

TRAVELMATES PROFILE

BUSINESS TRAVEL & BESPOKE JOURNEYS

Business Registration Number: 0317426580

International Tour Operator License: 79-1864/2023/ TCDL-GP LHQT

www.travelmates.vn - www.travelmates.asia

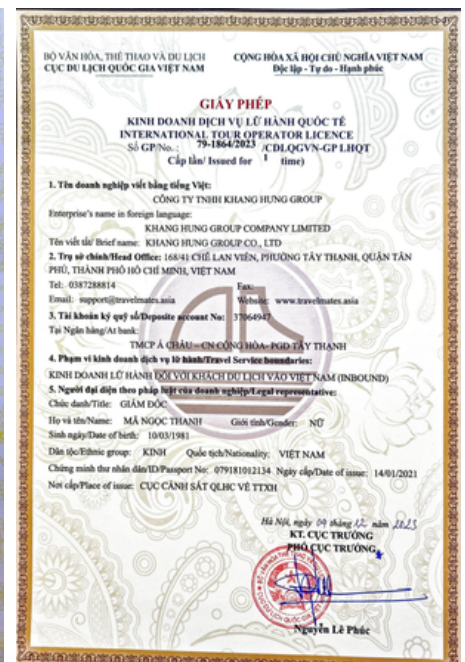
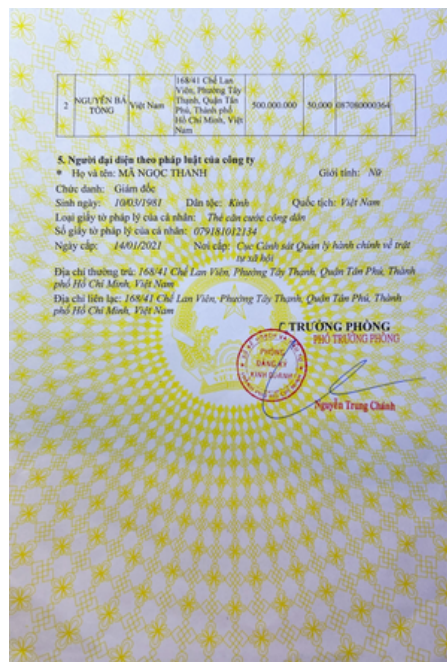
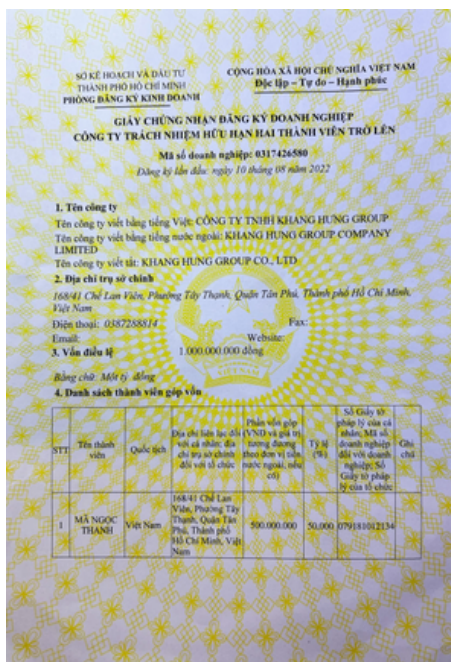
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Our Company

Travelmates is a trading name of Khang Hung Group company limited, based in Ho Chi Minh city, Vietnam. As a full licensed tour operator, we offer full range of travel services to both domestic travellers and overseas travel lovers to Asia on www.travelmates.vn and www.travelmates.asia websites. We help craft and share with you life-changing travel experiences through meaningful and sustainable activities across our destinations.

We are a team of passionate travel experts with more than 20 years of experience across Asia and beyond. We all love to share with you the insider experiences of each destination that are not available elsewhere.



Welcome to Travelmates!

At Travelmates, we are proud to be a fully licensed tour operator, offering expert-led travel experiences across Vietnam and Indochina. Our overall mission is simple: to provide our guests with unforgettable journeys tailored to their unique needs, interests, and preferences. Whether you are seeking an adventurous escape, a cultural immersion, or a relaxing getaway, we are dedicated to crafting high-quality, customized itineraries that leave lasting memories.

Our team of passionate professionals is committed to delivering exceptional service at every step, ensuring that every detail of your trip exceeds expectations. We believe that travel is not just about the destination or the new place we visit but about the memories and connections we create together along the way. Let us handle the details, so you can focus on enjoying the journey.

Thank you for choosing us. We look forward to being your trusted partner in exploring the beauty and wonder of Vietnam and Indochina, all while making a positive difference along the way.

Sincerely,
Kathy Ma Ngoc Thanh
Director, Travelmates

Vision and Mission

Vision

To be the most trusted, hands-on travel partner in Vietnam—and eventually beyond. We aim to grow by staying close to the ground, known for creating journeys that are as authentic as they are seamless, and for handling every arrangement with the quiet professionalism our partners deserve.

