



METROPOLITAN
TOURING
70 YEARS

HAVE



MeT?

HAVE WE MET?

Metropolitan Touring is more than just bricks and mortar. It is a living, breathing entity that continuously strives to be a better version of itself.

Maybe you've heard of us by now, maybe you haven't. Either way, now we want you to really...

Cotopaxi Volcano - Ecuador

MeeT US.

Metropolitan Touring is the leading regional *destination management company* (DMC) in **Ecuador, Peru,** and **Colombia**. We are the only such company in Ecuador to offer an ample selection of **products and experiences that we proudly own and operate**. These include several best-in-class *hotels and expedition vessels*, as well as an impressive selection of land tours and experiences in unforgettable places **throughout each of these countries**.



Galapagos Islands - Ecuador



Machu Picchu - Peru



Caño Cristales - Colombia

MEET US.

Our story stretches back to 1953 and the leadership of two visionary entrepreneurs. Under their guidance, Metropolitan Touring **pioneered tours to the Galapagos Islands** and became the **first travel agency** to offer high-end, **ecologically minded experiences** throughout **Ecuador**. Gradually, we expanded our operations to neighboring **Colombia** and **Peru**, where we continue to work directly with local communities. After all, we are a dedicated bunch of enthusiasts, dreamers, scientists, businesspeople, and adventurers that **believe in responsible travel**. Follow us on this short journey and learn a little about what exactly makes Metropolitan Touring a cut above the rest.



La Macarena - Colombia





DESTINATION EXPERTS

***A Regional Destination
Management Company, bar none***

Through decades of experience, we have come to know our **destinations like the back of our hand**. In addition to partnering with **only the best providers** throughout the region, **we own** several of the products we offer, guaranteeing a **standard** and **consistency in quality** across our tours that is unlike anything else.

We...

- Have **over 70 years of experience in our destinations**, envisioning, creating, operating, and perfecting our tours.
- Are connected to **a vast network of local and high-end** hotels, restaurants, *haciendas*, and experiences in the region.
- Are the **sole owners** of select and unique properties throughout Ecuador.
- **Support local** communities and economies by investing in a positive, non-extractive and **dream-fulfilling industry**.



