

A WORLD OF WOWS

Trade partners guide

TRAVEL
KUONI



THINK OF US AS THE SPOTIFY PLAYLIST OF TRAVEL

Always tailored to your customers' taste

At Kuoni, we don't just sell holidays, we make them; we're pioneers of effortless customisation. Our extensive knowledge, combined with our infectious excitement, transforms complex information into inspiring insights and turns your customers' dream holidays into reality. We exceed expectations every time. Here's the inside scoop on some of our favourite holidays and why you should choose Kuoni.





We've got you covered with family breaks, wellness retreats, wildlife tours, and more throughout the Indian Ocean, Africa, South East Asia and beyond.

With us, you can expect:

- Guaranteed OODR flights
- Agent priority line - 0800 294 9727 - answered within 90 seconds
- Exclusive resorts with excellent rates and 15% commission
- Trade incentives, fam trips and flexible commission rates
- Secure coveted resorts and in-demand experiences
- We're a Which? Recommended Provider for Family, Tailormade and Beach holidays



What's inside	
The Maldives	4
Thailand	8
Mauritius	10
Sri Lanka	12
Africa	14
Families	16
Kuoni Contacts	18

A vibrant tropical beach scene. In the background, a white seaplane with a colorful tail is on the water. The middle ground shows clear turquoise water meeting a white sandy beach. In the foreground, a grey heron stands on the sand, looking towards the water. The sky is a deep blue with a few white clouds.

THE MALDIVES

The Maldives isn't just a destination—it's an experience. Imagine stepping onto a secluded white-sand island, surrounded by crystal-clear waters and swaying palm trees. It's popular for last-minute winter escapes as well as great-value summer holidays for families looking for a long-haul alternative to Europe. We've recently added **ananea Madivaru Maldives** as an exclusive resort. Opened Spring 2025 it's turning out to be a huge hit with customers as it offers great-value family pool villas.



ananea Madivaru Maldives

Guests can get a double dose of relaxation at this resort which spans two islands connected by an overwater walkway. All villas have pools and there are villas with one, two and three bedrooms, so superb for families. Brand new for 2025, this is not one to be missed.

NEW
for 2025





Kuramathi Maldives

Kuramathi Maldives can rightly claim to be all things to all people. The more rustic Garden and Beach Villas and Bungalows are great value. The newer Beach Houses and Water Villas are more luxe in style and with the Select All Inclusive option, it's quite the five-star experience. The kids club is awesome and for a large resort, it never feels crowded. A real fan favourite.



Kandolhu Maldives

Beautiful Kandolhu presents the best of both worlds. It's a tiny, tranquil island with a lush green interior encircled by glorious white sands and coral reefs, yet it has a choice of restaurants and rooms more typical of a larger island. With just 30 villas, its boutique size gives it an exclusive and private feel. The Ultimate All Inclusive offering is impressive, with inclusions extending beyond the usual.



Outrigger Maldives Maafushivaru Resort

This is the perfect blend of fun, relaxation and barefoot luxury in a dreamy setting. It has a boutique feel with chic villas – worthy of any once-in-a-lifetime honeymoon or romantic getaway. Meal plans start at Half Board right through to Dine Around All Inclusive – the setting of Moodhu Grill in particular is unbeatable, although all dining options are exceptional.



Sandies Bathala

Sandies Bathala is a stylishly easy-breezy all-inclusive resort where the pared-back luxury lets the location shine – and wow, what a location it is. There are less dining options and activities than other resorts in the Maldives, but that's part of the appeal. The fresh fish cooked live at The Island Gallery is unmissable and the house reef is excellent for snorkelling.

THAILAND

Our connection with Thailand traces back half a century. As travel pioneers, we introduced the first weekly charter flights to Bangkok in 1965 and to this day, our deep-rooted passion for this country remains unwavering, boosted by the British Airways flight from Gatwick to Bangkok that launched at the end of 2024. It's on the rise for families with slightly older children who are looking for a long-haul adventurous trip or heading off on their first multi-centre holiday. For anyone looking for a multitude of experiences in one country, Thailand delivers with bustling cities, ethical elephant sanctuaries in natural surroundings and incredible beach resorts.



