



**GLOBAL DMC**  
NETWORK by JTB Group

*Your Partner in Asia Pacific*

## Keeping it personal in the digital age

To be constantly better, smarter and always personal. This philosophy has propelled Tour East into one of Asia Pacific's top destination management companies, and continues to guide us forward as we amplify our focus on technology.

With our strengthened platforms, our trade partners can expect even more enhanced products and solutions that continually provide you with that extra edge in an ever competitive market. In addition to providing you with real-time access to prices, availability and instant confirmation wherever possible, our solutions are increasingly geared to help you effectively target the demands of today's time crunched consumers.

Beyond technology, superior customer service, in-depth destination knowledge and strong industry relationships are at the heart of Tour East's operations. After all, in the face of real challenges, nothing beats having a warm voice and sincere touch to resolve any difficult situation.

As always, we are motivated by the valuable support of trade partners like you who enable us to scale exemplary heights, year after year. Together, we can conquer new frontiers.

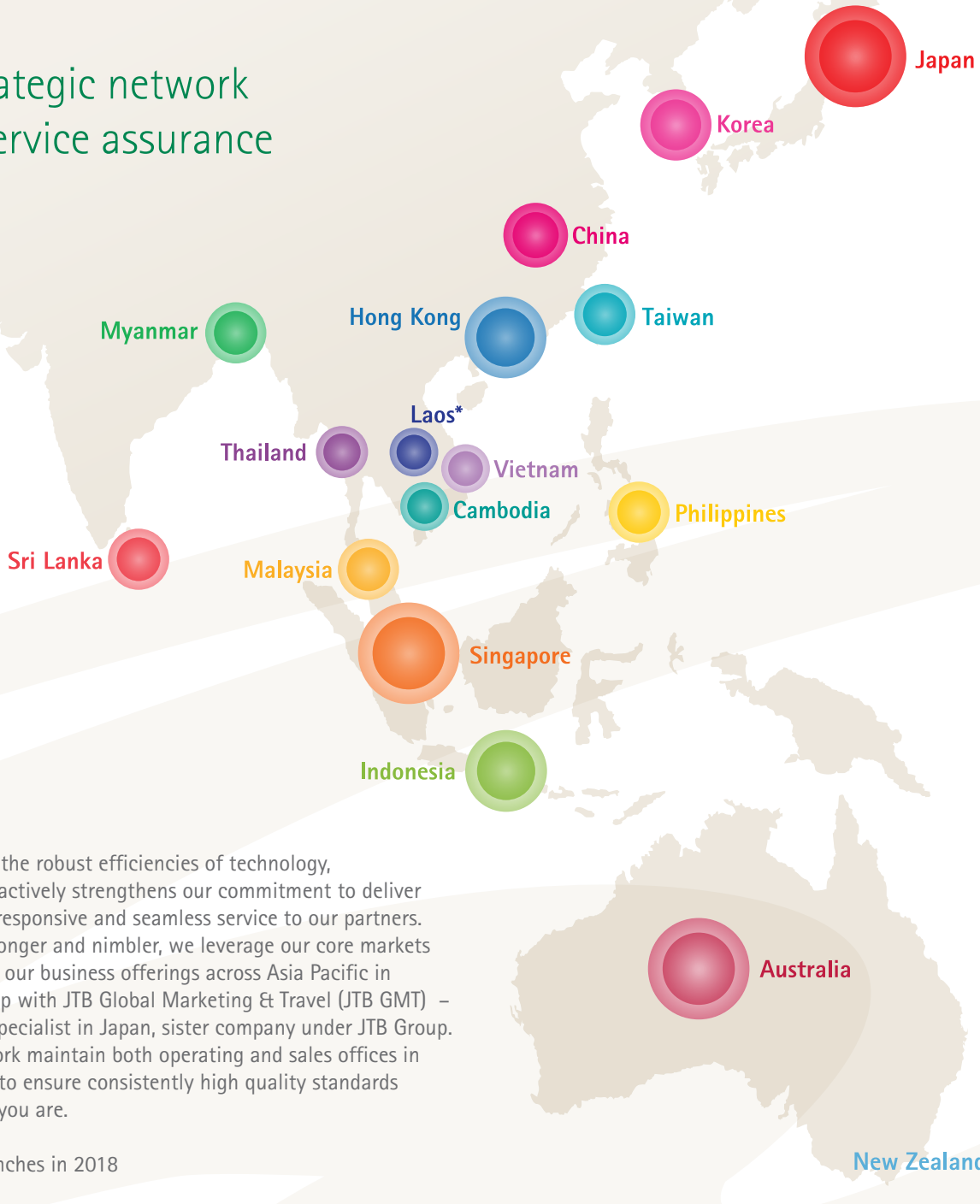
### Shigeyuki Suzuki

CEO & President

"Beyond technology, superior customer service, in-depth destination knowledge and strong industry relationships are at the heart of Tour East's operations."



# A strategic network for service assurance



Riding on the robust efficiencies of technology, Tour East actively strengthens our commitment to deliver the most responsive and seamless service to our partners. Faster, stronger and nimbler, we leverage our core markets to expand our business offerings across Asia Pacific in partnership with JTB Global Marketing & Travel (JTB GMT) – inbound specialist in Japan, sister company under JTB Group. Our network maintain both operating and sales offices in key cities to ensure consistently high quality standards wherever you are.

\*Laos Launches in 2018

