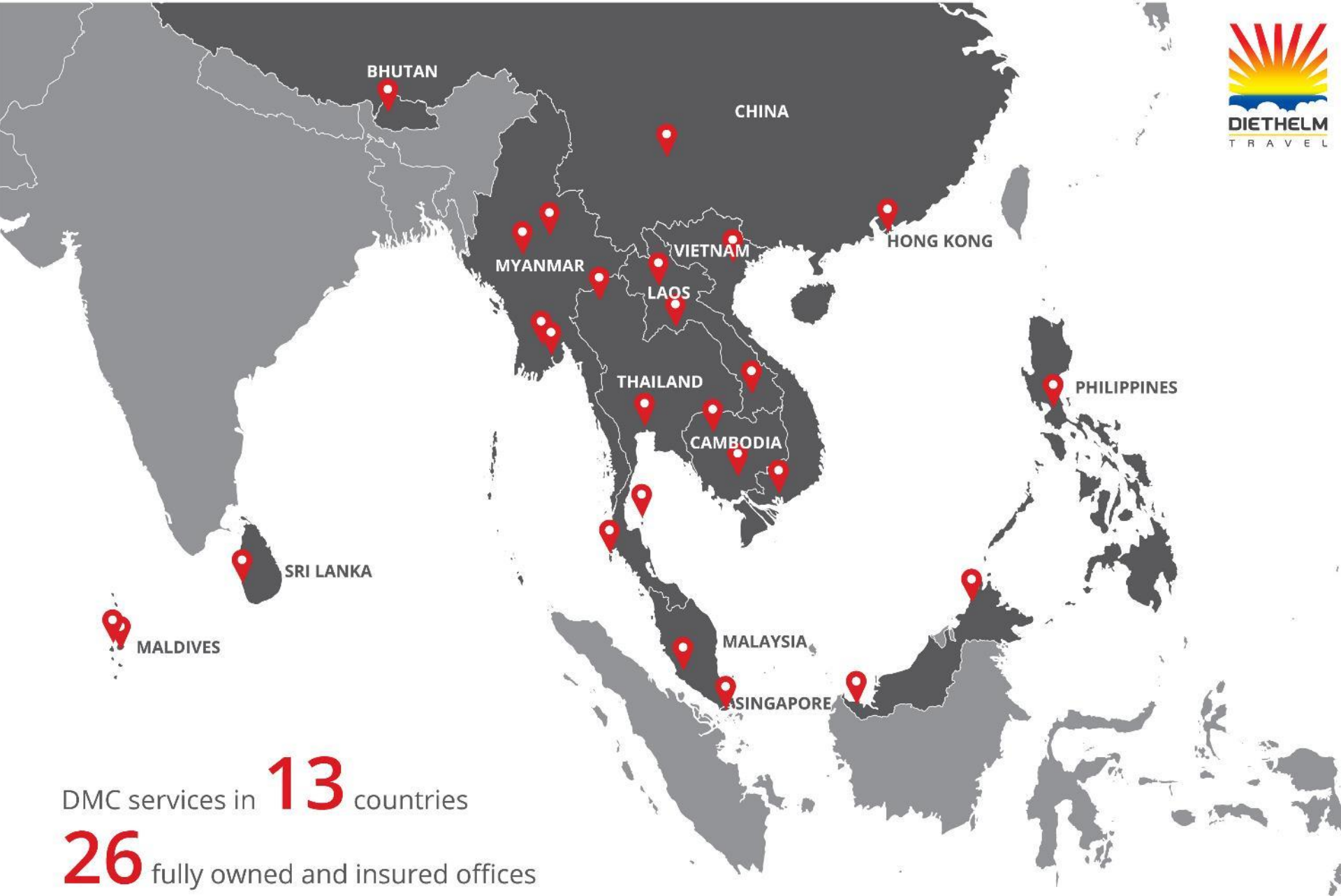


DIETHELM TRAVEL GROUP



JOURNEYS OF A LIFETIME





60 years of long standing expertise and local connections



OUR ADDED VALUES

We add value to your company

- **Global experience** – serving guests from more than 70 countries around the world
- **Corporate governance & Compliance** – that matches our stock-listed sister company
- **Innovation** - product and technology
- **High quality** – fixed employed guides, 24/7 multilingual concierge and own fleet

