

OPERATOR BRIEFING PACK

GalaVoyages

Who we are. How we operate.

A reference document for tour operators

2026 · Confidential

WHO WE ARE

GalaVoyages DMC

B2B Destination Management Company serving tour operators across Asia, Halal markets and Türkiye. Operating under three licensed legal entities — TÜRSAB A Class #10436 (Türkiye), DOV ODV-30176 (Morocco), and Ministry of Economy A ■■■■ 71-993 (N. Macedonia) — with offices in Skopje, Casablanca, Tunis, Istanbul, ■zmir, and Strasbourg (Q3 2026).

BY THE NUMBERS

18 y■l	parent company operations (Elize Travel Turizm)
12,000+	pax annually
6	operating offices across 3 continents
5	destinations: Türkiye · Morocco · Tunisia · Balkans · Europe
11	active tour programmes across Asian & Türk markets
2 hours	written SLA for first operational quote

HOW WE WORK

The Operator Workflow

Our process is designed to minimise back-and-forth and maximise certainty at each step. From the moment your brief arrives to the day your group departs, the workflow has six defined stages — each with a written deliverable and a known turnaround time.

1. Brief received

Your enquiry hits info@galavoyages.com or WhatsApp +90 542 667 15 40. We acknowledge receipt within 15 minutes during business hours.

2. Operational quote (within 2 hours)

Detailed quote with hotel options, ground arrangements, inclusions/exclusions and net per-pax pricing. Written SLA — not aspirational, contractual.

3. Refinement round (optional)

Adjustments based on your operator feedback — hotel category swap, route tweak, supplier-specific request. Typically 1-2 rounds.

4. Confirmation & deposit

Booking confirmed with 30% deposit. Anti-Disintermediation Pledge issued in writing. Crisis protocol document shared.

5. Ground operation

Your group arrives. FOC Tour Manager (groups 20+) handles delivery. 24/7 emergency line live. Daily check-ins available if requested.

6. Debrief & invoice settlement

Post-tour debrief within 5 days. Final invoice cleared. Photos shared (with consent). Repeat-booking framework discussed.

WRITTEN COMMITMENTS

What you can hold us to

Marketing promises are common in DMC sector. Operational commitments in writing are less common. These five things are confirmed at booking — in your booking documents, signed and dated.

Anti-Disintermediation Pledge

We never contact, market to, or solicit your end clients directly — not during the tour, not after. Confirmed in writing at booking confirmation.

2-Hour Quote SLA

First operational quote arrives within 2 business hours of complete brief. If we cannot meet this on a given day (rare), we tell you within 30 minutes.

FOC Tour Manager (groups 20+)

Every group of 20 or more pax receives one Free Tour Manager in single room. No charge to operator. Single supplement applies only to operator-requested additional staff.

No Compulsory Shopping

Zero hidden commission-based shopping detours. Where shopping is requested by operator (some Asian markets) we make terms transparent — never hidden.

Crisis Protocol in Writing

Written escalation matrix shared at booking. 24/7 emergency line. Documented response procedures for medical, weather, political, and logistical incidents.

MARKETS WE SERVE

Who we work with

Asian Outbound (PH / TW / TH / ID / MY)

Filipinler, Tayvan, Tayland, Endonezya, Malezya — primary outbound markets to Türkiye, Morocco, Europe. Visa pathways verified per market in our Visa Compass. Multi-language operations capability.

Halal Markets (ID / MY)

Indonesian and Malaysian Muslim travel operators. Halal certification verified at hotel & restaurant level. Prayer-time-aware itinerary scheduling. Pilgrimage routes (Sacred Anatolia, Spain+Portugal+Morocco) Halal-certified end-to-end.

Türk Market (TR)

Türk tur operatörleri — İzmir direkt uçuş + THY Tun-Tun rotalar. T09 Balkan Klasik + T10 Sahra Çölü & Tunus programları Türk pazarına özel tasarlandı. Türkiye merkezli operasyon, doğrudan iletişim.

Catholic Pilgrimage (PH / TW / TH)

Marian apparition site circuits across Europe. T05 Marian Pilgrimage Europe (18D/16N) covers Lourdes, Fátima, Vatican, Loreto. Filipino & Taiwanese Catholic operators preferred.

MICE & Incentive (All markets)

Pharmaceutical AGMs, corporate incentive trips, themed gala events. Reference: 165-pax pharma AGM delivered at €1,862 per delegate (5★ themed gala, 3 days). Per-delegate pricing on request.

ACTIVE TOUR PROGRAMMES

11 Programmes · 2026

A quick reference to the 2026 portfolio. Detailed catalog with indicative pricing available separately. Each tour designed around a specific market segment — operational specifics on request.

- T01 · Mono Morocco (10D/8N) · Casablanca → Marrakech
- T02 · Mono Türkiye (10D/8N) · Istanbul → Cappadocia → Pamukkale
- T03 · Sacred Anatolia · Halal (8D/7N) · Konya → ■anl■urfa → Mardin
- T04 · Italy + Sicily + Tunisia (16D/14N) · Roma → Palermo → Tunis
- T05 · Marian Pilgrimage Europe (18D/16N) · Lourdes → Fátima → Vatican
- T06 · Spain + Portugal + Morocco · Halal (16D/14N) · Barcelona → Lisbon → Marrakech
- T07 · Rome → Paris Europe (9D/7N) · Roma → Venezia → Paris
- T08 · Skopje → Zagreb Balkans (9D/7N) · 8 Balkan capitals & landmarks
- T09 · Balkan Klasik · TR (8D/7N) · ■zmir direkt · 6 ülke
- T10 · Sahra Çölü & Tunus · TR (6D/5N) · THY Tun-Tun · Sahra + Sahil
- T11 · Game of Thrones · Spain & Morocco (8D/7N) · 7 GoT filming sites

Ready to send a brief?

Email: info@galavoyages.com · WhatsApp: **+90 542 667 15 40**

Web: galavoyages.com · AI Quote Engine for instant indicative pricing

First operational quote within 2 business hours of complete brief.