Multi-centres

Taste of Thailand

Thailand is a foodies heaven. Our 10-night culinary route begins in Bangkok, buzzing with life and known for its diverse street food. Then head north to Chiang Mai, where the food delicacies are influenced by its rich culture. In complete contrast, fly south to Khao Lak for a tropical beach retreat to enjoy jungle life and explore the underwater world. There are plenty of opportunities along the way to taste and even have a go at creating some classic Thai dishes.



Thailand Beach and Jungle

This 14-night holiday isn't just about lazy beach days, it's an action-packed unforgettable trip for the whole family. Start in style in Phuket before heading to the award-winning Elephant Hills in Khao Sok National Park. The real stars of the show here are the majestic elephants and the expert Mahouts who care for them. There's time to witness the dramatic limestone peaks and explore the jungle and guests sleep like a true-explorer in luxury safari tents. Wind down for a couple of nights by the beach in Khao Lak.



MAURITIUS

Mauritius is ever-popular with lots of people taking advantage of its great-value, all-inclusive resorts. Our rebooted family collection has put the spotlight on this Indian Ocean gem as it's an affordable alternative to European destinations in the peak summer holidays. Mauritius packs a whole lot in. Travellers come here for the picture-postcard coastline, but are charmed by its incredible landscapes, waterfalls, local culture and underwater world.



Island Life

Drawing heavily on local traditions, **Zilwa Attitude** has been created to make you feel like a true islander, which is what 'Zilwa' means in Creole. The well-thought-out activities and experiences have an authentic local flavour that helps to immerse you in island life.



Hideaway in the hills

Surrounded by tropical gardens within The Black River Gorges National Park, **Lakaz Chamarel Exclusive Lodge** is a hideaway with vast ocean and mountain views. It's within cycling distance of Chamarel Seven Coloured Earth, one of the island's most extraordinary geological wonders.

Too tough to choose? Add both for one incredible multi-centre holiday.



SRI LANKA

Sri Lanka is made for multi-centre itineraries, where wide golden beaches give way to lush forests, rolling tea plantations, bustling cities and soul-stirring temples. It's best seen accompanied by a knowledgeable driver-guide so it's all about taking in the passing scenery rather than watching the road or a map.



‘Driver-guides are wonderfully passionate about their home country. They stop at all the can’t-miss sights as well as hidden gems, making this the best way to see the tear-drop island’.

Taste of Sri Lanka

Our Taste of Sri Lanka route stops at Sigiriya and includes an early morning hike to Lion’s Rock. Then it’s on to Kandy to visit the Temple of the Sacred Tooth Relic and the Royal Botanical Gardens with its exquisite collection of orchids and an impressive display of majestic trees. The scenic train from Kandy stops at Nuwara Eliya and Sri Lanka’s tea country before heading to the coast for some beach downtime. Matching the adventure of Sri Lanka with an island beach break in the Maldives is a popular choice.

Cultural
tours



AFRICA

Wildlife
seekers



Africa is wild and beautiful. Scorched open plains, rugged coastlines, vine-carpeted valleys and mile-high desert dunes. With us, it's all about the experience. Knowing where to go and when, what to see and do can be hard to figure out. Our tailor-made itineraries include experiences and ideas on where to stay based on budget, tastes and interests. And we have a handful of small group tours and safaris with maximum group sizes and guaranteed departures that can offer better value.

Kenya

Kenya is the Africa of most people's imagination with the Maasai Mara, big cats and hot-air balloon safaris.

Tanzania

Home to the Serengeti, Mount Kilimanjaro, Ngorongoro Crater, and powder-soft beaches that give the Maldives a run for its money.

South Africa

Go for: Cape Town, self-drives, whales, Big Five safaris, the Garden Route and the delicious food and drink of the Winelands.

Botswana

The unusual landscapes of the Okavango Delta's waterways and the Makgadikgadi salt pans make for a different kind of safari.

Zimbabwe

Leave the comfort of a safari Jeep behind and walk into the wilderness. You can also get the best views of the mighty Vic Falls.

Namibia

This vast part of Africa is more about the dramatic landscapes, like petrified ghost forests, chalky-white salt pans and fiery sand dunes.

