

Testimonials 2020





"Provided standard package of inclusions and offerings. Specified transfers and desk help.

Great to get occasional calls, even when not much was needed. Appreciated receiving restaurant insights for Playa ad golf course Insights.

Know Hotel Xcaret required fewer needs from an outside DMC, but this group can surprise us with medical situations requiring local support. Appreciated the time and support at the hotel, allowing our team to focus on other areas".

Michelle Pappaducas | Senior Program Manager



Costa Rica

Cancun

"Ekhart is beyond outstanding!! He is so kind and helpful. he always arrives time and even stays like if the job is not done. I won't work a program in CR without him."

Jessica Queen Marsh | Program Operations, Midwest





"The IVI DMC staff was professional and knowledgeable.

Planning went smoothly.

Successful conference, this was the 4th time working with IVI DMC (Cancun, Puerto Vallarta & Cabo)".

Jennifer Walsdorf | Meetings adaption Manager



"We had a very positive, good experience in all areas!! Thank you all so much!"

Matthew Schermerhorn | Principal



Los Cabos

Cuba



"Malek did an amazing job. I have to give all the credit to Malek, he did

an amazing job, he has amazing follow up skills and great ideas.

Malek planning was very though. Everything run smoothly. He was on top of all aspects of our event including development, planning and execution"

Salwa Scarpone |Vice President of Marketing

Panama

Cancun



"Very responsive and resourceful for our needs required. Enjoyed working together.

Hard quick turn around pleasant to work with.

Excellent. Very personable and helpful. Would recommend to anyone. Look forward to future program".

Keri Lefaivre | Director Travel Operations



7. FIRE · LIGHT · GROUP

"Great time in your wonderful country. Everything was on time! Well coordinated. The staff worked well to adjust to our needs".

Sandra Daniel | President & CEO

Cancun

Cuba

"It was easy to communicate and make the reservation for our Senior Executive. He located the IVI representative (turquoise shirt) and the process was easy. Eugenia ESPARZA (the Program Exec) was very responsive and efficient".

MaryLeigh Burnett | Executive Assistant





Cancun

"IVI DMC was professional and great every step of the way. Thank you to the entire team for your help and professionalism".

Ashley Peterson | Senior Program Manager



Cancun

While I wasn't as involved during this phase of the program, Ximena was great to work with on the site inspection and had a lot of knowledge regarding any questions we had! Eugenia was on top of all the program elements and responded quickly to all inquiries, which was a huge help! Nicolas was great to work with on site! Always helpful and knowledgeable.

Tracy Gall |Account Manager



11. Direct Travel

Eugenia was so wonderful to work with. She did a fantastic job pulling it all together Thank You! I can't say enough about how wonderful IVI was to work with especially Eugenia, Fernando and Jose, they were so attentive and helpful, I would highly recommend IVI for future events or to others planning events here. Thank you so very much! Jose and Fernando, also wonderful!! They kept everything going with a smile , Thank you ! Thank You!

Cheryl Kaufman | Senior Manager, Experiential Marketing

Efren knew exactly what the group needed and was so helpful during the planning! Fausto and Fernando were amazing from the very start! We couldn't have done it without them!

Samantha Hess | Account Coordinator







Cancun

Cancun



"I am very pleased that Cindy connected Civic Plus with IVI. It was so easy to coordinate our program. Very great! you made everything so easy. I appreciate the reminders. It was great to have you here on site and keeping me informed of everyone's arrival.Jose Luis was fantastic! He was great on site! Jose Luis y Eugenia Thank you so much You both were great and I hope that we can continue our partnership on future programs! Everything from start to finish was smooth and easy. I appreciate that I was able to relax =) Everything was under control when we had flight delays. You made me feel confident that everything would be top notch! Thank You!".

Hannah Norsworthy | Office Manager

Puerto Vallarta

"Great job in the quick organization of this incentive trip. We appreciate partnership with/IVI. IVI was always available, flexible and work with, very responsive!".

Rebecca Newkirk / Small Meeting & Incentive Coordinator, Event Operations









Yazmin, Reyna and Alejandro were all great to work with onsite. They handled our at times wild group with patience and kindness and were so accommodating with last minute requests.".

Lauren Reisman | Event Manager

Cuba

Andrew White | Presidente Ejecutivo

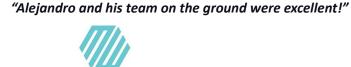
Los Cabos

"Thank you again for everything Lucy! Was so great getting to see you and I thank you for everything you did to make our stay so very special!! Wishing you a wonderful remainder of your week and I hope to bring groups back to you soon!!"

Rhonda Brewer | VP Sales



17. MOTIVATION EXCELLENCE



""Excellent programme thank you"



Los Cabos

18. FIRE · LIGHT · GROUP

Cuba

"Thank you for making sure that Alejandro was their main man during their meeting. He is truly a find and just a really genuine and nice guy. I know they were in good hands, and am very pleased to hear that everything went well!"

"Steve knows that I am a bit of a mother when it comes to taking care of this group and it sounds like you did a great job".



Sandra Daniel | President & CEO

Los Cabos

"As always, IVI did a fabulous job, especially handling all the requests and changes for my VIPS! Thank You. You made MTI look fabulous."

