

1.0 INTRODUCTION

Just Travel Uganda is a Ugandan based travel agency licensed and fully registered under the Companies Act (CAP. 2110). It was created to serve the various needs of travelers in Uganda, as well as promoting Uganda as a travel destination. Just Travel Uganda specializes in offering the best adventures in Uganda. We provide an unrivalled choice of quality escorted tour packages to Uganda packed with exciting daily sightseeing highlights and features. Our safari offers a variety of activities in Uganda, such as safaris, city tours, white water rafting, boat trips, fishing trips, horseback riding, and more. Just Travel Uganda can also assist you with worldwide air ticketing, car hire and leasing and accommodation bookings.

We cater for individuals, families, business and leisure travel. Our dedicated and experienced team will help you with all of your travel requirements within our capabilities. Personal attention is our first priority when attending to your travel needs.

Accommodation for our clients varies from budget campsites to luxurious hotel and safari lodges. Your budget and personal requests will be considered when choosing accommodation for your trip. Clients are advised to inform us in case of any dietary requirements.

For transportation, we have vehicles ranging from four-wheel tour vehicles to general cars, among which we have customized tour vehicles, 4x4 Station Wagons (Land cruisers and Pajeros), Costa buses, and Saloon Cars, which are hired out at a good rate. All the vehicles are comfortable, road worthy, well maintained and in good all round condition.

Safaris start any day of the week. We use very experienced guides who are knowledgeable about travel and wildlife.

1.2 Contact address

- Name of Firm : Just Travel Uganda
- Physical Address : Namaganda Plaza, Plot 14, Luwum Street, Nakasero, 3rd Floor Suite T-27.
- Postal Address : P.O. Box 31653, Kampala, Uganda.
- Telephone Nos : +256 392940416/703847559.
- E-mail Address : info@justtraveluganda.com
- Web site : www.justtraveluganda.com

1.2 Our Vision

Our vision is to inspire both worldwide travelers and curious locals in exploring the beauty of Uganda. Hence our name: **Just Travel Uganda!**

1.3 Our Mission

To provide efficient, safe and quality services to our clients. We strive to exceed expectations in both the planning and executions of tour.

1.4 Core Values

Our core values drive the way we do business and what we stand for. Our five most valued ideals are ensured:

- **Integrity:** “the quality of being honest, having strong moral principles and moral uprightness”
- **Innovativeness:** “introducing new ideas original and creative in our product range”
- **Accountability:** “an efficient and orderly approach to tasks”
- **Teamwork:** “the effective and efficient combined action of the company staff as a group.
- **Profitability:** “company and clientele financial gain”

1.5 Company objectives

Just Travel Uganda is working hard towards the following objectives;

- Increase our customer base by partnering with other tour operators as well as establishing contact offices in different parties of the world.
- Extension of our tour destination from Uganda to East Africa, to Africa and outside Africa.
- Construction of our own hotels and Safari lodges in Uganda
- Advocate for wildlife conservation
- The firm wishes to closely collaborate with leading professional firms in other countries. This healthy collaboration will greatly enhance the quality of our services to tourists and significantly improve the firm’s professional profile.

2.0 FIRM RESOURCES

The company has a range of resources:

2.1 Vehicles

We have vehicles ranging from tour vehicles to general cars and to heavy-duty trucks. All the vehicles are comfortable, road worthy, well maintained and in good all round condition and are hired out at a good rate. Following are a few pictures of the types of vehicles Just Travel Uganda hires out.

2.1 Personnel

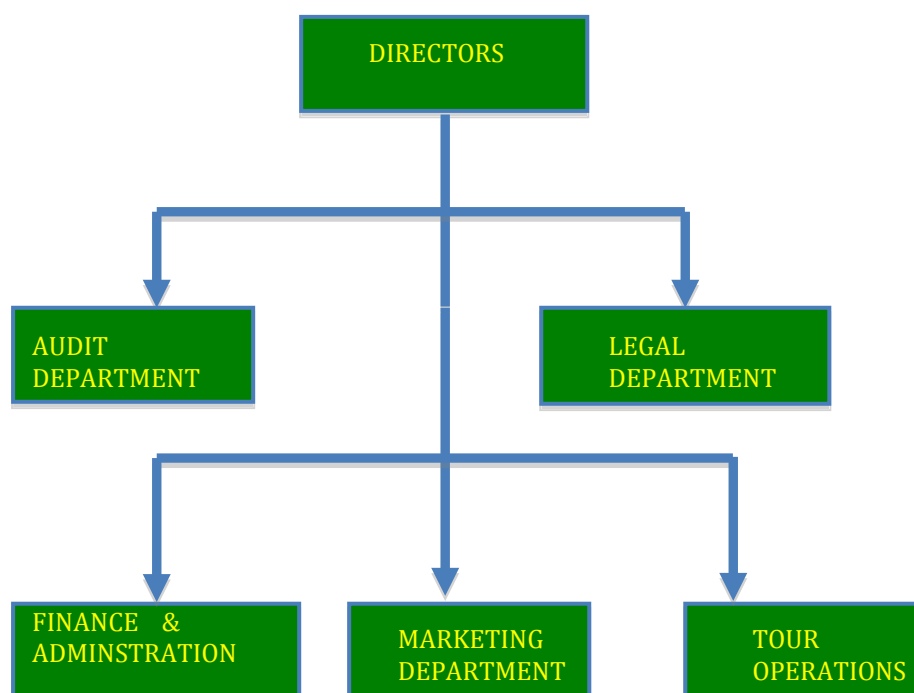
Just Travel Uganda employs a selection of trained, experienced, dynamic, young and enthusiastic Staff. We have a team of competent, motivated and skilled people who will ensure that you receive the best service. List of our personnel below

