



**Ruman**  
Travel Agency Ltd.



## COMPANY PROFILE

**Ruman Travel Agency Ltd.**

Lonrho House, Mezzanine 1

Tel: (+254) 728 122 000

Email: [rumantravel@gmail.com](mailto:rumantravel@gmail.com)



## About Ruman Travel Agency

Ruman Travel Agency is the market leader in affordable local and international air tours and travel.

Since our company's inception, we have built the unrivalled distinction of offering end-to-end air travel solutions for locals flying to destinations within the country and overseas, and for foreigners coming over to Kenya. We have built a solid reputation, too, of reliability, world-class services, value for money, and best customer service in the market.

We cater to the travel needs of individuals, teams, and large groups to any destination in the world.

So, whatever your air ticketing and travel needs, talk to us today for the most affordable tours and travel solutions.

## Mission

We exist to render to our clients superior air travel and accommodation booking services that are affordable, reliable and customer-friendly.

## Vision

To be the leading travel agency in East Africa, offering tailor-made services and exceeding customer demands.





## Core Values

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Our company's operations and relationships with partners and the market are guided by the following principles:

- Customer focus
- Perfection
- Innovation
- Efficiency
- Teamwork

## Why Choose Ruman Travel Agency?

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There are many factors that make us your best choice in air travel and accommodation booking. This includes:

- We have the latest market information, including airlines offering discounts on tickets, and we are always happy to forward this to our customers.
- We book our customers on the most reliable airlines offering best quality services at most competitive rates.
- We understand global destinations like the back of our hands. We are thus able to advise our clients on applicable rules, taxes, and exchange rates among other things that make travelling hassle-free and fun.
- We help our clients in arranging airport pick up services, hotel booking, and other important logistical issues that come in handy especially for first time travellers to destinations of choice.
- Finally, our customer service is fast and effective, and we go the extra mile to ensure our customers feel appreciated.



## Air Ticketing

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We are the experts in air ticketing in Nairobi. Whether you are flying alone, with your family or as a team, we offer the most affordable and reliable air ticketing services for domestic and international flights.

You can take advantage of our partnership with leading local and international airlines to book your flights at the least cost and guarantee hassle-free arrival to your desired destination.

Our friendly customer agents are always at hand to assist with any inquiry you might have regarding our services and the flight that you're booked on. So, for hassle-free and discounted air travel services, book your ticket with us today.





## Hotel Booking

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You can rely on our professional hotel booking services to guarantee your space in the most comfortable and most affordable accommodation at your destination of choice.

Whether travelling locally or abroad for holiday, business, medical or education purposes, we can organise timely pick up services to get you from the airport into your booked hotel for stay or as you wait further transit.

The best thing about booking your hotel and accommodation with us is that we are always updated on facilities offering seasonal or promotional discounts and would like you to sample their world-class hospitality.

You may also be eligible for discounts should you book your flight and accommodation with us; try us today.









## Tours & Travel

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We have the best tour and travel planners for all your travel needs, whether touring local attractions or travelling across the globe. Be it for your medical trip, business and leisure travel, or simply seeking an exotic out of this world experience for your honeymoon, our travel consultants can help you develop the most enticing, exciting, satisfying and affordable expedition for that experience to remember that you've always been craving for.

Our services in this regard include:

- Setting clear objectives for your travel based on your interests and budget.
- Selecting the best travel and accommodation options for your trip.
- Choosing the most interesting places to visit.
- Booking of flights and setting the best departure and arrival times.
- Professional advice on Visa application requirements for the country you intend to visit.





## Hajj and Umar

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These are some of the most important religious pilgrimages for the Muslim fraternity. As fellow Muslims, we are obliged by our faith to facilitate the travel of faithful to the Holy sites. To facilitate this, we encourage our customers to start making preparations early enough to avoid last minute rush. We thus allow our customers to come over for early visa application, besides pre-booking their return flights and accommodation when demand for such services is still low and charges affordable. We are always at hand to assist those intent on attending the Hajj and Umrah with all the required preparations, including visa application, flight booking, as well as planning for accommodation.

## Visa Services

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Most countries across the globe, including the US, European Union, Asia, the Middle East, Australia and African countries have various visa requirements for visitors. We have one of the highest success rates in visa applications in Kenya, and we are always glad to assist our clients in securing visas for their destination countries. Our visa application services include information dissemination, automated application, appointment scheduling at the embassy, and more. So, talk to us today for affordable and customer-friendly visa application services.

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