



## Company history

Deltanet Ltd. was set up in Nov. 2001 in Heraklion by Michael Vamiedakis, CEO and Chairman with incoming tourism as its core business. During the first years of its operations, it served numerous companies from all over Europe, including some from newly growing markets with high potentials. The dynamic growth of these “new” markets, the correct professional services, the support to the partners, managed to multiply the numbers of the original partners, while good feed back, positive brand name and aggressive marketing, attracted additional partners, offering a steady growth pace of considerable percentages annually in arriving pax, turn – over and profitability, reaching in 2008 a total number of 110.084 clients (+ 201.45 % in comparison to 3 years ago) and a turn – over 16.414.883 EUR (+ 215.53 % in comparison to 3 years ago).

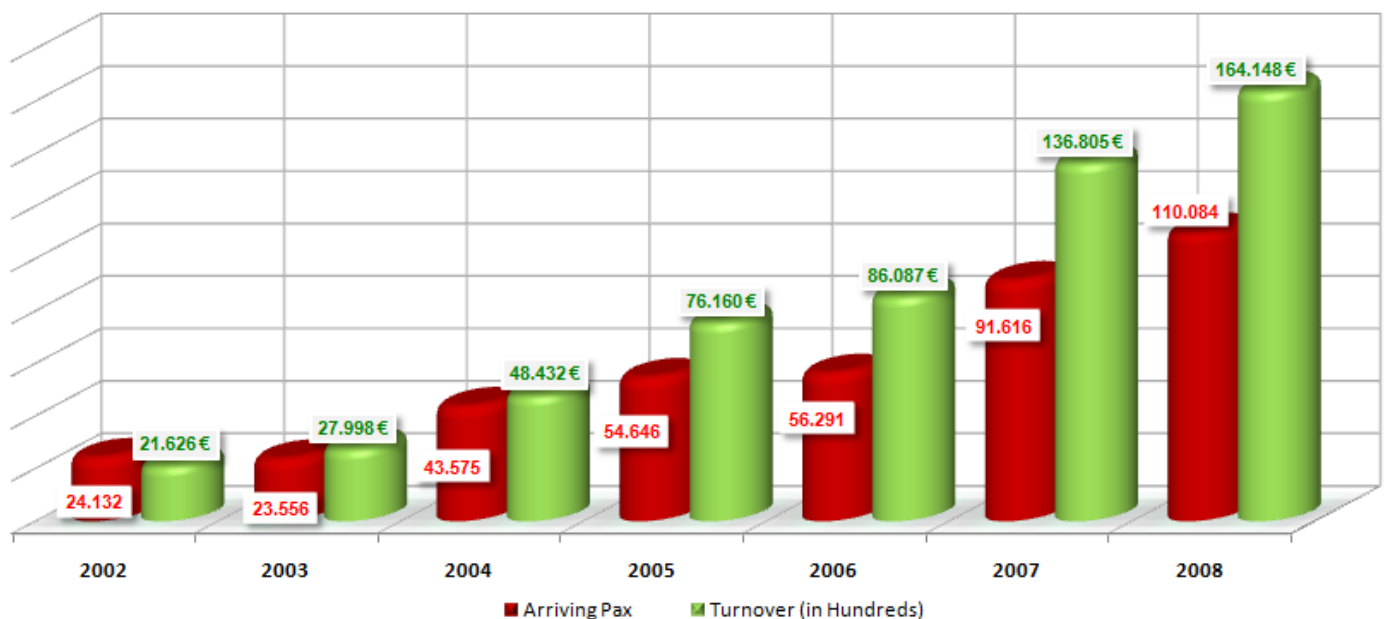
In this way the company has been able to make major strategic deals with hotels and other suppliers, obtain most competitive rates & conditions and could extend the network, enabling to gain business from the additional markets as well.

In November 2007, DELTANET Ltd. acquired the 100 % shares of Aegean Leisure Services Ltd, having the same activity (incoming tourism services in Greece) and consequently both Deltanet Travel and Aegean Leisure Services were merged into one company. All the clientele and business of both companies were merged successfully as well all human resources were integrated in a fruitful way within the setup of the new network.