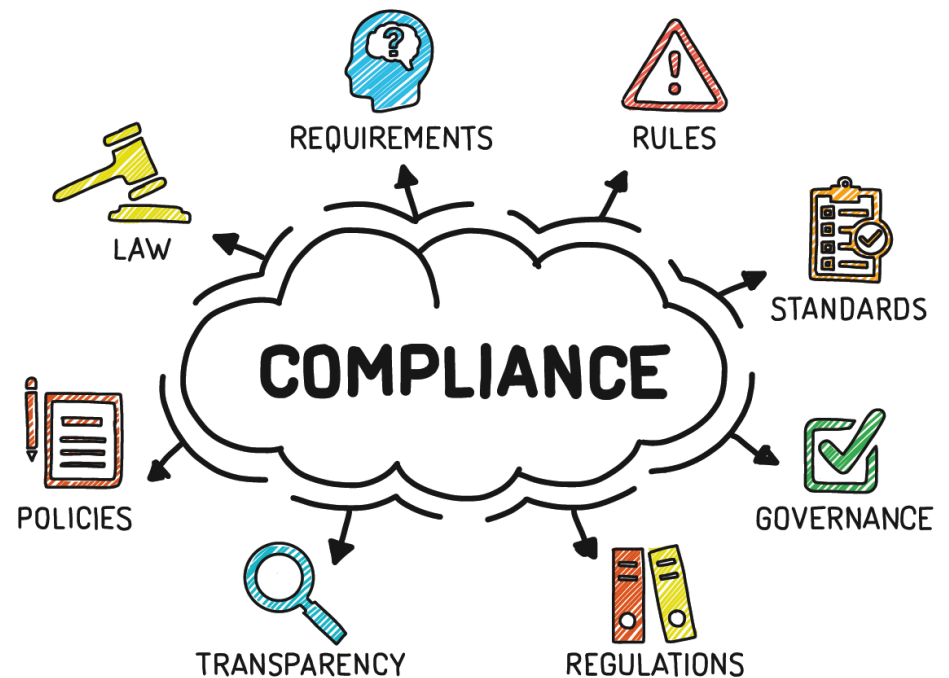


Let us help build your success

COMPLIANCE

Strong business integrity and principles

- Independent company with no attachment to travel multinationals or conglomerates
- Clean business practices and corporate governance

