

ARE YOU READY TO JOIN

Our World

CARRIER



A couple is walking through a lush green rice field. The woman is wearing a white, off-the-shoulder, long-sleeved top and a colorful necklace. The man is wearing a light-colored, long-sleeved shirt and pants. They are both looking down at something in their hands. In the background, there are several large, rounded mountains under a cloudy sky.

Discover us

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It all begins with discovery

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Partnerships beloved within the luxury landscape

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It's about how we make people feel

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Imagine a world just for you



Our story

Four decades ago, there was a change working its way through all things travel. The goals, expectations and desires of discerning travellers were evolving alongside a world that was beginning to invite them to expand their experiences, knowledge and passions.

We caught sight of this change early on, and so Carrier sprang to life as a small independent specialist with the aim of looking beyond the run of the mill tour packages and to make people feel, well, whatever they wanted to feel. We did this by crafting flexible itineraries, experiences they thought out of the realms of possibility and a bespoke trip tailor-made just for them with every need, every preference and every whim catered for.

We have grown into the award-winning luxury travel specialists we are today; our discreet, attentive and bespoke service is admired throughout the industry and our long-standing history of operational and service excellence has earned Carrier 'Best Luxury Tour Operator' at the annual TTG Luxury Awards since their inception in 2018 as well as 'Best Luxury Team of the Year' and 'Best Luxury Tour Operator' at the Aspire Luxury Awards.

Part of a bigger family

Along with our parent company, Kuoni, we are a part of the large international food and travel retailing group, REWE and their travel division, DER Touristik. Belonging to a leading pan-European tourism organisation allows us the financial support and leverage to deliver quality and exceptional service.

The happiness factor

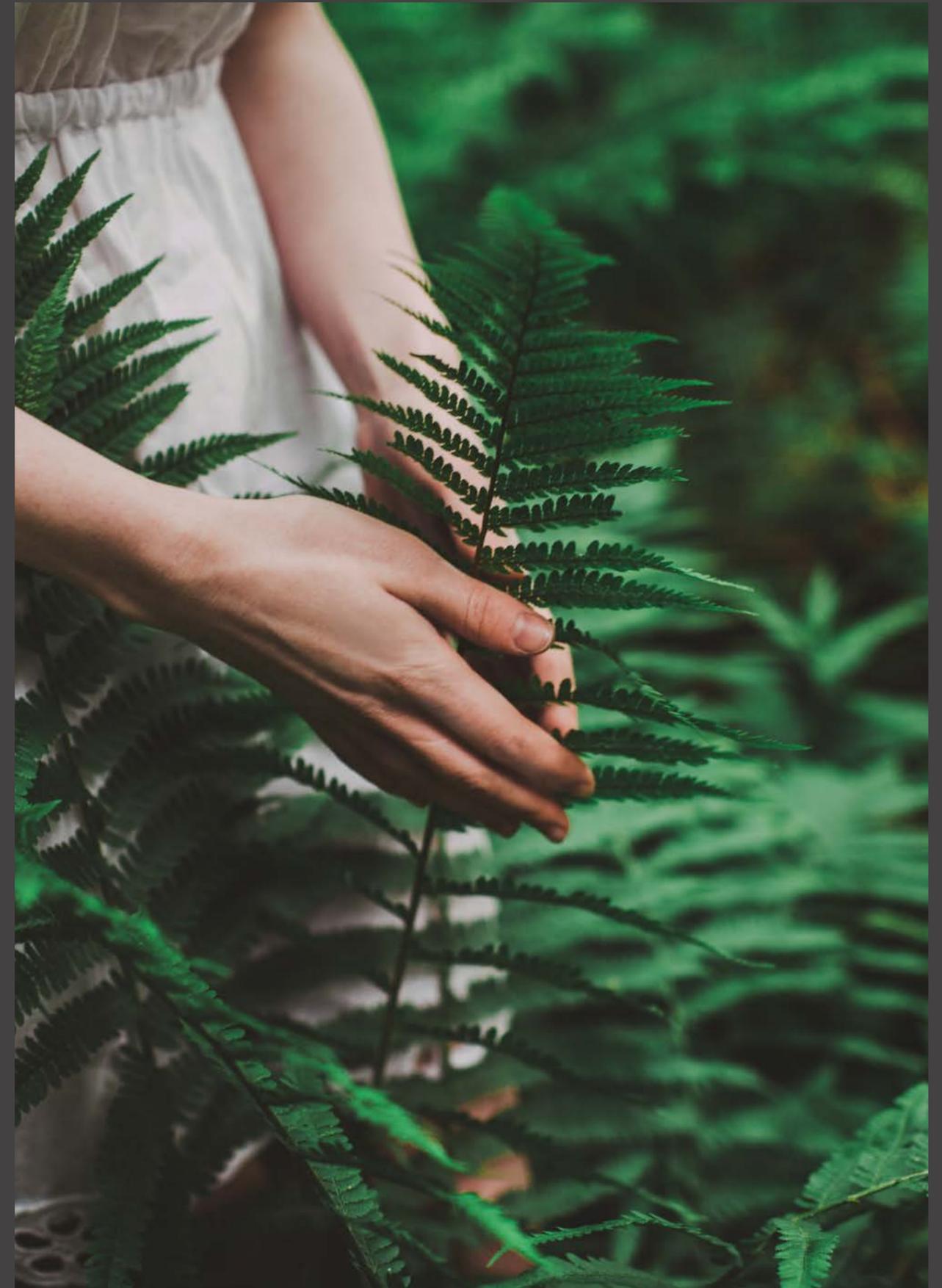
Carrier is more than just a company; we are a diverse collection of unique individuals united in creating a positive and engaged workplace to be proud of. Empowered, encouraged to grow both personally and professionally, and feeling connected to one another reflected in us being accredited as an 'outstanding workplace' by engagement specialists, Best Companies, for the past two consecutive years and nationally recognised as one of the 'UK's Best Mid-Size Companies to Work for in 2022'. We firmly believe that it's our happy, customer-centric culture that is at the root of the award-winning service we are renowned for.

