

# Mayflower®

Total Travel Service Specialist



## Mayflower Group Corporate Profile

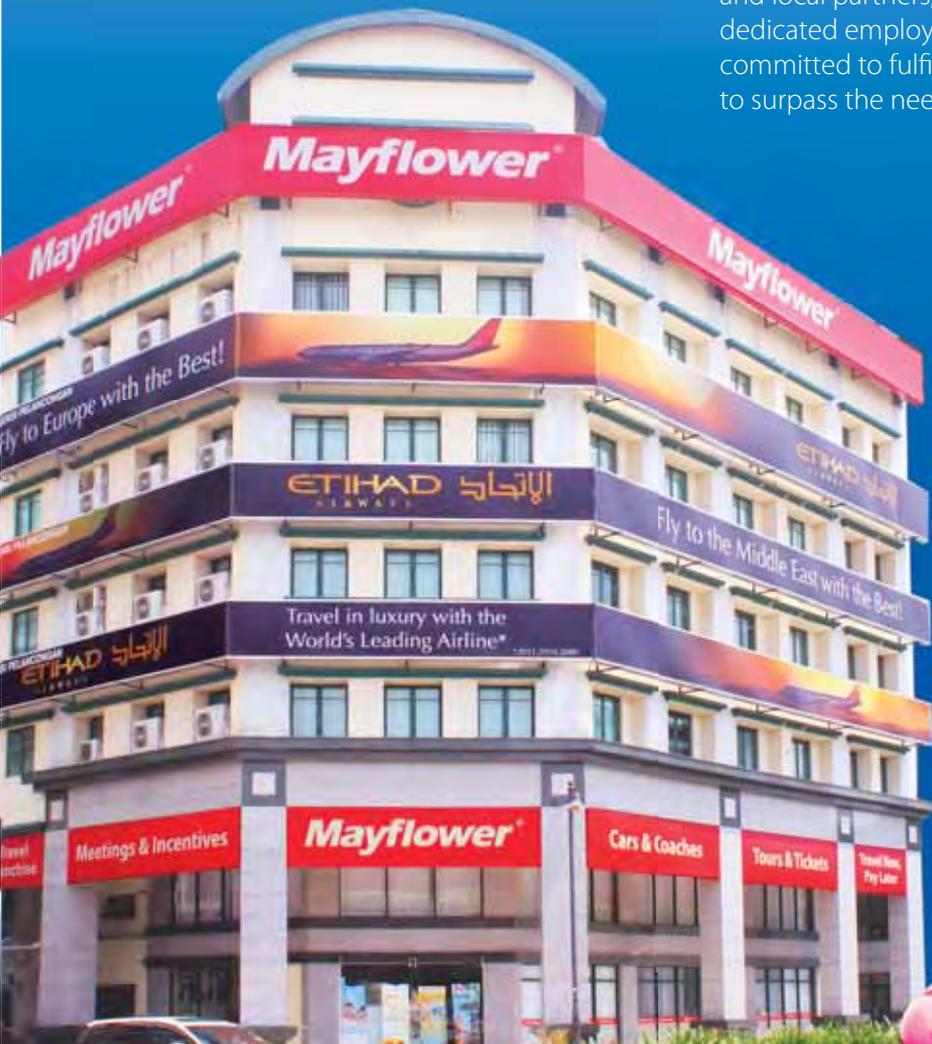


# Who We are?

Established since 1960, Mayflower today is a total travel service specialist and transportation solutions provider in Malaysia, offering a diverse range of products and services for individuals and corporations on leisure and business travel.

As the pioneer in the Malaysia car rental industry and the first to introduce luxurious air-conditioned coaches in the country, Mayflower has since grown to become one of the largest fleet owner for ground transportation with a nationwide fleet size of over 2800 vehicles comprising of sedan cars, MPVs, tour vans and air-conditioned coaches.

With a wide network of branches and support from foreign and local partners, coupled with a work force of over 550 dedicated employees throughout the country, Mayflower is committed to fulfil its vision of being the market leader and strives to surpass the needs of clients and business partners.



