

HOW TO WORK WITH US

Inquiry → Proposal → Confirmation → Operations

Our working process step by step: what we need from you, what you receive from us, and how a tour is delivered.

01 Inquiry

Send your request by e-mail to partnerships@kingwingstravel-dmc.com or via WhatsApp (B2B). The more of the following you share, the faster and more accurate the proposal:

- Travel dates or season, and number of nights
- Number of guests and tour leaders (FOC)
- Countries, cities or your own program
- Hotel category (3*, 4*, 5*, boutique, guest houses)
- Flights (or the departure city) and class of travel
- Luggage: suitcases per person, oversized items
- Traveller profile: market, age, interests, pace
- Special requests: meals, accessibility, events

02 Proposal & net quotation

We check your program day by day (routing, driving times, seasonality, border rules) and prepare a tailor-made proposal:

- A day-by-day program in English, with hotels, meals and services
- A numbered quotation (KWQ-reference) with a net package price in USD per person, by group size
- Single supplement, FOC terms, included and not-included services
- The flights and luggage the program is based on, and any recommended changes with reasons

Quotations are subject to availability at the time of booking. Validity is stated on each quotation.

03 Confirmation

1 Your confirmation

Confirm the program and number of guests in writing.

2 Our booking

We book and confirm hotels, transport, guides, trains and restaurants, and send you a confirmation.

3 Documents and payment

Invoice and payment schedule as per our cooperation agreement. For Turkmenistan and other visa destinations, LOI documents are started immediately.

4 Final details

Rooming list, exact flights, passport data where required, dietary needs.

04 Operations & support

- Guides and drivers receive a full brief; hotels and restaurants receive confirmed requests.
- Your group is met on arrival and accompanied according to the program.
- Our coordinator follows the tour daily and adjusts it when needed (weather, delays, closures).
- You receive updates on any significant change; a 24/7 duty contact is available during the tour.

05 Post-tour follow-up

- Feedback from guides and, where possible, from travellers
- Short report on the operation and any incidents
- Recommendations to improve the next departure or series

Typical timing: first proposal within **24 hours on working days** for standard requests; complex multi-country or MICE programs within 2–3 working days, with an interim reply on the first day.

KING WINGS TRAVEL LLP

B2B Destination Management Company
Kazakhstan · Uzbekistan · Kyrgyzstan ·
Tajikistan · Turkmenistan

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