Flexibility & transparency

Our bespoke, personal approach offers complete customisation of travel arrangements; this flexibility also extends to our standard T&Cs. Financially protecting your clients is a priority especially during challenging times. Allowing amendments or cancellations wherever possible or negotiating the most favourable terms with suppliers where they may be less flexible, we will provide complete transparency and communicate clearly.

The greener picture

Seasoned globetrotters no longer have to throw away their passport to be a more conscious and considered traveller. Whether it's trips to places that focus on investing in the community to protect local livelihoods, or getting hands-on with exciting enterprises that immerse them in rich traditions; sustainable travel has asserted that it isn't simply a fleeting trend. Through Carrier Cares, we make it our mission to work with some of the most thoughtful and smart brands, resorts and people that are leading the way in ecological initiatives and being advocates for human rights and animal welfare around the world.



WE LOOK BEYOND SIMPLY THE JOURNEY AND THE DESTINATION

Our mission is to own the provision of exceptional experiences that fulfil the dreams and goals of luxury consumers.

Developing emotional connections and deeper relationships, by curating experiences that are immersive, authentic and truly personal.

OUR CORE VALUES ARE THE ENERGETIC DRIVERS
AND INTENTIONS WEAVED INTO EVERYTHING WE DO

They define
us, make us
who we are
and it's what
sets us apart

01

—
Beloved by luxury

Drawing upon partnerships that are beloved within the luxury landscape

02

—
Inspiring dreams

Opening the minds to personal experiences that surprise, enlighten and excite

03

—
The personal touch

The art of humanisation; our personal approach and expert knowledge delivers where technology cannot

04

—
Igniting senses

Keeping the conversation alive with all-year round immersive content

05

—
A sense of belonging

Loyalty, advocacy and trust; become members of an exclusive community

06

—
Looking beyond

Going the extra mile to deliver the extraordinary

01



BELOVED BY LUXURY

Why simply see the rest of the world, when you can experience the best of the world

Enter into a world of unfettered luxury with the most admired and esteemed brands within the travel landscape.

As an extension to Carrier's peerless service, our partners are meticulously chosen to ensure your clients are well looked after from the moment they leave their doorstep to the moment they return.

High style and world-class living is our speciality where quality, comfort, elegance, and personal service are the norm. From taking care of the extra touches like private transfers, fast track check-in and VIP lounges, to working alongside world-renowned guides and local connectors to ensure private access to the most exclusive places and experiences.

BRITISH AIRWAYS
Preferred Partner

Private jet journeys, revolutionary suites that take luxury to new heights and premium class travel feature heavily in our repertoire, often securing business and first class seats before anyone else during peak travel periods. Being one of a few companies to have achieved British Airways Preferred Partner status, you can be confident of how important your clients are to the airline, and can expect the highest standards at every stage of their journey.

