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# ✦ ABOUT Windows DMC



Exceptional Asian travel experiences are expertly crafted by Windows DMC, a leading Destination Management Company. A decade of premium travel service delivery, blending local knowledge with global best practices, is offered.

Seamless and unforgettable journeys are facilitated for clients through an extensive partner network and profound understanding of Asian locales. Every aspect of luxury leisure trips and intricate MICE events is managed with meticulous care and professionalism.

# OUR JOURNEY

## The History of **WINDOWS DMC**

**WINDOWS DMC** was established in 2016 as a premium division of TNK Travel Group, which has been a trusted name in Southeast Asian tourism since 2003. Specializing in upscale travel experiences across Vietnam, Cambodia, Laos, and Myanmar, we excel in delivering premium group tours, MICE events, and tailor-made journeys. Our deep regional expertise and dedication to excellence make us the trusted partner for discerning travel professionals worldwide.



Founded in Ho Chi Minh City, Vietnam with a vision to become a leading DMC in Southeast Asia



Expanded operations to Thailand, marking our first international presence



Developed innovative virtual solutions during global travel restrictions



Introduced cutting-edge virtual tours and hybrid event solutions



Continuing expansion with new markets and innovative travel solutions

2016

2017

2018

2019

2020

2021

2022

2023

2024

**Windows DMC**  
Asia Travel Connoisseurs

Established strong partnerships with major hotels and resorts across Vietnam



Launched operations in Cambodia and Laos, strengthening our Indochina network



Extended services to Myanmar, completing our mainland Southeast Asia coverage



Recognized as one of the fastest-growing DMCs in Southeast Asia





# PRINCIPLE

## Agency

### ◆ **Mission**

Exceptional Asian journeys are expertly crafted, showcasing diverse cultures and rich heritage sustainably. Immersive travel experiences are meticulously designed to surpass expectations. Meaningful cross-cultural connections are fostered responsibly, prioritizing sustainable tourism practices.

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### ◆ **Vision**

Asia's travel landscape is being reshaped by a leading Destination Management Company. Unmatched innovation and sustainability are prioritized, establishing exceptional travel benchmarks. Transformative journeys are crafted, meticulously preserving cultural heritage and pristine environments. Trust and excellence are consistently delivered.







- 1 Excellence:**  
Delivering unparalleled service quality in every interaction
- 2 Innovation:**  
Continuously improving our offerings and embracing new technologies
- 3 Sustainability:**  
Promoting responsible tourism practices that benefit local communities
- 4 Cultural Respect:**  
Preserving and celebrating the unique traditions of each destination
- 5 Integrity:**  
Operating with transparency, honesty, and ethical business practices
- 6 Collaboration:**  
Fostering strong partnerships with suppliers, clients, and team members

# OUR DMC

## Services



As your dedicated DMC partner, **TNK Travel Group** offers a comprehensive range of services designed to create seamless and memorable travel experiences

# DESTINATIONS WE SERVE

TNK Travel Group specializes in the following Southeast Asian destinations

## For each destination, we offer:

- In-depth local knowledge
- Extensive supplier networks
- Unique and off-the-beaten-path experiences
- Cultural immersion opportunities

