



FROM **INQUIRY** TO **ICON**
YOUR GUIDE TO CONFIDENT AFRICA SALES



A light gray topographic map background with contour lines, covering the left side of the page.

Africa is the ultimate dream, but planning it feels like a high-stakes puzzle. Many agents turn away high-value safari inquiries because they fear the complexity. Here is the hidden truth about selling Africa.

DID YOU KNOW?

- A “simple” 7-night itinerary (3 nights city & 4 nights bush) requires coordinating **22 to 25 unique vendors**. This includes lodges, local guides, transfer companies, activity operators, and regional flights.
- If you attempt to manage it alone, you become the 25-vendor command center responsible for communication, payment, and client comfort across this complex network.
- Managing foreign currency and fluctuating exchange rates is another layer of risk no agent should handle.

We are here to tell you: You don't have to be the expert. That's our job.

UJV Africa is your trusted, in-country partner, designed to absorb the complexity and guarantee your client's success. Your only job is to focus on your client; we handle the rest.

1

THE CHALLENGE:

Why Africa Feels Overwhelming (And Why It Should)

How This Eliminates YOUR Risk

VENDOR ORCHESTRATION & OVERSIGHT

We Manage Vendors: We manage all communications, payments, and client profile distribution across the entire chain. We have the **machine** that ensures seamless flow and oversight.

FINANCIAL CERTAINTY

Price Protection: We manage foreign currency and fluctuating rates by **hedging**. The price you confirm at is the price your client pays, which is **not the case if you book direct**.

DEEP DESTINATION EXPERTS

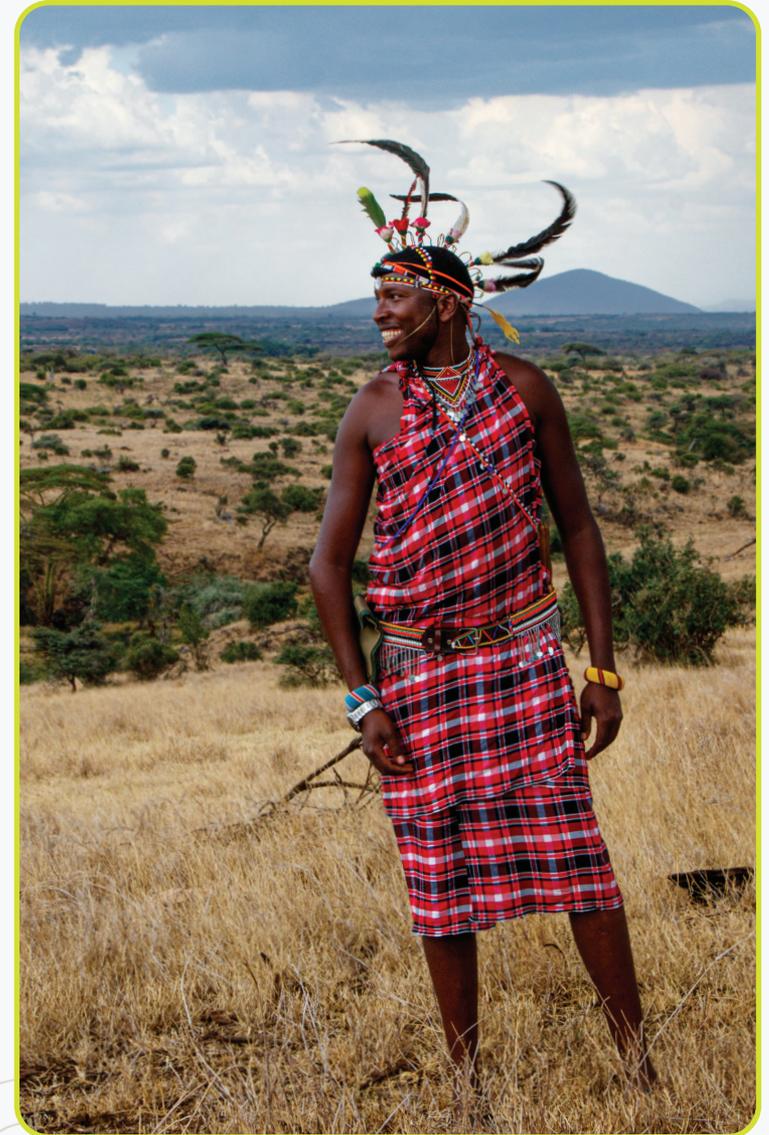
We Travel: We inspect every property and meet the owners. We know the **nuances, seasonality, and flow**. We know who to send where, and why.

