

Meet

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**DISCOVA**



Discova is about connecting people and places with a world of possibilities. Connecting our trade partners with long-term strategic business opportunities. Connecting travellers with sights, cultures, and cuisines. Connecting communities with the potential to unlock sustainable development. Discova is here and ready to lead our industry in driving positive change on a global scale.

The name 'Discova' might be new, however, our people have been delivering truly amazing and innovative experiences for more than twenty-five years. Our people and their love of travel is at the heart of our business. We are the travel people who work globally, live locally, and go the extra mile to extend your reach. I am very proud of the fact that 95% of our people are locals; we have our feet on the ground, allowing us to provide unrivalled destination expertise and have the ability to adapt to any situation.

Our focus is on providing consistently increasing value and support for our business partners across the travel industry. As part of Discova, I look forward to growing your business – together with ours.

Suyin Lee  
Managing Director

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@discovatravel



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# Who is Discova?

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We specialise in tailor-made, group series and educational travel.

We're here to put people in touch with travel – and not necessarily in the ways they might be used to.



**28**

years in travel



**10**

countries of operation



**14**

offices around the world



**95%**

of our staff are local



## **Think of us as your people on the ground, in-destination.**

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We study your business and combine all the elements necessary to produce a product and service that perfectly reflects your brand.

## **We are here to represent you.**

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Our goals are aligned - our product creators build itineraries that your passengers love, and our guides generate the kind of customer reviews that you will be proud of.

## **We create innovative, flexible and seamless travel experiences.**

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Exceptional travel is what we do. For you, this could mean complicated multi-day, high-touch itineraries curated and managed by local specialists or simply discreet point-to-point airport transfers. We have the infrastructure, expert know-how and local insight to make every aspect of travel inspiring and easy.

## **You can rely on us to look after your passengers.**

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Discova is a leading destination management company with a solid presence across East, Southeast, and South Asia. This means you can assure your passengers that you have your own people on the ground in all these destinations.

# How we help you

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## Our local people

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Travel is all about meeting new, interesting people and learning about different cultures. That's why our people are our most important asset. 95% of our people hail from the destinations they work in. Discova guides are locals, passionate about responsibly sharing their destination, and committed to exceptional service standards. Our product teams grew up in their specialist destination, so they offer the advantage of insider insight when building itineraries for you.

## Product design

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We've been providing our partners with high-quality itineraries for over 25 years, so we know exactly how to create unforgettable travel experiences that customers love. From 'off-the-shelf' product to something completely bespoke, our talented teams do not disappoint. While our high-demand, 'destination highlights' style product yields fantastic feedback, we continue to bring new, unique ideas to our partners.

## Health & Safety

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The safety of your passengers is our biggest priority. Our in-house team manages regular inspections and audits of products to ensure our high standards are consistently met. Not only do we operate our own strict policies, we can offer tailored solutions, specific to your business. This enables us to provide exceptional support to niche groups such as educational travel customers and travellers with specific requirements.





## **Responsible Travel results**

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As a leading DMC, we recognise our responsibilities and our platform for instigating positive change. Through an array of initiatives and policies we have already made giant strides in this field. As a Discova partner, your business enables continued support in areas such as endorsing social enterprises, reducing plastic waste, and protecting vulnerable children. Each year we compile and proudly share a comprehensive RT report too.

## **Global negotiating strength**

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We offer the best-value product on the market, and we can do it thanks to our global reach and financial backing. Our suppliers appreciate the peace of mind that our financial stability brings, and this is reflected in favourable rates. We also benefit through owning in-destination assets such as transfer vehicles, which gives us more control over our rates.

## **Partner experience**

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We know that no two businesses are the same, which is why our partners benefit from our flexible approach. Whether it's accounting, reservations, product or something completely different, we listen to what's important for you and we make the necessary adjustments so our partnership can flourish. Our dedicated account management team are there to make your life easier with regular updates, meetings and suggestions.





# How we work together

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## **We tailor our business to your specifications**

Your dedicated account manager learns your business, understands your unique requirements and uses this knowledge to speed up quoting enquiries and ensures you get a service that's tailored to a service that's tailored to you.

