

IRELAND

INDIVIDUAL INCENTIVE TRAVEL REWARDS



CUSTOMIRELAND
DESTINATION MANAGEMENT CONSULTANTS



DMC
NETWORK
IRELAND
AFFILIATE



Travel Incentives

are powerful motivators

Your group incentive travel programme brings you excellent results, but at times – especially in today's climate shaped by a global pandemic – it can be challenging to coordinate varied schedules or adhere to guidelines and restrictions set for large group gatherings. That's why, now, more than ever, you need solutions that provide greater flexibility and allow you to continue to reward and recognise your top performers with their most valued gift: travel.

Custom Ireland can help. Our expertise lies in crafting exceptional journeys. As your most trusted advisor, we handle all the details on the ground to ensure your qualifiers feel recognised, are treated as VIPs and return home with hearts full of memories and rejuvenated spirits that inspire them to exceed their sales and productivity goals again and again.

Our mission is simple: we craft once-in-a-lifetime experiences in pursuit of authentic journeys and lasting memories. To ensure that all of your qualifiers receive the best possible experiences, we have created two options to meet your needs.

Choose from

pre-designed or tailor-made itineraries

THE ROYAL TREATMENT
choice of pre-designed itineraries

THE ULTIMATE BUCKET LIST
tailor-made itineraries

Both include:

5 Accommodation*

Personal Chauffeur

VIP Airport Arrivals

Private Experiences

Meals

In-country ground service

Pre-, during and post-trip traveler service

Personal welcome over breakfast or tea on arrival

** Real-time mobile app with itinerary/trip documents*





The benefits

to your organisation

- ❖ Produces positive results: loyalty, increased sales/productivity
- ❖ Promotes employee well-being
- ❖ Low administration cost and administrative work
- ❖ Easily scalable to any number of travelers
- ❖ Easy to manage; we do the heavy lifting for you
- ❖ Caters to the diverse styles and preferences of your individual qualifiers
- ❖ Eliminates the burden of choosing one travel date to suit a large group
- ❖ Lowers risk of significant costs that could be associated with changes, postponements or cancellations



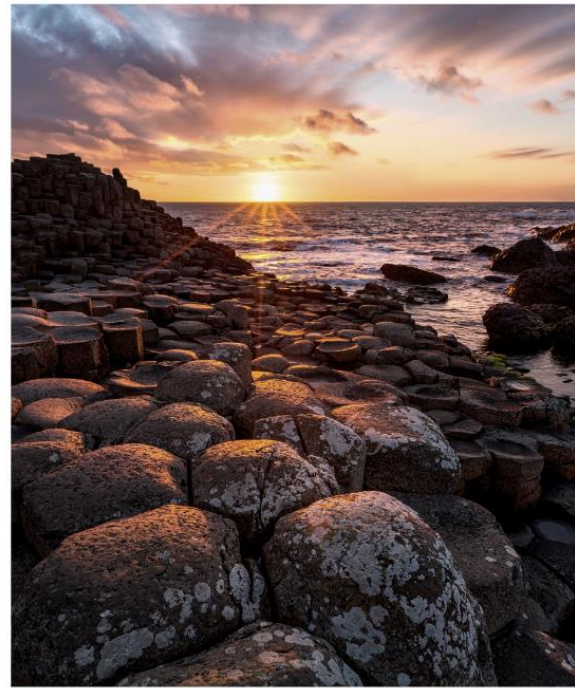
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The benefits **to your qualifiers**

- ❖ Can be shared with family and guests
- ❖ Qualifiers choose their own travel dates
- ❖ They have the freedom of choice and creative input into their journeys
- ❖ The award is personal and can be tailored to their exacting standards
- ❖ A designated trip designer makes planning and travel easy

The Royal Treatment

from **€3,079** pp



**Choose from a diverse selection of
pre-designed itineraries.**

includes:

Overnights in Castles/Manor Homes

Private, Guided Experiences

and allows for

consistency in quality of award amongst all qualifiers



The Ultimate Bucket List

Individually priced or set voucher amounts

Tailor-made Itineraries

Includes:

- ❖ *Overnights in Castles/Manor Homes/Private Homes*
- ❖ *Upgraded vehicles and/or helicopter transfers*
- ❖ *Exclusive Guided Experiences*
- ❖ *Designated Destination Expert /Personal Trip Designer*

and allows for the greatest flexibility for the qualifier



THE POSSIBILITIES *are endless*

CUSTOMISATION, ADD-ONS AND UPGRADES

With Custom Ireland, every journey speaks to the style and preferences of the organization and its guests. We offer flexibility and customization throughout. The following add-ons and upgrades are available with the pre-set itineraries and can be arranged with the organization or at the expense of the individual qualifiers.