BUILT-IN COACHING & EDUCATION

Monthly Webinars: We provide continuous, destination-focused webinars so you feel confident discussing the destination.

24/7 IN-COUNTRY SUPPORT

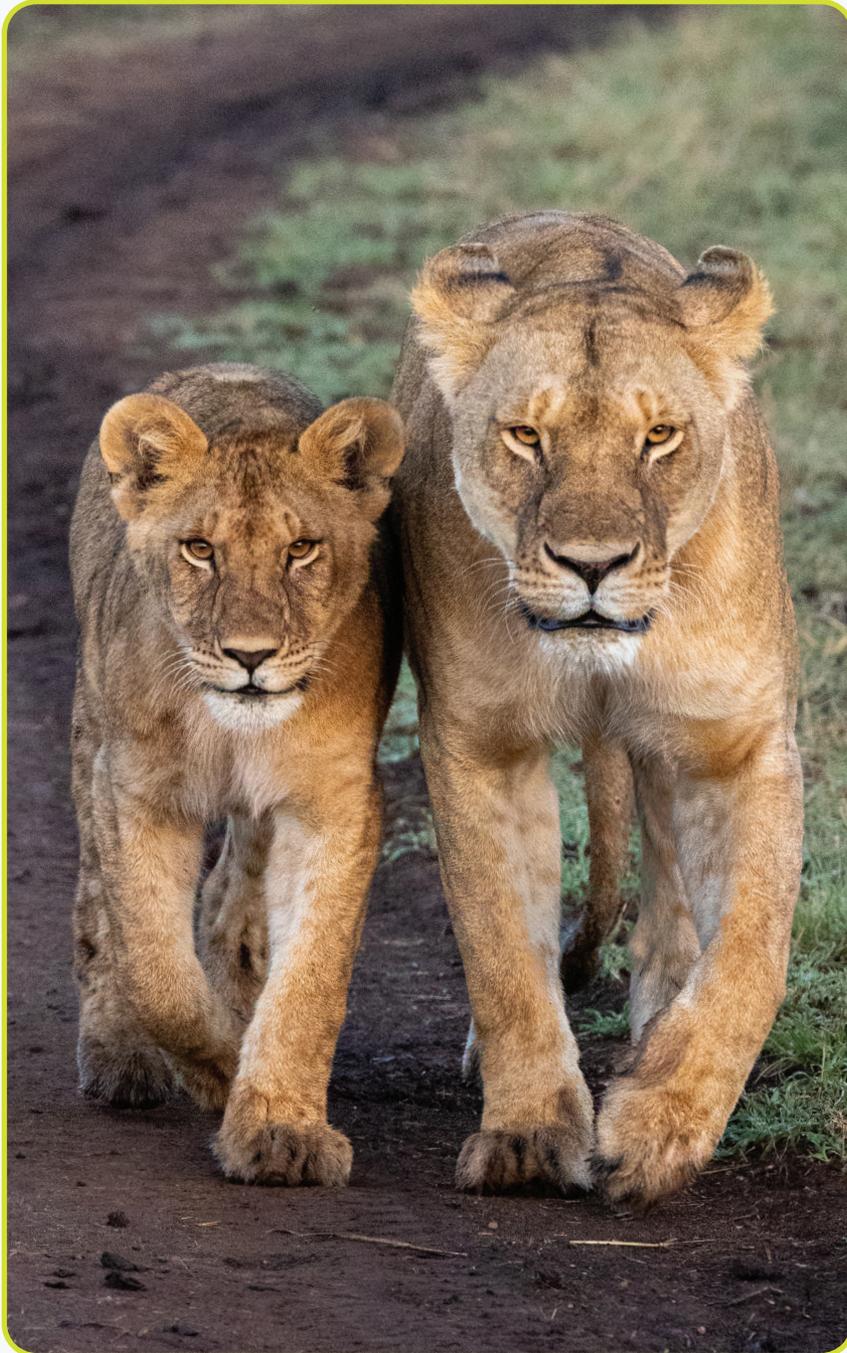
Your Client's Safety Net: Our in-country Operations Team provides a **24/7 Emergency Number**. Your client is one call/text away from expert help. **You, the advisor, never get the 2 AM crisis call.**



2

OUR PARTNERSHIP:

The UJV Confidence Guarantee



250

We personally site inspect around 250 properties each year. We know the best properties for your clients' special interests and tailor each safari itinerary to them and their needs. At UJV, we don't believe in the standard "cookie cutter" destinations and properties.

28

On average, we spend 28 weeks collectively in-country where we meet with vendors and partners. We ensure seamless white-glove service for your clients by consistently experiencing all logistics first hand. We also explore restaurants, cultural experiences, and additional activities so we can maintain the most up-to-date knowledge, allowing us to recommend all the latest and greatest places for your clients.