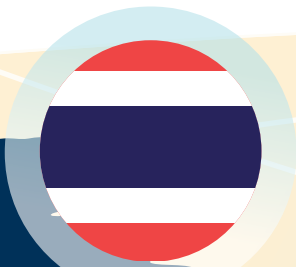
MYANMAR



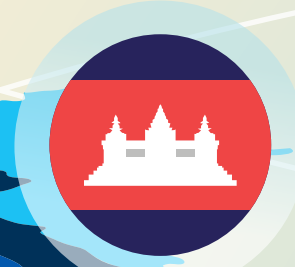
LAOS



THAILAND



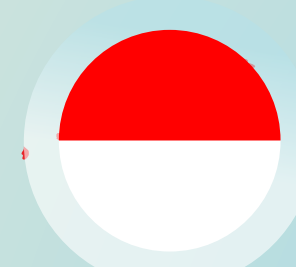
CAMBODIA



VIETNAM



INDONESIA



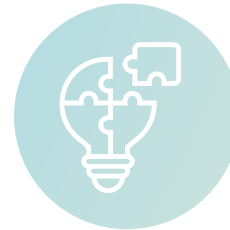


# WHY CHOOSE WINDOWS DMC?



## Extensive Local Expertise

Our team of destination specialists knows every corner of Southeast Asia



## Tailored Experiences

We craft unique journeys to match your clients' preferences and expectations



## Strong Supplier Network

Long-standing partnerships with top-rated hotels, restaurants, and activity providers



## Quality Assurance

Rigorous standards and regular audits ensure consistent, high-quality experiences



## Cutting-edge Technology

Efficient booking systems, real-time communication, and virtual tour capabilities



## Competitive Pricing

Excellent value for money without compromising on quality



## Sustainable Practices

Commitment to responsible tourism and supporting local communities



## Financial Security

Full compliance with local and international travel regulations

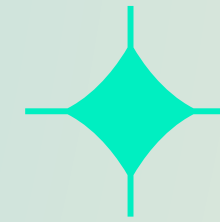


## Multilingual Support

Our team ensures smooth communication and excellent service in multiple languages.

# PREMIUM SERVICES FOR EUROPEAN MARKET

Experience Vietnam Sustainably with Trusted Premium Partner



## GREEN TRANSPORTATION

- ✦ Electric vehicle fleet
- ✦ Private eco-friendly transfers
- ✦ Sustainable travel options



## CULINARY JOURNEYS

- ✦ Farm-to-table dining
- ✦ Organic wine experiences
- ✦ Local chef's table events
- ✦ Traditional cooking classes



## CULTURAL DISCOVERY

- ✦ Small-group heritage tours
- ✦ Artisan craft workshops
- ✦ Local community visits
- ✦ Ancient tradition experiences



## ECO-LUXURY EXPERIENCES

- ✦ Boutique eco-resorts & lodges
- ✦ Exclusive heritage properties
- ✦ Private sustainable villas



## WELLNESS & LEISURE

- ✦ Mountain & beach escapes
- ✦ Mindfulness programs
- ✦ Yoga in nature settings
- ✦ Eco-spa retreats