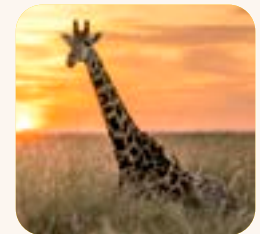


Safari & the City, South Africa

Be city slicker for half a week and at one with nature the rest of the time. Cape Town couldn't ask for a more dramatic setting – Table Mountain and the Atlantic Ocean are constant backdrops for your food and wine adventures. Then seek out the local wildlife lapping at watering holes, galloping across plains or wallowing in rivers over in the Eastern Cape.

Governors' Safari, Kenya

It's all about big cats and the Big Five on this classic 7-day safari. Explore two of the Great Rift Valley lakes, a haven for colourful birdlife and endangered black rhino. Then fly across rolling plains to a luxury tented camp in the unparalleled Maasai Mara. Once reserved for Kenya's governors, now it's the realm of the world's most spectacular wildlife.



FAMILIES

Family holidays are precious, protected moments of the year where lifelong memories are made. And we understand that what a family wants from their time together will change as children grow from their first holiday to epic adventures as teenagers. When parents are at the mercy of the school holiday calendar choosing where to go to balance weather, time zones and budget can be a conundrum. Help is here for family holidays, whether it's a European all inclusive or far flung adventure in South East Asia.





Thailand family itinerary

Thailand is particularly welcoming to families. This 14-night deep dive into Thai scenery and culture comes courtesy of private guided tours in Chiang Mai, Koh Samui and Bangkok, balanced with some (hands off) time with elephants at The Bush Camp – an extraordinary safari camp. We've selected accommodation particularly suited to families and we've broken up the time sightseeing in Chiang Mai and Bangkok with a week on the beach in Koh Samui.



Kuala Lumpur & Borneo

City bustle and island-meets-rainforest calm are the dual narratives on this 10-night Malaysia holiday. Kuala Lumpur (KL) gives you glittering skyscrapers, hawker stalls and shopping malls alongside its urban parks and time-honoured architecture. Biodiverse Borneo is where the wild things are and where to be at one with nature. Watch primates swing in trees, explore steamy rainforests and follow tree-top trails before heading to the beach.



WHO TO SPEAK TO AT KUONI

To help you get the support and answers you need at the right point in your agency and customer's journey, we've put together a 'who to contact at Kuoni' cheat sheet.

agency@kuoni.co.uk: for any new agency account set ups, to change agency details (like your address, phone number or email), to make commission queries and inform us of agency closures

ehnewenquiry@kuoni.co.uk: for new Indian Ocean, Arabia, Far East, Europe, Caribbean enquiries

africaandasiasales@kuoni.co.uk: for new Africa, India and Japan enquiries

northamericaandaustralasia@kuoni.co.uk: for new North America and Australasia enquiries

support@kuoni.co.uk: to make amendments to bookings (such as upgrades, name corrections) and cancellations, if you need to send an invoice, you have any seating queries, or if you have any enquiries within 24 hours after a booking is made

docs@kuoni.co.uk: our go-to for travel documentation prior to travel. You can expect customer's travel documents by email 10 days before they depart so we request that you don't contact us unless it's within this time frame

If you wish to receive paper documents for your clients, please get in touch with our team on **documentrequest@kuoni.co.uk**

opns@kuoni.co.uk: when there are issues whilst customers are in resort; our 24/7 duty number is 01306 744435



MEET THE KUONI TRADE TEAM



Sarah Weetman
Head of Trade Partnerships
sarah.weetman@kuoni.co.uk



Adam Morris
Trade Partnerships Manager
adam.morris@kuoni.co.uk



Sarah Ashmore
Trade Partnerships Manager
sarah.ashmore@kuoni.co.uk



Matt Sole
Trade Engagement Executive
matt.sole@kuoni.co.uk



Dani Kelly
Trade Partnerships Executive
dani.kelly@kuoni.co.uk



Alix O'Brien
Trade Partnerships Assistant
Alix.obrien@kuoni.co.uk

Call our agent priority line on 0800 294 9727
For Expert Hub opening hours visit kuoni.co.uk/agents



@Kuoni_agents



Kuoni Agents