## Performances

Financial information								
Season	Arriving pax	Growth %	Excursion participants	Total Turn Over	Growth %	Number of main T.O*	Number of countries	Total Employees
2002	24.132		31.376	2.162.638 €		12	6	7
2003	23.556	- 2,45	26.235	2.799.871 €	+ 29,47	17	9	13
2004	43.575	+84.98	29.877	4.843.255 €	+ 72.98	21	10	23
2005	54.646	+ 25.41	36.673	7.616.030 €	+ 57.25	19	13	27
2006	56.291	+ 3.01	71.602	8.608.793 €	+ 13.04	28	13	44
2007	91.616	+ 62.75	89.379	13.680.599 €	+58.91	31	18	64
2008	110.084	+ 20.16	94.462	16.414.883 €	+ 19.98	34	21	61

\* (above 100 pax)



## Mission statement

**Quality, safety and consistent delivery** of the basics are the foundation of everything we do.

The success of our strategy requires us to build on these foundations by focusing on the **business and leisure** markets and driving **efficiency and effectiveness**.

## Our network

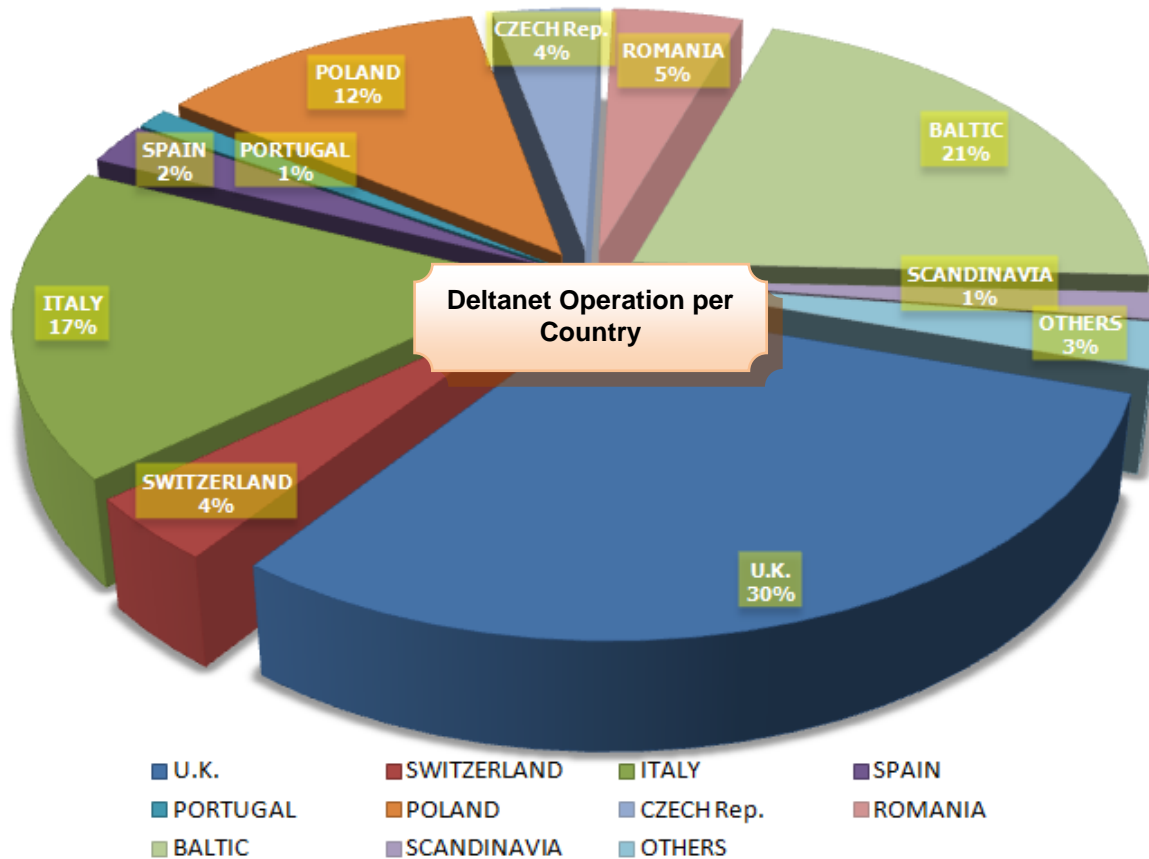
Deltanet is based in Crete, with head offices in Heraklion and branches in Rethymno, Chania and Plakias. In autumn of 2007 a branch office on Rhodes Island was opened, in order to cover the expanded operations in the South - east Aegean. In 2009 our branch office in Kos will be operational and for 2010 we plan to open branches in Athens, Mykonos and Corfu as well, in order to cover the rest of the country.

Besides our own branches, we have also concluded good co-operation deals with affiliated offices all over Greece. We contract through the hotels in all destinations directly and just contract out the operation handling to our partner offices. In this way we can provide the full professional support for Greece as one destination to all our partners.