Casa Gangotena Hotel - Ecuador



Pisac Ruins - Peru



Guatapé - Colombia



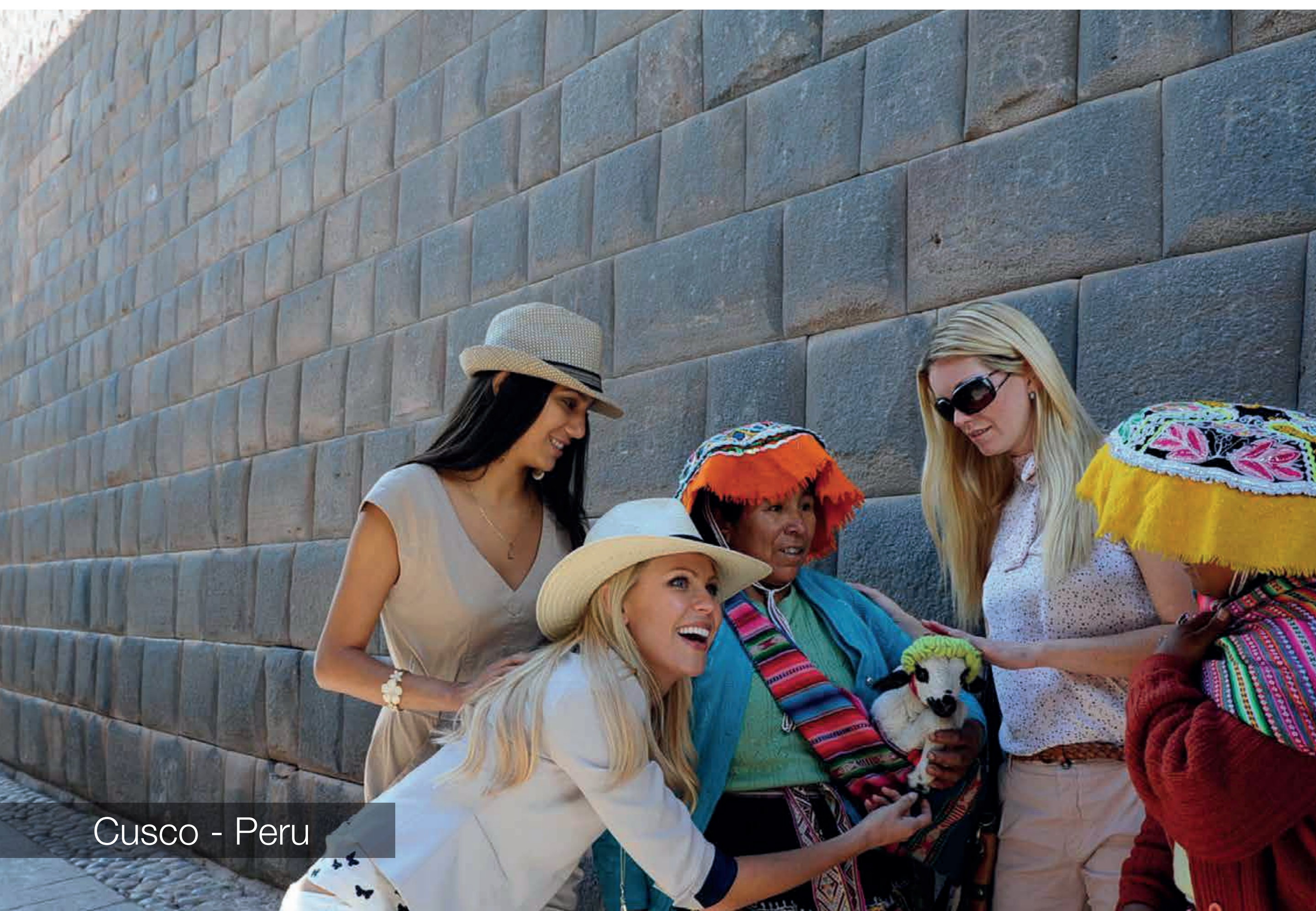
MAJOR PLAYERS

#1 in Galapagos Tours since 1953

We have traversed a long yet profoundly rewarding path towards becoming **a reputable and well-known company**, establishing **partnerships and ties** along the way that have galvanized our position in the tourism industry.

We...

- Are the only tour operator to **rank among the top 300 companies** in Ecuador.
- Are the **largest tour operator** in the Galapagos Islands and mainland Ecuador.
- Were named **South America's Leading Tour Operator** (2022) by the World Travel Awards.
- Form a part of the *Grupo Futuro* holding group (one of the **top 20 corporate entities** in Ecuador).
- Have even served as **the training ground** for hospitality professionals.



Cusco - Peru



GUARDIANS OF THE ENVIRONMENT

Carbon Neutral, Environmentalists, and Educators

Fact: Travel makes up 8% of all carbon emissions worldwide, and we are deeply aware of this. So much so that we have spearheaded several **initiatives to help safeguard the environment** in light of this statistic.

Our goal here is to not only protect our destinations but to also bestow our travelers with the **passion** and **power** to change the course of **our planet's future** and steer their journey into one of **preservation** rather than just mere observation.

We...

- Are **carbon neutral** in our operations in Ecuador, meaning our guests can offset their emissions from travel.
- Are wholeheartedly **involved in the conservation and reforestation** of biospheres throughout the region.
- **Recycle** at all our properties and use black- and grey-**wastewater treatment plants** wherever possible.
- Favor **farm-to-table** food and small producers.
- Employ **energy-saving devices** and vehicles.
- Pioneered **coastal clean-up** and **recycling programs** in the Galapagos.
- We are working on becoming **carbon neutral** in **Colombia** and **Peru**.