- ❖ Room upgrades and extra room amenities
- ❖ Vehicle size upgrades or helicopter transfers
- ❖ Add additional travelers (family, friends) or travel with fellow qualifiers
- ❖ Add additional days
- ❖ Add golf or additional activities

ADDITIONAL SERVICES

- ❖ Customised booking website for pre-set itineraries (tailor-made tiers include personal travel designer)
- ❖ Irish made gifts: personalisation and branding available



arrive in style

OUR TRANSPORTATION PARTNERS

We partner with the very best transport providers in Ireland.

- ✓ We personally vet our partners and regularly inspect vehicles to ensure top quality and service.
- ✓ They are consistent, reliable and professional.
- ✓ All chauffeurs, drivers and appointed guides will meet-and-greet with appropriate corporate signage.

VIP airport arrivals



PLATINUM SERVICES ARRIVALS

Hassle-free, VIP arrival services at Dublin Airport for commercial and private travelers:

- ✓ Meet-and-greet at the aircraft door
- ✓ Fast-track through priority immigration
- ✓ Private suite with refreshments where guests can relax while luggage is retrieved
- ✓ Toilet and shower facilities
- ✓ Business center and meeting rooms
- ✓ Custom Ireland staff onsite for assistance
- ✓ Designated transport pick-up point

custom travel website



Custom Ireland offers customizable websites that enable your guests to choose from a selection of properties, activities and experiences. The bookings come directly to our operations team to manage on your behalf, and we provide you with up-to-date reports. The URL will be dedicated to your organisation and can be password protected for security.

handcrafted Irish gifts



At Custom Ireland, we source Irish products that are handcrafted by local artisans who are inspired by Ireland's natural gifts and deep-rooted traditions. We work with suppliers who are believers in environmental protection and cultural preservation of the great institutions that make our country so grand.