We have established processes, which have been built to support you. But if they don't work the way you'd like, let's change them. We believe a partnership should be exactly that, a supportive relationship where we understand your business goals and help you achieve them.

We can support your marketing team, accounts department, sales people... Our flexible approach is why our partners love working with us.

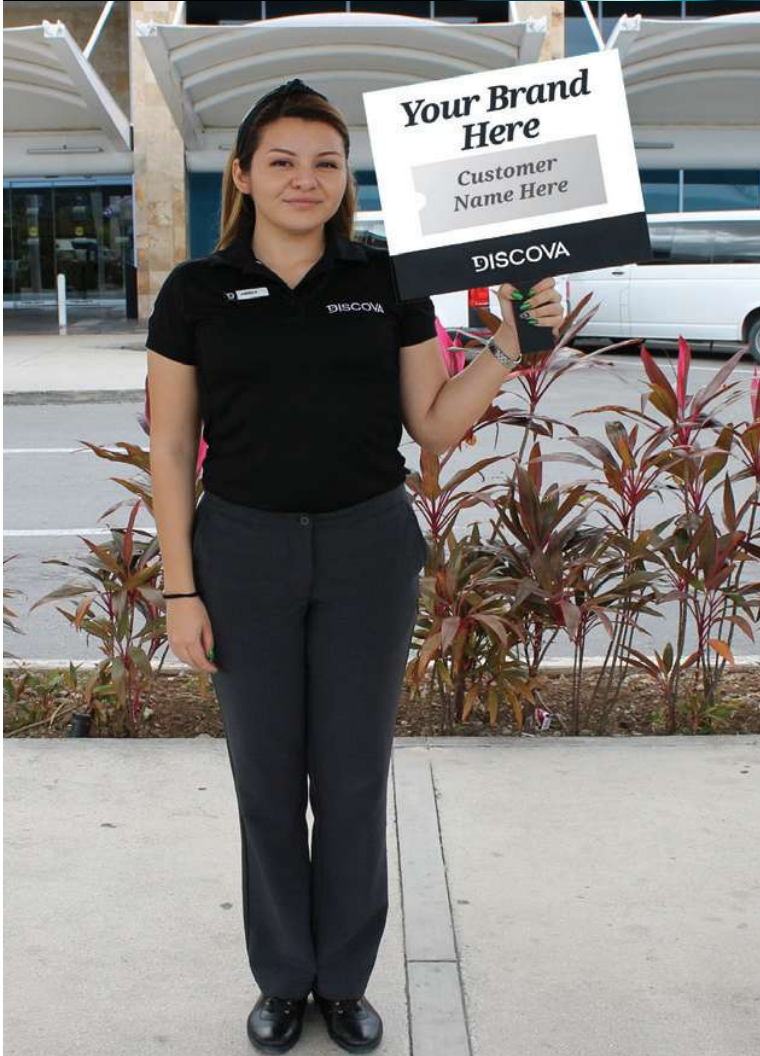




## Financial stability you can rely on

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Discova is owned by Flight Centre Travel Group, one of the largest travel organisations in the world. This gives us enormous financial stability, which means you can rely on us to deliver even during times of global uncertainty. Enjoy the peace of mind that comes with knowing your DMC can weather the storm.



## White-labelling

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We are your people on the ground, in-destination.

What we can offer:

- **We sound like you do**  
We provide immersive training for our staff on your brand. This can be as simple as the way you prefer to greet your customers.
- **We look like you do**  
Our guides and drivers in your brand clothing.
- **We care like you do**  
The extra little touches that make a trip uniquely yours such as welcome drinks, complimentary upgrades etc.



# Tailor-made Travel

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As customers demand more from their travel experiences and seek to stamp their trip with something unique, we are only too happy to oblige.

Our tailor-made operations team works hand-in-hand with our product teams to create custom itineraries that travellers love. Our team will be thoroughly briefed on your customer type and any important brand specifics so they can design itineraries that represent you.