Our skilfully crafted service is widely accredited on the luxury landscape by well-respected travel writers of the UK's leading lifestyle publications. This attentive approach prompted Vanity Fair to recognise that Carrier *"always go the extra mile"* and Condé Nast Traveller claim that our *'wealth of knowledge borders on the encyclopaedic'* – leading us to receive the much coveted 'Favourite Tour Operator' as voted by the Condé Nast Traveller Reader's Choice Awards multiple times over the last decade.

Condé Nast Traveller

"Carrier's consultants seem to have an almost uncanny sixth sense."

BAZAAR

"Carrier has always been really visionary, providing a sophisticated, elegant edit and curation."

WALPOLE

The official voice of all things British luxury, Walpole counts more than 200 premium British-made brands in its membership. From Rolls-Royce to Boodles and Harrods to Royal Opera House, the members within Walpole are renowned for their consistent quality, exquisite craftsmanship, excellent service and ingenious innovation.

Promoting and nurturing the next generation of luxury businesses in the UK, we are extremely proud to join these companies as one of a handful of travel brands in this prestigious association.



"The rise of curated travel is really important. People don't want to be on the internet and scrolling for a hotel. They want an expert they can put their trust in- someone who understands their dreams. This is where specialists like Carrier really come into their own."

Helen Brocklebank, CEO Walpole



02

INSPIRING DREAMS

The way we choose to see the world, creates the world we see

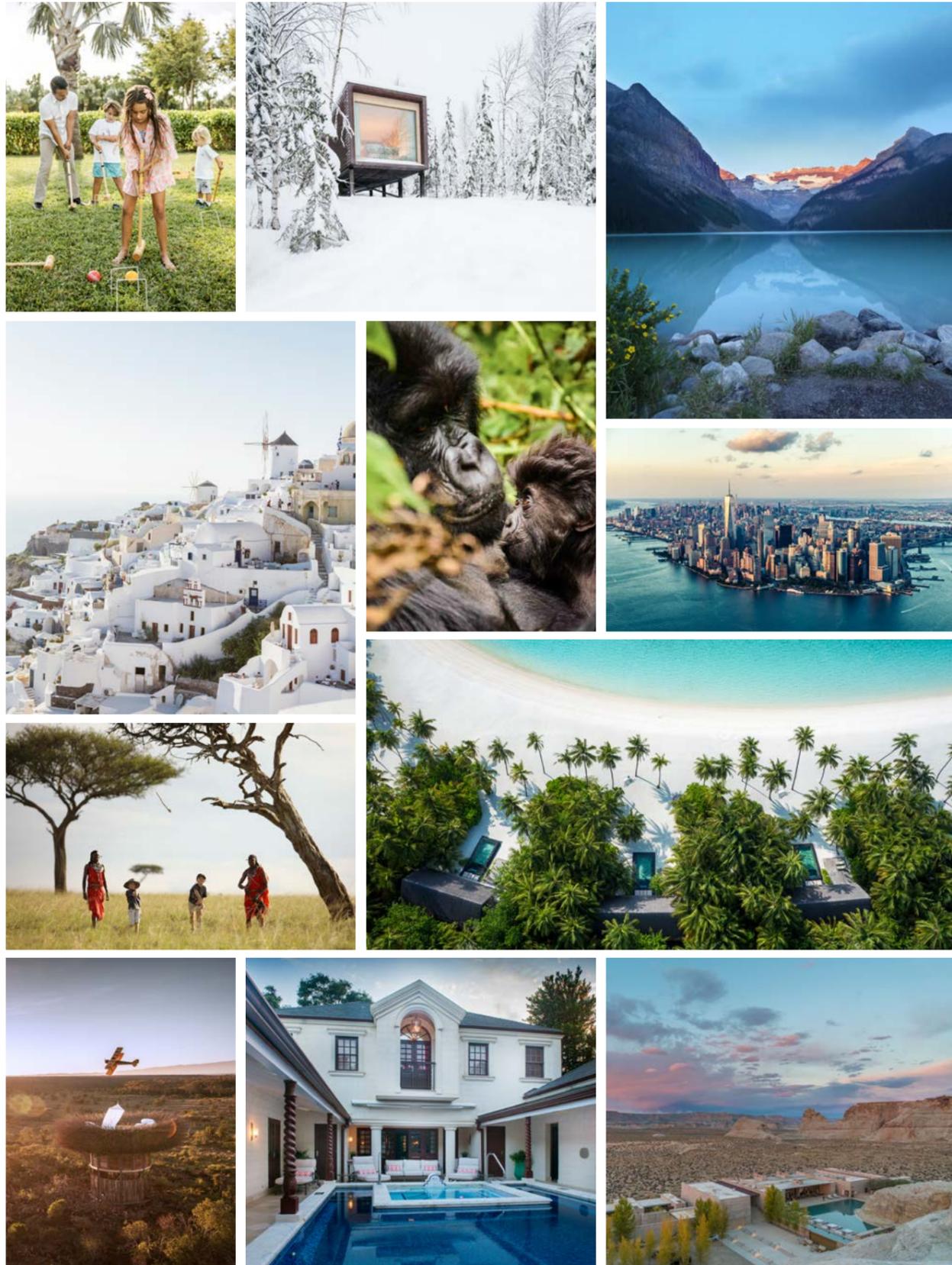
Looking beyond a destination to real world interactions, the memorable moments to be had and how we make people feel while experiencing it all.