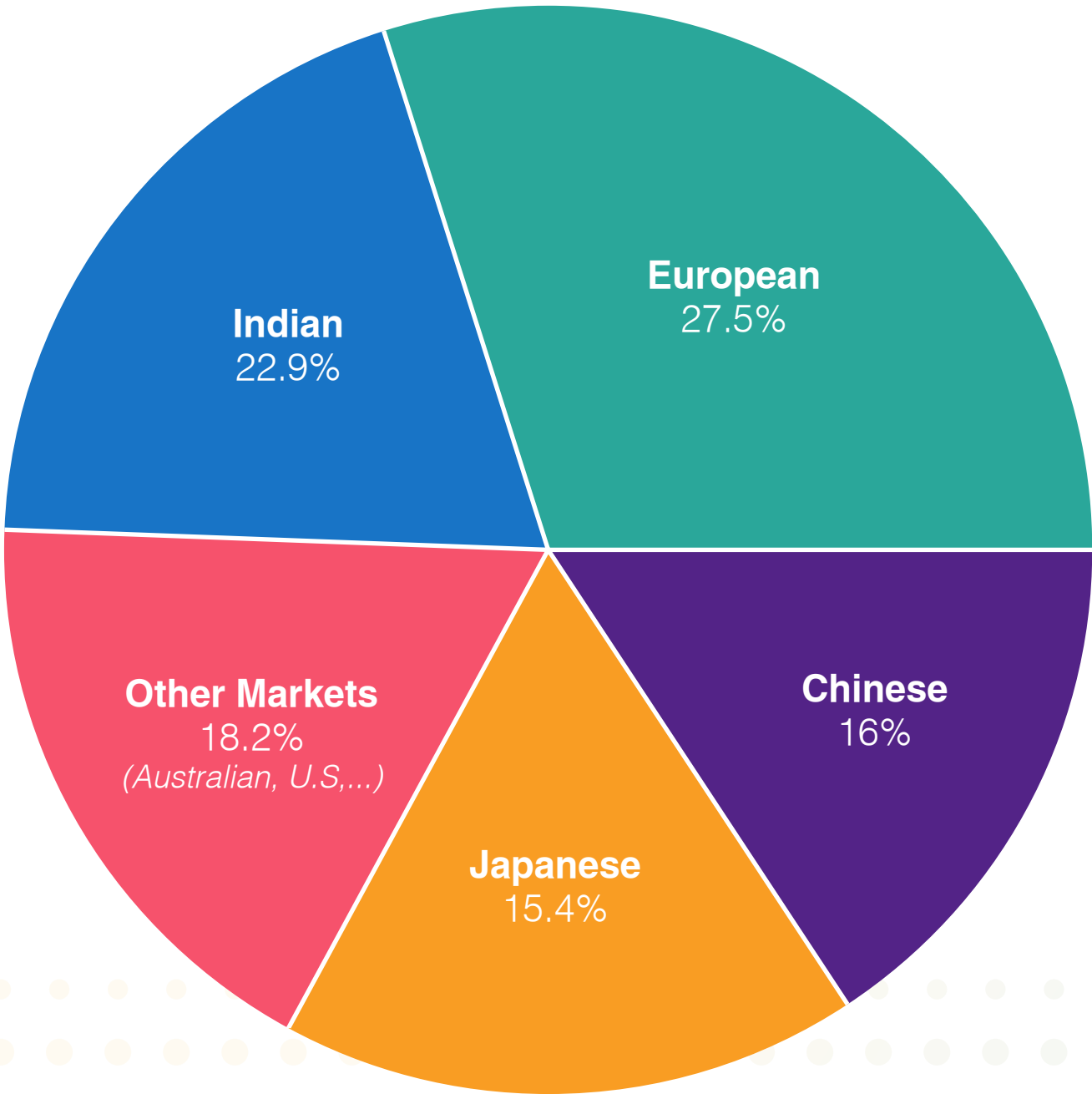
## PREMIUM ADVENTURES

- ✦ Sustainable trekking
- ✦ Eco-marine activities
- ✦ Bicycle exploration
- ✦ Photography expeditions



# OUR CUSTOMERS

Percentage of Tourists by Region in 2023



**Orther Market** (Australian, U.S,...)  
13,700+ guests

European 21,000+ guests	Indian 17,100+ gueststt
Chinese 12,100+ guests	Japanese 11,500+ guests

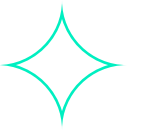
**Service capability**  
More than 75,000 tourists per year

**Customer Satisfaction Rate**  
Over 90% Customer Satisfaction Rate



# OTA (ONLINE TRAVEL AGENCIES)

Partnerships with over 15 OTAs



With an extensive OTA network, TNK Travel Group collaborates with leading platforms in online travel, ensuring convenience and accessibility for global customers as they explore our services and products. TNK Travel's presence on reputable OTAs strengthens our brand position and guarantees a professional, diverse selection for our clients.



# INTERNATIONAL TRAVEL AGENCY (TA) PARTNERS

Over 100 notable international TA partners

Through solid collaborations with international travel agencies (TAs), TNK Travel Group acts as a bridge, bringing millions of tourists worldwide closer to the beauty and culture of Vietnam. We are proud to be a trusted partner of globally renowned travel companies, playing a strategic role in delivering unique and high-quality travel experiences.



