

**PROADVENTURE**

TRAVEL & TOURISM برو ادفنشر للسياحة والسفر

# Portfolio



[WWW.PROADVT.COM](http://WWW.PROADVT.COM)

# Introduction

## THIS IS HOW WE THINK

ProAdventure, where each journey opens doors to uncharted territory and priceless experiences. One destination at a time, we set out to re-invent global travel as a leading pioneer in the travel and tourism sector. Our unwavering commitment to excellence, sustainability, and the potential of pushing the community to exploration of our vision, mission, and goals.

## MISSION

Our mission is to provide extraordinary travel experiences, that go above the norm, encouraging people to explore, learn about new cultures, and appreciate the diversity and beauty of the world. In order to protect the cultural & natural history and create everlasting and unforgettable memories, we are committed to offering unmatched service, creating deep connections, and support sustainable relation with our customers.

## VISION

Through engaging and ethical travel experiences, ProAdventure aims to inspire and connect travelers from all over the world, promoting cultural understanding, and personal knowledge. Our vision is one in which every journey enhances the lives of individuals, safeguards cultural heritage, and promotes global community well-being.

## GOALS

Our goal is very clear: to quickly become a major player in the travel industry by making a strong impression in the local market, and that's include:

- Customer satisfaction; We work hard to go above and beyond what our clients expect by providing them with individualized attention, flawless encounters, and life-changing experiences that they won't soon forget.
- Innovation: We use technology and innovation to improve the travel experience. We provide cutting-edge solutions, and easy booking procedures that enable visitors to freely explore the world.
- Global Expansion: Our goal is to become a recognized leader in the travel and tourism sector by creating strategic alliances and growing our footprint internationally in a variety of markets and geographical areas.

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## COMPANY OVERVIEW

ESTD. 2018

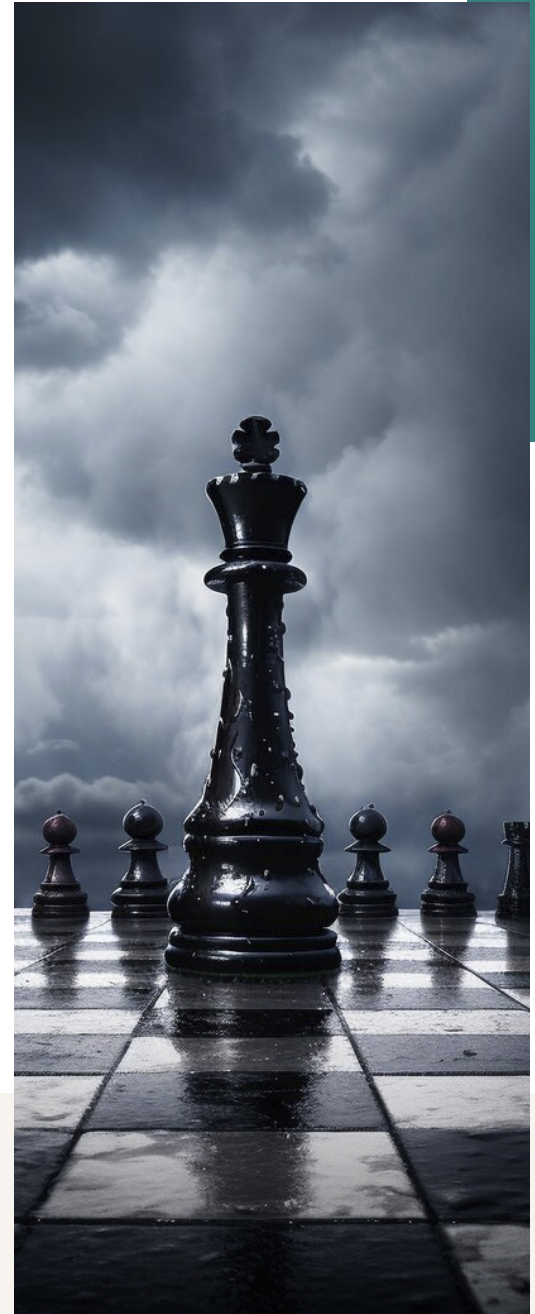
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ProAdventure is a travel agency based in Ramallah, Palestine. with long years of experience within the tourism industry that exceed the 10 years of operation experience in the market. Its specialty is offering the best rates for comprehensive services to travel worldwide. Our reach reaches far beyond regional boundaries, including markets in Europe especially Italy and Spain, Central America, Canada, Middle east, Malaysia, Indonesia, and Northwest Africa.