## **We do it differently**

What makes Discova different is that we have the financial backing to offer great rates at high-end properties, yet we have the local savvy to know all the best homestays and everything in between.

But, while we love to innovate, we have all the classic destination experiences covered too. First time visitors looking for a highlights tour? No problem. Over the course of our 25+ years operating tours, we have perfected the first-timer sightseeing trip in each of our destinations.

We are able to do this thanks to the incredible knowledge and insight of our talented local product teams.

They are in regular contact with our suppliers, auditing and reviewing to make sure our high standards don't slip.





## Your brief or ours?

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- Your passenger might already have a full itinerary in mind. In which case, we will bring it seamlessly together and could even make a few helpful suggestions.
- Perhaps you have some starter ideas that need fleshing out...We can work to your specification while bringing some of our creativity to fill in the blanks for you.
- Or simply leave it all to us and let our professionals do what they excel at. Our team will already be briefed on your brand and passenger type, so we'll be all set to create something amazing, just for your customer.

# Tailor-made Travel: Sample experiences

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## 1. Evening Hue Street Eats by Cyclo

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Eat through Hue and cyclo through the city! Take a three-wheeled rickshaw past ancient citadel walls and through newly developing neighbourhoods. Stop at busy local markets, fantastic restaurants populated by locals in the know, and hidden eateries tucked away in quiet twisting alleyways. Spend hours sampling a wide variety of Hue specialities and central Vietnamese delicacies to experience the best of regional cuisine in a single day.



## 2. Off-the-beaten-track hiking in the Japanese Alps

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Once an important route connecting Tokyo and Kyoto, the Nakasendo Trail is nowadays a popular hiking spot in the Japanese Alps. Escape the crowds along the Kiso Valley and opt for the upper stretch of the trail to find family-run 'minshuku' guesthouses and Japanese hot baths. Intrepid hikers can follow the trail all the way down to Yokokawa town with its beautiful gorge.



## 3. Thai Dipping Sauce Workshop

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This five-hour tour will take you to a wholesale flower market, and a local Buddhist temple followed by a visit to a riverside restaurant on the outskirts of Bangkok where you will learn about Thai herbs, spices and why Thai people are obsessed with dipping sauces. Later, you will join the host in the kitchen to create three Thai signature dipping sauces that go well with meat, seafood and fruit before enjoying a delightful meal by the river.





# Group Series Travel

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Our impeccable account management team have been facilitating complex group series tours for more than 25 years. We provide a first-class service to some of the biggest names in travel from around the world. The secret to our success? Our flexibility. We don't get complacent. By working with our sales and account management teams, you have access to product enhancements, exclusive rates, on-the-ground feedback and guide training. This helps ensure each of your groups has an exceptional travel experience.

## **White-labelling**

Our guides receive thorough training on your brand, so all aspects of your company message are represented.

We are proud of our philosophy of flexibility, which allows us to mould and achieve the goals that are important to you and your business.

Simply put, we are easy to work with because we're prepared to change to suit your needs.



# Educational Travel

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## Discova's dedicated, expert team will take care of everything

The complexity of facilitating an educational trip cannot be underestimated. That's why we are especially proud of our award-winning educational travel team. With decades of experience, our specialist team knows how to structure immersive itineraries that flow beautifully to a realistic schedule.

We listen to your objectives and ensure your goals are met as we craft a comprehensive solution.

### What you might want your itinerary to include:

- Community project work
- Local community interaction
- Fully qualified guides and support staff
- Sightseeing tours - to your specification
- Local homestay accommodation
- Hotel accommodation
- Seamless transfers between destinations

### What you can expect as standard:

- Rigorous health and safety audits
- No project management fee
- Authentic connections with local communities
- The opportunity to make a real difference





## We facilitate all aspects of in-destination learning, logistics and leisure time

### Themed school tours

Special interest school expeditions that might require a focus on a specific subject such as music, history, art, geography and more.

### Experiential learning through travel

Trips designed to maximise cultural exposure by incorporating workshops, seminars and learning tours.

### Service learning

Thanks to our strong sustainable partnerships with local communities, we offer opportunities to learn and actively contribute.