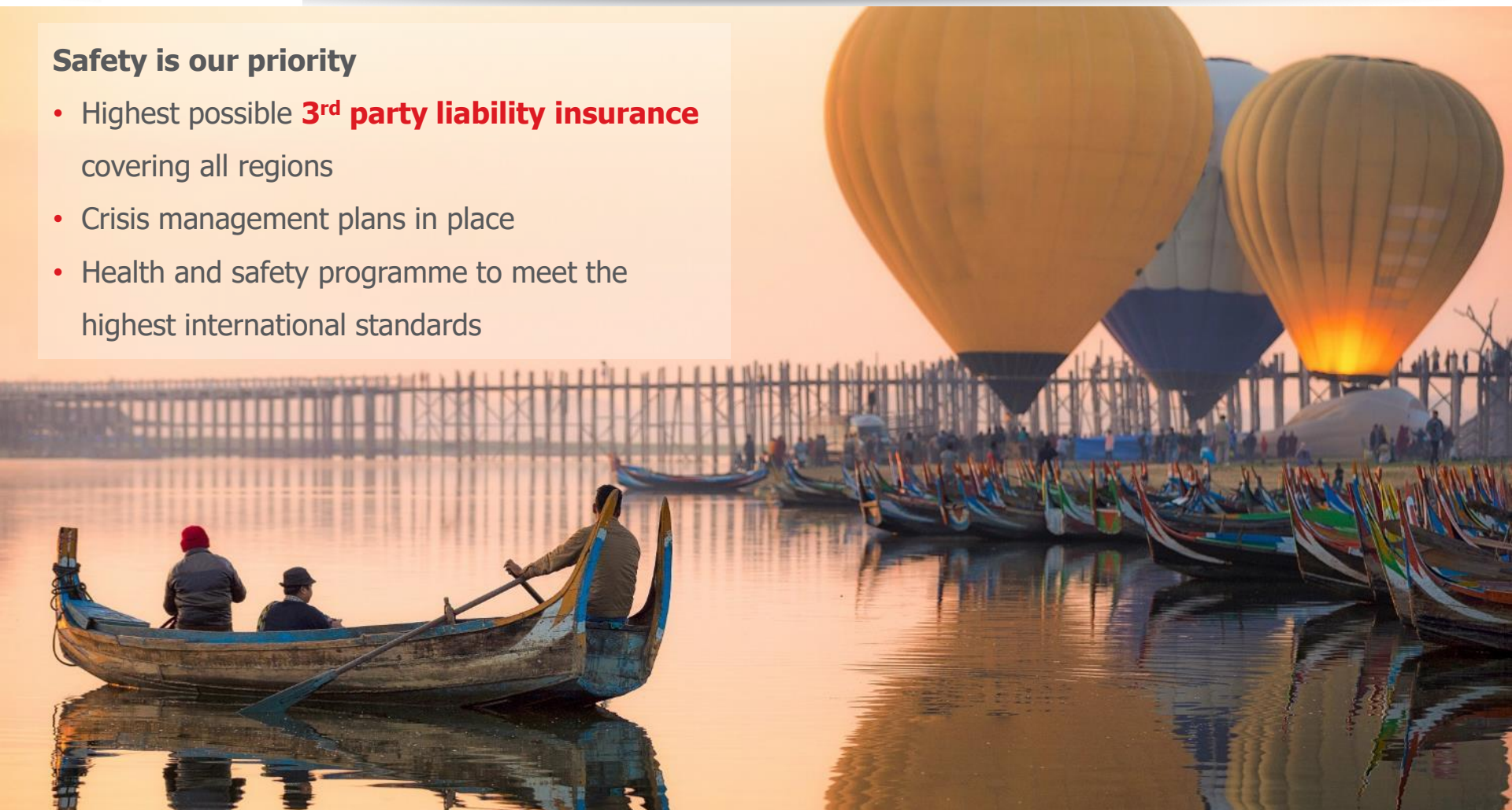




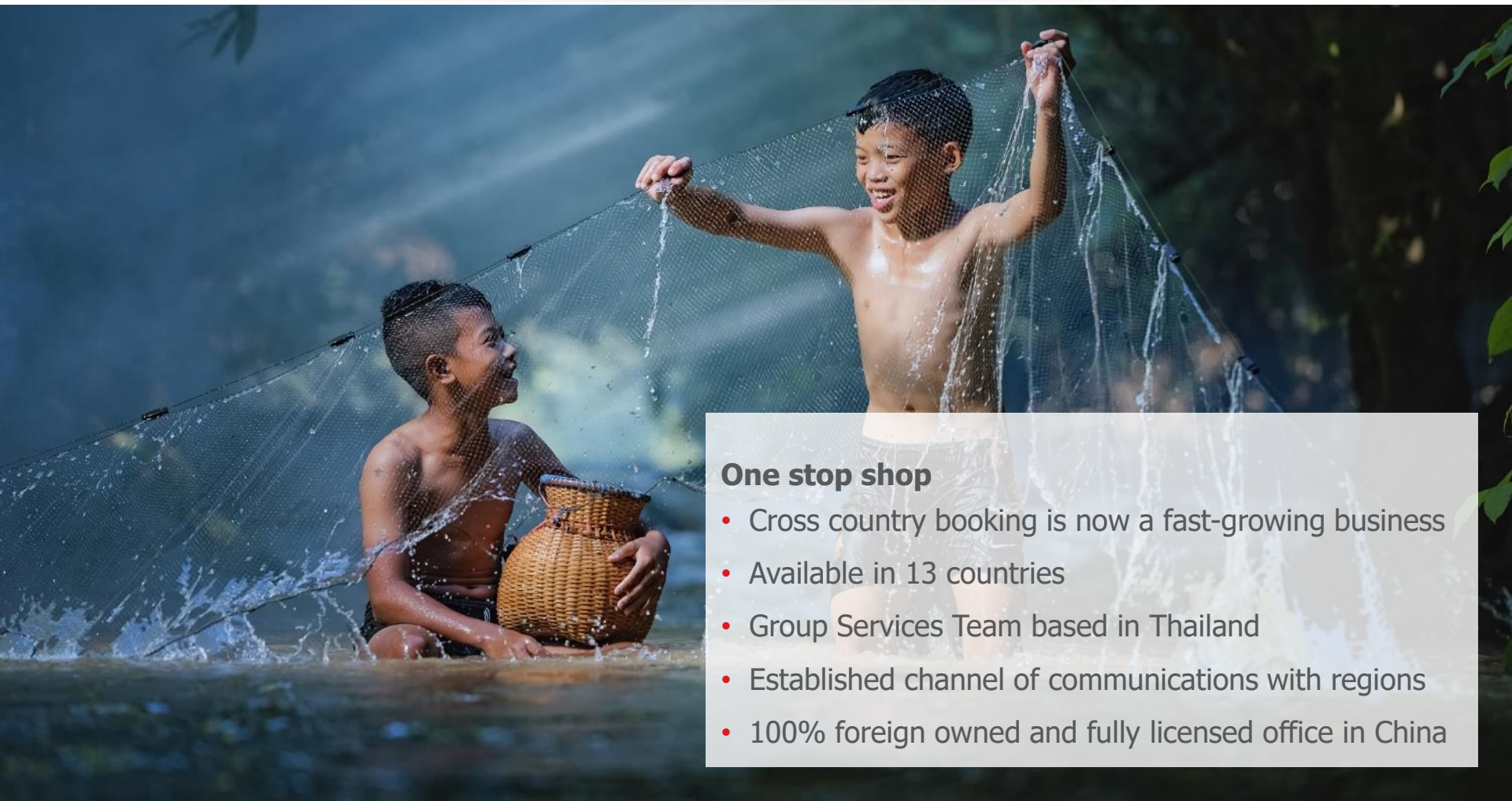
PEACE OF MIND

Safety is our priority

- Highest possible **3rd party liability insurance** covering all regions
- Crisis management plans in place
- Health and safety programme to meet the highest international standards



CROSS COUNTRY ITINERARY



One stop shop

- Cross country booking is now a fast-growing business
- Available in 13 countries
- Group Services Team based in Thailand
- Established channel of communications with regions
- 100% foreign owned and fully licensed office in China

