



EUROPEAN INCOMING SERVICES

Travel for a Reason

European Incoming Services has grown its business around a central concept: that people who travel today, travel for a reason—whether to connect with a culture, pursue a special interest or realize a dream. Our “Travel for a Reason” concept attracts more than 40,000 passengers a year, including individuals and groups of all sizes from more than 20 countries worldwide.

To satisfy our travelers’ focused interests, we stress customization through knowledge. Our employees are passionate travelers who constantly replenish our stock of ideas. Our bases in Rome, Athens and Madrid and offices in other key locations in Europe give us firsthand information on what’s new and fresh. Quite simply, we know more about destinations, activities, and travel trends in our region than any other company on or off the Internet.

Our goals are: to make every trip exceed expectations, to help each passenger fall in love with travel and to turn the average tour into a glorious event.

EIS at a Glance

Founded:

1981.

Offices:

Rome, London, Athens, Madrid, Toronto, Boston and San Francisco.

Employees:

65 and growing.

Passengers:

More than 40,000 annually.

Region covered:

Italy, the Mediterranean and Central Europe.

Divisions:

Destination Management, Group Travel, Independent Travel, Marathon, Travel Agency, Upter and Archeo.

Memberships/Affiliations:

SITE, ITMA and ASTA.

Licensing and Insurance:

Fully licensed and insured pursuant to European Union guidelines as per 90/314CE and the International CCV Convention established April 23, 1970, which enforce business ethics, liability regulations and financial stability requirements.

Clients:

Travel professionals, incentive houses, multinational companies and individuals from around the world.

HISTORY

1981–1985

EIS was founded in 1981 by a team of travel professionals. Founding member, Sergio Poeta, remains a very hands-on company President. We began as a ground operator supporting American educational tours throughout Italy and were staffed by three employees working out of a Rome hotel room. By 1984 EIS was working with 5,000 passengers a year and had moved into a proper office. As business—and staff—grew, we opened a second office in Rome in 1985.

1986–1990

During the late 1980s we built on our “Travel with a Reason” concept, and began expanding our business model beyond educational travel. Between 1986 and 1988 we opened our Rome travel agency, offered our first New York City Marathon tour, and created an Incentive Department for destination management services. By 1989 we had 20 very busy employees.

1990's

Our second decade was a period of geographic as well as business growth. In order to work more closely with our customers, we opened offices in Boston and Toronto. As our tour area expanded beyond Italy, we opened additional European offices as well. We also began working with adult educational institutions in Italy. By 1995 EIS had 30 employees and 4 departments, and had begun to look much like it does today.

2000–present

We began the new millennium with a move to our new headquarters—a 15th century patrician palace in the heart of Rome’s historic center, which we’ve carefully restored to honor its rich art and history. This four-year project included replacing and restoring 17th century clay floor tiles, refurbishing a 15th century fresco and updating ornamental bronze details around doors and ceilings.

As the travel market has grown in sophistication, so has EIS. Our 65-plus employees in six offices worldwide are looking forward to continued growth and innovation in the years to come.

DEPARTMENTS

Destination Management

EIS can open any door in Italy and organize any type of activity for groups of up to 1,000. We provide a complete range of destination management services to incentive houses, industry operators and meeting and conference planners—including spouse, child and companion programs, transportation and hospitality packages, and travel extension arrangements.

Group Travel

Travel is unforgettable when people explore a special interest or passion—even more so when they share the experience with others. EIS works with travel agents to create custom tours for “communities” of travelers who share a common interest.

A travel community can be small or large—anywhere from 10 to 300 people—and as specialized as you can imagine. From art lovers, chefs and wine aficionados to athletes, musicians and performers, we bring thousands of travelers to Italy, the Mediterranean and Europe on exciting themed trips each year.

Independent Travel

For individuals who prefer traveling alone or in family groups, EIS can provide access to locations and activities not easily available to the independent traveler. Sailing on a private yacht; wine tasting at a top vineyard; touring Rome in a Ferrari—anything is possible. And it all comes with 24 x 7 support—just an easy toll-free phone call away. We'll work directly with travelers or through travel agents.