Name	Qualification	Experience	Position
Med Nsubuga			Director
Maude Martin	BA. International Development Studies and MA. In Social Anthropology	5 years	General Manager
Mitanda David	BA. Tourism Management	4 years	Tour Consultant

3.0 MANAGEMENT CAPACITY AND ORGANISATION STRUCTURE

Just Travel Uganda has experienced and business oriented directors together with a team of competent and experienced professional staff to manage and drive the company to achieve its corporate and strategic objectives.

3.1 The Organization Structure



3.2 Staff Profile

Mr. Med Nsubuga, *Managing Director*

Mr. Nsubuga is passionate about the travel industry and excited about the prospect of hosting you in his beautiful country. Born and raised in Kampala, he is an expert in everything Ugandan. He will be happy to assist you with any questions you may have.

Contact: miromeddie@yahoo.co.uk, info@justtraveluganda.com, 039 2940 416

Ms. Maude Martin, *International Travel Consultant*

Ms Martin is a Canadian who has been coming to Uganda for the past five years. During this time, she has worked for various safari companies while completing a BA. in International Development Studies as well as a Masters degree in Social Anthropology. She is head of international consulting in **Just Travel Uganda** Montreal's branch and in charge of handling inquiries.

Contact info@justtraveluganda.com

Mr. Mitanda David, *Travel Consultant*

David holds a BA. Tourism Management Degree of Makerere University. David is a positive, proactive and self-driven individual with a good background of the tourism industry. With the experience of working with people and organisations in the tourism industry, he handles all the tours and travel consultation with in Uganda at **Just Travel Uganda**.

Contact: info@justtraveluganda.com, +256774012076/+256200901450

3.3 Our Clientele

From its origins as tour and travel agency, **Just Travel Uganda** has broadened its services to cater for the dynamic needs of travellers mainly within Uganda, within the Region of Eastern Africa and the whole world. Our clients come from various countries and regions of the world including among others: individuals, families, business and leisure travellers.

3.4 Our Approach

This largely depends on the nature, timing and scope of the assignment, usually as specified in the Terms of Reference (TOR) given. We plan and tailor our work plan to ensure that the TOR are all satisfied and within the required time dimensions. Our work methodology follows a step-by-step pre-determined programme and where new developments emerge during the implementation step, we inform and agree with the client on the change of approach.

3.5 Quality Control

In order to ensure quality of our service, we have engaged well-qualified and self-motivated staff, and trained them to the unique culture of **Just Travel Uganda**. They continuously undertake professional development training as required by the profession and go through internal training to always take client satisfaction at the forefront. This is emulated in the timeliness of our work methodologies. We do not have static work programmes, but we tailor our work methodologies to suite the needs of the client and our advice always have a lasting effect to the client.

As a standard procedure all our services are reviewed at the different levels of the assignment, namely, communication and advisory Level, then Manager accountability and booking Level and finally the Field Supervision and Reporting Level. This ensures compliance with Terms of reference (TOR). We have also equipped our office with high-level technological equipment, which ensures the high timely and quality services.

3.6 Our Methodology

Subject to the specific Terms of reference of a given assignment, our approach will usually follow the steps shown in the diagrams below. This approach follows a well thought out and consistent approach that will provide our clients with the necessary assurance and confidence an assignment deserves. Throughout our assignments, we have always designed and tailored work methodologies to satisfy clients' needs. In addition, as the exercise progresses, we keep the client informed of the progress and in case of any unforeseen circumstances, our procedures could be adjusted to suit the upcoming new conditions. Below, is a graphic presentation to summarise our methodology:



4.0 OUR PRODUCTS AND SERVICES

- **Air Ticketing**

We can carry out all of your air ticketing requests and we strive to offer the best flight connections available to suit your travel plans. We provide air tickets to international and regional destinations.

- **Hotel and Lodge Bookings**

We carry out accommodation bookings on the part of our clients based on preference and budget.

- **Wildlife Safaris**

We organize wildlife safaris that involve game drives, nature walks, boat trips and more, depending on your interests. In Uganda, safaris can be carried out in Murchison Falls NP; Queen Elizabeth NP; Bwindi Impenetrable Forest; Lake Mburo NP; Kidepo NP; Kibale, and the Semliki Reserve.

