

ECT

European Connoisseurs Travel Company Profile

‘Quality with Care’



Summary

We are a group tour operator which specialises in promoting European short breaks by coach and by air. We have a multilingual team who speak German, French, Italian, and Spanish. We organise quality tours for groups such as social clubs, staff associations, special interest groups, colleges and students.

We offer a selection of short city breaks to popular destinations such as Brussels, Amsterdam, Paris, Lille and Dublin. Additionally, we arrange event and visitor attraction orientated trips, such as those visiting the traditional Christmas markets of Germany, the Royal Glasshouses at Laeken and Monet's Garden at Giverny.

ECT is renowned for offering a customising service for groups with requirements outside our standard portfolio for example special workshops have been devised for NAFAS who wish to combine an education program with entertainment and sightseeing

We do not sell our services to the general public; only to specific interest groups.

European Connoisseurs Travel Strengths

- A 13 year proven track record of organising large series of group tours
- Experienced, tight knit team of group travel professionals with many years experience
- Excellent negotiating skills
- Direct marketing expertise
- High degree of customer satisfaction and repeat business
- Our service is perceived to be excellent value for money
- The ethos of the Company is 'Quality with Care'
- Crisis management certification and support; staff at ECT takes part in an ongoing programme of 'Code Red' training. In the event of any unforeseen incident occurring, all ECT employees are ready to respond in a professional manner to the needs of our customers and their relatives.

Company History

- European Connoisseurs Travel BV was started in 1993 by Theresa McDermott. In the early days Theresa McDermott operated the business from her home in Bath. The Company's principal activity was 'ground handling', in other words making group travel arrangements on-the-ground, such as sourcing and contracting hotels and local guides, as well as itinerary planning. Subsequently, the client base was extended and services were offered to other European destinations including the UK.
- In 1998 the Company added to its activities, by setting up its own programme of weekend breaks by coach to Europe for groups, direct selling by telephone and by mail to social clubs, staff associations, special interest and retired groups from all over the UK.
- In 1999 ECT opened an office in Berlin, successfully complementing our sales efforts to German customer groups.



- In 2001 ECT began the process of applying for Investors in People accreditation, and became one of the fastest companies in the South West to reach the required standard. ECT received its Investors in People certificate in May 2002.
- In April 2004 ECT BV became a British company trading as *European Connoisseurs Travel Limited*.
- June 2006 Colin Skellett (Chairman of Wessex Water Authority) is appointed non executive Chairman. Theresa McDermott is appointed Chief Executive Officer.

Our customers include:

Waitrose | Thales UK | DVLA | Spire Healthcare | NHS Hospitals | Marks & Spencer
 Allianz Insurance PLC | BUPA Healthcare | Premier Foods | Land Registry Offices
 Borough Councils & County Councils | Police Clubs | VT Group | Proctor & Gamble UK
 Further Education Colleges | University Staff Associations | Church Club Groups
 Gardening Club Groups | NAFAS

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