## PROADVENTURE KEY OF SUCCESS:

- Best Price Guarantee: Our commitment to providing exceptional value within your budget is reflected in our Best Price Guarantee. To guarantee that we offer the greatest deals, our committed staff continuously tracks hotel pricing. In fact, we are so sure of our prices that you may contact our travel consultants for more help if you do chance to find a better deal anywhere else.
- Quality and Value of Service: At ProAdventure Travel, we place a high premium on both. At every turn of your trip, we work hard to maintain these standards. We closely monitor client satisfaction and always look for new and creative methods to go above and beyond in order to accomplish this.
- Local Expertise: We understand the importance of offering distinctive and unforgettable vacation experiences. As such, the members of our team of local experts have firsthand knowledge of and familiarity with the locations we provide. Because we have excellent relationships with all of our providers which include hotels, cruises, and attractions—we make sure you get a true and unique experience.
- Tailor-made Holiday: We provide a wide range of holiday packages to meet your needs. Our knowledgeable travel consultants have the tools and know how to make your ideal vacation a reality, whether you rather an already-existing package or design a new schedule from start. Please feel free to share your ideas with us so we can help you create the ideal retreat.
- Speedy Booking: Arranging your own vacation may be a daunting and time-consuming task. Give it to us to streamline for you! By selecting ProAdventure Travel, you may make all of your itinerary service bookings via our website or office, saving you both money and time. Give the details to us, and concentrate on having a great time on your holiday.





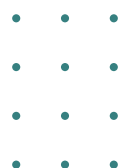
## **ProAdventure Travel's primary areas of focus are as follows:**

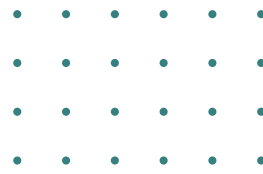
- **Human Resource Development:** We prioritize the growth and development of our team members to ensure they have the skills and knowledge necessary to excel in their roles.
- **Investment in Technology:** We continually invest in cutting-edge technology to enhance the efficiency and effectiveness of our operations, ensuring that we stay ahead of the curve in providing top-notch services to our clients.
- **Service and Performance Standards Delivery:** We maintain rigorous standards for service delivery and performance to consistently meet and exceed the expectations of our clients.
- **Marketing and Promotional Activities:** We employ proactive and creative strategies to market our services and engage with our target audience effectively.
- **Long-Term Financial Planning:** We take a strategic approach to financial planning, focusing on long-term sustainability and growth to ensure the continued success of our business.
- **Advanced Structural and Administrative Code of Practice:** We adhere to advanced structural and administrative practices to maintain operational efficiency and effectiveness in all aspects of our business.



## Services of ProAdventure:

- Our commitment extends across various domains:
- At our core, we put great customer service and ongoing product development first to make sure that our services stay at the cutting edge of the travel sector. Our commitment extends across various domains:
  - Hotel Reservation and Accommodation Services: offering easy-to-use booking procedures and a well-chosen assortment of lodging options to satisfy guests' various demands.
  - Transportation: Whether you prefer private transfers, chauffeured cars, or guided tours, we arrange seamless transportation options to ensure smooth transitions between destinations.
  - Tours and Excursions: Creating unique, rewarding experiences by carefully organizing tours and excursions that highlight the best parts of each location.
  - VIP Tailor-Made Programs: Elevate your travel experience with our VIP Tailor-Made Programs, offering Customized schedules and unmatched opulence for the special traveler.
  - Air Charter Operation: Enjoy the ultimate in convenience and comfort with our private air charter services, ensuring seamless travel to your desired destinations.