### Community health education

To promote good health within marginalised communities, these itineraries are catered to medical and nursing students.

### Charity challenges

By combining our expertise in event planning and community relations, we have developed unique challenges to raise funds for selected charities.



## We manage our community projects free-of-charge

Our understanding of the challenges local communities face means we can make informed decisions that provide the best possible outcomes for all. Whether your trip involves local village visits or full-scale service learning, it will be contributing positively to local lives.

Our team is highly motivated by the benefits we can bring to disadvantaged communities.

A huge amount of work goes on behind the scenes to facilitate the projects we have initiated. Our hardworking team has developed a flawless reputation for delivering educational experiences on a large scale and helping to make a real change in our communities.



WATCH THE VIDEO





## Day Tours & Transfers

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Every traveller is different. To cater for those who simply require bite-sized flavours of a destination or a reliable ride to take them from A to B in comfort, we have developed a vast range of high-quality day tours and transfer services to be depended upon.

Our extensive range of great **day tours not only reflects the diverse facets of our destinations but caters to a variety of travellers, travel styles and interests.** Your customers have access to all the main attractions of our destinations, as well as the local perspective too, with exclusive experiences that are packed with cultural insight.





And from the airport, to the hotel, or between destinations, we connect people and places with **smooth and convenient transfers**. In Thailand and Indonesia we have invested in the purchase of our own vehicles, aiming to increase our **fleet considerably across these destinations in 2024**.



We also offer two Discova-branded and operated **speedboats for use in Phuket, Thailand**. They are larger than the average speedboat used there, and that means more seats are available, seats are forward-facing, and guests can experience greater comfort during rougher sea days.





# Responsible Travel

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As one of the world's premier DMCs, we are best known for providing exceptional products and services to our partners. However, we recognise that with our continued success comes the opportunity to drive meaningful change within the travel industry.

If managed correctly, tourism presents huge opportunities for local communities to prosper. This has been at the forefront of our business since day one. We are proud of the difference we make. We share our annual Responsible Travel report on our website, for all to see.

## **Together, we can make a difference**

Our product teams work closely with social enterprises and communities to ensure our tours are not just ethical but beneficial too. This, in turn, brings a much-sought authenticity to the nature of our products.

But we do much more than simply curate ethical product... We have established a large, passionate team to help our business to drive improvement and promote new initiatives.



## 1. Carbon Impact Correction

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Responsible travel experiences are growing in demand like never before. That coincides with increasing awareness around the tourism industry's contribution to greenhouse gas emissions. Now we can evaluate and lower your clients' carbon footprint with an internationally certified, trustworthy carbon emissions measurement tool (owned by Path Net Zero).

Find out how the carbon emissions of the tours you book with us can be measured, reduced and removed:

### ➤ DISCOVA CARBON IMPACT CORRECTION JOURNEY

## 2. Local Guide Ambassador Programme

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To further support local communities and marginalised groups, we have developed a programme to increase the social inclusiveness of the tourism industry. Our Local Guide Ambassador Programme provides tools and opportunities for disadvantaged youth to access education and find work opportunities. This hugely successful programme was launched in Indonesia and is being expanded to other destinations.

## 3. Community Development Programmes

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At Discova, we work closely with rural communities to develop inclusive and sustainable tourism projects. This is achieved through long-term partnerships with host communities and NGOs, and the dedicated work of our Educational Travel team. Our recent collaboration with the economically struggling commune of Trei Nhoar, Cambodia, is an example of our on-going initiatives.

## 4. Social Enterprises

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Social enterprises serve a vital role in funding responsible development and supporting socially inclusive vocational training for hospitality and tourism industries. By incorporating an ever-increasing number of social enterprises into our supply chain, we are able to support businesses that contribute to sustainable local development and provide more opportunities for marginalised members of our communities.







## Kaura Bali: An Immersive Retreat

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To say we've come far with the community of Manggis, East Bali, is an understatement. It all started out with the fixing of an irrigation issue that threatened the livelihoods of the community here during the onslaught of the Covid-19 pandemic in 2019.

