

# International Operation Department (IOD) Business Description

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**KNT-CT Global Travel**

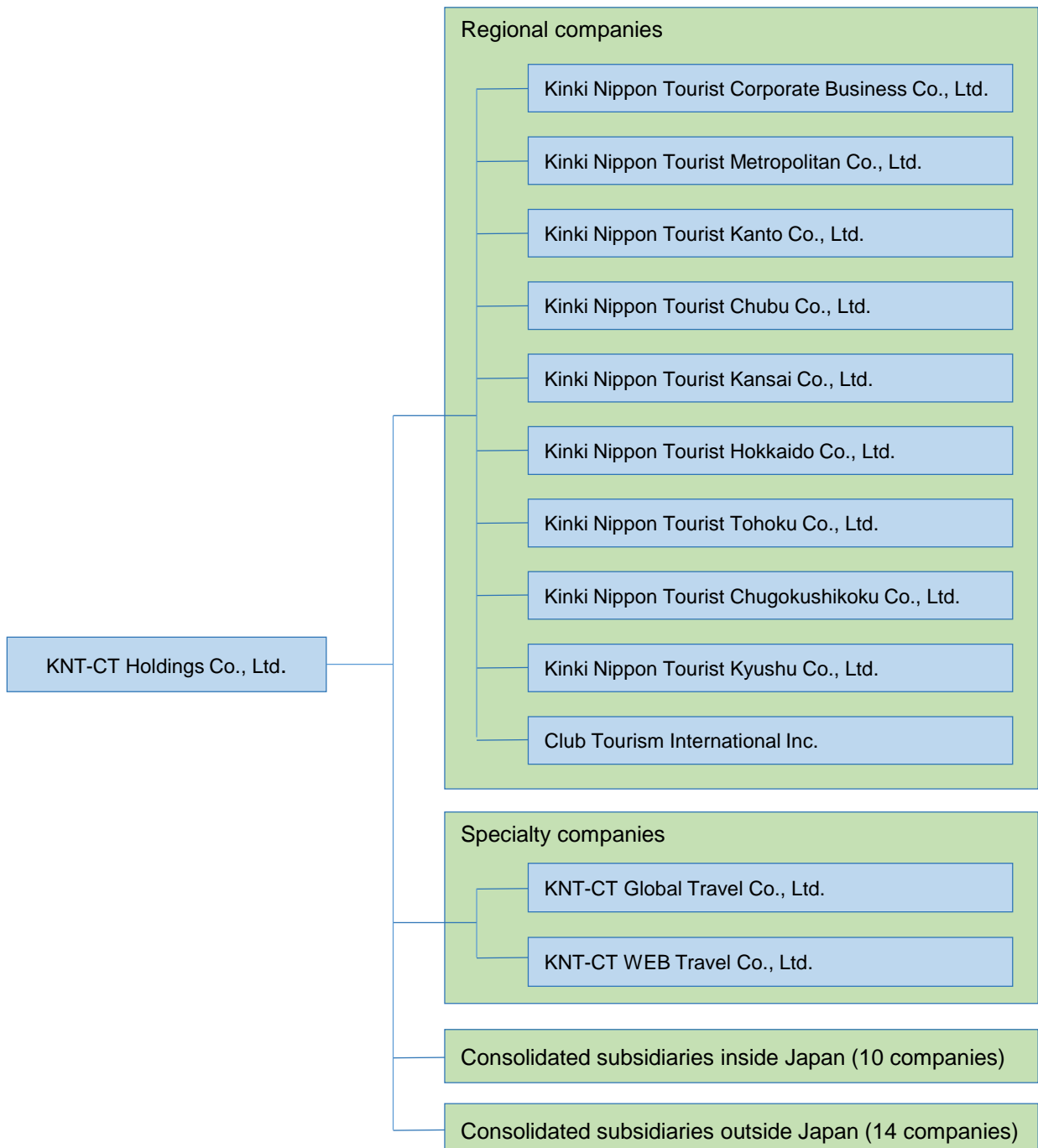
# KNT-CT Holdings Corporate Profile

KNT-CT Holdings Co., Ltd. is a full-service travel agency delivering encounters, inspiration and delight to customers through safe and pleasant travel.

We believe that we can play a big role in creating inspiring experiences that will be talked about with the next generation as we deliver services to meet the travel-related needs of all types of customers.

All of us at the 36 companies inside and outside Japan that make up KNT-CT Holdings are committed to providing the highest level of service exceeding customer expectations so that we continue to be a trusted and welcomed partner for your travel needs.