## Our Main Partners

Baltic States	NOVATURAS GROUP	<a href="http://www.novaturas.lt">www.novaturas.lt</a>
	SOFA TRAVEL	<a href="http://www.sofatravel.lt">www.sofatravel.lt</a>
Cyprus	AMATHUS HOLIDAYS	<a href="http://www.amathus.com">www.amathus.com</a>
	LET'S GO	<a href="http://www.amathustravel.com">www.amathustravel.com</a>
Czech Republic	FISCHER	<a href="http://www.fischer.cz">www.fischer.cz</a>
Scandinavia	SUNHOTELS	<a href="http://www.sunhotels.net">www.sunhotels.net</a>
Germany	ESCAPIO	<a href="http://www.escapio.com">www.escapio.com</a>
	HOTEL.DE	<a href="http://www.hotel.de">www.hotel.de</a>
Hungary	OTP TRAVEL	<a href="http://www.otptravel.hu">www.otptravel.hu</a>
	IBUSZ	<a href="http://www.ibusz.hu">www.ibusz.hu</a>
Iceland	URVAL UTSYN	<a href="http://www.hotel.de">www.hotel.de</a>
Italy	PIANETA TERRA	<a href="http://www.pianetaterra.it">www.pianetaterra.it</a>
	C.T.S. VIAGGI	<a href="http://www.cts.it">www.cts.it</a>
	VENERE	<a href="http://www.venerere.com">www.venerere.com</a>
	SOLARIS	<a href="http://www.agestea.com/Agestour/Solaris.aspx">www.agestea.com/Agestour/Solaris.aspx</a>
	SWAN TOUR	<a href="http://www.swantour.it">www.swantour.it</a>
Netherlands	FOX VAKANTIES	<a href="http://www.fox.nl">www.fox.nl</a>
Poland	ORBIS TRAVEL	<a href="http://www.orbistravel.pl">www.orbistravel.pl</a>
	WEZYR HOLIDAYS	<a href="http://www.wezyrholidays.pl">www.wezyrholidays.pl</a>
Portugal	ABREU	<a href="http://www.abreu.pt">www.abreu.pt</a>
	CLUBE VIAJAR	<a href="http://www.clubeviajar.com">www.clubeviajar.com</a>
Romania	PARALELA 45	<a href="http://www.paralela45.com">www.paralela45.com</a>
	CALIBRA TRAVEL	<a href="http://www.calibratravel.ro">www.calibratravel.ro</a>
	ROMANTIC TRAVEL	<a href="http://www.romantic.ro">www.romantic.ro</a>
	FLY NOVA	<a href="http://www.flynova.ro">www.flynova.ro</a>
Russia	LANTA TUR	<a href="http://www.lantatur.ru">www.lantatur.ru</a>
	TOUR ALLIANCE	<a href="http://www.touralliance.ru">www.touralliance.ru</a>
Serbia	KALODOUKAS	<a href="http://www.kalodoukas.co.yu">www.kalodoukas.co.yu</a>
Spain	IBEROJET	<a href="http://www.iberujet.es">www.iberujet.es</a>
Switzerland	HAPIMAG	<a href="http://www.hapimag.com">www.hapimag.com</a>
	TANDEM TOURS	<a href="http://www.tandemtours.ch">www.tandemtours.ch</a>
U.K.	MONARCH HOLIDAYS	<a href="http://www.monarch.co.uk">www.monarch.co.uk</a>
	HOLIDAYTAXIS.COM	<a href="http://www.holidaytaxis.com">www.holidaytaxis.com</a>
	AMATHUS HOLIDAYS	<a href="http://www.amathusholidays.co.uk">www.amathusholidays.co.uk</a>



### Office premises

Deltanet holds offices in Heraklion, Chania, Rethymno and Rhodes Island.