Melissa DeLeon | President

Cancun

Los Cabos

"Very grateful for your team at the leadership of Ximena, she is always an excellent ambassador for IVI and this beautiful destination. We are in great hands, as usual!

Your team is exemplary—wouldn't expect anything less! Kudos to you and all of the destination of Cancun (airport, hotels, staff, rooms, etc) for the focus on all areas of safety and security as you lead Mexico and this part of the world out of this pandemic proving it is SAFE to travel, again.

Michael Butler | Director, Strategic Accounts

"Arrival in Cabo:

Our arrival at Cabo Airport was safe and smooth. All airport workers are wearing masks and social distancing guidelines are place. Upon arrival, you must fill out new C19 forms.

The Resorts:

I experienced several stunning resorts including

the Auberge Resorts Collection, Le Blanc Spa Resorts, Grand Velas Los Cabos, Solaz, a Luxury Collection Resort, Los Cabos, Zadún, a Ritz-Carlton Reserve. Each resort is pristine, COVID friendly, and waiting for your next corporate group, incentive, or leisure travel experience.

Off Resort:

Everything is open. My group experienced the phenomenal Cabo Adventures Sea of Cortez Wildlife & Snorkeling Adventure and we saw whales.

Conclusion:

Cabo surpassed all expectations during the COVID-19 pandemic, from cleanliness to friendliness.

Philip Cochrane | Chief Business Officer





Los Cabos



"I had the opportunity to join IVI's Essential Trip 2020 - IVI DMC Los Cabos. I had such a fantastic experience from the transportation, guest services, memorable off-site venues. The Staff was professional, they provided above and beyond service - Kudos to Yazmin and Lucia. I highly recommend IVI DMC..

Rosita L. Rios, HMCC | Principal

Los Cabos

"It was such a pleasure taking part in the Cabo San Lucas FAM with IVI! The entire itinerary was extremely well-planned and even better yet: well executed by Yazmin and Lucia. The transportation was always ready and waiting - and spotless! I especially appreciated you "squeezing" in an impromptu 30-minute shopping stop in San Jose Del Cabo... which made it even more special (and efficient!). As many times as we come to incentive destinations, I think companies forget that even "we, the well traveled experts" have to get a little shopping out of the way, and there is never enough time for that on these trips!

The resort properties were gorgeous, and totally top-notch! I was so excited to share my findings with other meeting and incentive friends in the industry as soon as I returned.... Lucky "all of us" to have stayed in such beautifully appointed accommodations (Esperanza and Chileno Bay).

The cooking class at Tamarindo's was a huge hit in my mind, and I'm trying already to figure out a way to incorporate it into my next incentive agenda.

I appreciated the attention to details, and especially my birthday treats throughout my special day. I look forward to partnering with you for my upcoming program to Cabo in just a few short months!".



Lisa McGowan | President

24. BRIGHTSPOT

"I recently was able to experience all the new health and hygiene protocols put in place by the IVI DMC team while on a site visit with my client. I was overly impressed from the very beginning. Upon being greeted at the airport, the IVI staff wore masks, greeted us with hand sanitizer, and sanitized all bags before we even stepped foot into the vehicle – all while still offering the high level of friendly service that they are known for! Throughout the rest of our site visit, masks were always worn, temperatures were checked, and hand sanitizer was always available. They made sure our trip was productive and fun, while keeping our health a top priority..

Hailey Jump, CMP, CIS |Sr. Program Manager

Cancun

"I made it back to Atlanta from one of the most memorable visits of my lifetime with you. Thank you.. to EACH of you and the staff of IVI DMC. It was a well planned agenda that truly gave me the true essence of what Cancun and the staff of IVI can offer to groups.

From the time that I was picked up at the airport to being taken into the airport for my flight. It was time well spent and it educated me on what the hotels have to offer and most importantly what services IVI can offer. Truly a FIRST CLASS in organization.

I am an Extension of selling your destination that is based here in the U.S. To experience all that I did I can personally articulate to my customers. And you have my commitment to bring business to the Mexican Caribbean...it is ESSENTIAL.

Again, Thank YOU and PLEASE share my note with EACH IVI staff member that I interacted with. It truly was an Experience with each and everyone. I will see you again in the spring!!"

Nina Jackson |Vice President Global Accounts



25.

Cancun



Cancun

"I just wanted to send you all a note of thanks for the impeccably put together Essential Mexican Caribbean 2020 FAM trip! You all went above and beyond planning this FAM and I have not stopped talking about it to everyone who will listen! The hotel partners were so accommodating, thoughtful, and thorough and the catamaran was one for this history books, truly the most memorable day. From the AAA Five Diamond steakhouse dinner at Coral Beach to the incredibly calming spa at Live Aqua and the draw dropping rooms at Atelier, I will never forget this trip. I have made connections through this trip that will be invaluable to the DreamTrips product now and for years to come. I look forward to working with your team into the future in our many locations throughout Mexico and the Caribbean."

Brittany Champ | Travel Product Owner, Mexico & Caribbean



"Efren did a great job communication. Alberto is the best. He does well with the guests's. Is beyond helpful". Cancun

John DeLeon | Vice President Sales & Operations