- **Fishing Safaris**

We would like to take you fishing! Fishing safaris are a leisurely way to enjoy the sights and sounds of Uganda- not to mention its tasty fish! Fishing safaris are carried out in Murchison Falls NP and on Lake Victoria.

- **Cultural Tourism**

We create memorable cultural tours for clients interested in learning about different cultures and customs in Uganda. There are several heritage sites in Uganda not to be missed!

- **Study Tours**

We carry out study tours for students wishing to learn more about Uganda. These tours can target specific interests such as flora, fauna, or culture.

- **Gorilla & Chimpanzee Tracking**

We take care of bookings for gorilla and chimp permits. Gorilla and chimpanzee tracking are amazing activities, but they require advance planning, since permits are required. Gorilla permits are especially in high demand and should be booked early to avoid disappointment. Permits are obtained from the Uganda Wildlife Authority and only guaranteed upon full payment. Gorillas are tracked in Bwindi Impenetrable Forest and Mgahinga National Park (depending on the movement of the gorillas).

Chimps can be tracked in Kibale, Murchison Falls, Queen Elizabeth National Park, and Semliki.

- **Bird Watching**

Our expert guides will take you to the best birding sites in Uganda. Bird watching is a popular activity in Uganda because of the numerous species and high number of birds. Bird watching is possible in all national parks and other sites throughout the country.

- **White Water Rafting & Bungee Jumping**

We organize trips that will get your adrenaline flowing! White water rafting and bungee jumping are not for the faint hearted! Opt for half or full day rafting, or a package including both bungee jumping and a half-day's rafting. Both activities take place on the Nile, at Bujagali Falls in Jinja.

- **Camping**

We can assist you in planning a camping safari. Camping is an economical and adventurous way to enjoy nature. Several campsites are available throughout the country, including in national parks. Camp facilities vary depending on location; it is important to inquire early as to the equipment required for this activity. We can assist in securing tents and other equipment.

- **Boat Trips**

We book boat trips for safaris, as well as for trips on Lake Victoria and Bunyonyi. Boats include canoes, kayaks, and motorized boats. Boat trips are offered in Lake Mburo, Murchison Falls, Queen Elizabeth, and Lake Bunyonyi.

- **Quad Biking Along the Banks of River Nile & in Lake Mburo**

Looking for a little adventure? Quad biking is now available along the banks of the River Nile as well as in Lake Mburo National Park. This activity is a great way to enjoy a thrilling ride with beautiful scenery. Safety and fun guaranteed!

- **Mountain Biking**

We can assist you in booking mountain bikes for your biking tour. Mountain biking is available in some national parks, as well as in and around Kampala. Contact us for more details.

- **City Tours of Kampala, Jinja & Entebbe**

We will take you on exciting and informative tours throughout Kampala, Jinja and Entebbe. In Kampala, you may be interested in visiting the national museum, the local markets, cultural heritage sites, and different religious establishments. In Jinja, you can walk around the town; have a visit of the Nile Breweries, the Uganda Museum, the Source of the Nile, and Bujagali Falls. In Entebbe, you can visit the Uganda Wildlife Education Centre, the Botanical Gardens, and the beach. There is much to see!

- **Car Hire and Leases**

We offer car hire for both corporate and personal needs. We also provide on time airport transport, long distance drives, co-operate services for staff and school picks and drops. Our vehicles range from saloon cars, four-wheel drive such as Land Rovers, minibuses, and vans. Our fleets are in good mechanical condition, highly experienced drivers and comprehensively insured.

Below is our competitive Car hire rates and their specification and kindly note that these rates are friendly and negotiable depending on the length of the contract whether it's a town service or upcountry:

Vehicle	Make /Type	\$ (USD)
Saloon Cars	Toyota Corona /Corolla	60
Saloon (4x4)	Rav 4	80
Four-Wheel Drive	Double Cabin Station Wagons Pajeros	130
Omni Buses	(7 seater, 10 seater, & 12 seater)	135
Coaster bus	(25 seater & 28 seater)	160
Safari Land Cruisers	5 seater	160
Safari land Cruisers	7 seater	220
Four Wheel Drive	Super Custom	150
Airport Transfer		70

4.1 TRIP ITINERARIES

Just Travel Uganda trip itineraries offer a broad range of different Safaris and Wildlife experiences to Uganda's ten organized National Parks, plus a number of Natural Forests and Natural Reserve areas. We guide travelers in selecting a trip(s) based on pre-defined vacation criteria. This analysis will be based on user profiles, set by the consumers, which includes preferences such as: Budget, Activities sought, Destination and Time of Travel.

A traveler will hence be able to select areas of interest based on their preferences and subsequently identify destinations to visit. The intention is to provide customers with access to exclusive travel destinations, service to fully appreciate destinations through information packages, not just sight-seeing, and access to special interest travel according to the group's or individual's preferences. Please contact us with your specific interests and budget for customized trip possibilities.