Uganda Destination Management Company

Directors

Lesley Harris - Managing Director

- British
- Lived in Uganda for over twenty years
- Originally worked in international development, switching to tourism in 2009
- Keen interest in education, tourism and development, travel and conservation

Byaruhanga Michael – Operations Director

- ex-armed forces
- has extensive experience in the transport sector
- professional tour guide and bird guide

Both are well-travelled and well-connected in Uganda and the company is well-regarded in the Ugandan tourism sector.

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Company and services

Venture Uganda Travel is a Ugandan travel company, established in 2009.

We offer destination management services, providing fully escorted package tours from ‘airport-to-airport’ with meticulous planning and outstanding customer care.

We provide:

1. Tailor-made safaris and holidays for FIT and groups including: airport transfers, accommodation and meals, transport, domestic flights, activities, tracking permits and guides.
2. Multi-destination holidays in East Africa.
3. Educational visits for schools and universities.

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Our team

We have experienced travel consultants able to efficiently handle enquiries and provide information.

As a team, we have an extensive knowledge of the country and can offer the most popular activities or take clients off-the-beaten-track.

Licenses & memberships

- Uganda-registered company
- Licenced by the Uganda Tourism Board on behalf of the Uganda government
- Licenced by the Kampala Capital City Authority
- Full member of the Association of Uganda Tour Operators (AUTO)
- Registered with the Uganda Revenue Authority

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Activities

- **Wildlife** safaris and experiences including conservation activities
- World-leading **bird watching**
- A wide range of authentic **cultural** experiences
- **Hiking**, mountaineering and **outdoor activities** including adventure sports
- **Special interest** activities e.g. photography, art and culture, history
- **Wellness holidays** including beach visits to the Ssese Islands in Lake Victoria
- **Educational visits** for schools and specialist university field courses

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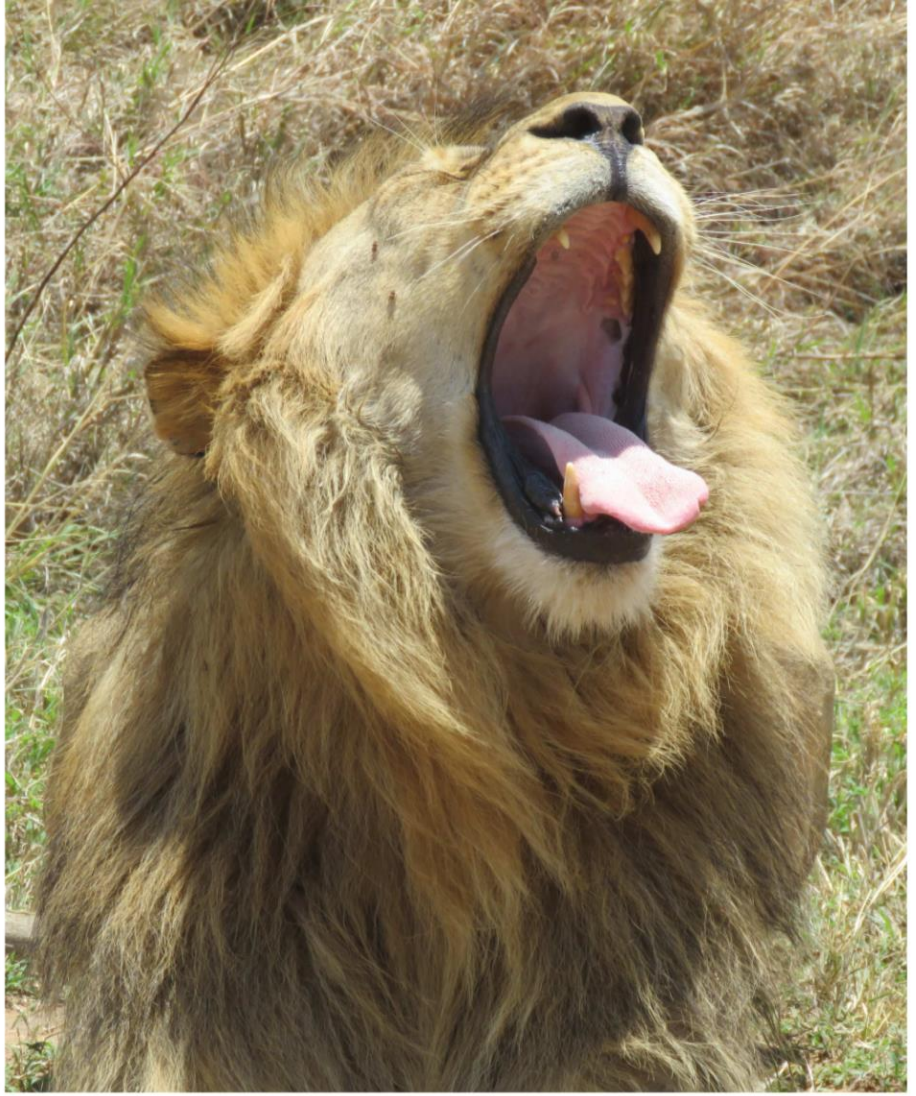

