

# COMPANY PROFILE

CELINDE



“Never hesitate to go far away,  
beyond all seas, all frontiers, all  
countries, all beliefs.”

— Amin Maalouf, *Leo Africanus*

# TRAVELLING//

CELINDO

is a combination of professionalism,  
creativity, and passion to create  
trustable companion in travel needs

AND THAT IS THE  
CORE OF YOUR  
EVERY EXPERIENCE  
WITH **CELINDO.**



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CELINDO?



Established back on 14<sup>th</sup> February 2002, Celindo is Surabaya's very first tour & travel agency to be opened in prestigious mall

**— a brave move  
which portrays how  
trustworthy we are.**

Since our early years, **Celindo** has always been committed to create unforgettable memories as shown through our services and creative ideas, even when we explore uncommon destinations like Africa's wildlife attractions or Scandinavia's historical spots.

This commitment has then enabled us to achieve the local and international recognition with membership in: Pacific Asia Travel Association (PATA), International Air Transport Association (IATA), Association of the Indonesia Tour & Travel (ASITA) and Association of Air Ticketing Companies Indonesia (ASTINDO). Moreover, it has also given us the opportunity to be one of Surabaya's Top Passenger Sales Ticketing Agent as well as being appointed to be Key Development Partner for Australia Tourism & New Zealand Tourism.



Following company's growth, in November 2005, we decided to establish our own office building located near to the heart of Surabaya in order to connect with more travelling enthusiasts. Our growth had also opened the opportunities to tap into a new market by introducing Incentive Group Tour or MICE. With MICE, Celindo managed to set up an even stronger position as the game changer by managing and innovating several tours dedicated to facilitate meetings, conferences, seminar, & other corporate-related events. The years of success in MICE and other services has then strengthened Celindo's name among corporates & individuals.

Today, Celindo has become a total solution for your traveling needs. We provide thorough services to give you the best experience for both domestic and international destinations. **So, lie back and enjoy the ride** because Celindo will ensure you are well prepared and ready for the most memorable experience ever.

# SERVICES

CELINDE



“Everything I was I carry with me,  
everything I will be lies waiting  
on the road ahead.”

— Ma Jian, Red Dust: A Path  
Through China

Tour & Travel



Since our first day, Celindo  
has brought memorable  
experiences to thousands of  
travel enthusiasts.

The number of our repeat customers  
is living proof that our commitment  
has met with their expectation...  
even more!



## OUR SERVICES

Here are some of the things that we can help you with to make your traveling experience extraordinary



### Domestic & International Ticket Sales

Create a pleasant memory even before the journey begins. Find the best value for airplane, train, or any of your chosen mode of transportation.



### Worldwide Hotel Reservation

Book your accommodation with the right partner as we'll bring you only the comfiest place to stay in no matter where you want to travel.



### Handling & Processing Travel Document

Just sit back and relax. Leave it to Celindo to make sure all your travel documents are well-prepared.



## Outbound and Inbound Tours

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Step into new destinations and explore the wonders of the world. Travel with Celindo and we will take you to places you will never want to forget.

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## Handling of Special Interest (Custom Tour)

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Want to make your travelling experience even more personal? Looking for out of the box tour ideas? Just let us know and we'll arrange everything.

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## Incentive Group Tours (MICE)

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Develop your human resources in an exciting way. Explore new opportunities from out there through meetings, conferences, or exhibitions and bring home refreshed ideas.

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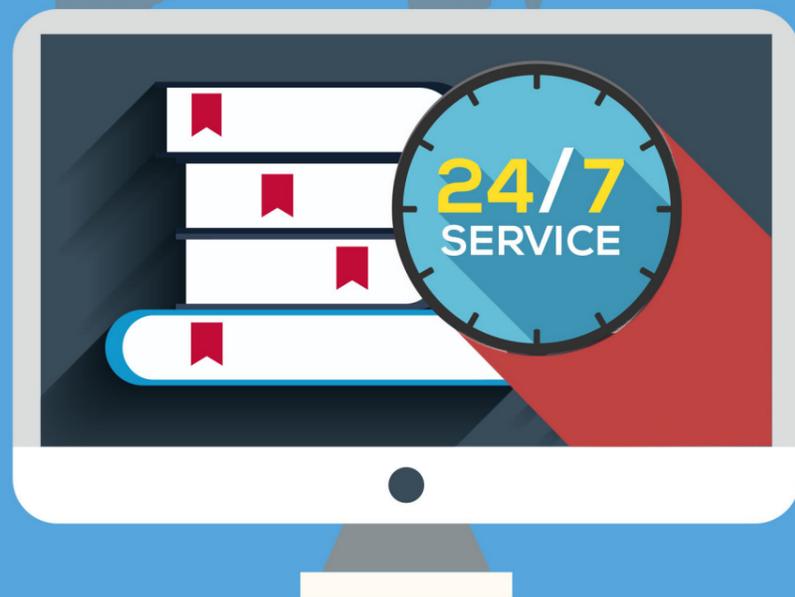
## Worldwide Cruise Package