Who Is Your Dedicated UJV Africa Partnership Team and What Do They Do?

THE AFRICA TRAVEL SPECIALIST

Role: Your primary point of contact and **Africa Authority**.

Function: This expert **hunts** the best itinerary for your client, uses their deep product knowledge to provide a single, confident recommendation, and helps you overcome any closing obstacles. They ensure the trip meets the logistical and financial goals.

THE TRAVEL COORDINATOR

Role: The administrative and booking hub for your itinerary.

Function: Responsible for managing the **22 to 25 unique vendor communications and payments** required for a typical safari. They ensure all client details (dietary needs, room types, permits) are flawlessly distributed and secured across the entire chain.

THE IN-COUNTRY OPERATIONS SPECIALIST (24/7 SAFETY NET)

Role: The on-the-ground execution and crisis management team.

Function: Provides the **24/7 Emergency Number** to the client, guaranteeing instant, expert help during the trip. They handle unforeseen issues, transfers, and real-time logistics, ensuring you never get the crisis call. Insures operational excellence of every itinerary.



DEDICATED UJV AFRICA TEAM:
A Multi-Disciplinary Team at Your Fingertips

MEET YOUR DEDICATED AFRICA **TEAM.**

Booking with us means you instantly gain a dedicated, multi-disciplinary team focused on maximizing your client's experience and your commission. You never handle the complexity alone.

As Head of the Africa Team, Gayle's focus is to build and manage seamless operational systems and evolving workflows that empower the team to concentrate on strong client and supplier relationships, ensuring efficiency and excellence in every aspect of our work.



> GAYLE LEHMANN
Head of Africa Sales and
Operations



➤ **BRITTANY TAYLOR**



➤ **ELISSA TITLE**



➤ **GERALDINE WHYTE**



➤ **RUBY
RUSSELL-NIEMIEC**



➤ **TIM EASLEY**

**THE AFRICA
LUXURY
DESTINATION
SPECIALISTS**



➤ **MARCOS ZACARI**



➤ **CARLA RESOAGLI**



➤ **GINA SANTOS**

THE TRAVEL COORDINATOR



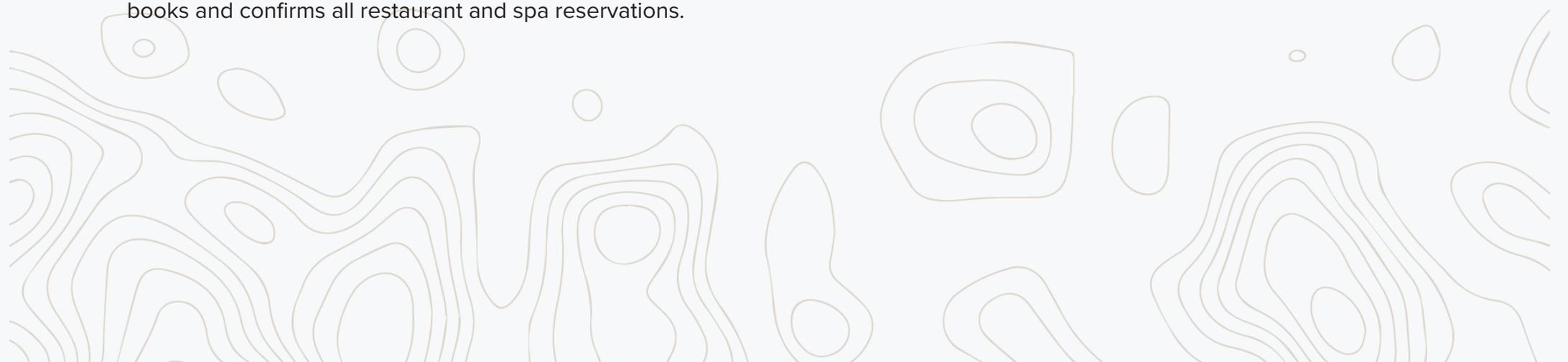
➤ **KIM VAN DEN BERG**



➤ **THULISA KULA**

IN-COUNTRY OPERATIONS SPECIALIST & GUEST EXPERIENCE TEAM (YOUR 24/7 SAFETY NET)

This team provides quality control of every itinerary to ensure operational excellence. They layer in WOW moments and provide 24/7 in-country support, facilitate the 1:1 call with the agent and guest pre-trip to review the itinerary and answer questions, and books and confirms all restaurant and spa reservations.



MEET YOUR DEDICATED **ADVISOR SUPPORT** DIRECTOR.