Mashpi Lodge - Ecuador



Cocora Valley - Colombia



Huacachina - Peru

CUSTOMER SATISFACTION EXTRAORDINAIRES

9.5+/10 Customer Satisfaction Rating

We are **perfectionists** throughout every stage of the Customer Journey, both with regards to our own products and those of the local companies with whom we partner. Our goal is to provide a **seamless experience** from start to finish, especially in the planning and execution of your trip. Because **quality is key**, our customer satisfaction rating never dips, and it's evident in the feedback we receive.

**We...
receive rave reviews:**

“...and Metropolitan Touring embodies integrity. But the similarities don’t end there...your attention to detail, your attention to customer service, your extraordinary professionalism and ability to execute on a higher level, we appreciate, and we applaud.”

Terry Dale, President and CEO of the United States Tour Operators Association (USTOA)

A special video message sent on the occasion of Metropolitan Touring’s 65th Anniversary

“...I confess to being a little out of my mind with the extraordinary beauty I have seen and the wonderful care that has been lavished on us. Thank you to you, and to all the staff at both amazing hotels.”

Juliet Nicolson, Harper's BAZAAR

“We can't say enough good things about Metropolitan. EVERYTHING went smoothly and they completely took care of us. The guides were all amazing. We loved them. They were so well informed and so much fun to be with. We ended up as friends! ”

Cathryn B, Seattle, TripAdvisor



RELIABLE

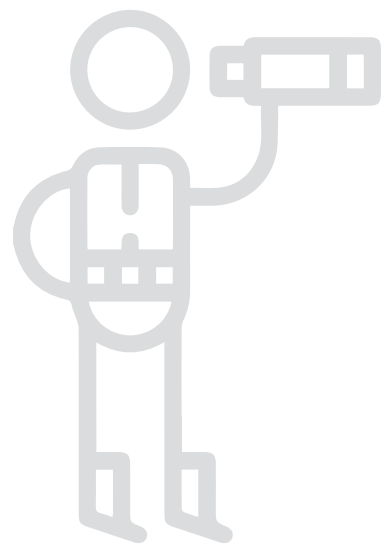
Compliance, Safety, and Coverage by default

We are highly aware that you may be trusting us to **deliver a once-in-a-lifetime experience**. Because we have just one chance to get it right, we want to maximize our probability of success. We know that a trustworthy, reliable operation is a memorable one, so we make it a point to take compliance and safety standards to a whole new level.

We...

- Are committed to **fully delivering** what we sell and making sure our products and services fulfill your dreams and desires.
- **Actively monitor** our operations 24/7, 365 days a year, with offices and teams throughout Ecuador, Colombia, and Peru.
- **Consistently ensure** our explorer's wellbeing by following rigorous **safety** measures and staying abreast of any factors that may impact our operations, however great or small.
- Are backed by **prominent insurance** companies (also part of our holding group).
- Are extremely proud of the **stellar reviews** we receive from our clients.





PIONEERS AND INNOVATORS

Paving the Way

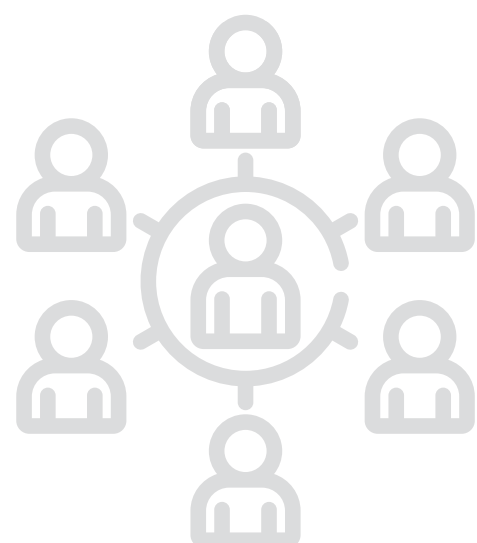
We have been paving the way since 1953 and will continue to do so. The constant search for **unforgettable locations**, for **excellence in our operations**, along with our **ongoing curiosity and research efforts** and our **love for the environment**: it's all in our DNA.