# DOMESTIC TRAVEL AGENCY (TA) PARTNERS

Over 200 domestic TA partners

TNK Travel Group has an extensive and diverse network of domestic partners, enhancing our tourism products and services across Vietnam. With Vietnamese travel agencies, TNK Travel emphasizes strong, reliable partnerships to ensure the highest quality and absolute satisfaction for all travelers.





# OUR APPROACH

At TNK Travel Group, we follow a client-centric approach to ensure the success of every project

## UNDERSTAND



We listen carefully to your needs and objectives

## DESIGN



Our experts craft tailored solutions that align with your vision

## REFIND



We work closely with you to perfect every detail of the itinerary

## EXECUTE



Our on-ground teams ensure flawless implementation

## SUPPORT



We provide continuous support throughout the journey

## EVALUTE



Post-trip assessments help us continuously improve our services

# SUSTAINABILITY COMMITMENT ✨

## ENVIRONMENTAL PROTECTION

- Carbon footprint reduction
  - Waste management and "ZeroPlastic" policy
  - Wildlife conservation support
  - Promotion of eco-friendly accommodations
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## CULTURAL PRESERVATION

- Protection of cultural heritage sites
  - Promotion of traditional arts and crafts
  - Cultural exchange programs
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## LOCAL ECONOMIC DEVELOPMENT

- Community-based tourism projects
  - Prioritizing local employment
  - Supporting small businesses and artisans
  - Skill development programs for locals
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## SUSTAINABLE TOURISM INITIATIVES

- Responsible travel education for tourists
- Partnerships with local NGOs and global initiatives
- Regular sustainability audits and reporting

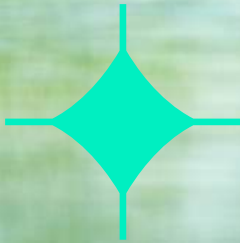


# AWARDS

## ✦ And Recognitions

**TNK TRAVEL** stands as a pioneer in Vietnam's inbound tourism sector, with over 25 years of excellence serving Asian travelers. We specialize in creating authentic Vietnamese experiences tailored for diverse Asian markets, including China, Indonesia, Malaysia, and the Philippines.

2014	<b>Vietnam Tourism Award</b> Top 10 Inbound Tour Operator in Ho Chi Minh City	2014	<b>Certificate</b> of Excellence from TripAdvisor
2014	<b>Top Rated</b> Recognition from Viator	2014	<b>Leading Tourist</b> Transportation Company in Ho Chi Minh City
2015	<b>Leading Inbound</b> Tour Operator in Ho Chi Minh City	2018	<b>Vietnam Halal</b> Obtain Vietnam Halal Certification
2019	<b>Sustainable Tourism</b> Obtain Sustainable Tourism Certification	2024	<b>Top 100</b> Best Companies in Asia







# CULTURAL IMMERSION



Heritage Tours



Festival Experiences



Art & Craft Discovery



Local Life Interaction





# CULINARY JOURNEYS



Cooking Classes



Food Trails



Wine & Dine Experiences



Market Tours







# ACTIVE ADVENTURES



Trekking & Hiking



Cycling Tours



Water Sports



Moutain Expeditions





# WELLNESS & LEISURE



Spa Retreats



Yoga & Meditation



Beach Escape



Golf Experiences





◆ Leading Vietnamese tourism provider with 25+ years

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◆ ISO-certified services with 24/7 English-language support

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◆ Exclusive access to premium Vietnamese destinations and experiences