With two decades in Africa's luxury travel industry, he is dedicated to building genuine connections and creating meaningful partnerships as UJV's Director of Business Development for Africa.



SIMON JONES

Director, Advisor Partnerships



THE **QUESTIONS** WE NEED YOU TO ASK.

➤ **What is your favorite holiday of all time, and why?**

Defines Luxury: Is their ideal luxury a private butler and Baccarat crystal or four tents in a remote location with deep authenticity? We match the camp's DNA to their personal values.



Is your passport copy valid for 6 months post travel? <

Mission-Critical Operational Necessity: We need this to book internal flights immediately. Regional flights are not plentiful; booking accommodation without checking flight availability first could make the trip inoperable.

➤ **Are you comfortable with small planes? Tented Camp? Any mobility issues?**

Mitigates Risk: Addresses crucial physical and logistical barriers. We eliminate camps immediately, guaranteeing comfort and safety.

4

THE FIRST STEP:

Unlocking the Client's True Definition of Luxury

➤ **For a couple traveling, do you require one bed or two separate beds?**

Guarantees Comfort: We need to know, not because we're nosy, but because securing two beds is not always possible without advance notice. We guarantee the right sleeping arrangements.

➤ **What are the ages of any children, all body weights, and all heights?**

Non-Negotiable Safety/Logistics: Essential for camp age restrictions and mandatory for light aircraft weight and balance. Also, not everyone is comfortable in a small plane. Some camps are only possible via small plane.

➤ **Do you require an outlet for medical needs (CPAP) or WiFi connectivity?**

Guarantees Safety: We select camps that can meet their critical requirements or can guide them on whether a battery back-up is needed.

➤ **Do they drink alcohol? Do we have their dietary needs? Passports?**

Flawless Execution: Enables us to distribute personalized drink/food preferences and secure permits and time-sensitive bookings.

➤ **What is driving you to visit Africa (conservation, community, safari, food, all of the above?)**

Focuses the Itinerary: Ensures we prioritize properties that align with their passion and values.



HOW WE PRICE.

The final price is more than room nights; it's a fully managed package that delivers luxury, safety, complexity management, and bespoke service. We absorb all logistical, financial, and emergency risks to ensure a seamless, immersive experience for your client. Each added value has a real cost, making online rack-rate comparisons irrelevant. Published rates are merely base prices; your client would still pay extra fees and still receive far less than what we provide.



➤ What is Actually Included?

While each itinerary is fully customized to your client and the trip inclusions vary, we typically include the following items:

- VIP meet and greet (where available)
- Domestic airfare in economy class (with 24/7 emergency assistance)
- VIP domestic lounge access (where available)
- Accommodation on a bed and breakfast basis at city hotels
- Accommodation on a fully inclusive basis at safari properties
- Day use rooms where needed
- Accommodation on a half board, full board, or fully inclusive basis while at beach properties
- Private customized touring
- Private ground transfers
- Meals and drinks as noted in each itinerary, plus a premier drinks package covering premium alcoholic beverages and soft drinks while on safari
- Signature “WOW” moments including bush breakfasts, sundowners, picnic lunches, bottled water and snacks in vehicles, village visits, personalized welcome amenities, and special welcome gifts
- Specialized activities on request (hot air balloon, etc)
- Park and conservancy fees, permits, mandatory fees, levies, and taxes
- All local guide fees
- 15% agency commission
- Protection against the rate of exchange
- Bank and transaction fees (all credit card fees, bank fees, and foreign exchange fees incurred on deposit and final payments to international suppliers)
- Pre-trip documentation with full visa support, personalized trip preparation documents
- Pre-departure phone or Zoom call to walk through the itinerary and all logistics
- 24/7 in-country support while traveling
- Complimentary in-house air team for assistance in booking international flights with 24/7 emergency assistance

5 BOOKING WITH UJV: Pricing and Added Value

By partnering with UJV Africa, you instantly gain the authority of an expert without spending years on the ground.

WE OFFER

- **Custom Design:** Every itinerary is custom designed based on the client's profile, making it defensible against online price comparisons.
- **Operational Control:** Our 24/7in-country team ensures flawless execution and crisis management.
- **Financial Advantage:** You earn a higher-than-average commission paid immediately upon final payment, rewarding you for selling a superior product.

Stop turning away high-value African dream trips.

Partner with UJV Africa and let our on-the-ground expertise guarantee your client's success and your own.

NEXT STEP: Join our next monthly webinar to explore and start your Africa journey today.



THE RESULT:

Confidence, Control, and Commission





EXPERTLY CURATED. SEAMLESSLY DELIVERED.