We...

- **Spearheaded** the concept of expedition tours in the Galapagos.
- **Established** the idea of tourism for the purpose of conservation in Ecuador.
- **Transformed** a heritage house into the most renowned *boutique hotel* in Ecuador's capital city.
- **Introduced** the concept of river cruises in Ecuador's Amazon region with our *Flotel Orellana*, and train adventures along the Andes with our *Avenue of the Volcanoes*.
- Have dedicated teams and **unique programs** in all three countries:
Ecuador, Colombia, and Peru!
- **Never settle.** We are always open to new ideas and continuously strive to find areas in which we can improve.



La Macarena - Colombia



UNBEATABLE PARTNERS

Serving the World's Top Consortiums and Tour Operators

We are proud to be the preferred partners of some of the most **distinguished consortiums** in the tourism industry and have earned the trust of **the most highly regarded tour operators** from around the globe (over 500). Among them:

Cox & Kings Travel Corte Inglés World Journeys
Scenic Tours Traveller Made Mistral
Abercrombie & Kent Orbridge Audley Travel
Andrew Harper Gateway Travel Contours Travel Virtuoso
Tauck Captain's Choice Stanford Alumni Association
Travel Leaders WindRose Travel Ensemble Travel Group
Mr & Mrs Smith Lindblad Expeditions Studiosos
Trailfinders Signature Travel Network Catai
Fine Hotels & Resorts Turismo Latino Goway Travel
Maison de l'Amérique Latine Kensington Tours
Journey Latin America Hallelujah



CONNOISSEURS

Expedition, Hospitality, and Gastronomy at their Best

We don't just dabble in expedition tourism, we dream, live, eat, drink, and breathe it so that we can **share that same passion with every one of our guests**. We are proud of our team of **knowledgeable and enthusiastic industry experts**.

