

Kanoo Travel Expands In Qatar

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Opens new office at Ras Laffan industrial city and a state-of-the-art corporate services centre in Doha.

Doha, Qatar, January 18, 2009: Kanoo Travel, the largest travel company in the Middle East, today announced the expansion of its Qatar operations with the opening of its new office at Ras Laffan Industrial City and a new state-of-the-art corporate services centre in Doha. This announcement comes as part of Kanoo Travel's rapid regional growth initiative, which takes into consideration the travel boom being experienced across the region.

"Over the last few years, Qatar has been experiencing an economic and development boom. With the number of business travelers rising in the region, the need for world-class travel services is also increasing. Kanoo Travel is continually making infrastructural investments across the region to meet our customers' needs. By opening new offices in Ras Laffan Industrial City and Doha, we want to ensure that we continue to provide high quality services to our customers as well as best price deals in the region," says Mubarak Kanoo, Chairman and CEO, Kanoo Travel.

Ras Laffan Industrial City, situated along the northeast coast of Qatar, is rapidly turning into one of the fastest growing industrial cities in the world. A thriving energy related industrial base, the city houses some of the elite names in the world of energy such as ExxonMobil, Shell, Dolphin Energy, Qatargas and RasGas LNG production facilities. The new Kanoo Travel office will cater to the travel management needs of companies and residents in and around the industrial city.

"Kanoo Travel, over the years, has gained the reputation of being the most reliable travel company in the region and a one-stop travel services operator. The new offices mark our commitment to our customers in Qatar and will cater to the travel needs of residents and businesses in the area. We believe in offering our customers convenience and a high level of customer

service whenever they have a travel requirement. The new offices in Doha and Ras Laffan Industrial City will offer customers complete travel management solutions, convenience and 24x7 travel services with the highest levels of customer service," explains Mr. Abdullah M. Abo Khamseen, Executive General Manager, Kanoo Travel.

Kanoo Travel provides the most comprehensive and specialized services in the travel industry, placing special emphasis on servicing and managing relationships with its large customer base in the region for which it has won numerous service-quality Awards in both the leisure and business travel sectors. The new round-the-clock service centre in Doha is equipped with the latest call centre equipment and enhanced management information reporting (MIR) to meet the customers' needs.

A critical part of the corporate services centre is the backend infrastructure that helps the agency sustain its excellent standards in customer facing services. The new facility, like the recently opened one in Bur Dubai, will also be equipped a state-of-the-art call centre equipment and enhanced management information reporting, that will offer customers professional corporate travel management solutions, emergency services, 24-hour coverage, key account management and regional travel solutions to large multi-national companies that require a 'single point' travel services solution.

"The opening of our corporate services centre in Doha and our new office in Ras Laffan clearly shows the value we place on the Qatar travel market and its travellers. We have listened to the needs of our customers and built our 'world-class' service to meet those requirements. The corporate service centre is part of our re-engineering process which involves developing our travel management team, investing in 'leading edge' technology and delivering our quality service and 'best price' promises - every time," says Julian Knott, Divisional General Manager, Kanoo Travel.

Kanoo Travel, which launched its retail travel and foreign exchange offices in the UK and France earlier this year, recently expanded its operations by opening offices in Fujairah, Al Ain and the Burj Dubai Business Complex in the UAE in addition to its expansion and rapid growth in Oman and Qatar. With the opening of these two new offices in Qatar, Kanoo Travel further strengthens its presence in the Middle East region.

About Kanoo Travel:

The Kanoo family's involvement in air travel goes back to 1937 when the company provided refueling facilities in Bahrain for Imperial Airways seaplanes on route to India and Australia. In 1947 Kanoo Travel became the first IATA agency in the Gulf and in 1997 they became the very first Travel Company in the Middle East to receive the ISO certification.

Today, Kanoo Travel is the largest travel company in the Middle East, with a team of travel specialists operating a network of over 170 offices in the region and through a global network of world-class travel partners. Kanoo Travel provides the most comprehensive and specialised services in the travel industry with unmatched quality awards and achievements that guarantees the highest level of customer satisfaction.

Kanoo Travel provides its services in five main specialised areas:

- Kanoo Corporate - Business Travel Services.
- Kanoo Retail- Travel Services for the individual travelers.
- Kanoo Holidays – For all type Leisure Travel
- Kanoo Marine - Marine and Offshore Travel Services.
- GSA's- General Sales Agents for international airlines.

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