



TravelFlan Promotes “Smart & Intelligent Travel”

A comprehensive travel platform with innovative technologies that revolutionise your travel experience

Hong Kong, 30 January 2018 – As a Hong Kong-based travel startup, TravelFlan strives to provide end-to-end intelligent travel solutions through its one-stop online platform. The travel company is dedicated to promoting its new brand commitment “Smart & Intelligent Travel” and actively expanding their services to other Asian markets.

Overseas travel is very popular among Hong Kong people. According to statistics from TravelFlan, it takes approximately 30 hours to gather travel information from 30 different websites in order to plan a trip. Sorting out a travel itinerary which matches one’s interests becomes a luxury for busy travelers, and TravelFlan is the perfect hassle-free solution for them.

Launched in 2016, TravelFlan’s complimentary Intelligent Travel Concierge, powered by both artificial intelligence (AI) chatbot and real-time customer support, allows users to seek travel advices and information anytime, anywhere. Such a smart travel assistance platform has become one of the most popular services of the brand. In the last three months, TravelFlan has processed one million messages with its state-of-the-art technology to analyse and integrate travelers’ data. Thanks to the AI-powered Chatbot, a great number of travel questions were answered efficiently.

More than 70% of the enquiries received by TravelFlan were related to trip-planning and travel recommendations. Based on previous chat history with the traveler, TravelFlan’s AI Chatbot is able to make pertinent suggestions to meet individual interests and preferences. For example, a traveler once asked for tips on meeting a famous Shiba Inu dog in Japan. When the traveler visited Japan again and interacted with the Chatbot, the system recognized the user’s interest and offered information on the dog’s regular walking routine. With the information provided, the traveler was lucky enough to meet the Shiba Inu and later shared his happy encounter with TravelFlan.

Apart from getting assistance from the Travel Concierge, travelers can also book a variety of travel packages and products directly through TravelFlan’s online booking platform, TravelFlan Marketplace. With products categorised according to preferences, purposes and destinations, TravelFlan Marketplace offers a comprehensive and time-saving travel solution for customers.

Customer representatives at TravelFlan are fluent in Japanese, Korean, Chinese and English and most of them have lived and worked in Japan, Korea and Taiwan. They are thus capable of providing travelers with professional and trust-worthy assistance, which includes real-time translation, transportation guides, restaurant recommendations & bookings services. The



team also shares insider tips on international postage services and retail discounts, so that customers can experience travel like a local. There was a case in which a traveler accidentally lost his luggage during the trip and sought help from TravelFlan. TravelFlan not only reminded him to call the police and notify his insurance provider, but also helped the traveler to make a social media post on different channels to increase the chance of finding his lost luggage.

TravelFlan's customer service team is committed to offering attentive and caring travel concierge services to every valued customer, even for those with challenging requests. In the case of restaurant bookings, there was a traveler who wanted to make a reservation at a highly sought-after restaurant, which could not even be booked through some platinum credit card concierge services. After much back-and-forth communication, the team's sheer persistence was finally rewarded when the restaurant promised to arrange an enjoyable dinner for the customer.

Besides investing in AI and chatbot technologies in the travel scenes, TravelFlan's plan for this year is to expand its end-to-end travel services to other Asian regions such as Taiwan and Southeast Asia, and to create remarkable and efficient travel experiences with a strong commitment to "Smart & Intelligent Travel".

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About TravelFlan

TravelFlan is a Hong Kong-based technology travel solutions company founded by four young talents in 2015. Initially positioned as an online travel platform, the company seized new market opportunities and launched an AI-powered chatbot to provide personalised travel concierge service for travelers. TravelFlan now manages the complimentary AI-powered travel concierge, online travel information and destination contents, and TravelFlan Marketplace, an online booking platform featuring a wide range of travel products and special packages.

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TravelFlan Marketplace's Promotional Offer

We would like to offer a 20% off promo code "PC2018JAN" for any purchase made on TravelFlan Marketplace. Have a pleasant and memorable journey!

Terms and Conditions

1. The promotional offer is valid from Hong Kong Time 18:00 on 30 January 2018 to 23:59 on 30 June 2018 (based on Hong Kong System Time)
2. During the Promotional Period, the 20% off promo code can be used three times.
3. The promo code is only applicable to travel products available on <https://marketplace.travelflan.com/>.
4. The promo code can only be redeemed against any purchase of HK\$400 or above each time.
5. Before the end of the Promotional Period, TravelFlan Marketplace (the "Company") reserves the right to cancel the offer at any time without prior notice.
6. The Company reserves the right to modify the terms and conditions of the offer at any time without prior notice.
7. The promo code can only be used within the Promotional Period. Expired promo code will be invalid and cannot be renewed or extended.
8. The promo code cannot be reissued or reprinted if lost.
9. The promo code will be counted as used even the order is cancelled.
10. Products purchased with the promo code are not entitled to other promotional offers.
11. Products purchased with the promo code are non-refundable and date of service is not allowed to change, unless the order is cancelled due to suppliers.
12. The promo code is non-exchangeable for cash and non-refundable.
13. The promotion code cannot be used in conjunction with other promotions.
14. In case of any disputes, the Company reserves the right of final decision on the above offer.