Mayflower is a subsidiary of Warisan TC Holdings Berhad, a public listed company on the main board of Bursa Malaysia. The Group consists of the following companies:

- **Mayflower Acme Tours Sdn Bhd**
- **Mayflower Holidays Sdn Bhd**
- **Discovery Tours (Sabah) Sdn Bhd**  
(Managed and operated by Mayflower Acme Tours Sdn Bhd)
- **Mayflower-My 2nd Home (MM2H) Sdn Bhd**  
(Managed and operated by Mayflower Acme Tours Sdn Bhd)
- **Mayflower Corporate Travel Services Sdn Bhd**  
(Formerly known as Mayflower American Express Travel Services Sdn Bhd)



## Our Business Divisions

Mayflower Group has divided its businesses into several divisions namely:

- Outbound travel
- Inbound travel
- Transportation
- Corporate incentive
- Corporate ticketing
- Malaysia My Second Home (MM2H)

## Trade Affiliations

Mayflower is a member of the following organisations:

- American Express Travel Service Network International (AMEX TSNI)
- Car Rental Association of Malaysia (CRAM)
- International Air Transport Association (IATA)
- Kuala Lumpur Tourism Association (KLTA)
- Malaysia External Trade Development Corporation (MATRADE)
- Malaysian Association of Tour and Travel Agents (MATTA)
- Malaysian Chinese Tourism Association (MCTA)

**'The Market Leader:  
Think Travel & Mobility,  
Think & Use Mayflower'**

*Our Vision*

**'To Deliver  
"WOW" Experiences  
Every Time, At Every  
Customer Touch Point'**

*Our Mission*



## KEY MILESTONES SINCE 1960

### 2010 - 2013

**2013:** Set up of MUV Marketplace, a division offering certified used vehicles for auction.

Launched of [www.hotel365days.com](http://www.hotel365days.com), a worldwide hotel booking portal.

Launched of online booking engine for car rental service.

**2010:** Celebrated its 50th anniversary.

### 2000 - 2009

**2009:** Began to offer franchising opportunities and Malaysia My Second Home (MM2H) programme.

Mayflower Headquarters moved to Fraser Business Park to synergise with its operations and business growth.

**2008:** Launched [B2B.mayflower.com.my](http://B2B.mayflower.com.my), a Business-to-Business travel portal.

**2007:** Launched Excess Line Currency Exchange Services. Received the Brand Promotion Grant of RM2 million from MATRADE.

Opened a branch at Fraser Business Park, Kuala Lumpur.

**2006:** Telekom Malaysia's Automatic Vehicle Location System was incorporated in Mayflower Car

Rental's fleet management - the first car rental company in Malaysia to introduce such safety mechanism.

**2002:** Launched a Chinese language website to cater to travel partners of its inbound department.

Discovery Tours (Sabah) Sdn. Bhd. was acquired.

**2001:** Set up of [maytour.com](http://maytour.com), an online B2B (Business-to-Business) site with a booking engine.

**2000:** In August, Warisan TC Holdings Bhd. entered into a joint venture with American Express to form Mayflower American Express Travel Services Sdn.

### 1990 - 1999

**1999:** Acquisition of Travel Shoppe to spearhead its expansion into outbound tours.

Mayflower became a wholly-owned subsidiary of Warisan TC Holdings Bhd. after the reorganisation of Tan Chong Motor Holdings Bhd's non motor businesses.

**1998:** Opened a car rental counter at the KL International Airport in Sepang, Selangor.

**1997:** Mayflower's website [www.mayflower.com.my](http://www.mayflower.com.my) was launched - one of the earliest inbound operators in Malaysia to

establish a presence on the World Wide Web.

**1992:** Expanded into East Malaysia with the opening of Kuching and Kota Kinabalu branches.

**1991:** Operations began in Johor Bahru.

### 1970 - 1989

**1989:** Langkawi branch was set up.

**1979:** Appointed as a travel representative for American Express in Peninsular Malaysia. The start of airline ticketing services.

**1973:** Mayflower Acme Tours Sdn. Bhd. became a legal entity on 20 July, following the merger of Mayflower Tours and Acme Tours and Travel Services Sdn. Bhd.