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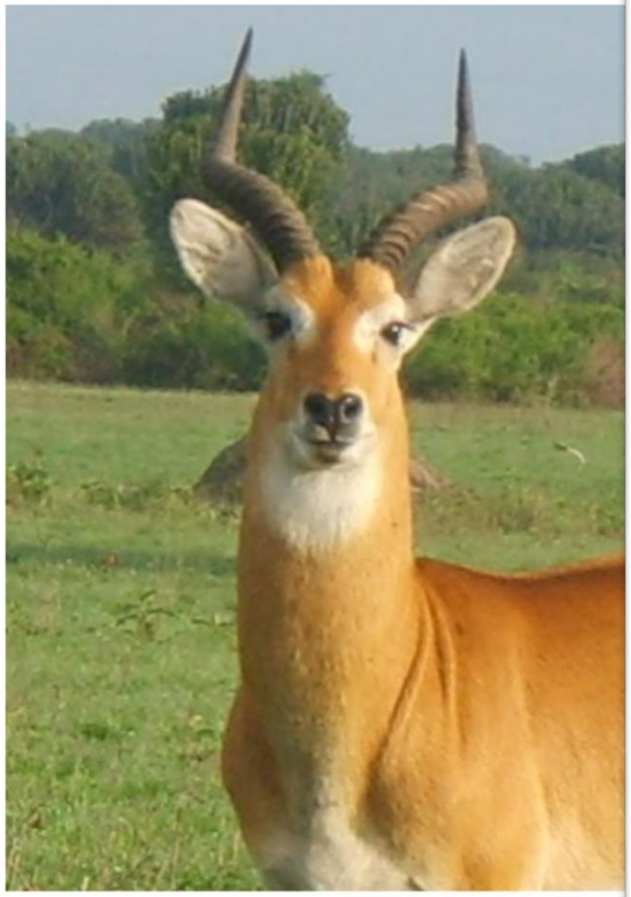

