

**Thomas Cook (India) Ltd.**  
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A **FAIRFAX** Company



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 thomascook.in

## News Release

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### Thomas Cook India launches 'marhaba' Meet & Greet, Visa services for UAE & Bahrain

**~ Visa on arrival, Meet & Greet on arrival and departure, Speedy clearance and Personal escort through Passport controls & baggage assistance~**

**Mumbai, March 6, 2014:** TC Visa Services, a subsidiary of Thomas Cook (India) Ltd., India's leading integrated travel and travel related financial services company has partnered with premium meet & greet service provider 'marhaba' to ensure a swift, smooth and safe passage for Indian travelers at Dubai, Abu Dhabi and Bahrain airports- on arrival or departure.

In collaboration with marhaba, part of dnata, one of the world's largest international air services providers, Thomas Cook India's 'marhaba' services include swift visa on arrival approvals, meet-and-greet services on arrival and departure, assistance and guidance through airport clearance, baggage assistance and handover at the pick-up point, to ensure its customers arrive relaxed with the assurance that they are in safe hands.

Thomas Cook India's consumer research-analysis having highlighted that with increasing complexities of air travel, Indian travelers seek reassuring care and assistance, especially with airport related services.

With significant growth in non immigrant travelers to the UAE (66.3 million as of Jan 2014 and slated to grow at 9.5%: Reuters), this is a large market. Through its marhaba services, Thomas Cook India will offer its large and diverse consumers - across families, individual holiday makers, honeymooners, ad hoc groups, corporate and MICE customers- another reason to Travel Smooth!

#### **Marhaba Highlights & Inclusions:**

##### **UAE Visa (valid for Dubai, Abu Dhabi & Sharjah)**

No personal appearance; online visa processing; prompt service

Convenience to applicant: 24X7 applications; single window access pan India; minimum documentation

Visa valid for travel irrespective of hotel or airline selected (excluding Emirates)

##### **Meet & Greet USPs:**

Seamless passenger assistance & speedy clearance through all airport formalities-arrivals & departures

Marhaba Lounges at Terminals 1, 2& 3 of Dubai International Airport and Bahrain International Airport

24-hours a day, 7-days a week coverage for marhaba Operations & Sales counters

Fully equipped call centre; multi lingual staff

##### **Process:**

Online 24x7 application and confirmation in 3 days. Details: [www.thomascook.in/marhaba](http://www.thomascook.in/marhaba)

**Madhavan Menon, Managing Director, Thomas Cook (India) Ltd** said: "At Thomas Cook India, consumer delight has always been at the heart of all our initiatives and given Marhaba's sterling reputation of service excellence, our partnership seemed a natural progression. We see strong synergies in our relationship and look forward to together ensuring that our customers travel smooth!"

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**About Thomas Cook (India) Limited:**

Thomas Cook (India) Ltd is the leading integrated travel and travel related financial services company in the country offering a broad spectrum of services that include Foreign Exchange, Corporate Travel, MICE, Leisure Travel, Insurance, Visa & Passport services and E-Business. The company set up its first office in India in 1881.

TCIL's footprint currently extends to over 240 locations (including 21 airport counters) in 99 cities across India, Mauritius & Sri Lanka and is supported by a strong partner network of 134 Gold Circle Partners and 165 Preferred Sales Agents in over 150 cities across India.

Thomas Cook (India) Ltd has been voted **Best Tour Operator at the Lonely Planet Travel Awards 2013**, **Favourite Specialist Tour Operator at the Condé Nast Traveller Readers' Travel Awards 2013 & 2012** and **Best Tour Operator - Outbound at the CNBC AWAAZ Travel Awards 2013**. In addition, TCIL has been chosen as the **Best Corporate Travel Management Company by World Travel Brands 2012**, and recognized as a **"Consumer Superbrand" 2012-2013**. At the **National Tourism Awards 2011-2012**, TCIL was the recipient of 3 prestigious awards. Thomas Cook India's Centre of Learning has received IATA accreditation as **"Top 10 South Asia IATA Authorized Training Centers", 2013 & 2012**.

For more information, please visit [www.thomascook.in](http://www.thomascook.in)

Thomas Cook (India) Limited is promoted by Fairfax Financial Holdings Limited through its wholly-owned subsidiary, Fairbridge Capital. Fairbridge is responsible for the execution of acquisition and investment opportunities in the Indian subcontinent on behalf of the Fairfax family of companies.

**About Fairfax Financial Holdings Limited:**

Fairfax Financial Holdings is a Toronto-based financial services holding company with a global presence in insurance and reinsurance and a portfolio of assets in excess of \$30 billion invested worldwide. The Company, founded in 1985 by the present Chairman and Chief Executive Officer, Prem Watsa, has over the past 25 years, demonstrated a strong financial track record to achieve an annual appreciation in Book Value per Share of 24.7% annually.

Fairfax has almost 20 general insurance subsidiaries and joint ventures globally, including ICICI Lombard (India).

Fairfax is engaged in long term investments from its own resources, with a focus to delivering long term capital appreciation through a flexible and value oriented approach.

Fairfax Financial Holdings through Thomas Cook (India) Ltd. owns 74% of the IKYA Group, a provider of HR Recruitment Services.

**About IKYA Group**

The IKYA Group, established in 2007, has over the last 6 years, evolved into a diversified provider of Business Services with interests in Human Resources (Recruitment & General Staffing), IT Staffing & Services, Facilities Management, Food & Hospitality services and Training & Skill Development through a combination of organic and inorganic methods. The Group operates out of 33 offices across 22 cities and employs 65,000 personnel.

**About Sterling Holiday Resorts (India) Limited:**

Sterling Holiday Resorts (India) Limited, a pioneer in vacation ownership and a leading leisure hospitality company in India, was incorporated in 1986 with the vision of delivering great holiday experiences to Indian families. Sterling Holidays' network includes 1512 rooms across 19 resorts in 16 scenic holiday destinations pan India. The company also has 15 additional sites where it plans to add new resorts in the coming years.

For more information visit: [www.sterlingholidays.com](http://www.sterlingholidays.com)

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