Why Ireland

AMAZING PROPERTIES

historic and authentic to boutique or contemporary

IRISH HOSPITALITY

warm and welcoming people offering world-class service

ICONIC SITES AND LANDSCAPES

green quilted valleys, majestic cliffs, breathtaking mountains and lakes

AUTHENTICITY

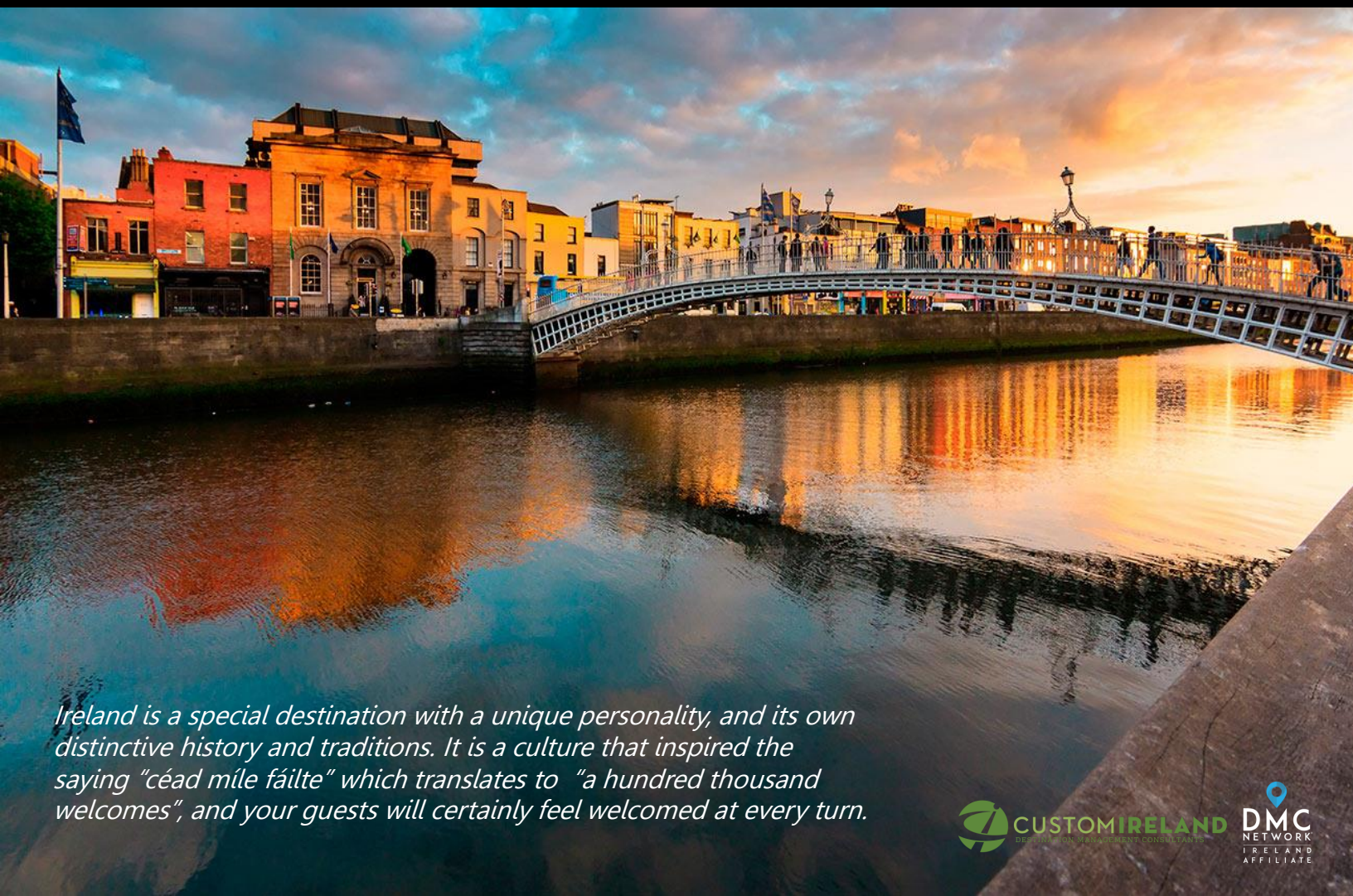
deep rooted traditions create immersive, cultural experiences

NETWORK AND SUPPORT

take advantage of our expansive network of preferred suppliers, all across Ireland

EASY ACCESS BY AIR

hundreds of flights arriving daily; getting to Ireland has never been easier



Ireland is a special destination with a unique personality, and its own distinctive history and traditions. It is a culture that inspired the saying "céad míle fáilte" which translates to "a hundred thousand welcomes", and your guests will certainly feel welcomed at every turn.



why work with



CUSTOMIRELAND
DESTINATION MANAGEMENT CONSULTANTS



Custom Ireland is uniquely positioned as a leader in Independent Luxury Travel. Though our luxury leisure division, Crafted Ireland, we have earned a reputation as the premier DMC in Ireland catering to the luxury FIT sector, including Individual Incentive Travel.

We love Ireland, and we love to share it. It is important to us that our guests feel warmly welcomed, connected to our people and culture, and enriched by our heritage and traditions. We do this by first understanding who our guests are, what makes them tick, and why they choose Ireland. Then, serving as a trusted creative advisor and ground partner, we curate exceptional experiences that bring all of these elements together for an unforgettable journey.

DON'T JUST TAKE OUR WORD FOR IT,

our past guests and in-country partners agree. This word cloud represents the feedback we receive in our testimonials and endorsements...



