruises & Tours team consists of

the owner/operators: Travel Counselor, and Director of Operations; 4-Travel Coordinators, a dedicated Event Planner, 2-Reservationists, a web master and Technical Support.

At the Peeks reservation center, a Travel Specialist is available to answer your questions in a timely fashion. You and any member of your group can email or call your Travel Coordinator to get the answers you need. In addition, there will be a Group Project manager assigned to coordinate and manage the overall group activities.

Our reservation technology is the most recognized in the travel industry. Peeks uses SABRE, VAX, and NEXION reservations systems. These are the same systems used by major airlines, hotels and cruise lines around the world.

Our accounting system allows for flexible payment arrangements. This feature allows an individual or group to better budget for travel expenses by allowing graduated payments.

Clients can pay using PayPal from the website at their leisure. PayPal accepts payment via Credit Card or e-check.

## **Benefits of Your Peeks Partnership**

- Your partnership with Peeks will allow your organization to offload the labor intensive and complex processes associated with your travel.
- Your partnership with Peeks will offer you a dedicated staff of professionals who will provide consistent travel plans and routines for all leagues and teams. Travel Coordinators, Reservationists, and a dedicated Group Leader, as a single point of contact, are always available to answer any questions your staff or travelers may have.
- Your partnership with Peeks will offer you support by industry standard and very robust reservations systems, booking systems, and financial systems technology. This allows Peeks to obtain the best pricing and scheduling options. It also allows Peeks to provide you with management reporting to track scheduling, booking, and payments.
- Your partnership with Peeks will offer your clients flexible payment arrangements online available through PayPal. This allows clients to make payments according to their own financial requirements rather than bulk payments at what may be inconvenient times.
- And, your partnership with Peeks will provide you with overall cost savings and incentives relative to airline and ground transportation pricing and hotel or resort reservations.

## Summary

Peeks Cruises & Tours is a locally owned full service travel and recreation service with a 15 year track record of providing trouble free travel experiences for individuals and groups. Our staffs of professionals have the education, experience, and technical training to provide trouble free travel for your group. Peeks Cruises & Tours also has the industry contacts and standard systems that provide trouble free travel and excellent accommodations for your travelers. In order to make preparation for travel less complicated, we provide excellent customer service options through a customized web site provided for you, our reservations center, or a single point of contact, at your discretion. Management will benefit from routine bi-monthly travel reports and monthly accounting summaries. In addition to removing the complexities of group travel, Peeks offers overall cost savings and incentives for airline and ground transportation, and hotel or resort visits.

We at Peeks Cruises & Tours welcome the opportunity to partner with you so that your organization can start to realize all of these benefits and more. The next step is to call us at (512) 252-8919 so that we can schedule an opportunity to investigate, in detail, your current methodology, concerns, and wishes concerning your group travel. After that is accomplished, we will be able to more specifically address your travel requirements. We look forward to hearing from you.

*Peeks Cruises & Tours - Big enough to get you there, small enough to CARE!*