Marathon

EIS has been escorting Italian runners to marathons in New York, Chicago, Prague and Cuba for more than 17 years. We're an official licensed New York Marathon tour operator and an affiliate of the New York Road Runners Club. We'll handle the details of race registration, travel, insurance and medical assistance for anyone who wants to run in a marathon—from professional racers to weekend joggers.

Travel Agency

For the lowest prices on travel originating from Italy, contact our Travel Agency at Via Monterone 3 in Rome just steps from the Pantheon. We'll find you the best travel and vacation deals on or off the Internet. If you can find a lower price, we'll pay the difference!

Upter Travel

We are proud to partner with Upter, Italy's largest adult education institution, to produce their “Travel with Education” tour series.

Archeo Travel

EIS is associated with a series of archaeology trips throughout the Mediterranean region sponsored by Archeo, one of the world's foremost archaeology magazines. The trips are accompanied by an on-site archaeologist and include lectures, site visits and mock “digs.”

REPRESENTATIVE CLIENTS

EIS clients come from around the world—including the United States, Canada, England, France and Spain. They include travel professionals and incentive houses as well as multinational companies.

AAA Carolinas	MacMillan Magazines
ACIS	Mercedes Benz
AMZ	Merck-Sharp & Dohme
Andy's Tours	Merloni
Astra Zeneca	Merrill Lynch
Avon Canada	Mike Burton Sports Travel
Bancaire et Financière	Motorola
BMW	Nestle'
Boehringer Ingelheim	Next Travel
British Telecom	Nissan
Calvin Klein	Novadec
Canaccord Capital	OCBF Office de Coordination
Capital Bank	Onestage
Cespi	Opel
Cultours Austria	Pall Mall
Dartmouth College	PAS-Citroen
Datex Ohmeda	Pfizer
Deloitte & Touche	Pharmacia
Distribest	Philips
Dole	Pitney Bowes
Duxbury Travel	Renault
Edwin Doran Travel	Roche
Eli Lilly	Royal Bank of Scotland
Eskin Tours	Sat Travel
Essilor	Scottish Widows
Fisher + Quill Travel	Sharp Electronics
Four Seasons Travel	Show of the Month Club
Gaz De France	Sodexho France
Getronix	Solvay
Glaxo Smith Kline	Suez
Global Travel	Texas Society of Architects
Groups Inc	Tillinghast-Towers Perrin
Hewlett Packard	Time Magazine
Hitachi Data Systems	Trailfinders
Homewood Travel	Travel By Design
House of Travel	Travel Station
Jac Travel	Trips, Inc
Janssen-Cilag	University De Paul
Johnson & Johnson	Viking Travel
JP Morgan	Wella
Knight Travel	World Travel Vignettes
Kodak	Worldwide Pilgrimage
Lecler	WRU Welsh Rugby Union/Titan Travel
Legato Tours	Yamaha
L'Usine Nouvelle	

TESTIMONIALS

American Express

"Thank you for all the hard work you have injected into my proposed events for next year. Your enthusiasm and willingness to provide creative solutions that entirely meet our needs continually impress me. I have always found your team's willingness to meet my (sometimes) impossible requirements and I know that you are all entirely dedicated to providing a super event for my client."

Merrill Lynch

"Thank you for all of your assistance in the planning stages and on site during the Merrill Lynch Canada Chairman's Club. Your help was invaluable in making the program a huge success. Everyone enjoyed their stay in Rome... from the food, wine, history and shopping!"

Pfizer

"I am just writing to thank you for all your great work which helped to make The Silver Summit a great success. We received many compliments commenting on how well organized the event was and how fantastic the hotel and venue were. I really enjoyed meeting you all in Rome and greatly appreciated your hard work before, during and after the event. Despite all the last minute changes we still managed to help everybody make their flights home, which was truly a fantastic effort. If I ever have the opportunity to organize another event in Rome I will be delighted to work with you all again."

The University of Texas at San Antonio

"EIS services are superb. It makes my life easy and the trip a pleasure when there are no unwanted surprises. EIS puts together a great package and a great team to assist us."