

# SERVICE, SERVICE & SERVICE

## PROMPT, KNOWLEDGEABLE & CARING

Getting your marine personnel to the right place at the right time is mission-critical for you and for us. For that reason, Total Travel Marine maintains air agreements with most major airlines worldwide. We have one of the best flight networks in the world capable of providing low cost airfare often up to the day of travel.

## EXPERTS IN MARINE TRAVEL

- 7 days a week/24 hours a day Live Operation
- Personalized Service by TTM staff exclusively; Not a call center environment
- Privately owned and owner-operated
- Extensive library of private marine & cruiseline fares for shipboard personnel, passengers and corporate travelers with all major airlines
- Highly Discounted flexible last minute fares with minimal restrictions
- Best Fare Search-Engine Technology
- Hotels and Car Rental Programs
- Immigration & Visa Requirements Support
- Flexible payment options via PayPal, credit card, Western Union or direct bill agreements
- Customizable Accounting & Management Reporting
- Communication easily accessible via email, website or phone
- Disaster Recovery Program



WE UNDERSTAND SPONTANEOUS SCHEDULE CHANGES. JUST CONTACT US! • WWW.TOTALTRAVELMARINE.COM

TOTAL TRAVEL MARINE...  
PROVIDING AIR TRAVEL  
TO THE MARINE AND CRUISE  
PASSENGER INDUSTRY  
FOR OVER 20 YEARS



WORLDWIDE MARINE & PASSENGER TRAVEL



20  
YEAR  
ANNIVERSARY

CONTACT US TODAY: 305.817.9339  
WWW.TOTALTRAVELMARINE.COM  
CRUISECREW@TOTALTRAVELMARINE.COM



“WITH APPROXIMATELY 500 EMPLOYEES TRAVELING EACH MONTH, NO MATTER WHERE IN THE WORLD OUR EMPLOYEES ARE, TOTAL TRAVEL HAS BEEN THERE FOR US 24/7 AND HAS KEPT UP WITH OUR EXPANDING GROWTH AND NEEDS. THE CUSTOMER SERVICE IS EXCELLENT AND THE TEAM IS FRIENDLY AND KNOWLEDGEABLE. WE HOPE TO BE WITH YOU ANOTHER 20 YEARS.”

Leonard Fluxman, President and CEO  
Steiner Leisure Limited

“I HAVE HAD THE PRIVILEGE TO WORK WITH TTM AND THE STAFF THAT SUPPORT THAT GREAT ORGANIZATION FOR MORE THAN 15 YEARS. THEIR EXPERTISE AND PROFESSIONALISM IS OUTSTANDING.”

Richard E. Sasso, President and CEO  
MSC Cruises (USA)

“WE HAVE BEEN WORKING NOW WITH TOTAL TRAVEL MARINE FOR 5 YEARS. DURING THIS TIME THEY HAVE CONSISTENTLY PROVIDED PERSONALIZED AND EXCEPTIONAL SERVICE TO OUR CUSTOMERS.”

Helen Panagos, Vice President  
Shore Side Operations  
The Yachts of Seabourn

“THIS IS JUST A NOTE TO THANK TOTAL TRAVEL MARINE FOR ASSISTING PARK WEST IN OUR TRAVEL INITIATIVES. OUR RELATIONSHIP IS NOW 8 YEARS YOUNG AND WE CONTINUE TO BE IMPRESSED BY THE EFFICIENT SERVICE AND THE BENEFITS WE HAVE DERIVED FROM OUR PARTNERSHIP. YOUR UNDERSTANDING OF THE CRUISE INDUSTRY SIMPLIFIES THE PROCESS AND FLOW OF INFORMATION.”

Maria L. Marsh, Director  
Shipboard Operations  
Park West Gallery

“WE TRIED A FEW OF THE BIG NAME TRAVEL COMPANIES BUT FOUND THAT THE PERSONALIZED SERVICE FROM TOTAL TRAVEL MARINE WAS THE GREATEST BENEFIT IN MEETING OUR DEMANDING WORLDWIDE TRAVEL REQUIREMENTS. FOR ME, A TRAVEL COMPANY IS EVALUATED ON A DAILY BASIS; AS A RESULT, TOTAL TRAVEL MARINE HAS BEEN OUR TRAVEL COMPANY FOR MORE THAN EIGHT YEARS.”

Bradford C. Briggs  
President  
SeaMobile Europe



TOTAL TRAVEL MARINE: AN INDUSTRY LEADER

AIR MANAGEMENT FOR:

- Ship's Crew
- Individuals & Groups
- New Ship Builds
- Dry Dock Projects
- Incentive Groups
- Cruise Passengers
- Corporate Travelers
- Offering Corporate Travel Policy Management Programs



TOTAL TRAVEL MARINE PROVIDES THE HIGHEST STANDARD OF SERVICE TO MEET THE NEEDS OF OUR CLIENTS IN THE CRUISE MARINE AND PASSENGER TRAVEL INDUSTRY.

OUR MISSION MIRRORS OUR ATTITUDE, DEDICATION AND COMMITMENT TO PROVIDE THE HIGHEST STANDARD OF SERVICE AND COMPETITIVE PRICING TO OUR CLIENTS IN THE MARINE AND CRUISE PASSENGER TRAVEL INDUSTRY, BY POSITIONING THEIR NEEDS FIRST. AS A RESULT, OUR COMPANY HAS GROWN INTO THE SUCCESSFUL ORGANIZATION THAT IT IS TODAY.

## WE CELEBRATE OUR 20TH ANNIVERSARY!

Total Travel Marine was established in January 1989 as Total Travel Enterprises, Inc. in Coral Gables, Florida by two partners Karen E. Segalla, President and Lucy A. Cerullo, Vice-President.

The two partners brought knowledge and proficiency from their vast experience in managing the air/sea and crew/corporate travel departments at Costa Cruise Lines in New York and Miami. Areas of responsibility included management of air/sea inventory, and airline contract negotiations, ticketing, pre and post cruise tours, ground services and embarkation for passengers, crew & corporate staff.

Total Travel Marine has expanded rapidly to become the only company offering travel services for marine personnel and cruise passengers exclusively and continues to grow its reservation service network by consistently seeking new efficiencies that will benefit its clients.

Total Travel Marine's greatest asset is its employees, who have greatly contributed to the success of the company and to the excellent reputation it has gained in the industry.

Total Travel Marine's team of experienced professionals provides clients with the highest degree of service and continues to have a "can-do" attitude at all times, under all circumstances.



KAREN E. SEGALLA  
President



LUCY A. CERULLO  
Vice-President