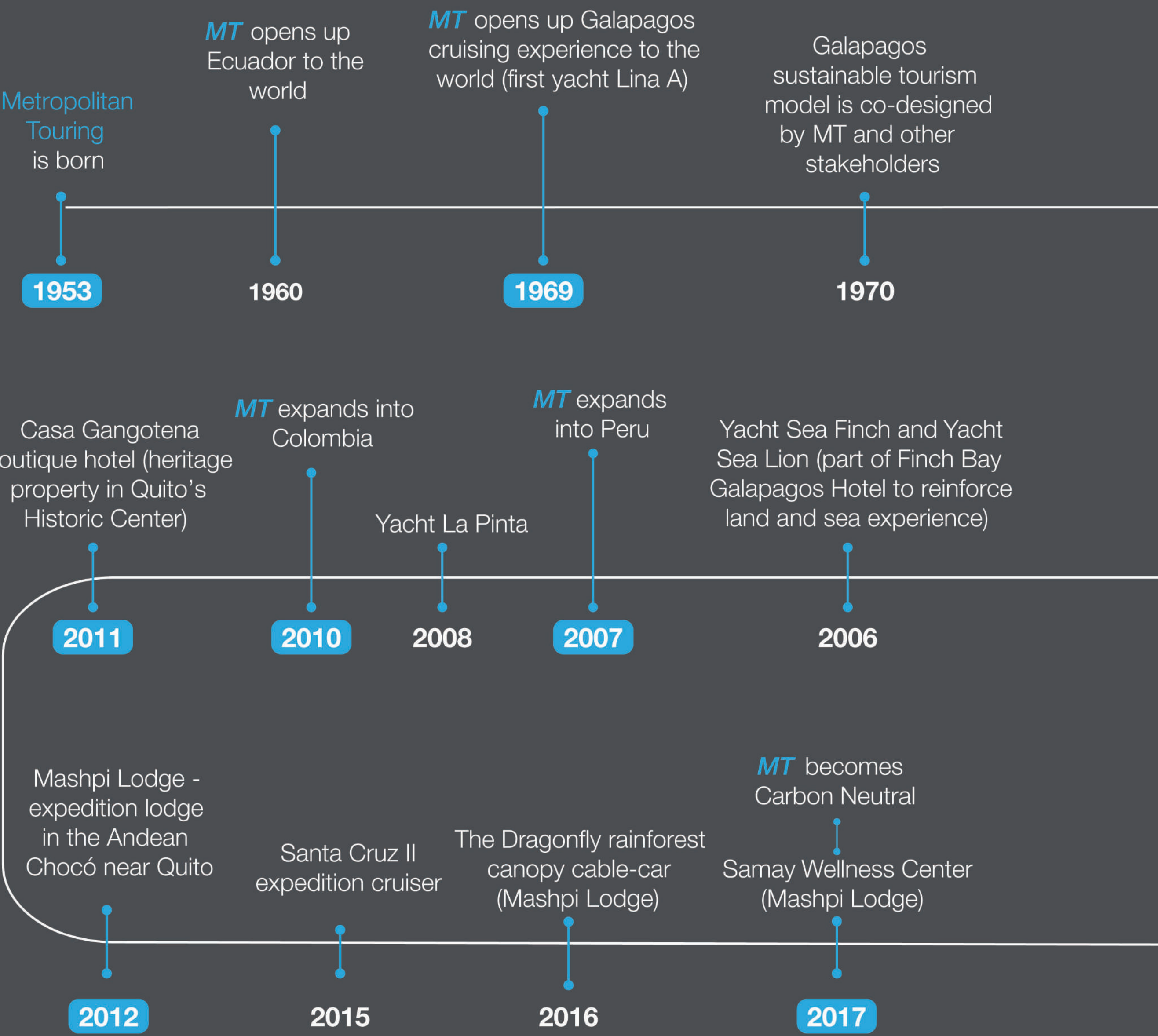
We have...