## KNT-CT Holdings and Group Companies (as of April 1, 2018)



# KNT-CT Global Travel Corporate Profile

Established in 1947, KNT-CT Global Travel Co., Ltd. has operated as an inbound travel agency since 1979 and came under the KNT-CT Holdings Group in 2017. Following are some of its key departments involved planning and operations for purpose-designed programs and events and related services.

- The Global MICE Department provides services for overseas guests invited by Japanese companies and government organizations.
- The DMC Japan Department arranges accommodations and transportation for people visiting Japan.
- The DMC Japan Kyoto Office provides services in the Kansai Region for global travel agencies.
- The International Operation Department (IOD) provides hospitality and other services tailored to individual customs, cultures and religions.
- The International FIT Sales Department handles the joint sale and promotion of products for foreign independent travel (FIT) with Group companies.

## Inbound MICE services provided for:

- International conferences
- International sports events and sports training camps
- Corporate meetings and incentive tours
- Arts and cultural events
- Trade shows and trade fairs
- Study and research tours
- International exchanges
- Familiarization trips



# IOD Business Description

The International Operation Department (IOD) is a team that specializes in providing support services for customers visiting Japan from overseas to attend conferences and events.

Team members have in-depth knowledge of inbound tourism operations and serve as the contact point for organizers of meetings and events, delivering meticulous support services in the areas of event registration management, inquiries, travel and other arrangements, payment management, creation of documents and forms, and meeting and event on-site operations. All services are available in English.

Participant data is centrally managed in a dedicated database, with updates and reports provided to the organizers in a timely manner throughout the meeting or event.

Following are some of the diverse range of services we offer.

## Event registration management

- Sending invitations
- Event registration website development
- Sending announcements and circulars
- Participant registration management
- Presentation/paper abstract management
- Session attendance management
- Banquet attendance management
- Excursion attendance management
- Spouse program management
- Management of dietary restrictions
- Questionnaire collection post-event

## Inquiries and communications

- Answering questions from participants
- Communications with VIP guests (honorarium information, flight confirmations, special arrangements)
- Communications with sports federations (confirming competing athletes, pre-event training camp locations)
- Communications with branches, sales offices and local companies in other countries

## Travel and other arrangements

- Lodging
- International flights
- Domestic transportation (flights, trains)
- Chartered coaches, hired cars
- Meals, box meals, restaurants
- Tour guides and interpreters
- Admission to tourist sites

## Payment management

- Collecting payments via credit card and bank transfer
- Issuing invoices and receipts