Sometimes, it's not where we go on holiday that matters most; it's what to experience while we're there. Discovering your clients' passions, aspirations and preferences help create holidays that are truly momentous.

Uncover their dreams and desires whether it's the sole intention of time spent free on a palm-fringed atoll escaping the pressures of daily life, a spontaneous bite-sized city break to re-engage and re-kindle, or delving into rich cultures and traditions of far-flung lands.

From jet-setting parents looking for unforgettable family getaways that strike the right balance of grownup relaxation with kid-approved experiences, to those looking for an extra special spare no expense celebration of a lifetime, our global product range and unparalleled concierge service will help you create holidays that your clients are at the very soul of.

Let's begin their journey...



02

WE LOOK BEYOND THE USUAL

Allow us to open up the minds of your clients with unique and meaningful possibilities our world has to offer. Whether it's touring Italy in a Ferrari supercar, a private meeting with Father Christmas or simply indulging in shameless pampering and self-discovery – all of this is possible and so much more.



A magical Christmas

Imagine the little ones' faces when an elf hand-delivers a personal invitation to the family home to board a private jet to Lapland. A 24-hour private host and chef catering to every whim from decorating a Christmas tree chosen from the nearby forest and a fairy-tale walk through the elves hideway visiting their workshop, to a reindeer escort for the ultimate private audience with Father Christmas himself.