Today, **our community development work with Manggis has transformed into a heartfelt collaboration with the local villagers and Cross Hotels & Resorts.** As we prepare to unveil our unique accommodations, we invite you to experience a taste of our community-led adventures.





Kaura as an activity hub allows visitors to experience our community-led, immersive experiences such as cooking lessons, hiking in search of waterfalls, hands-on farming experiences and a range of spa treatments. Our restaurant and bar are fully operational and the view from the pool is stunning.

Kaura is an immersive village retreat, designed to provide guests with an escape from the rush of life, revive their quest for learning and invite them to join a community and environment conscious travel experience like no other.

Kaura is a place of learning, rejuvenation, fun and ultimately, interconnection. Both guests and the local Manggis people are to be impacted positively for years to come by the emergence of this retreat experience.





## Our Local Life product range

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Our experts on the ground have crafted a range of 'Local Life' tours, designed to go off the tourist track and into the authentic heart of a destination. These activities often include lesser-known local charms and are designed to inject maximum revenue into local economies.

These tours are led by locals with a personal connection to their communities. This ensures that our tours are respectful while providing fascinating insights into another culture.

- Created with care by our local experts.
- Designed to step away from the tourist track.
- Lesser-known but wonderfully insightful.
- Environmentally friendly transport alternatives used.
- Brings revenue to local economies.
- A big hit with our partners, who have customers searching for authenticity.



## 1. Hoi An Countryside Cycling

A picturesque ride through Hoi An's idyllic countryside, led by a local with a passion for their hometown. Pass rows of rice paddy fields en route to Cam Thanh Village where a local family will share insights about their daily life. Next, hop into a bamboo basket boat and float down the river before learning how to make a traditional lantern, one of Hoi An's most iconic crafts.



## 2. Cambodian Community Village Full Day Tour

Get a taste of rural Cambodia! Explore the fascinating ecosystem of Tonle Sap Lake, visit the stilted fishing village of Kompong Phluk, and spend the afternoon with a local family. Complete with a fun ox-cart ride and a monk's blessing, this unforgettable experience will not only provide unique insights into Cambodian culture but also contribute to improving the lives of the local community.



## 3. Sanur Sunrise Cycling

Explore the very best of Sanur in the early morning and discover the little-known places where local Balinese pray, shop and mingle while the rest of the island sleeps. Start the cycling adventure by pedalling toward the beach – the perfect spot to watch the sunrise – before sampling some snacks at a bustling morning market and making an offering at a local temple.





## Health & Safety

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From the physical health of your travellers to the protection of data, safety plays a vital role in creating the right environment for experiences to flourish. At Discova, we believe that making every journey as safe as possible requires a preventive approach. Whilst we have an effective incident and crisis management system in place, we conduct regular in-depth safety checks of all product and employ a strict data protection policy to minimise any risks and hazards before they can even occur.

## Our process

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Discova is Asia's leading DMC when it comes to health and safety. Our professional team perform regular audits of all products we offer worldwide, from hotels and street food to animal encounters and adventure activities. Besides identifying and resolving any potential issues, Discova's comprehensive and in-depth safety checks allow our experts to offer partners different solutions, matching our products to your business and risk acceptability. Without hesitation, we can share our detailed risk assessment with partners and adapt to specific requirements, in turn reducing redundant audits and allowing you to focus on other aspects of your business.





## Data privacy

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Our endeavour to protect you and your travellers goes beyond physical safety but extends to the protection of data and personal information. At Discova, we comply with the EU's General Data Protection Regulation (GDPR) on a global scale and don't share any of your and your travellers' data with any third party without consent, regardless of location. The aim of this regulation is to keep businesses more transparent and expand the privacy rights of data subjects.

To ensure all information is safe with us, we have also appointed a global data protection officer to provide an integrated approach to data security.

 [VIEW OUR BROCHURE](#)

 [Safety Management System](#)

# Our Presence

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## DISCOVA







**Connecting people and places with a world of possibilities**

**DISCOVA**

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[www.discova.com](http://www.discova.com)