INBOUND OPERATOR PROFILE

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Organization description:
Full range inbound operator offering more than 150 flexible self-drive programs for North America with market-leading documentation in eight languages and multiple information formats. Large number of directly contracted hotels, experiences and FIT services through Web and XML-based interfaces. Very well established seat-in escorted tour program from many gateways as well as group tours and ad-hoc program for leisure and MICE.

Business classification:
- Wholesaler
- Inbound/Receptive Tour Operator
- Bed Bank
- DMC

Type of travelers (check all that apply):
- Group (Average size of group: 35)
- Customized
- Leisure
- Corporate
- FIT
- Scheduled
- MICE
- Students

Percentage of business that is:
100 B2B - Business-to-Business
0 B2C - Business-to-Consumer

Percentage of business that is international inbound to the U.S.: 100

Estimated number of room nights for 2022: 

Percentage of tour/hotel types utilized by your travelers:
- Budget/Economy
- Standard/Moderate
- First Class/Superior
- Luxury/Deluxe

Number of years conducting international inbound travel to the U.S.: 37
Percentage of travelers during:
10 Winter  20 Spring  50 Summer  20 Fall

Product and package overview: types of products purchased:
- Accommodations
- Airfare
- Dining
- Entrance Tickets
- One-Day Tours
- Shopping
- Transportation
- Other: All land arrangements

How do you contract with hotels/suppliers:
- Group Rates
- Static Rates
- Connectivity
- Other: Hybrid rate programs

Types of packages offered:
- Cruise Holidays
- Cultural/Historical Tours
- Custom Tours (Shopping, Sports, Luxury, Culinary)
- Entertainment/Special Events
- Medical/Wellness Travel
- National Parks
- Religious Travel
- Student/Language Immersion Tours
- Adventure/Outdoor Tours

U.S. destinations served:
- Entire United States
- PACIFIC (Alaska, California, Hawaii, Oregon, Washington)
- WEST (Colorado, Idaho, Montana, Nevada, North Dakota, South Dakota, Utah, Wyoming)
- SOUTHWEST (Arizona, New Mexico, Oklahoma, Texas)
- MIDWEST (Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Nebraska, Ohio, Wisconsin)
- SOUTHEAST (Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, Missouri, North Carolina, South Carolina, Tennessee, Virginia, Washington, DC, West Virginia)
- NORTHEAST (Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont)
- USA TERRITORIES (American Samoa, Guam, Northern Mariana Islands, Puerto Rico, U.S. Virgin Islands)

Top markets served (countries of origination):
All continents - 50 inbound markets with a focus on European Visa waiver countries

What are you looking for from Suppliers/DMOs in 2022/2023:
Keeping the long view that Inbound travel markets will be coming back strong with very advantageous travel and spending patterns. Covid inflated domestic demand for USA product will taper off quickly once international destinations targeting USA Source markets will open again and restrictions / inconveniences will be lifted.