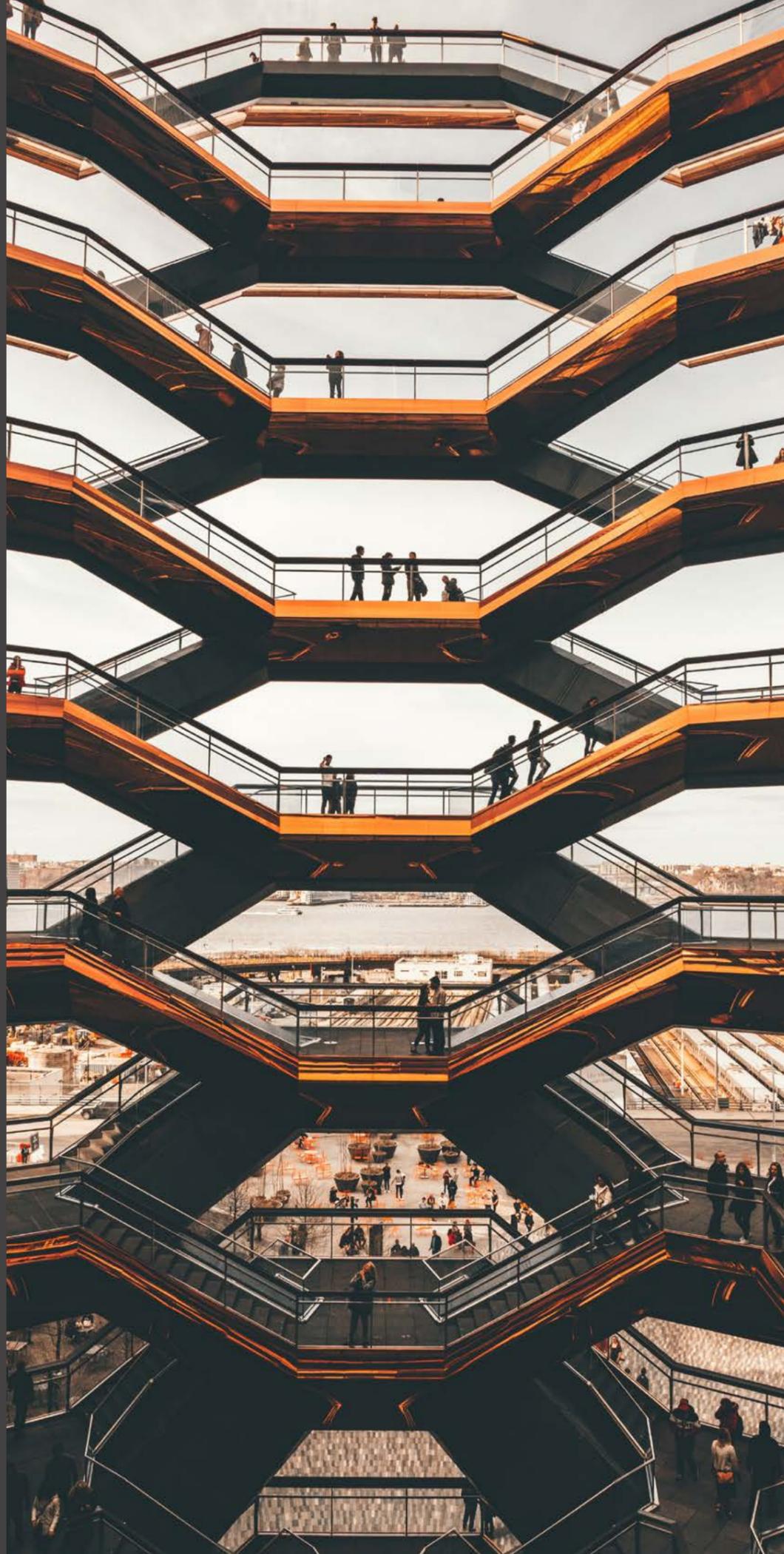
Passions & pleasures

Traversing the scenic Tuscan frescoes in a gleaming red Ferrari is an irresistible invitation to play. There's after-hours access to the Vatican Museums and Sistine Chapel before indulging in a gastronomic journey that will delight even the most refined palates. The secrets of traditional dishes are discovered with a private cookery class and sampling renowned vintages in rustic cellars with an expert oenophile. The experience is topped off with a hot-air balloon ride over rolling countryside; with a photographer on hand to capture the moment.



And breathe

In this chaotic 21st century life, embarking on a transformational journey to a remote Maldivian island where the ancient Indian science of life focuses on health, diet, exercise and sleep has never been so important. Ayurvedic physicians, a resident yogi, nature's pharmacy, therapists and chefs guide a personalised path to wellness in one of the world's most comprehensive approaches to a healthy physical and mental well-being.



SENSE OF BELONGING

Join our growing team of Private Client Managers

This role will best suit candidates with luxury tour operator experience. With access to an existing personal network of high net worth individuals, the successful candidate will be responsible for fulfilling the travel arrangements of their clients.

Why become a Private Client Manager at Carrier?

Freedom:

You'll have complete autonomy, choosing working hours that suit you and the freedom to work from anywhere you choose. We'll also make sure you have cover when you are on holiday.

Access:

You'll have ownership of the end-to-end customer journey through full access to our global product range, contracted rates, net airline fares and reservations systems.

Relationships:

We've been building connections with friends in high places for over 40 years which means you can benefit from our strong relationships and watch your little black book of contacts grow.

Support:

You'll benefit from our global product and industry leading marketing support, as well as assistance with admin and concierge services. We'll help with networking opportunities and event support.

Personal development:

We'll ensure you have ongoing product training, and a minimum of two overseas FAM trips a year to keep your knowledge fresh. You'll also receive access to personal and professional coaching programmes such as STELIFY and receive full training on our systems.

Security:

Carrier is an established multi award-winning brand, named as one of the Top 100 companies to work for according to Best Surveys. We're backed by one of Europe's largest tour operators (Der Touristik) and your bookings will be protected by our ABTA and ATOL bonding.

The Package

- Salaried role
- Excellent base salary
- Uncapped performance related earnings
- Instant commission
- 23 days annual leave (increasing to 27 with length of service)
- Company laptop and mobile phone
- Sales & Marketing budget for events, private club membership & business development
- Further company benefits include discounted personal travel, company pension scheme, and paid volunteering days

Requirements

- Considerable experience gained at a luxury tour operator
- A track record of creating and developing exceptional clients relationships
- A deep understanding of the luxury landscape and customer with innate ability to deliver exceptional service
- Personal confidence with a record of building credibility and trusted relationships within a network
- A genuine passion for travel with extensive first-hand experience of worldwide luxury travel
- The ability to thrive working independently and remotely; a record of demonstrating resilience and flexibility
- Commercially astute and motivated to achieve a healthy margin
- Desirable: knowledge of our tour operator reservations systems Dolphin and Galileo



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Your clients will travel
to experience the best of
world. This is a luxury travel
opportunity like no other.

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carrier.co.uk