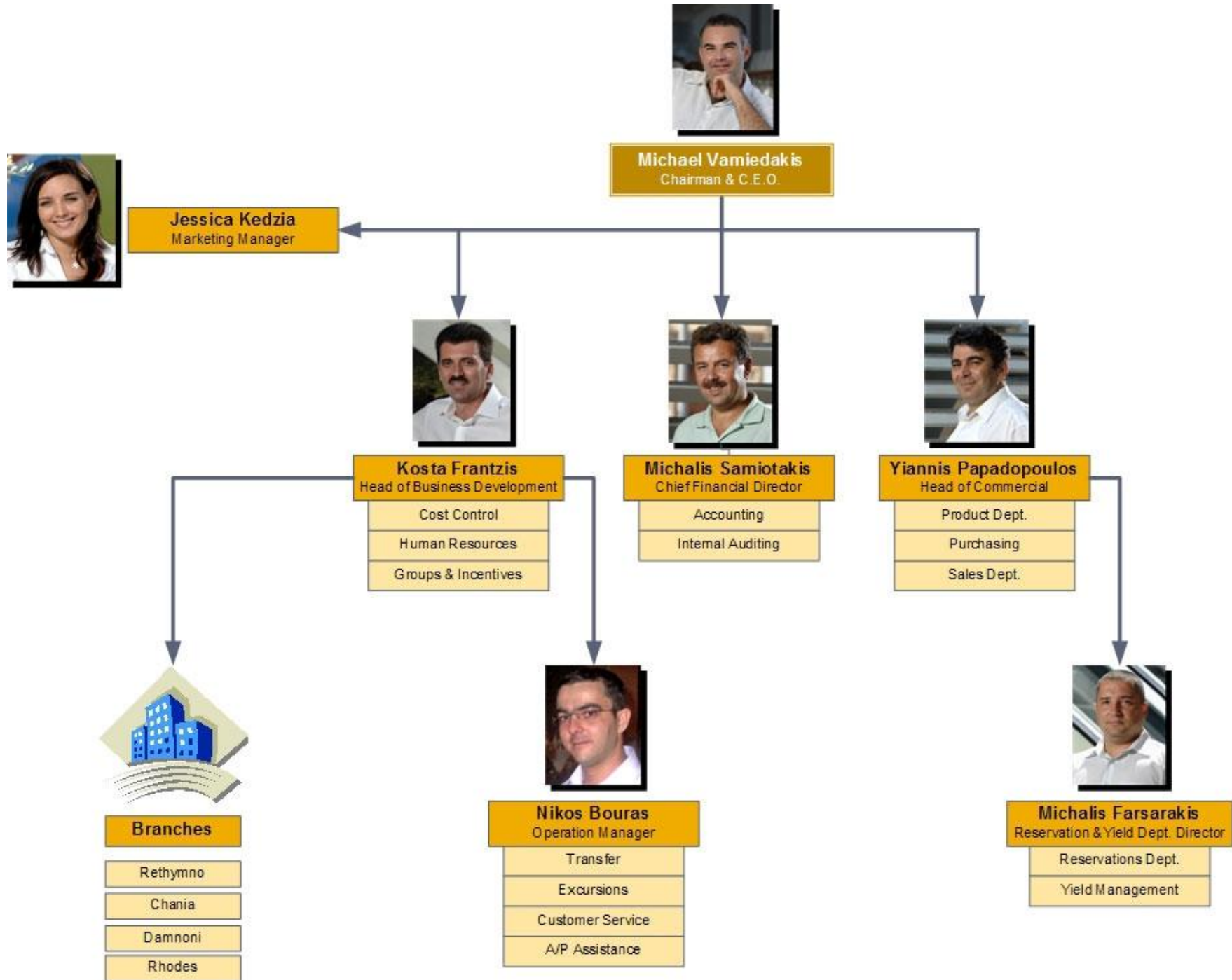
All our offices are furnished in luxury corporate style and fully equipped with the required infrastructure. The head office is located in a modern business center near the centre of Heraklion city and comprises of 450 sq.m . Our office in Chania is located on the main road of Aghia Marina, the main tourist region in Chania area.

The branch office in Rethymno is located in the center of the tourist zone of the city, in a newly built modern commercial center, comprising 120 square meters. The newly built office in Rhodes is located in the commercial zone of the island, just 2 km outside Rhodes Town, direction to Lindos. Both the premises in Heraklion and Rethymno are owned by Deltanet.



## Company set-up

- **Michael Vamiedakis** : Chairman & C.E.O.  
Founded the company in 2001 and has been actively involved ever since, and is surrounded by a team of experts
- **Yiannis Papadopoulos** : Head of Commercial  
Responsible for purchasing, contracting and other commercial matters in Crete as well as supervision of Product dept.
- **Kostas Frantzis** : Head of Business Development  
Responsible for purchasing, contracting and commercial matters in Rhodes and rest of Greece as well as human resources, company development and network expansion.
- **Michalis Samiotakis** : Chief Financial Officer  
Responsible for financial planning, investments and supervision of Accounting & Cost Control Dept.
- **Korina Koumantaki** : Strategic Project Manager  
Responsible for development of new markets, products & projects.
- **Michalis Farsarakis** : Reservations & Yield Department Director  
Supervising the reservation department, consisting of separate reference persons for every tour - operator and following up the bed needs of all Deltanet partners, including last minute sales and special offers.
- **Jessica Kedzia** : CEO`s PA/ Marketing Dept.  
Responsible for the branding and presentation of the company both in travel fair participations and promotional campaigns of Deltanet, also involved in market research.
- **Nikos Bouras** : Operation Manager  
Supervising all operations, excursions and transfers within Crete as well as dealing with customer care matters in co-operation with all T.O representatives.
- **Irini Kefalaki** : Groups & Special Holiday Dept.  
Involved in the operation of groups, incentives, FIT`s as well as special holiday requests.
- **Maria Fygetaki** : Product, Sales & Contracting Support Dept  
Responsible for product policy of our partner Tour Operators
- **Manolis Bikakis** : Product, Sales & Contracting Support Dept  
Responsible for product policy of our partner Tour Operators
- **Chrysoula Anomerianaki** : Rethymno Branch Manager  
Responsible for all operational matters in Rethymno area.
- **Apostolis Maragoudakis** : Chania Area Manager  
Responsible for all operational matters in Chania area.
- **Antonis Stamatakis** : Rhodes Area Manager  
Responsible for all operational matters in Rhodes area.
- **Paris Frantzolakis** : IT Manager  
Supervising the smooth functioning of all hard and software and support of websites and new technology developments.