## Evolving ahead of changing times

Established since 1972, Tour East has risen steadfastly over the years to become one of Asia Pacific's leading destination management companies with over 500 tour specialists. Besides being accredited with local associations in destinations where we have a presence, we are also accredited internationally with organisations like the

Pacific Asia Travel Association (PATA) and the Society for Incentive Travel Excellence (SITE). Our quest for constant innovation and readiness to reinvent ourselves has earned us numerous accolades and awards from national tourism authorities and popular travel media, further affirming our leadership in the market.

## Integrated services and expertise for the extra mile

As your one-stop destination management company, we provide a single trusted face of accountability for a comprehensive suite of services:

### Meet and Greet Services

Let us offer your guests a warm Tour East welcome and hassle-free arrival arrangements.

### Ground Transportation

Our fleet of air-conditioned deluxe coaches, combis and limousines will transport your guests around in comfort and style.

### Hotel Accommodation

From value to boutique and luxury, enjoy competitive rates and responses to your requests within 24 hours or access our online inventory for real-time updates and instant confirmation.

### Sightseeing Tours

Our on-ground local knowledge of unique places and events will fascinate your guests through every journey. Discover our range of experiential programs that really touch the heart and soul of our destinations.

### Premium Lifestyle Experiences

Indulge your guests in the high life with pampering spa retreats, exquisite culinary experiences, luxury train adventures or thrilling golf matches.

### Journeys Of Discovery

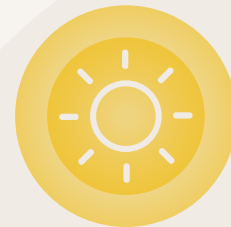
An opportunity for your guests to explore the rest of their holiday destination from our selection of speciality programmes.

### Professional and Multilingual Tour Guides

Passionate, warm and multilingual, our award-winning tour guides are more than happy to share their in-depth destination knowledge with your guests.

### Closer To Your Guests

Our tour desks are found in major hotels to keep us within easy reach of your guests, and provide immediate assistance when required.



