

WHO WE ARE



COMPANY PROFILE

- Founded in Toronto in 1986
- One of 100 largest agencies in Canada
- Over 70 certified leisure and corporate agents
- 15 languages collectively spoken
- In-house wholesale division (Canadian Gateway)
- American Express Travel Services Network
- Virtuoso Travel Network
- Over 50 preferred suppliers in air, vacation, cruise, hotel and car rental industries
- Accredited member of ACTA , IATA , CLIA , TICO, ACTE

MISSION

YYZ Travel American Express is dedicated to providing complete client satisfaction with integrity, and to creating innovative ways to develop and distribute travel services and information.

VISION

We have a unique combination of applied technology, excellence, personalized service, and cost-effective advice to our valued clients.

OUR PHILOSOPHY & VALUES

Our success is built on true partnership with our clients, suppliers and the community. We pride ourselves on innovation, personal service and cost-effective advice we provide to our valued clients.

COMPLETE SERVICE PACKAGE



WORLDWIDE CUSTOMER CARE

As an American Express Corporate Services client you have the benefit of assistance from more than 2100 Travel and Foreign Exchange Services locations around the world in more than 130 countries. Services include re-confirmation of airline tickets, hotel and car rental reservations, airline flight re-scheduling and sightseeing arrangements.

24-HOUR TOLL FREE EMERGENCY TRAVEL SERVICE

American Express 24-hour Emergency Service provides worldwide accessibility for emergency travel assistance, 365 days per year. Experienced staff offer the highest quality of personalized attention with direct on-line access to the source of initial reservations. Our travel consultants are then automatically notified of any changes to your itinerary.

BUSINESS & TOURIST VISA SUPPORT

Our experienced travel consultants can provide international travel support such as visas, passports, tourist cards, health and related documentation.

NEWSLETTER

You will be able to check out our publication "Business First" – a free monthly newsletter that provides comprehensive destinations' information, travel tips and travel news available to our valued clients.

MEETINGS & INCENTIVES

YYZ Travel American Express provides innovation and expertise in meeting and incentive planning. Our consultative, full service approach offers our clients one-stop meeting planning support.

We specialize in handling any of your company's group travel meetings and incentives. Services include site selection, negotiations, customized meeting planning, VIP arrangements, and more.

LEISURE TRAVEL

The Leisure Vacations program provides a substantial employee benefit at no cost to the company. Because employees are booking through YYZ Travel American Express, you can feel confident that they are receiving the best value and service for their personal travel dollar. By booking their leisure travel through YYZ Travel American Express, your staff will realize the following benefits:

- Last - Minute Travel Arrangements
- Travel Insurance Services
- Exceptional Vacation Values
- Quality Suppliers
- Worldwide Customer Care
- Currency Exchange
- Group Discount Travel
- Weddings and Honeymoon Arrangements
- AX Travel Points' Redemption for Travel