- Medical Tourism: With our services, you may take advantage of top-notch medical facilities and treatments while unwinding on a peaceful vacation. We'll handle every part of your trip to ensure peace of mind.
- Luxurious Services: Savor the height of luxury with our customized services, which include first-rate lodging, unique activities, and VIP attention at every turn.
- Cruise Destination Consulting and Management: With our professional consultation and management services, which are designed to satisfy the particular requirements of both cruise operators and passengers, you may confidently navigate the world's waterways.
- Programs for Cruise management and Shore Excursions: Organize every facet of your cruise experience with ease, from shore excursions to port management, guaranteeing a seamless and remarkable journey from beginning to end.
- Travel Insurance: With our extensive travel insurance coverage, you can protect yourself and your trip from unanticipated events and travel with peace of mind.
- VISA Issuing: let us manage the difficulties of obtaining a visa. We'll make sure everything runs well and you may enter the places you want to go.



**ABOUT US**


The service allows our guests to enjoy a pleasant experience and short transition through the airport for passengers flying all airlines. Starting from TLV Airport to all International Airports. VIP Club is committed to a high level of service, transparency, reliability and professionalism.

- ✓ A QUICK, COURTEOUS AND PROFESSIONAL SERVICE FROM HOME TO THE ENTRANCE OF THE PLANE.
- ✓ OUR RESERVATIONS CENTER IS AT YOUR DISPOSAL 24/7
- ✓ SAVE TIME, AVOID QUEUES AND HAVE US AT YOUR SERVICE FOR EVERY REQUEST



**GET IN TOUCH**

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PROADVENTURE

**PLATINUM ARRIVAL SERVICE**

Meeting the passenger at the aircraft door with a name sign / transfer in a luxury car to "VIP" lounge / passport control & customs in the lounge / baggage claim performed by our representative while passenger is hosted in lounge.

**PLATINUM DEPARTURE SERVICE**

Meeting the passenger at the "VIP" lounge / Passport control, security & check-in performed by our representative while passenger is hosted in lounge / transfer to aircraft in luxury car.

**WE WILL MAKE SURE TO SAVE YOUR PRECIOUS TIME AND MAKE YOUR STAY A UNIQUE EXPERIENCE.**



**GOLD ARRIVAL VIP SERVICE**

Meeting the passenger at the aircraft door with a name sign/ transfer in a luxury car to passport control/ escort through a fast track desk/ luggage assistance and escort through arrival hall to transportation.

**GOLD DEPARTURE VIP SERVICE**

Meeting the passenger at the entrance to departure hall/ escort and fast track through security procedure & check-in / escort & fast track through passport control.

" SO MUCH OF WHO WE ARE IS WHERE WE Have Been "

## VIP PROADVENTURE;

VIP Meet and Greet Service that specializes in providing all passengers an exclusive, private, fast and pleasant travel experience when boarding or landing in Allod Airport.

Even when it comes to VIP services around the world, we have the network and experience to assist and coordinate those too.

We serve our clients with extra care and top professionalism and will take care of all aspects of your trip and help optimize time. Our clients include celebrities, business owners, government officials and senior executives from Palestine and the rest of the world.

We provide VIP services for our clients whether on business or leisure.

Our fast track arrival service at Allod airport includes our VIP team that will welcome the passenger from the jetty of the aircraft and assist with all handbags. He will then transfer the passenger in a separate VIP line through passport control and help in identifying and collecting your baggage. After that, he will escort the passenger through customs to the transportation without unnecessary delays.

# Global Distribution System

## Experience and Background:

Leading the travel industry is our business, which specializes in utilizing the Global Distribution System (GDS) reservation system. Our staff of experts is skilled in GDS technology, which allows us to operate these systems precisely and efficiently.

We can provide perfect booking procedures, meticulous itinerary management, and unrivaled customer service because of our experience with GDS platforms like Amadeus, Sabre, and Galileo. Because we are experts in GDS reservation systems, we promise that our clients will receive the highest level of accuracy, dependability, and satisfaction during their trip.