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Travel beyond the coast. Enjoy a luxurious vacation with all the fun of onboard life. Simply pick your kind of cabin and we'll handle the rest.

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# B2B SYSTEM



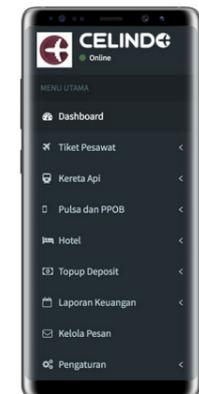
Improve your way of Booking  
To the next level by using  
our B2B System.



## B2B SYSTEM

We have already developed our B2B system, offering our products online with real time availability, enabling our partners to purchase online Domestic and International Ticketing, Worldwide Hotel Reservation, KAI (Kereta Api Indonesia) in a pleasant, efficient and cost-effective way. Our Technical Support team are always ready to help make the booking process seamless.

Our affiliate Online Booking System provide Back Office Solution system that support both White Label & API / XML Connection. Since our system is linked directly to our distributor, we always display the Availability & Price in real-time based.



## WEBSITE

Accesible via website where our Client can login via Celindo main website or straight through our B2B website.

## APPS

Accesible via Android Playstore only at the moment But we are always upgrading all the time. iOS version will be available soon.

# VISION MISSION VALUES

CELINDE



“One’s destination is never a place, but a new way of seeing things.”

Henry Miller

In Celindo, we aim to serve a level of service far exceeding what is available today. We believe this goal is achievable by deriving all services from our vision, mission, and values

## Vision//

To become one-stop  
travelling solution for travel  
enthusiasts

## Mission//

Providing journeys to all around the world with excellent innovation, care, and commitment on a range of products and solutions so as to earn the trust of all our customers.



## Values//

### Honesty and Integrity

01.

We believe our partners, whoever they are, deserve honesty in all aspects of our business. The needs of our partners will always be kept as our first priority.

### Fairness, Eagerness, and Willingness

02.

We are always looking for ways to exceed our partners' expectations and provide them with fairness and genuine desire to serve.

### Sincerity and Professionalism

03.

Writing down our vision and mission is never enough. We believe in showing the meaning of those words by conducting business in the utmost professional manner.

### Courtesy and Cheerfulness

04.

We believe in shaping our organization as a pleasant place to work in. Because a smile on our face and friendly tone in our voice will make it easier to treat partners in a courteous manner.

### Respect

05.

We respect our partners' views and opinions. We value them and use them as the foundation of our services.

# WHY CELINDO?

CELINDO



"I am not the same having seen  
the moon shine on the other side  
of the world."

— Mary Anne Radmacher

Every travelling experience  
with Celindo is based on  
professional service, and  
personalized memory.

Moreover, our services  
cover all of your traveling  
needs to deliver a  
complete & unique  
experience wherever in  
the world you want to go.

We are also supported by  
experienced, hard-working,  
creative and trusted  
professionals who always see  
our customer as our precious.



Therefore, providing the most personal and innovative support is not merely a business, but our humble dedication to you. And with such services and unique experience provided, we offer you only the very reasonable rate to guarantee that, in Celindo,

**you get the best  
value for tour and  
travel.**

# OUR SELECTED WORKS



Handled by  
Our Experts

Whether your travel need is for Business or Personal, our dedicated, well-travelled and experienced team realizes that this ultimate experience is what you want and what you deserve. Our team always try to offer personal service and accountability you won't find anywhere else.

SO, ARE **YOU** READY  
TO EXPLORE THE  
WORLD WITH  
**CELINDO?**



**CELINDO NORTHERN HIGHLIGHT &  
ARTIC CIRCLE TOUR**



# CELINDO

TOUR & TRAVEL

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## BALI BRANCH:

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