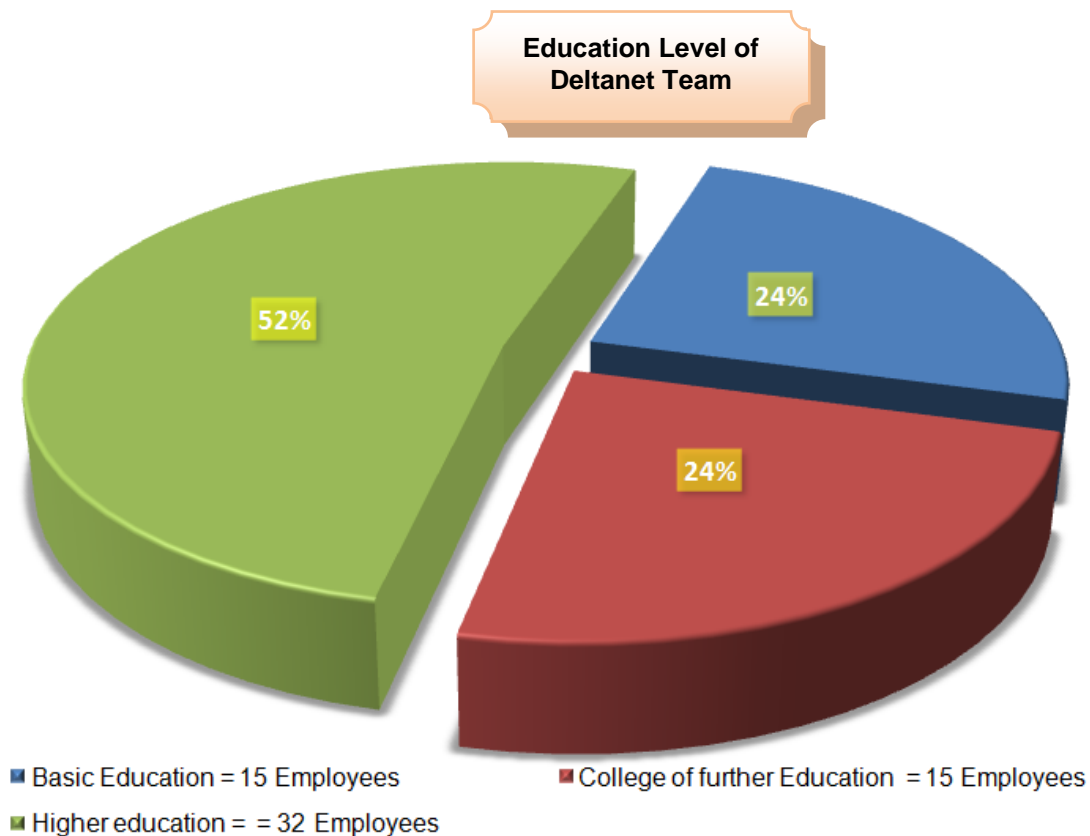


## Deltanet Departments

Our team is skilled, dynamic and flexible and consists of 62 professionals in the tourism industry.