Mission

At Travelmates, our mission is to provide thoughtful, well-coordinated travel services across Vietnam, rooted in local insight and professional care.

- **For Leisure:** We design bespoke journeys that go beyond the surface, reflecting the true cultural depth and the quiet, everyday beauty of each destination.
- **For Business:** We provide reliable, efficient arrangements that take the stress out of travel, allowing our guests to move smoothly and stay focused on what matters most.

In everything we do, we are committed to clear communication, careful planning, and consistent support. We believe that by getting the details right, we build long-term partnerships defined by trust and excellence.

Our Values

At Travelmates, our values guide how we plan, communicate, and deliver travel services every day. They define how we work with our partners, support our travellers, and operate on the ground.

Accountability: We take full responsibility.

When you entrust a journey to us, we take that responsibility seriously. From the first proposal to the final airport drop-off, we stand behind our commitments and manage every detail with care. We believe that reliability is built in the small things, ensuring that what we agreed upon is exactly what is delivered, every time.

Care: We listen and adapt.

Beyond the logistics, we approach every trip with genuine consideration for the people involved. We know that every traveler is different, so we focus on thoughtful pacing, culturally sensitive choices, and being there when it matters. For us, care means listening carefully and providing the kind of attentive support that makes a journey feel personal and at ease.

Local Expert: We know the ground.

Our strength comes from being rooted here in Vietnam. We don't just recommend places; we visit, inspect, and experience them ourselves to make sure they are right for you. We understand the local rhythm, the changing seasons, and the quiet spots that are truly worth your time. This perspective allows us to design journeys that are seamless, authentic, and genuinely distinctive.

Trust: Reliability through consistency.

We believe in being honest about what works and what doesn't, and in staying close to the ground so there are no surprises. You can feel confident knowing that we are always here in the background, making sure everything runs exactly as it should, so you can simply focus on the journey.

We are excited to introduce our innovative services designed to revolutionize the way individuals and businesses experience travel. Whether you're planning a dream vacation or organizing a corporate trip, Travelmates is here to ensure your journey is seamless, personalized, and unforgettable.

Leisure Travellers

For individuals and families, we specialize in crafting tailor-made travel experiences that cater to your unique preferences, ensuring that every moment of your trip exceeds expectations. From luxury getaways to off-the-beaten-path adventures, our expert team curates itineraries that fit your personal style and needs.

Business Travellers

For businesses, we provide end-to-end corporate travel solutions, managing everything from group bookings and accommodations to efficient travel logistics. Our focus is on optimizing productivity, reducing costs, and creating a hassle-free experience for your employees, so they can focus on what truly matters during their business trips.

Our Travellers



Our Services

FLIGHT SERVICES

We provide competitive airfares and seamless booking for both domestic and international flights. Our experienced ticketing team ensures timely ticketing, flexible changes, and personalized travel solutions.

TRANSFER

Our professional transfer services include airport pickups, intercity travel, and executive car rentals. Every ride is punctual, private, and handled with the premium attention to safety and service quality.

TOUR EXCURSION

Travelmates designs memorable private and group tours showcasing Vietnam and Indochina's rich culture, nature, and cuisine. Every itinerary is crafted to deliver authenticity, comfort, and local insight.

ACCOMMODATION

Travelmates offers a curated portfolio of hotels, resorts and serviced apartments tailored to every traveler's preference. From luxury stays to business-standard options, we guarantee comfort, convenience, and value.

FAST TRACK & VISA

We streamline your arrival with priority immigration clearance, baggage assistance, and VIP meet-and-greet at major airports. Our services also include visa application support for both business and leisure travelers.

MICE & EVENT ORGANISATION

From corporate meetings to conferences and incentive trips, we manage every aspect with professionalism and precision. Our full-service MICE solutions include venue sourcing, conference facilities, logistics, and tailored experiences that reflect your brand.

What people say about us



Marta S

9 contributions



Good choice

May 2025 • Business

PEFC VIETNAM. Very well organized tour with comfortable transportation and an excellent hotel. The guide was extremely kind, knowledgeable, and helpful throughout the entire trip, making the experience truly enjoyable.



Ro S

1 contribution



Mekong delta with Eric

May 2025 • Couples

One day excellent trip with Eric to the Mekong delta. Nice meal and visit to locals and 2 boat trips. Would recommend! The sun came out during the day so an air conditioned vehicle was great to get there and back



Huyen L

Ho Chi Minh City, Vietnam • 29 contributions



Professional and personalised services

Jun 2024 • Solo

I have worked with Travelmates for the past 2 years. I am extremely satisfied with their professional and prompt services. Their consultants have extensive networks and deep experience in the tourism industry. Their attentiveness and problem-solving skills, which are essential in travel, are truly commendable. I highly recommend their services to anyone looking for a personalized and hassle-free travel experience in Vietnam.



We look forward to **working with you!**

Contact us



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