3-TIER SERVICE LEVELS

Budget

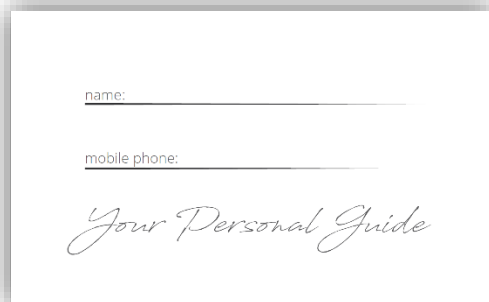
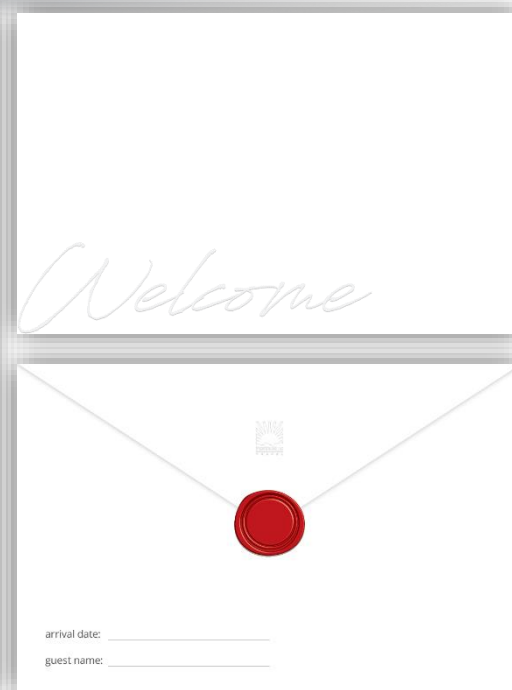
- Designed to provide a skeleton service at the cheapest costs for more price sensitive agents/clients.

'Diethelm Standard'

- Extra service add-ons**
- Highly experienced tour **guides**
- Professionally trained, uniformed and service minded **chauffeurs**
- Free use of **WiFi** onboard, local **snacks**, refreshing **cold towels**, **bottled water** provided throughout your journey
- Your Travel Expert **booklet**

Luxury

- High end vehicles such as Porsche Cayenne, Mercedes E/S Class, Mercedes VITO and BMW 7 Series as well as an enhanced customer service level





OUR HIGH QUALITY OF SERVICE





CONCIERGE SERVICE

- 24/7 multilingual concierge teams at all destinations to ensure that your guests enjoy a memorable holiday experience with exceptional added value



OUR PASSIONATE PEOPLE



Thailand



Thailand



Thailand

- High staff loyalty (average 11 years)
- Great mix of long serving and new generation



Myanmar



Vietnam



Laos

OUR PASSIONATE PEOPLE



Malaysia



Sri Lanka



Maldives

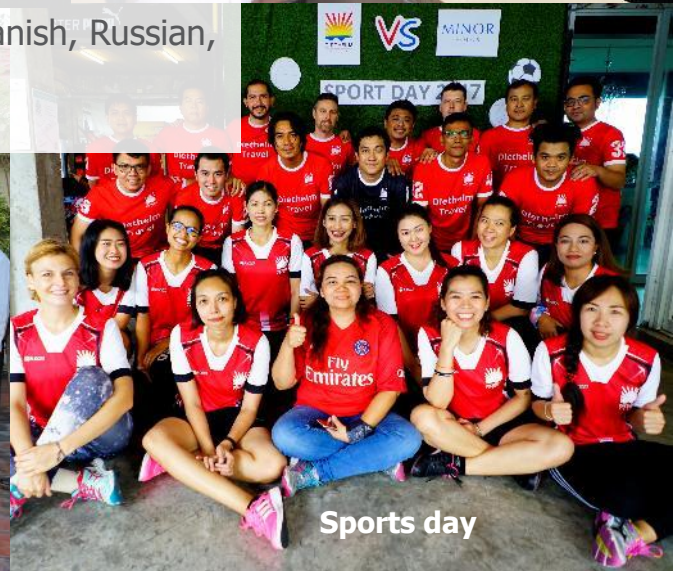
- International management
- Multilingual team (English, German, French, Spanish, Russian, Romanian, Portuguese, Italian, Chinese)



Thailand



Cambodia



Sports day

PRODUCT INNOVATION

Innovative products

- Personalised/tailor-made journeys
- Excursion and roundtrip
- Multi-country services
- Diethelm Moments
- Go Local
- Tailor-made Mini Group