Our main departments are :

- **Cost & Credit Control Dept.:** Cost control of all hotel and other suppliers' invoices
- **Accounting Dept.:** Payments and Invoicing
- **Reservations Dept.:** Handling accommodation and transfer bookings of our partners
- **Human Resources Dept.:** Educating and supervising all Deltanet employees and Tour Operator representatives.
- **Groups & Special Holiday Dept.:** Advising tailor made programs for individuals and special interest groups as well as providing solutions for business travel (including conferences, incentives etc...)
- **Transfer Dept.:** Transfer arrangements for excursions and from airport to hotel and vice versa.
- **Excursion Dept.:** Processing of all excursions booked by our representatives.
- **Sales Dept.:** Preparing tariffs and special offers and responsible for client contact & support.
- **Product & Contracting Support Dept.:** Contracting and updating all products
- **Internet Sales Dept** has been set up in order to keep up with the increase of online bookings and technology developments.
- **Marketing Dept.:** as to improve the branding and presentation of the company, distinguishing it from its competitors, on international level.
- **IT Dept.:** Supervising the smooth functioning of all hard and software and support of websites and new technology developments.
- **Customer Care Dept:** taking care of clients' complaints and dissatisfactions on the spot with possibility to find immediate solutions, resulting in client satisfaction and also avoiding possible unpleasant compensations costs for us and our partners.
- **Quality Management Dept.:** Deltanet stands for high level services at all times.  
By means of questionnaires and researches, analyzing customer complaints, we will get a general idea of the main problems and difficulties and will develop solutions to improve these.



## **Services**

We provide the full support to charter operators, internet based Tour Operators as well as FIT & group specialists on the following domains:

### **Accommodation**

- Selection of accommodation of all classes (from low-budget-self-catering units to exclusive 5 star de lux hotels, as well as villas and special type accommodation) at the most favorable rates possible.
- Hotels under own management and exclusive commitment contracts.
- The greatest "Bed Bank" in Greece (contracting more than 8.000 rooms all over the Greek Islands & Athens on guarantee basis and more on allotment basis).

### **Contracting / Product**

- Long experience and Know-How in this field.
- Tailor made solutions to cover any kind of operation (charter chains, FIT packages, special groups, conferences, island hopping...)
- Using the great volumes of our performance to negotiate and buy beds at the best rates, even lower than the international groups.

In the between contracts of Deltanet and our customers the following are the basic features:

- ✓ allocation with short releases
- ✓ Super early booking and additional extended early booking discount.
- ✓ Privileged children's policy.
- ✓ Secured room availability during high season without any risk for our partners
- ✓ Promo rooms with special rates for certain arrivals when the early booking discounts are over and/or in combination with the early booking.
- ✓ Seasonality that meets the needs of the origin market of the tour operator.
- ✓ Substantial "Added Value" included in the contracted rate.

### **Reservations**

- Our Reservation Dept. consists of a skilled team, having knowledge of the product and the needs of every Tour Operator.
- The latest version of our reservation software, ABS (Automatic Booking System), allows our software to "handshake" with any reservation software our partners are using.
- 24 hours a day, all year round individual bookings can be made online through our B2B system.
- Personal approach; every Tour-Operator has a specific reference person within the Reservation team and the Reservation Call centre is available 24/24 365/365 to reply to any queries or special requests.

### **Last Minute**

- Weekly special offers in accommodations of all classes.
- Being in contact with our charter operating partners and having up to date information about the available seats, we produce specific offers assisting them to fulfill committed charter seats.

### **Transfers**

- Our company is one of the strongest providers of transfers in Greece, having own stands at the arrival points of the main airports, stable shuttle bus transfers (365 / 365, 24 / 24 on a frequency of 45 mins) from the main airports to the main tourist regions. In this way apart from the charter operators co – operating with Deltanet, we are in position to cover the transfers of individual clients, as well as many internet portals, providing shuttle transfers to dynamic packaging tour – operators .
- Our fleet which is used for airport transfers and excursions, as well as group handling consists of luxury owned and leased busses as well as mini-busses and limos driven by experienced and in tourism educated drivers. They are all in compliance with the latest EU quality and safety standards, equipped by the latest audio visual equipment and have unlimited insurance cover for all passengers

### **Car rental / Fly & drive**

- In co – operation with reliable local and international car rental organizations, we offer most competitive rates for car rental (pre – booked as well as locally reserved).
- Special "fly & drive" packages are set up, including car rental and accommodation in selected locations all over the mainland and the islands.