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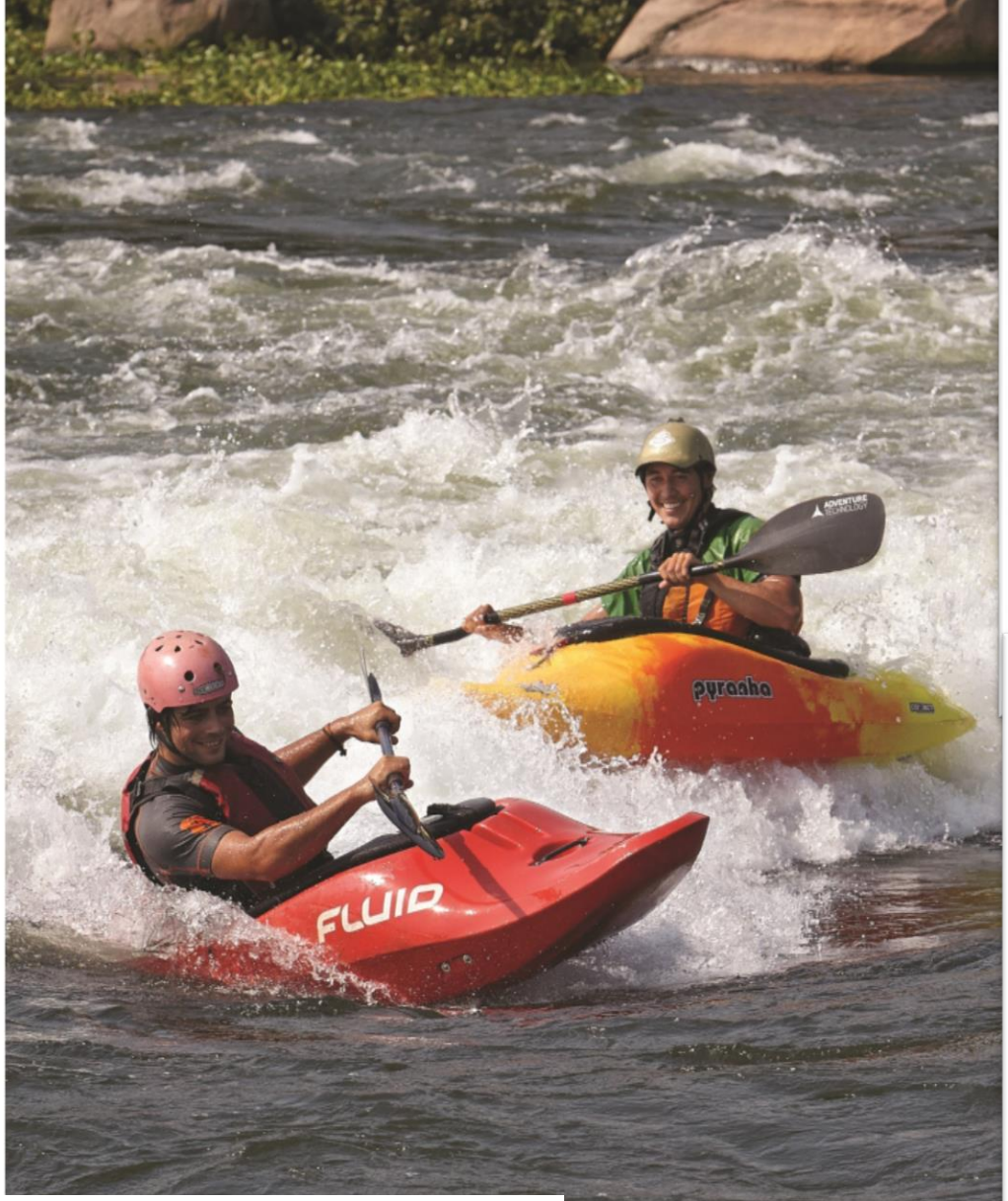

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Educational visits

University field courses are all tailor-made to meet specific educational objectives and assessment requirements and are fully accompanied by our experienced staff. Activities can include: visits to selected organisations, expert speakers, interaction with Ugandan universities, data collection and recreation. Courses also promote personal and professional development and enhance employability.

School trips can be subject specific or cultural exchanges.

Educational visits receive **overwhelmingly positive student feedback**.

In-country **research support** to help visiting researchers work quickly and effectively.

Occasional **placements** e.g. medical, veterinary, conservation, tourism students

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University field courses

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School trips

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3 Guelph University veterinary students on placement at Makerere University, Kampala & Rukungiri District Veterinary Office

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Guides

We use a small selection of professional and knowledgeable freelance guides:

- Wildlife & nature guides
- Bird guides
- Cultural guides
- Women guides
- Foreign language speakers
- Site guides
- Uganda Wildlife Authority Rangers (armed)

Guides are well-trained, including in first aid

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Vehicles

We have our own 5- and 7-seater 4x4 safari-modified Land Cruisers each with:

- two roof hatches
- each seat with a window
- fridge
- charging facilities
- first aid kits
- fire extinguishers

We can hire-in touring vans, small coaches and other vehicles.