RESPONSIBLE, SUSTAINABLE TRAVEL

Our people, our world, our actions

- Animal welfare policy i.e. no elephant riding and tiger temple
- Supporting local communities i.e. English books and Pencil for kids
- Giving back to nature
- CSR ambassador





GIVING BACK TO NATURE, LOCAL AND SOCIETY



JOURNEYS OF A LIFETIME

COMPETITIVE RATES

Buying power

- Contracting
- Close business relationship with hotel partners
- Our diversification allows us to access individual and smaller boutique properties which also can be more remotely located across Thailand and Asia

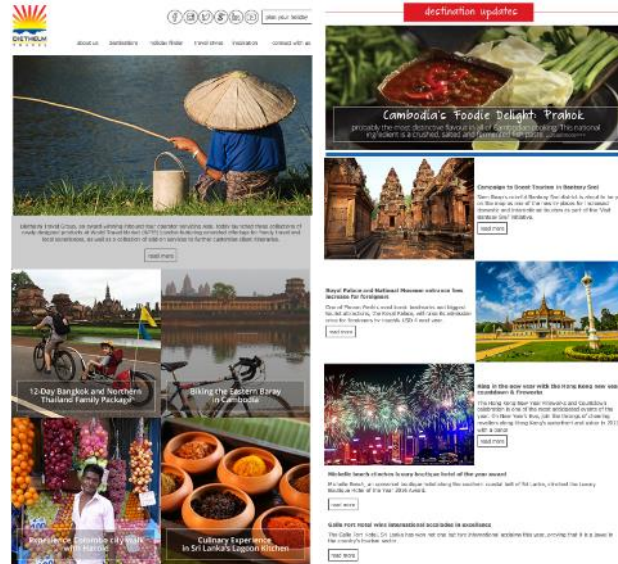
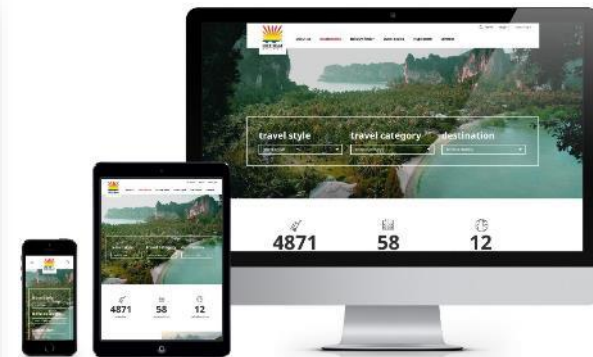
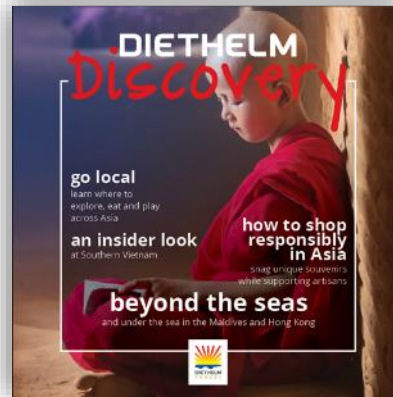


TECHNOLOGY

Cutting edge technology

- Diethelm Travel Bedbank
- Dynamic pricing
- API/XML connectivity
- Online booking engine
- Agent portal
- Group Services team works to ensure consistency in all 13 countries

COMMUNICATIONS CHANNELS



- Product updates
- Destination news
- Weekly special offer
- New hotel development report
- Weekly hotel renovation report
- Instant update for crisis communications
- Bi-annual magazine



WEBINAR

Carefully designed webinar series

- Resourceful sessions highlight all of the 13 destinations in Asia with insider information designed to educate your team and drive sales
- Exclusive dedicated webinar to train your team to get to know your product better





THANK YOU



Cambodia



Sri Lanka



Thailand



Myanmar



Myanmar



Thailand

JOURNEYS OF A LIFETIME