



Lufthansa City Center
DMC Clube Viajar

Welcome

Bem-vindo

Your Incoming
Partner.



Lufthansa City Center

DMC Clube Viajar



Company Introduction

Clube Viajar is a Portuguese Company that was established in 1995, with offices in Porto, Aveiro and Lisbon.

We are members of

- IATA
- APAVT (Portuguese Association of Travel Agencies);
- Go4Travel (the biggest Portuguese Group of Travel Agencies);
- PCVB (Porto Convention Bureau);
- CCILA (Portuguese-German Chamber of Commerce and Industry)

We are a certified company in Quality Management System according to NP EN ISO 9001:2015 since 2011, and in Environmental Management (NP EN ISO 14401) and Social Responsibility Management (NP 4469) SINCE 2021.

We have separated our main business areas, and created 3 brands:

- Clube Viajar, Travel Agency
- DMC Clube Viajar, Incoming and MICE Department
- Viajar Tours, Tour Operator





DMC Clube Viajar

Joining Lufthansa City Centre in 2020 was the perfect opportunity to develop and enhance the DMC department, taking advantage of the exceptional professional knowledge already existing in our company as well the best partnerships and conditions acquired with the various suppliers in the marketplace.

We have changed our original brand for the Incoming Department from Portugal Holidays to **DMC Clube Viajar** as we aim to expand our offer in the Incoming & MICE segment.

Although DMC Clube Viajar is based in Porto, our services cover all the Portuguese mainland, as well as the Azores and Madeira Islands. We are a Full Service Provider, with 25 years of experience and sustainable growth.

What makes us different

Strong brand and reliability

Both at the Tour Operator segment, close to the universe of the Portuguese Travel Agencies, and at its own sales channels through the Final Consumer.

Flexibility

The 3 brands benefit from each other, creating unique synergies and allowing us to make stronger partnerships that are reflected in our quality and competitiveness.

High level of satisfaction

We give our clients the guarantee of quality in our service. As a result, the complaint rate is extremely low (less than 1%).

Team of professionals

We have very experienced and motivated multidisciplinary teams, in several areas such as contracting, negotiation skills, programming, booking and on site coordination as well as accompanying.



Full Service Provider

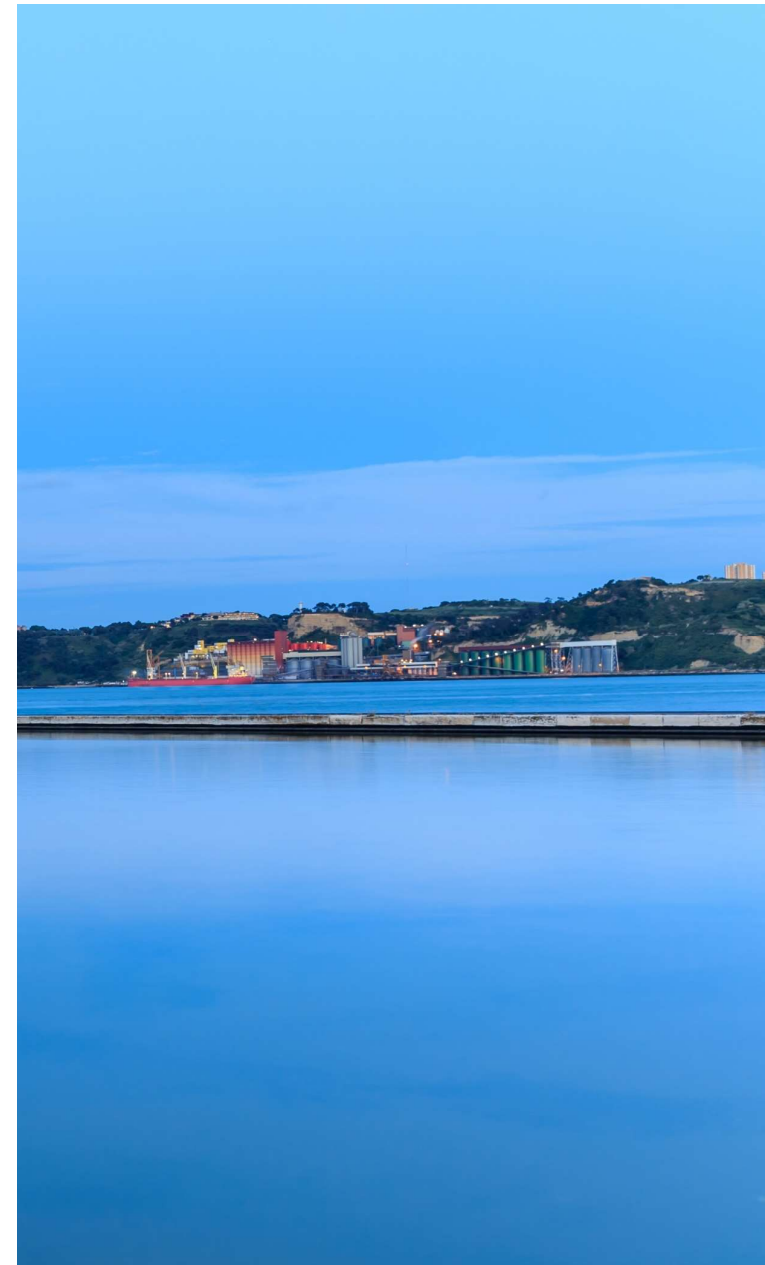


Our Team

We have experts with an average of more than 20 years of experience and know-how, and we aim to provide our clients with the best services, benefiting from the vast knowledge and long-standing partnerships that our Company has been developing for several years.

One of our commitments is to ensure that all our staff receives permanent training in the main areas of our business, in order to qualify them, keeping them well informed and prepared to face the constant changes / demands of our activity.

We are not just a group of persons that work to obtain the same goals. We are a team in the real sense of the word, with a spirit of sharing, mutual assistance and overcoming, which is reflected in the quality of the service we provide.



**Bidding,
Communication and
Image**



**Audiovisual, Catering &
Venue Selection**



Transportation and Accommodation



**Secretariat, Registration
& Abstracts**



**Tailor Made and creative
Social Programs &
Entertainment**



Social and Environmental Responsibility

We promote values and principles based on corporate responsibility and sustainability. Good practices are present internally in our company, in a culture of integrity, as well as in any place on the planet where our business has an impact.

We operate to meet key responsibilities in the areas of human rights, labor, environment and the fight against corruption, defending basic responsibilities for people and the planet, preparing for the long-term success of all. That's why we have decided to obtain the certifications on Environmental Management and Social Responsibility.

We promote campaigns with the objective of raising funds for projects developed by national and international organizations, and we support events that seek to promote citizenship, and change of attitudes and behaviors.



Why Portugal?



You name it, Portugal has it!

- Welcoming country
- Airports within city limits
- Unique natural beauty
- Rich History & Cultural Heritage
- Golf, horse-riding, sea sports
- Renown gastronomy & wines
- Value for money & modern infrastructures
- Reliable destination for MICE
- Mild year-round climate, plenty of sunshine

World Travel Awards 2020 : Europe's Leading...

Adventure Tourism Destination - Azores Islands

Beach Destination - The Algarve

City Break Destination - Porto

Cruise Destination - Lisbon

Island Destination - Madeira Islands

Europe's Leading Destination - Portugal



Lufthansa City Center Clube Viajar



Your Incoming Partner.

Our team will be happy to advise you



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