### 1960 - 1969

**1969:** Acme Hire and Drive Cars expanded into tours and travel. Incorporation of Acme Tours and Services Sdn. Bhd. on 27 December.

**1963:** Tan Chong & Sons Motor Sdn. Bhd. established Acme Hire and Drive Cars, which was the first car rental business to operate in Malaysia.

**1960:** Mayflower Tours was established as an inbound tour company.

# Our Network

Wide network of **17 branch offices**, including 3 airport counters throughout Malaysia

**13 on-site offices** at customers' premises

Support from **over 1000 foreign and local partners**

Part of **American Express Travel Service Network**, one of the world's largest travel agency networks with representations in over 140 countries worldwide specialising in corporate travel management services



## Our Branch Network in Malaysia

- Kuala Lumpur
- KL International Airport
- Penang Airport & Downtown
- Johor Bahru
- Kota Kinabalu
- Petaling Jaya
- Kuantan Airport
- Langkawi
- Kuching

# What We offer?

## Airline Ticketing

### WORLDWIDE AIRLINE BOOKINGS

- With access to the Global Distribution System (GDS) and with our strong purchasing power and association with airlines, we offer clients a wide selection of airlines with competitive airfares.
- Our team of experienced consultants provides efficient ticketing services and advice on suitable flight routes to meet travellers' requirements.
- We assist companies in managing their air travel expenditures that fall within the company travel policy by negotiating the rates with the airlines.
- Airline tickets are also available for purchase via our online reservation system.
- We are the travel partner of American Express for corporate ticketing services.



# Holiday Packages

## OVER HUNDREDS OF INBOUND AND OUTBOUND PACKAGES TO CHOOSE FROM

We have travel and tour packages for free independent travellers, groups and corporations travelling into and out of Malaysia.

We offer free and easy packages, group tours, special interest packages and customised packages to fit the travel budgets, interests and needs of travellers.

Types of holiday packages:

**CRUISES · GOLFING · DIVING · ISLAND · NATURE · ADVENTURE ·  
LIFESTYLE · LUXURY · MEDICAL/HEALTH · MUSLIM VACATION ·  
FLY 'N DRIVE**





## Hotel Reservations

### OVER 150,000 HOTELS WORLDWIDE

- We offer an extensive choice of hotel accommodation worldwide ranging from three star accommodations to luxury five star hotels to suit customers' needs.
- Our strong buying power enables us to negotiate for competitive rates and room inventories with hotels.
- Clients can search for the best hotel rates online, book and obtain instant confirmation at any time of the day at their own convenience, with our user-friendly reservation system, linked to the GDS.



## CAR RENTAL & AUTO LEASING

### DAILY, WEEKLY, MONTHLY RENTAL AND LONG TERM LEASE

- Rent a car, MPV, SUV or van on a daily, weekly or monthly basis.
- Consider leasing instead of purchasing vehicles. Vehicle servicing and maintenance will be taken care by us during the lease period which is **hassle-free** and a **cost effective** solution especially for corporate organisations.
- Add on a GPS navigation system to guide you to your destination.

## CHAUFFEUR SERVICES

### SAFETY AND SECURITY WITH OUR DEFENSIVE TRAINED DRIVERS

Let us drive you to your destination safely, be it for meetings, events, sightseeing, to the airport or for a dinner.

Key service features:

- Drivers are trained in **defensive driving**
- Our vehicles are installed with the **Global Positioning System (GPS)** for vehicle tracking and monitoring of drivers' performances to ensure customers **safety and security** are taken care of.

Our services include:

- Hourly, daily or long term hire
- Airport transfer
- Point-to-point transfer for corporate events, meetings, road shows
- Sightseeing tours

## COACH HIRE

### SAFE AND COMFORT

With our own fleet of coaches ranging from 22-seater to 44-seater coaches and a network of suppliers, we are able to arrange and manage the transportation of large group sizes for various needs and occasions such as company outings, events, tailor-made itineraries and sightseeing tours.

