

HOW TO WORK WITH US

Response Time & Communication Principles

What you can expect from us when you write, while we prepare your program and while your travellers are on the ground.

Stage	Our commitment
New inquiry	Reply within 24 hours on working days. If the request needs more time, we confirm receipt and say when the proposal will follow.
Standard proposal	Within 24 hours on working days.
Complex program (multi-country, MICE, expeditions)	Usually 2–3 working days, after checking availability with hotels and local teams.
Changes to a confirmed tour	Acknowledged the same working day; re-confirmation as soon as suppliers reply.
During the tour	24/7 duty contact for urgent matters; updates to you on any significant change.

01 Channels

E-mail

partnerships@kingwingstravel-dmc.com for requests, proposals, confirmations and documents.

WhatsApp (B2B)

+7 778 313 8201 for quick questions and operational updates.

Working hours

Almaty time, UTC+5. Working language: English; other languages on request.

02 How we communicate

- **One point of contact.** One person follows your request from inquiry to post-tour report.
- **Clear and written.** Every price, change and confirmation is confirmed in writing, with the quotation reference.
- **Honest advice.** If part of a program is unrealistic, we say so and propose an alternative.
- **No surprises.** We tell you early about availability limits, seasonal closures or price changes.

03 Confidentiality

- Your company name, clients and prices are never shared with hotels, transport companies or guides. Suppliers only receive what they need to deliver the service.
- We do not contact your travellers for commercial purposes and do not sell to your source market.
- Documents for travellers can be issued without our branding.

KING WINGS TRAVEL LLP

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

PARTNERSHIPS

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dmc.com
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