

OPERATIONAL RESOURCES

MICE & Group Handling Overview

How we plan and run groups, incentive programs and corporate travel in Central Asia: vehicles, hotels, logistics and on-site control.

01 What we handle

Leisure groups

Series and ad-hoc groups from small private parties to full coaches, with a tour leader (FOC) where agreed.

Incentive

Reward trips with signature experiences: mountain lunches, yurt dinners, ethno-villages, folklore and eagle shows.

Corporate & VIP

Business delegations, media projects, speakers and high-profile guests with discreet, precise logistics.

02 Vehicles by group size

Group	Typical vehicle	Suitcases (full load, guide line)
1–3 guests	Sedan	2–3
4–6 guests	Minivan	4–6
7–10 guests	Toyota Hiace	7–10
11–20 guests	Mercedes Sprinter	about 10–15
21–50 guests	Coach with luggage hold	50+
Expeditions	4×4 (Land Cruiser, Prado, Sequoia), 3 guests per car, minimum two cars off-road	by agreement

Business and first class travellers usually carry two suitcases each; golf bags, skis and camera equipment count separately. When luggage does not fit, we add a larger vehicle or a luggage van for transfers and inter-city moves and include it in the price.

03 Accommodation for groups

- Contracted 3* and 4* hotels in Almaty and Astana, 5* properties on request, plus guest houses, yurt camps and resorts on mountain routes.
- Room blocks held on request; group cancellation terms depend on the hotel and on the number of rooms.
- Rooming list management, single/twin/double split and room confirmations for every hotel.
- Exhibition and event periods (for example KIOGE and KITF in Almaty) can limit availability; we flag these dates when quoting.

04 Logistics and on-site control

1 Arrival logistics

Meet & greet with name boards, luggage handling, vehicle allocation by arrival flight, welcome briefing.

2 Operations plan

Every guide and driver receives a brief with dates, flights, hotels and the day-by-day program; every hotel and restaurant receives a confirmed request.

3 Restaurants and menus

Group menus are selected in advance and listed in the program, including dietary requirements.

4 On-site coordination

Our coordinator follows the group's timings, adjusts the plan for weather or delays, and keeps you informed.

5 Wrap-up

Departure control, feedback collection and a short operational report after the tour.

05 Ideas for incentive programs

In and around Almaty

- Lunch with a view at Shymbulak mountain resort
- Evening at Kok-Tobe with city panoramas
- Nomad day at an ethno-village: yurts, horses, national cuisine
- Wine tasting at a local winery in the foothills

Beyond the city

- Canyon walk and picnic at Charyn
- Night at a lakeside resort near Kolsai
- Eagle hunting and folklore show on Issyk-Kul
- Silk Road gala dinner in Samarkand or Bukhara

06 Recommended planning timeline

When	What we need from you
At inquiry	Dates, number of guests (and FOC), market, hotel category, flight class and luggage, special requests
After proposal	Feedback on program and price; option to hold rooms
At confirmation	Final service scope, deposit as per agreement, preliminary flights
Before arrival	Final rooming list, exact flights, dietary and accessibility needs

For large groups and peak dates we recommend confirming as early as possible; exact deadlines are set in each quotation and in the cooperation agreement.

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