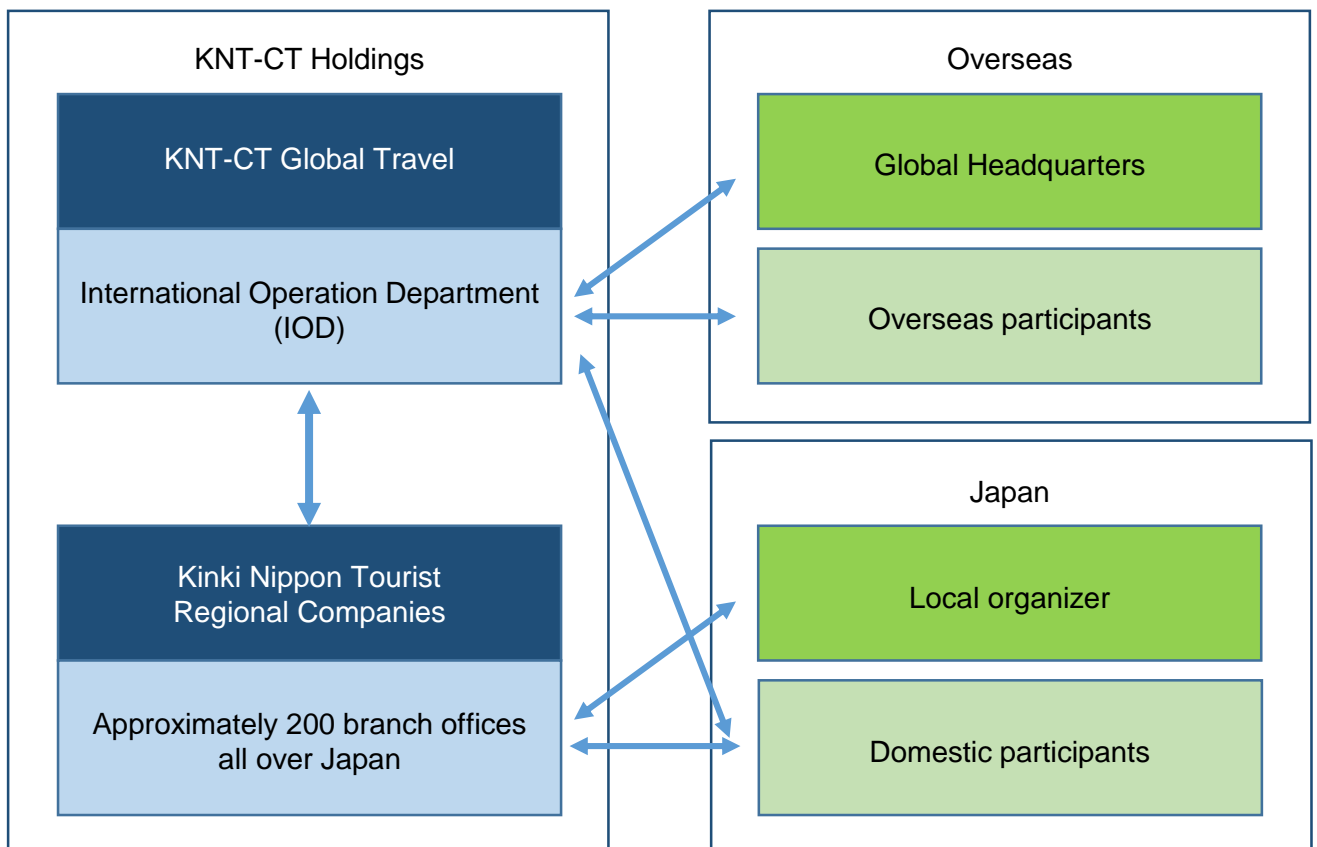
# IOD Business Description

## Creation of documents and forms

- Proxy creation of invitation letters to obtain visas to Japan
- Name badges
- Admission tickets to concurrent events (seminars, banquets)
- Meal menus
- Access information
- Travel itineraries

## Conference and event on-site operations

- Tour desk set-up and staffing
- On-site registration
- On-site travel requests
- Participant transit checks



# Accomplishments

Our work on the following projects has been recognized by clients for outstanding quality. We take care of registrations, meals, transportation, lodging, correspondence with overseas guests and other outsourced tasks so that event organizers can concentrate on the content of their event.

## International meetings

- International Congress of the World Federation of Occupational Therapists (2014)
- World Bonsai Convention (2017)
- Seminar for a specialized financial agency of the United Nations
- International education program meeting
- Congress of the International Commission for Optics

## Sports

- World Judo Championships (2010)
- Judo Grand Slam Tokyo (annually since 2010)
- Tokyo Marathon runners entry (annually since 2011)
- Le Tour de France Saitama Criterium (annually since 2014)
- World Table Tennis Championships (2014)
- Volleyball World Grand Championship (2001, 2005, 2017)

## For corporations

- Fashion show for a global fashion brand
- Internal convention for a major tire manufacturer
- Meeting for a major automaker
- Children's picture diary contest organized by a major chemical company
- Forum by a major recruiting company for students studying abroad (held in Tokyo)
- Incentive tour for a major pharmaceutical company
- Symposium for a pharmaceutical company

## For government agencies

- Cabinet meeting organized by the Global Health Security Initiative
- ASEAN Festival
- Global insurance program meeting

# Company History

With more than 70 years of experience in the inbound tourism and travel industry, we are proud to be a top-class inbound travel agency in Japan.

- 1947 Kinki Travel Co., Ltd. (the origin of our group) founded.
- 1955 Kinki Nippon Tourist Co., Ltd. founded.
- 1979 Tourism Department established to handle overseas visitors to Japan.  
Travel Centers for overseas visitors to Japan established in Tokyo and Kyoto.
- 1985 Sales of Japan Rail Pass starts overseas for visitors to Japan.
- 1986 Sales of Stay and Save starts overseas for visitors to Japan.
- 1994 Tokyo International Travel Department established.  
Osaka International Travel Department renamed.
- 2004 Club Tourism International Inc. founded via the transfer of business from Kinki Nippon Tourist Co, Ltd.  
Japan Hotels Online, accommodation reservation website for overseas visitors to Japan, opens.
- 2005 Global Business Department established.  
Asia Center established to respond to inbound travelers from Asia.
- 2008 International Business Company established in response to the shift to the company system.  
Yokoso Japan website for overseas visitors to Japan opens.
- 2009 JTO accommodation reservation website for overseas visitors to Japan opens.
- 2011 Inbound Travel Department established.
- 2013 KNT-CT Holdings Co., Ltd. founded.  
Kinki Nippon Tourist Co., Ltd. and Club Tourism International Inc. merge.
- 2014 International FIT Sales Department established.
- 2016 DMC Japan Kyoto Office established as a base for services targeting overseas visitors to Japan.
- 2017 KNT-CT Global Travel Co., Ltd. founded.  
Inbound travel business transferred from Kinki Nippon Tourist Co., Ltd. to new KNT-CT Group companies via the partial splitting of business operations.