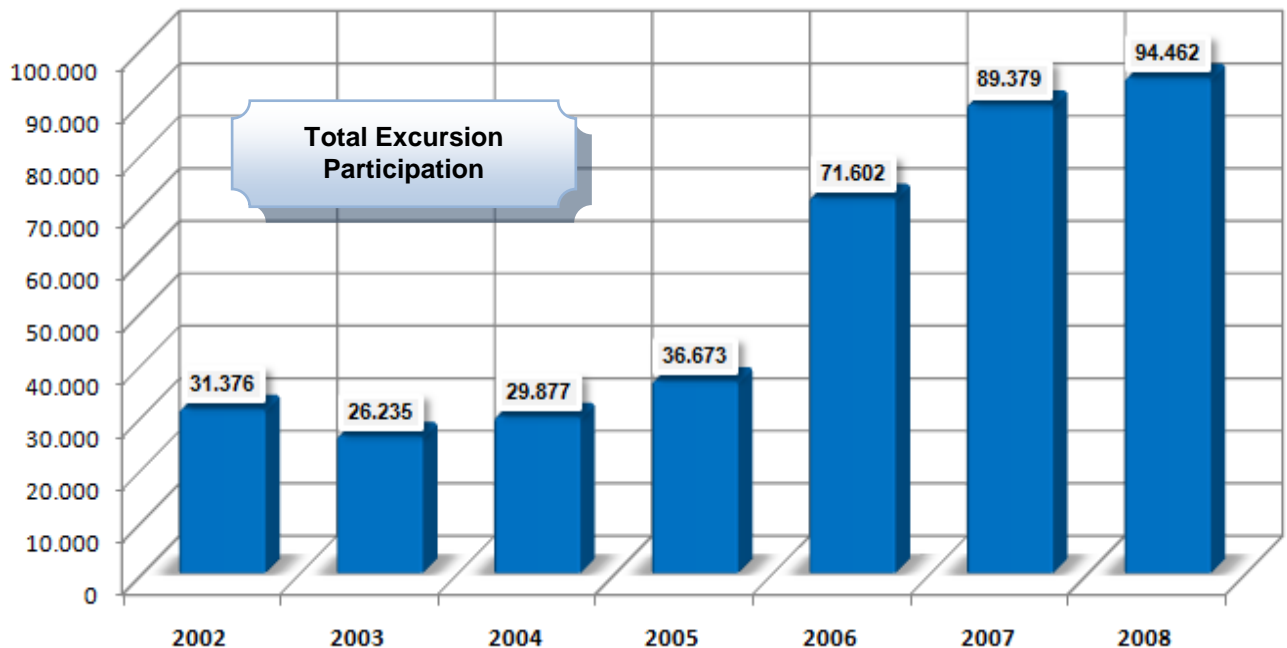
### Group and Incentives

- Our Groups and Incentives department is able to provide many creative ideas and suggestions, which are essential to set up a useful organization for every group, regardless the size (from small special interest groups to extended congresses).
- Extensive experience in conference and event organizing and specialized and well-trained personnel who care for the professional communication, the comfortable transportation and accommodation of the participants, the perfect functioning of the venue and the social events.
- We are ready at any time to serve the needs of the most demanding meeting or event from the first announcement to the warm farewell

### Excursions

The annual number of participants in the DELTANET excursions exceeds 90,000 pax.

- A full excursion program set - up in all major languages, consisting of excursions for all interests, adjusted to the features of every market. Excursions, boat trips and daily cruises are guided by skilled and experienced guides and aim to cover every aspect of interest in each region.
- Apart from the “classical” excursions based on history and natural beauty of the country, Deltanet offers its clients the opportunity to discover the samples of the ethnic and tradition inheritance of Greece.
- Interactive excursions allow clients to participate in local cooking, wine & olive-oil producing and tasting, pottery manufacturing, bread baking, folklore dancing, donkey rides and much more.



### Charter Brokers

Charter flight arrangements for group transportation (for both ad-hok and flight chains) for all desired destinations.

Co-operation with the largest and most reliable airlines in Greece and Europe.

### Special Holidays

Being a pure Greek company, Deltanet is proud to present the “human” face of the destination and attract partners and clients who wish to discover the alternative but really interesting aspects of Greece.

We therefore offer a unique selection of outstanding villas, country houses and traditional guest houses (from idyllic rural retreats to beach front grandeur) as well as small exclusive hotels, SPA & Thalasso-therapy centres and Yoga retreats.

For clients with specific expectations we offer special programs such as cruises and island hopping programs in the Aegean sea, Classical round trips , SPA & wellness holidays, Yoga lessons and practicing, golf holidays, diving holidays, art & painting holidays, biking tours, walking trips and much more. Our wedding packages as well are very appealing, as the Greek Islands are Europe’s ultimate location for destination weddings and honeymoons.

## **VIP Product and exclusive accommodation (Spa, de luxe hotels, villas and VIP transfer service)**

In addition to our outstanding personal service & attention to every client's individual requirements, Deltanet offers a unique world class VIP service to ensure every aspect and enjoyment of a luxury travel.