# Passionate about meetings, incentives, conferences and exhibitions

No matter your event size, occasion or budget, we have an exciting range of venues, ideas, and a dedicated MICE management team to help you bring it to life. Be assured of:

## Support from Concept to Completion for Every Event

- We work closely with PCO/PEO/Meeting Planners to ensure absolute success

## State-of-the-art Event Management Technology Solutions

- Enabling online registration and attendee management, hotel accommodation, tour bookings, transfers, social functions and other customised requirements

## Full Hospitality Arrangements

- Extensive range of hotels to meet every budget
- Site inspection, coordination and supervision of all operational details
- Production of participants' event collateral
- Conceptualisation of themed gala events
- Conference Secretariat and Hospitality Desk

## Resourceful & Dedicated On-site Management Teams to Deliver service

- We have the experience and expertise to ensure every detail goes according to plan

## Special Interest Tours and Companion Programmes

- Customised sightseeing trips
- Companion programmes for spouses

## Indoor and Outdoor Team Building Activities

- Choose from a wide range of innovative and thrilling activities from beach games to island-wide treasure hunts

## Creative Themed Events

- Unique venues, programmes, settings and premiums
- From conceptualising the event theme to arranging the logistics, let our professional event planners handle every detail for you

## Extended Programmes to other Tour East Destinations

- Available as a pre or post event option
- Choose from within Tour East's network in Asia Pacific: Australia, Cambodia, Hong Kong (China), Indonesia, Korea, Laos, Malaysia, Myanmar, New Zealand, Philippines, Singapore, Sri Lanka, Taiwan, Thailand and Vietnam





## AUSTRALIA

**Luxury Travel – Adventure – Group & Series – Independent Leisure – Cruise – Sightseeing – Special Interest Tours – MICE** More than 40 office based multi-lingual team members ensure Tour East Australia delivers exceptional products and services. Supplemented by a proactive agent support team with after-hours access means not a corner of the globe cannot communicate with the team day or night. With offices based in Sydney and Melbourne, an extensive product range that spans the continent, and a quick and easy online booking system, Tour East Australia certainly delivers a one-stop travel shop for the industry selling Australia.



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## CAMBODIA

**Luxury Travel – Adventure Travel – Cruise – Independent Leisure – Special Interest & Study Tours – Group & Series – Sightseeing – MICE** With an eye on personalised and exclusive travel planning Tour East is dedicated to delivering the real Cambodian experience to all visitors. An extensive, knowledgeable and well traveled multi-lingual team delight in sharing their experiences and creating their magic in delivering truly inspirational and experiential travel programs.



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## JAPAN

**Luxury Travel – Independent Leisure – Educational & Specialist Travel Planning – Overland Tours – Sightseeing – MICE** Tour East in association with JTB Global Marketing & Travel Inc., a specialized inbound travel company in the JTB Group, provides the ultimate solution for all reasons to travel to and within Japan. Headquartered in Tokyo, with a multi-lingual team and a further 7 offices spread throughout the country means a truly one-stop destination management service solution.



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## KOREA

**Luxury Travel – Individual Leisure – Group & Series – Special Interest & Study Tours – MICE** Korea has emerged as a tourist magnet packed with experiences from cultural to food, natural to modern day entertainment. Tour East provides the extensive local knowledge and know how to deliver exceptional and personalised travel programs to the explorer and traveler seeking to blend old and new into unforgettable memorable.



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## HONG KONG / CHINA

**Luxury Travel – Individual Leisure – Cruise & Shore Excursions – Student & Educational Travel – Group & Series – Overland Tours – Sightseeing – MICE**  
Hong Kong for more than 45 years has provided the headquarters base for a wider operation covering China and Macau. Long renowned for exceptional service, the business boasts full time airport representatives to ensure the warmest of welcomes, full time employed tour guides and an extensive office based team with years of knowledge in building exceptional travel experiences and journeys throughout Hong Kong and China.



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## INDONESIA

**Luxury Travel – Individual Leisure – Overland Adventures – Cruise – Group & Series – Sightseeing – MICE** Indonesia is awash with cultural and natural wonders, all of which continues to motivate Tour East – for more than 27 years, to create and deliver exceptional and awe-inspiring travel experiences. It's award winning team of more than 70 full time employees together with an extensive fleet of varied transportation, exclusive sightseeing programs and hotel based tour desk operations ensure that your guests are always at front of mind.