Our vehicles are equipped with the following as part of our commitment of maintaining the highest standard of safety for our customers:

- **GPS device**
- **2-point/3-point seat belts**
- **CCTV**





## **MICE & Corporate Incentive Travel**

### **COMPREHENSIVE, INNOVATIVE AND CUSTOMISED SERVICES FOR YOUR MEETINGS, INCENTIVES, CONVENTIONS AND EVENTS**

Our experienced team is capable of managing **Meetings, Incentives, Conventions and Events (MICE)** for special interest groups and corporations travelling to international destinations or within Malaysia.

Our MICE planners have the expertise in the following areas:

- Themed events and gala dinners
- Sporting events
- Team building
- Customised incentive tour packages
- Sightseeing tours and shore excursions
- Pre and post conference tours
- Accommodation selection and site inspection
- Ground and air transportation arrangements
- Accompanying persons programme

Clients are provided with business travel solutions that are cost effective from our **negotiated fares** and **global hotel programmes** to our **advanced technology** and **24/7 customer service hotlines**.



## Malaysia My Second Home (MM2H)

### SUPPORT SERVICES FOR MM2H PROGRAMME

MM2H programme is organised and launched by the Malaysian Government for foreigners who are interested to live in Malaysia on a multiple-entry social visit pass.

We provide advice and assistance for the following:

- 1) Application of MM2H programme
- 2) Business and investment consultations
- 3) Car importation and tax-free car purchase
- 4) Application of Student Visa
- 5) Tour packages
- 6) Application of domestic helper
- 7) Import of personal belongings from overseas

### Other Services

#### • Foreign Language Speaking Guides

We arrange various language speaking guides such as Arabic, Chinese and French, which are available upon request.

#### • Travel Insurance

Travel with a peace of mind with travel insurance that provides coverage against unforeseen losses which may occur before or during your trips, domestic and international.

#### • Visa Application

We assist travellers in application of visa with foreign embassies and consulate offices.

# AWARDS & RECOGNITION

*Some of our awards & recognition  
in the 21<sup>st</sup> century*



Malaysia Tourism Awards –  
Best Local Inbound Tour Operator 2012/2013



MITI Export Excellence Awards  
(Services) 2011



MITI Brand Excellence Award  
(Services) 2010



MITI Export Excellence Awards  
(Services) 2007



MITI Certificate of Excellence Brand  
(Services) 2008



Diplome D'Honneur 2012  
By Union Internationale Des'Concierges  
D'Hotels



Malaysia Tourism Awards  
Best Inbound Tour Operator  
2001/2002, 2005/2006 & 2010/2011  
Best Tour Program 2005/2006



Singapore Airlines  
Top Agent Sales  
2001 - 2013



Malaysia Airlines  
Top Agent Award of  
Excellence in Malaysia  
2001 - 2006



Malaysia Airlines Diamond Award  
Outstanding Sales Achievement  
2007 - 2012



Cathay Pacific  
2001 - 2004 Outstanding Support Award  
2005, 2007 Top Ten Million Dollar Travel Agent Award  
2006 South East Asia Top Agent Award  
2009 - 2012 Top Ten Agent Award



Abacus  
Top Agency Award  
2004 - 2007, 2010 & 2012



American Express  
Platinum Anniversary  
Award 2011



Sabah Tourism  
Best Tour Operator 2005



The BrandLaureate Awards  
- Best Brand in Services (Travel & Tours) 2010 - 2011



The BrandLaureate-SMEs Chapter Awards  
- Best Brand in Services (Travel & Tours) 2007 - 2009  
- Brand Speciality Award in Brand Strategy 2010



EUMCCI  
Europa Awards  
2009

# Mayflower® Group (9199-T) (KPK /LN 0596)

**Head Office:** Menara Mayflower, No 1, Jalan Metro Pudu 1, Fraser Business Park, Off Jalan Yew, 55100 Kuala Lumpur, Malaysia.  
Tel : +603 9232 1888 Fax : +603 9232 1889 Website: [www.mayflower.com.my](http://www.mayflower.com.my)



A Subsidiary of Warisan TC Holdings Berhad (424834-W)

**Mayflower**  
Holidays

**Mayflower**  
**Car Rental**  
Total Transportation Solutions Provider