This service provides - but is not limited to - the following:

- Personal tailor made trips
- Attention to detail
- Carefully individually selected exclusive deluxe hotels and summer top luxury villas
- Luxury Concierge services
- All other services: luggage transport, VIP transfer, private chef, nanny all services requested to ensure perfect holidays.

## **Philosophy**

In general our philosophy is not to do "a bit of everything" but to be efficient, reliable, responsible and flexible in every way by making use of our various departments' individual character, combined with the whole company's infrastructure and whole-buyers purchasing power.

We are trying to respect and follow the traditional ways of traveling, such as back - to - back charter operations, but at the same time we have the full infrastructure for the new mode of operations (on - line bookings of all the services, dynamic packaging possibilities etc...). In the same way we are involved in the massive production (major guarantee contracts for charter operators and strong deals with the hotels), but also provide the full a' la carte services for individual clients, in special accommodation (villas, traditional guest houses etc), special combined programs ("island hopping") as well as for special interest groups.

Unlike any competitors, we have set up our own Bed Bank with more than 8.000 contracted rooms all over the Greek Islands and Athens on exclusive commitment contracts and we even have complete hotels under our own management. This enables us to manage the rooms in the way we want, providing competitive rates and availability as well as showing full flexibility towards our partners.

Having adapted the marketing concept, we are 100 % customer focused and follow all the trends in the tourism industry as to make the necessary investments and developments to reach new target groups within the tourism market. Some examples are our investments in rural tourism (villas in unspoilt mountain villages) and holidays in the unspoilt South of Crete and Peloponnese region, wellness trends (SPA holidays), Single Holidays and other special holidays for which we provide tailor made solutions.

We always believe that we must adjust ourselves and our services to the needs and features of the clientele and the market in general and not expect the opposite; we therefore use the power and infrastructure of our company in order to support existing and new potential partners reaching higher goals. We really care to look into every operation and understand the needs and potentials trying to turn them into productive elements.

We are not afraid to invest in new markets and open new destinations, by providing special support to our partners. It's not by luck that our company has been the first one to organise, actively support and serve the 'virgin' charter operations from Romania to Crete.

## **Health and safety**

Health and safety remains one of the non-negotiable parts of the company's policy and regulation.

We are currently completing our assessment in Health, Fire and Safety by checking our product to the industry's highest standards and will soon be able to fully brief our customers on the right product to suit their market requirements. Properties, and rest additional services that do not fulfill the standard criteria will not be included in to our product collection and partnership.

## **ISO Certification**

In spring 2009, Deltanet received the ISO 9001 quality certification, being now one of the first companies in Greece that has been rewarded with ISO certification in its field of expertise.

The implementation of the ISO quality management program gives Deltanet an advantage when it comes to offering stable and high quality services in the field of incoming tourism to Greece and builds a good foundation for its further development. This certification will enhance the company's image worldwide and will lead to an increase of customer confidence and sales.

## **Technology – XML**

Investing in technology is one of our top priorities as to keep up with the continuous development of online bookings and other changes in the market. Our software is therefore updated all the time within the 'state-of-the-art technology' our company has at its disposal. Our reservation software, ABS (Automatic Booking System), allows our software to "handshake" with any reservation software, either through extracting / importing reservation lists in Excel format or through XML.

We finalized our B2B system, featuring more than 1.000 hotels all over Greece with real time availability, enabling our partners to purchase online all the Deltanet products in a pleasant, efficient and cost-effective way.

Our affiliate web booking system supports both White label & Back Office solutions and the XML connectivity links our product's real time availability to the distribution channels (websites, reservation systems, dynamic packaging machines etc...) of our partners. All the information on our website is analytic (based on OTA standards) and also Google maps are implemented. We are already co – operating successfully with some of the most developed and strong GDS globally, such as [www.alpharooms.com](http://www.alpharooms.com), [www.hotelspro.com](http://www.hotelspro.com), [www.sunhotels.net](http://www.sunhotels.net), [www.venere.com](http://www.venere.com) and other extracting in XML format all the Deltanet products.

We also set up a database where all the product information is linked to each other.

In this way we can easily file and send out links from our server with detailed hotel descriptions and pictures for use of our partners.

Our Back office as well is completely automated allowing all the departments (Reservation, Contracting, Operation, Accounting, etc) as well as branch offices to have a common reference point and obtain all information (depending on the user rights access limits) necessary to have a quality performance. In this way the manual parts are limited considerably, saving serious time, labor costs and mistake margins. This allows also to the Company Administration to have an easy contact and access with the full spectrum of the company, extracting also valuable statistics analyzing them for future actions.

Technology and on- line link of all the companies' operations and departments is of vital importance towards the company's expansion and the creation of the extended network of branch offices.