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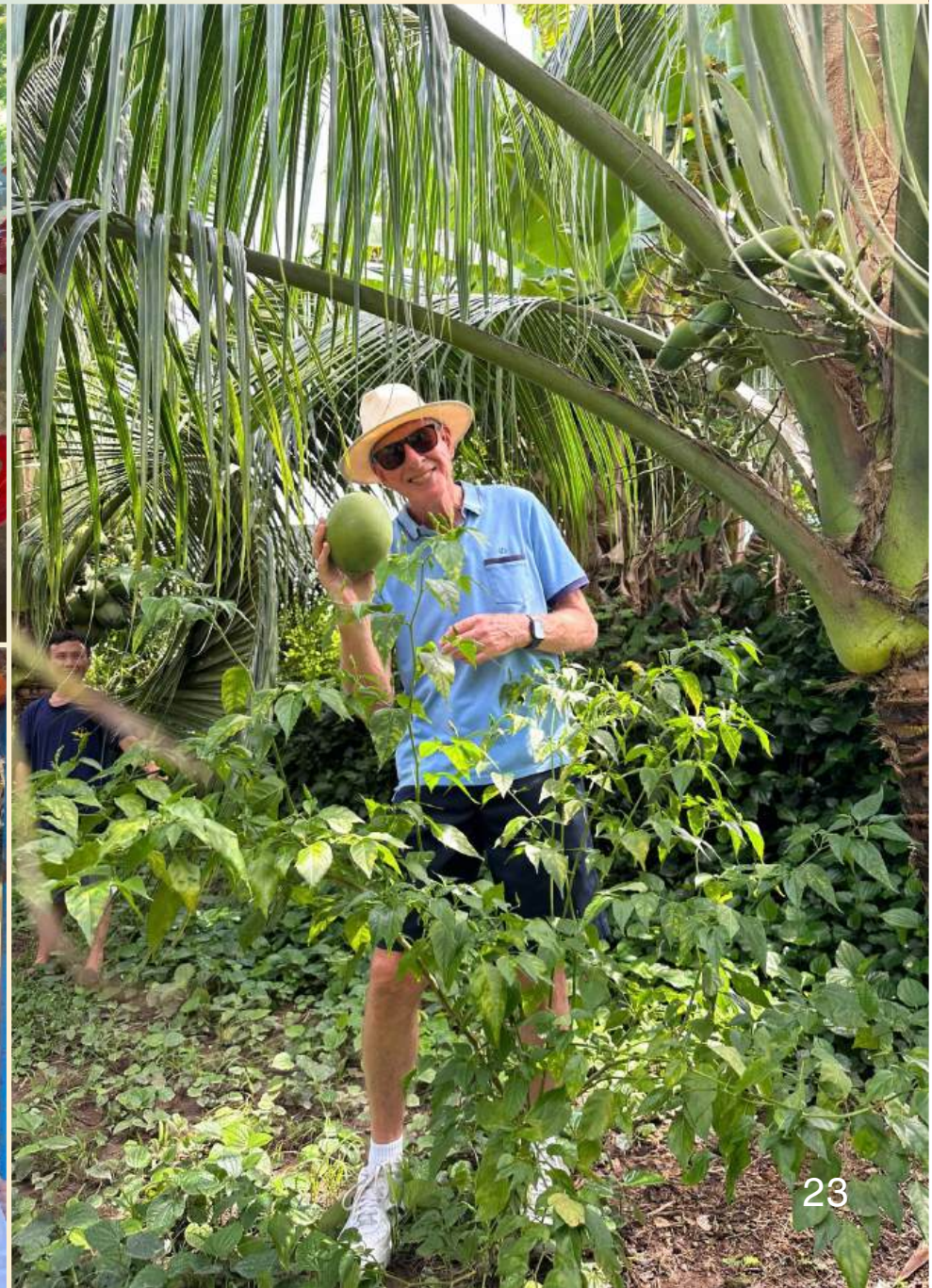
◆ Strong partnerships with Vietnamese-Asian tourism authorities

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◆ Commitment to sustainable tourism and service excellence.













## CONTACT INFORMATION



90 Bui Vien St, Dist 1, HCMC, Vietnam



+84 938 195 445



info@windowsdmc.com



www.windowsdmc.com

## CONNECT WITH US



facebook.com/windowsdmc



+84 938 195 445



+84 938 195 445



+84 938 195 445