All vehicles are well-maintained and comprehensively insured.

Vehicles are serviced after every safari.

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Domestic & Regional Flights

Scheduled and charter flights are available from Entebbe to various tourist destinations throughout Uganda

- 11-seater Caravan airplanes, helicopters,
- 15kgs luggage limit incl. hand baggage
- Guides can carry additional luggage as they drive to meet clients at airstrips. This incurs an extra days vehicle and guide costs.
- Fly-in safaris are available where clients fly from lodge to lodge (usually located in a national park), are handled by lodge staff and participate in lodge activities

Regional flights are available to Burundi, Congo, Ethiopia, Kenya, Rwanda, Somalia, South Sudan, Tanzania and Zanzibar

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International flights to/ from Entebbe

- Uganda Airlines
- Brussels Airlines
- KLM
- Kenya Airways
- Emirates Airlines
- Qatar Airways
- Ethiopian Airlines
- Rwandair
- Turkish Airlines

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Accommodation

- We do not own properties, allowing us to offer the full range of available accommodation to clients.
- Different standards of accommodation are available from budget to luxury
- Where possible, we prefer to choose suppliers who are locally-owned, support their community and are environmentally responsible
- A choice of meal plans is available:
  - full-board
  - half-board
  - bed and breakfast
  - bed only

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Seasonality

- Peak season generally coincides with dry season and European holidays.
    - **Dry**: Dec-Feb and June-Sept.
    - **Rainy**: March-May (long rains). Oct-Nov (short rains).
- Some lodges in Uganda charge all-year-round prices

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Health and Safety

- Pre-departure travel advice on our website
- A general risk assessment is in place
- a 24/7 duty mobile for out of hours emergency service
- We can send mechanics or replacement vehicles in case of mechanical problems
- All guides have emergency contacts in their drivers' handbook
- Our office and guides are networked to receive security alerts
- All clients are required to provide us with their travel insurance details before travel. They will be required to pay for any medical services including medevac and claim back on their insurance.
- We have USD 1m tour operator liability insurance including US & Canada
- Covid-19 standard operating procedures are in place

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Professional and Ethical Approach

We try to:

- Employ local staff and provide development opportunities and staff benefits
- Choose suppliers who are locally-owned, support their community and are environmentally responsible
- Actively support locals to create tourism products to boost their income
- Support local conservation and development initiatives/organisations and encourage our clients to engage with them through visits
- work in our home community

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We train conservation and development projects/individuals to create quality tourist products to diversify and increase their income.

- Coffee farms
- Bark cloth making
- Forest visits
- Kampala art studio visits
- Local boat rides

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Financially, we sponsor

- The Uganda Safari Guides Association (USAGA)
- Nature Uganda
- The African Bird Club

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Supporting our community

Building primary school staff housing with gardens so teachers can easily get to school and can grow food to supplement their incomes.

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Sales & Marketing Support

- Access to marketing photos
- Support with content preparation
- Uganda expert appearances/participation e.g. on tour operator stands at travel shows or at online events
- online and face-to-face product training for sales staff

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Contacts

Managing Director:

- **Email:** L.harris@ventureuganda.org
- **Whats App & Tel:** +256 782 735 309
- **LinkedIn:** https://www.linkedin.com/in/lesley-harris-011a1b34/

Office (office hours: Mon-Fri, 08:30am-5:00pm Ugandan time)

- **Tel:** +256 393 20 20 33
- **Whats App:** +256 777 517 382
- **Email:** sales01@ventureuganda.org

Sales enquiry response times

- acknowledgement within 4 hours
- outline itinerary and price within 24-48 hours depending on complexity

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