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## MALAYSIA

**Luxury Travel – Individual Leisure – Group & Series – Special Interest Tours – Sightseeing – Adventure Travel – MICE** Malaysia is a melting pot of cultures and ethnicity – rich in travel adventures and experiences. For nearly 10 years Tour East has guided visitors within this diverse destination from the stunning beauty and scenery on the island of Borneo or the Cameron Highlands to historic Georgetown in Penang or spectacular Kuala Lumpur. Malaysia offers the opportunity to experience many different holidays all in the one place and through the professional team at Tour East headquartered in KL, you can be assured of premium knowledge and professional experience.



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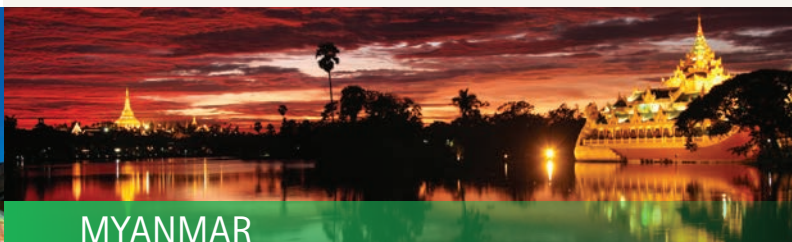
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## MYANMAR

**Luxury Travel – Unique Overland Experiences – Individual Leisure – Cruise – Group & Series – MICE** Myanmar evokes the senses for an journey embracing ancient cultures, connections with warm and friendly people and embracing extraordinary experiences and memorable journeys. Our international team of travel professionals are passionate about delivering all of that and more whether to explorers, individual luxury travelers or indeed MICE event organizers alike.



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## NEW ZEALAND

**Luxury Travel – Independent Leisure – Group & Series – Special Interest Travel – Sightseeing – Cruise – MICE** Expert product and destination knowledge from multi-lingual staff sets the scene and focus of this proactive team. From an Auckland base, Tour East delivers an array of personalised travel experiences and unique programs throughout this incredible country.



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## TAIWAN

**Luxury Travel – Individual Leisure – Group and Series – Special Interest – Sightseeing – MICE** With a professional multi-lingual team exceeding 160 employees Tour East Taiwan can always deliver to expectations. Increasingly this island destination appeals to seasoned travelers seeking cultural and natural experiences. The team excel at delivering unique and personalised travel programs embracing all the destination has to offer with a special emphasis on cultural, food and adventure arrangements.



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## PHILIPPINES

Photo by TPB Phil

**Luxury Travel – Independent Leisure – Group & Series – Sightseeing – Adventure Tours – Special Interest and Cultural Tours – MICE** Operating from both Manila and Cebu centres of operation, Tour East can deliver an extensive range of product and experience based travel programs. With a multi-lingual team of tour guides, it also means that visitors of all nationalities can be cared for with world renowned Filipino style and gracious hospitality. The Philippines is renowned for pristine beaches and crystal waters, for colourful customs, delicious food, lively entertainment and of course wonderful people – no wonder "It's more fun in the Philippines".



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## THAILAND

**Luxury Travel – Individual Leisure – Group & Series – Cruise – Touring – Sightseeing – MICE** Thailand sets its sight on being amazing for every type and style of traveler and for more than 40 years Tour East has been delivering excellence and lasting memories to global inbound customers. Head office in Bangkok, it boasts wholly owned regional offices in Phuket, Pattaya and Koh Samui plus dedicated resources in Chiang Mai, Chiang Rai, Mae Hongson, HuaHin, Cha-am, and Krabi. With over 160 permanent employees, Tour East Thailand continues to receive accolades and awards for exceptional travel experiences and personalised services.