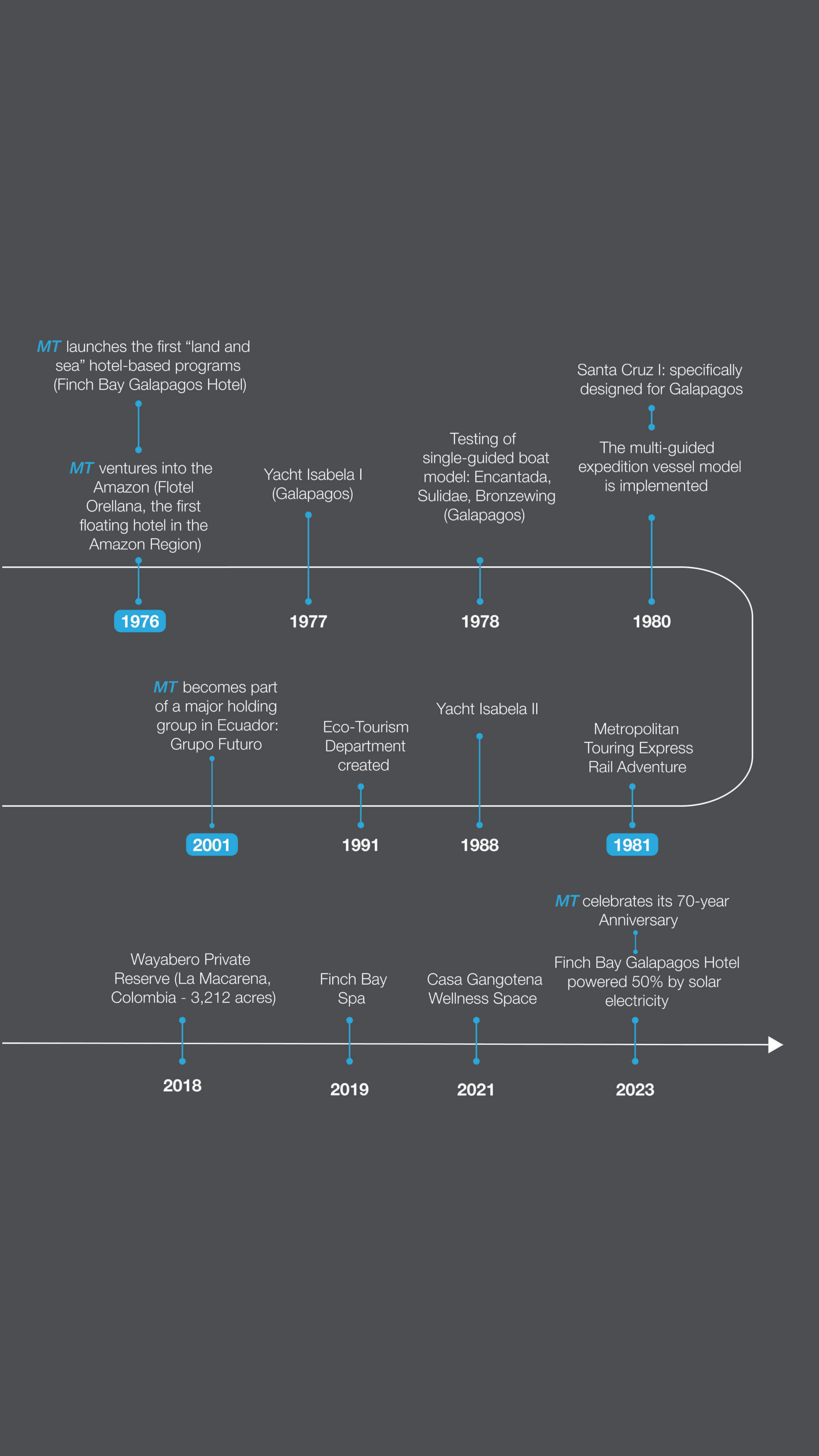
- **An Experience Manager** that ensures we deliver on our sales promise and that each of our guests is **completely satisfied**.
- **Expedition Leaders** that rank on par with hotel managers and guarantee that the **expedition components** of our tours are everything they can be.
- **A Medical Officer** always at the ready for you and your **safety**. Available at all our owned properties.
- **Gastronomy Director** that ensures our cuisine is **evocative** of each location and property, incorporating local, organic ingredients into every bite.
- And so many more professionals that make it a point to **share their passion** and insight with our guests: resident biologists, product experts, destination consultants, expert naturalist guides, historians, city guides, onboard photographers, concierges... the list goes on.



Santa Cruz - Galapagos Islands

METROPOLITAN TOURING MILESTONES





MT launches the first “land and sea” hotel-based programs (Finch Bay Galapagos Hotel)

MT ventures into the Amazon (Flotel Orellana, the first floating hotel in the Amazon Region)

Yacht Isabela I (Galapagos)

Testing of single-guided boat model: Encantada, Sulidae, Bronzewing (Galapagos)

Santa Cruz I: specifically designed for Galapagos

The multi-guided expedition vessel model is implemented

MT becomes part of a major holding group in Ecuador: Grupo Futuro

Eco-Tourism Department created

Yacht Isabela II

Metropolitan Touring Express Rail Adventure

Wayabero Private Reserve (La Macarena, Colombia - 3,212 acres)

Finch Bay Spa

Casa Gangotena Wellness Space

MT celebrates its 70-year Anniversary

Finch Bay Galapagos Hotel powered 50% by solar electricity



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www.metropolitan-touring.com
Av. De las Palmeras N45-74 y De las Orquídeas,
Quito - Ecuador

Travel Advisory Team: (+1) 844-329-3182
sales@metropolitan-touring.com
Toll-free USA: (+1) (855)-435-2093