## Connections and Agents

At Proadventure, our global network of agents is dedicated to assisting you every step of the way, ensuring your business trips or personal adventures are not only seamless but also safe. With specialized agents located in key destinations such as Europe (particularly Italy and Spain), Central America, Canada, the Middle East, Malaysia, Indonesia, and Northwest Africa, we offer personalized assistance and expertise tailored to your specific needs. Trust us to guide you through your travels, allowing you to explore, experience, and enjoy each destination with peace of mind.



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## Team & Expertise:

**LINA MHAISSEN, GENERAL MANAGER-OWNER.  
PROADVENTURE TRAVEL & TOURISM**

Lina Jamal Mhaissen, with over a decade of experience in the Palestinian private sector at PADICO Holding (2008-2018), she is a driven professional with expertise in leadership, strategic planning, and business development. Holding an Executive MBA from Indiana University of Pennsylvania (IUP) and a background in business administration, she excels in establishing strong brand presence and executing effective marketing and sales campaigns. Lina has successfully developed strategies, budgets, and performance metrics to achieve sales goals and subsidiary objectives.

As a member of the Business Women's Forum, she actively participates in initiatives aim, demonstrating her commitment to advancing gender equality and fostering opportunities for women in various domains.

Her ability to maintain superior service standards and foster relationships with clients, public servants, and community associations has been instrumental in her career.



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Combined  
effort  
counts  
for success



# Team & Expertise:

## **OMAR MAHMOUD, SALES MANAGER PROADVENTURE TRAVEL & TOURISM - RAMALLAH, PALESTINE**

Omar brings over 7 years of expertise to the travel and tourism field, excelling in operations, customer service, and sales management. As the Sales Manager at ProAdventure Travel & Tourism in Ramallah, Palestine, he leverages his extensive knowledge in airline ticketing, hotel bookings, MICE tourism, and corporate travel management. Omar's proficiency with GDS systems like Amadeus, Galileo, and Sabre enables him to efficiently plan travel for both business and leisure clients, including high-ranking government officials. With exceptional organizational skills and meticulous attention to detail, he consistently delivers exceptional service and experiences to his clients.

## **SHURQUE SHALHUT, SALES REPRESENTATIVE PROADVENTURE TRAVEL & TOURISM - RAMALLAH, PALESTINE**

Shurouq is a dedicated and highly motivated professional with over 10 years of experience in the travel field. With a solid background in travel and tourism, she possesses expertise in customer service, communication, and utilizing various booking systems. Shurouq is committed to delivering exceptional service and making positive contributions to the success of any organization she works with.

## **EKREMA AYOUB, HEAD OF ACCOUNTING DEP. PROADVENTURE TRAVEL & TOURISM**

Ekrema has over 5 year's experience in accounting, he manage and oversees all aspects of Pro Adventure Travel & Tourism's financial operations. This covers budgeting, bank reconciliation, credit management, and monitoring accounts payable and receivable. His meticulous attention to detail and accuracy ensure that financial records are accurate and regulations are followed.

As Head of Implementation at ERPMax Solutions, Ekrema manages staff training, works on special projects, and monitors system performance following implementation. He's skilled at troubleshooting system issues and making recommendations for future improvements.

## **BASHAR HWAIJ, FINANCIAL AUDITOR DIRECTOR PROADVENTURE TRAVEL & TOURISM**

An accomplished professional with a broad history in accounting, law, and company development, Bashar Abu Hwaij is renowned for his extraordinary skill and dedication to quality. Bashar provides a plethora of expertise and abilities to his duties as a Licensed Public Accountant (PCPA), Bachelor of Law (LL.B), and Certified Public Accountant (CPA).

Following a solid academic background from the Israel Bar Association and Birzeit University, Bashar has furthered his professional development by earning certifications from prestigious associations such as the American Institute of Certified Public Accountants and the Institute of Certified Public Accountants in Israel.

# Contact

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