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## SINGAPORE

**Individual Leisure – Stopover Programs – Luxury Travel – Cruise – Sightseeing – Group & Series – Special Interest & Study Tours – MICE** For over 45 years, this multi-award winning company has created and innovated the travel experience in Singapore. With more than 100 full time multi-lingual employees they are able to ensure quality with own operated overland tours and sightseeing. From exclusive to luxury, traveler to explorer, Tour East recognizes and delivers excellence within Singapore and beyond.

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### Asia & Middle East Market

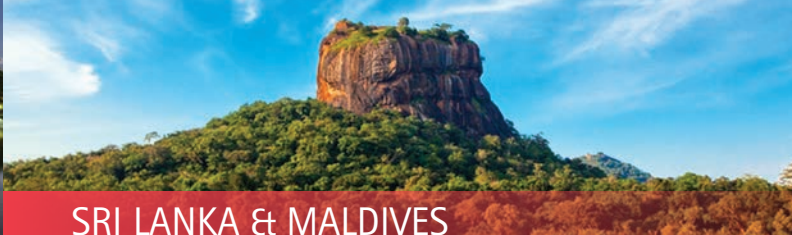
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### China Market

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## SRI LANKA & MALDIVES

**Luxury Travel – Independent Leisure Travel – Cultural & Special Interest Tours – Group & Series – Sightseeing – Adventure Travel – MICE** Never have 2 countries so complimented each other as simply one of the best holiday experiences in the world. Whether requiring a single centre stay or combining the rich fusion of culture and adventure from Sri Lanka with the sheer indulgence of Maldives, Tour East can deliver a seamless start to end experience. A professional and multi-lingual team are backed up by the instant 24/7 access to product and services via Tour East web-connect.



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## VIETNAM

**Luxury Travel – Individual Leisure – Group & Series – Cruise – Overland Touring – Cruise – Sightseeing – MICE** Vietnam's reinvention as Southeast Asia's most exciting tourist destination is now a hotspot for foodies, beach goers and thrill seekers alike. Head office in Ho Chi Minh, it boasts wholly owned regional offices in Da Nang and Hanoi. The Tour East Vietnam team takes a great pride in providing the most exceptional travel experiences and personalized services for leisure and MICE travelers - the whole team are passionate travelers and love to show others the beauty of this country.



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## LAOS

**Luxury Travel – Independent Leisure Travel – Cultural Tours – Group & Series – Adventure Travel – Sightseeing – MICE** Rich with experiential travel opportunities, Laos is an ideal combination with other countries within the region and with the Tour East network it could not be easier to design and create the ideal travel experience. Discover this Indo-China enclave with the Tour East team of professional travel designers and equally qualified guides as they impart their knowledge and stories. From World Heritage sites to local flavours in the bustling streets of Vientiane, let Tour East show the real Laos.

## Coming in 2018

## Connect with our global sales offices



## TOUR EAST CORPORATE HEAD OFFICE

The headquarters for the Tour East Group is based in Singapore. The sales and marketing division here is charged with the supervision and control of all related activities including management of the global sales network, launching of new products and services, key client management, coordinating of events and trade related shows and exhibitions, digital marketing and trade media communications. Key people and related contacts for the Singapore office together with the global network are detailed here. We welcome your contact.

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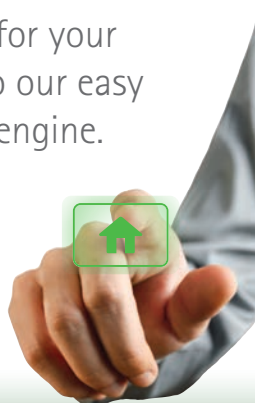


## ASIA-PACIFIC in a CLICK

Thousands of products available to you instantly. From tours and transfers, travel experiences and packages to an extensive range of hotels and resorts at every price point and category.

Connect with us today for your log-in and get access to our easy to use on-line booking engine.

Contact Tour East at [online@toureast.net](mailto:online@toureast.net) for more information or visit our website.



[www.toureast.net](http://www.toureast.net)