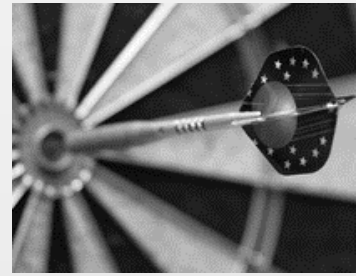


# INBOUND

S E R V I C E S

THE DESTINATION MANAGEMENT COMPANY



Germany • Austria

---

## Factsheet

INBOUND Services GmbH - Winterhuder Weg 76 - D-22085 Hamburg – INBOUND Services GmbH - Richtergasse 7/II/3 - A-1070 Wien

INBOUND Services GmbH - Dominicusstraße 32 - D-10827 Berlin

# Facts you need to know

## Four a better and save choice

When choosing a DMC as your partner, it is not only a matter of rates, but also a good cooperation, open communication and of course good service. At the same time, facts like solidity, solvency and insurances are as vital for choosing a good DMC as legal and safety features and its capabilities when it comes to man-power, educated and well trained staff.

In the following, we have summed up several vital facts, which INBOUND Services provides.



# Your demand for

## **A fully registered DMC**

INBOUND Services is fully registered in Germany and Austria

- Germany No. HRB 101177 in Hamburg; VAT Tax No. UST ID. 254269227
- Austria FN 302298g in Vienna, VAT Tax No. ATU 63869834

## **Professional memberships**

Member in exclusive and selected DMC associations to prove our expertise and high working standards

- ADMEI - Association of Destination Management Experts International
- World of DMCs
- Federal Association of German Incoming Companies and DMCs

## **A sufficient liability insurance**

Fully insured at AXA Insurance under the no. 60266002990 for up to 20 Mio. EUR for bodily injury and up to 2 Mio. EUR for property damage per year.

# Your demand for

## **A solvent DMC with save deposits**

INBOUND Services is solvent and solid company. Each year balance sheets are published and can be send upon request for your information. In case of high and longterm deposits, a bank guarantee can be arranged.

## **Several offices and destination know-how**

Represented with three own offices in our most important cities with Project Managers at place:

- Berlin
- Vienna
- Hamburg

This ensures close contacts to partners and always be up to date.

Other destinations are constantly inspected and know how is secured, updated and shared internally for all Project Managers.

# Your demand for

## **Sufficient manpower**

INBOUND Services is well-staffed with 20 Project Managers and staff making sure that each project gets its best possible treatment and attention. Back up and support procedures are in place.

## **Data protection measures**

Aware of data protection requirements:

- Constantly updated firewall
- Password protection for data
- Secure daily back-up procedures
- IT service 24/7, 365 days a year
- Restricting access to confidential client data to the system administrator and selected users only
- Constant monitoring and updating of data securing procedures

# Your demand for

## **Professional data system**

INBOUND Services uses a professional reservation and data system RATIOSOFT, which enables us to manage all offer and project in an effective and secure way in regards to deadlines and operations.

## **Risk Management**

We are aware of risk management and emergency plans.

- 24/7 emergency phone available
- Constantly monitoring of potential risks
- A risk management plan ensures the right treatment in case of emergencies

## **Well selected suppliers**

We are only working with well-selected partners that can insure to provide services at best quality. Close contact to suppliers is held constantly.

The system is dynamic and ensures on-going quality checks and the elimination of unfitted suppliers out of our database.

# Your demand for

## **Environmental responsibility**

In our offices, we have recycling and energy saving policies with a strong responsibility of its staff members to it. All archives are digital to reduce prints to a minimum. Our energy is ecological.

## **Legal and social awareness**

We are ensuring that all suppliers fulfill legal demands in regards to safety and security as well as following the rules of payment of minimum wages and social security for all staff working within a project.

## **A wide range of services**

INBOUND Services offers services in many aspects and we can help with any kind of demand: venue finding, hotel reservation, meeting management, gala dinners, entertainment, sport hospitality and a lot more.

# Your demand for

## **Flexible rate models**

Flexible and transparent when it comes to rate models and contract features; whether it is on commission base, full project management with mark up, management fees or service related fees.

## **Good service and high standards**

We are providing the best possible quality at the best possible price. Excellent performance is an effort in staff members, education, and investments in data systems and security.

These costs are your advantage and have to show in the rates given. Before accepting a less expensive quote, please make sure that the agency can provide as well and is able to fulfill your high demands.

We at INBOUND Services are proud of our high standards and very good performance for our clients and are happy to become your partner aside!



Your DMC partner

inventive

passionate

creative

ambitious

emotional

**INBOUND**

S E R V I C E S

THE DESTINATION MANAGEMENT COMPANY

---

GERMANY · AUSTRIA

enthusiastic

quick

reliable

pioneering

dynamic