FOR YOUR CONSIDERATION

- ✓ Custom Ireland has already prepared set itineraries for you; however, if choosing the pre-designed option, we are delighted to work with you to curate your own selection of itineraries
- ✓ *** Rates will fluctuate depending on the season of travel. A price table per season can be provided for your convenience.**
- ✓ Price is net and for land only.
- ✓ All experiences are guided.
- ✓ To ensure the best overall experiences and to promote the safety of your qualifiers, Custom Ireland offers only chauffeur-driven options.
- ✓ Branding and personalisation is available on most gift items.
- ✓ Pre-arranged dinners on fixed itineraries will be at the hotel (unless otherwise noted).
- ✓ Private hire homes typically have a minimum stay requirement.
- ✓ The complete VIP Platinum Services are available at Dublin Airport only; though some VIP services are also offered at Shannon Airport.
- ✓ There is no redeemable cash value of the individual incentives.
- ✓ Pre-agreed itinerary inclusions that are not used, are non-fundable.
- ✓ In the event that weather causes a disruption to any activity, Custom Ireland will offer a suitable substitute if any element is cancelled.
- ✓ Custom Ireland does not provide *individual, personal* traveler's insurance
- ✓ Some black-out dates may apply.
- ✓ Some restrictions may apply.
- ✓ *Custom Ireland does not facilitate any sport or activity that supports the mistreatment or causes harm of any living creature or the environment.*

[Click here for our general terms and conditions.](#)



call me!

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call me!

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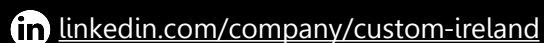
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We are a Dublin Ireland-based, boutique DMC with a niche in curating creative, authentic, programmes that harness a true “sense of place”. We take a very holistic approach to ensure that your journey in Ireland is enriched by exceptional cultural experiences and an immersion of Ireland’s rich heritage, artisan crafts and deeply rooted traditions. We want all of our guests to return home with a little piece of Ireland in their hearts.

Our mission is simple: We craft once-in-a-lifetime experiences in pursuit of authentic journeys and lasting memories.

www.customireland.com



response to covid-19

WE CARE ABOUT YOUR SAFETY AND WELL-BEING

Amidst lingering concerns around the global pandemic and its affects on travel, we hold the safety and well-being of our guests, our team, and our partners at the highest priority. We have instigated policies and procedures to help improve the circumstances around traveling to Ireland to allow for comfort and peace-of-mind.

On your behalf, we will:

- Ask that our driver/guides ensure that all vehicles are thoroughly wiped down and sanitised before you enter the vehicle for the first time and throughout the journey
- We will provide statements from our partners/suppliers regarding the measures they are taking to help minimize the spread of germs and virus
- Alert guests ahead of time in the event that any scheduled sites or attractions should become closed to visitors, and offer a suitable substitutes

Both WHO and the CDC state that disinfecting surfaces are hand-washing are two key ways to minimize the spread of viruses; therefore we are encouraging all visitors to:

- Wear a mask in public areas whenever possible, especially at high-trafficked areas
- Practice courteous social distancing in public places
- Carry and use antibacterial hand-sanitizer with an alcohol base of at least 60%
- Carry and use surface disinfectant wipes
- Thoroughly wipe down surfaces in and around airplane seats including entertainment systems and seat buckles
- Carry single alcohol wipes (or other suitable cleaner of your choice) to clean your mobile phone several times a day
- Use antibacterial wipes to clean frequently touched surfaces in hotel rooms such as tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks and TV remote controls.
- Wash hands often with soap and water during and after visiting public sites at attractions
- Avoid shaking hands as a greeting
- To the extent possible, avoid touching high-touch surfaces in public places such as elevator buttons, door handles, handrails, etc. Use a tissue or your sleeve to cover your hand or finger if you must touch something
- Keep your distance from those who may be coughing or sneezing in public
- Keep your own coughs or sneezes contained by directing them into your elbow

These steps are subject to evolve as we receive new safety information and as new facts arise regarding minimizing the spread of Covid-19.

health & safety

WE CARE ABOUT YOUR SAFETY AND WELL-BEING

We are experts in executing exceptional programmes. We place huge emphasis on the health & safety of our guests.

Risk Assessments

We conduct rigorous health & safety assessments for each and every programme. Rest assured that your guests are in the safest environment possible.

Suppliers

Our preferred suppliers uphold the integrity of Custom Ireland's highest standards.

Covid-19

The COVID-19 Safety Charter is a Government-endorsed initiative to reinforce confidence in domestic and overseas visitors in tourism businesses. By signing up to this Charter, Custom Ireland have achieved full compliance.

