

# Travstore<sup>TM</sup>

15 Years+ of Expertise | Trusted by 12000+ agents | Destination Expertise



Trailblazing Thailand's destination management, pioneering travel distribution through Travb2b. Innovating tours, tech-driven excellence, serving 150,000+ travelers annually across diverse destinations

**“Thailand is a symphony of flavors, a kaleidoscope of colors, and an orchestra of traditions that never fails to amaze.”**

<b>OUR STORY</b>	<b>03.</b>
<i>Behind the Scenes: Our Voyage to Excellence</i>	
<b>OUR EXPERTISE</b>	<b>05.</b>
<i>Seasoned Excellence: Crafting Unforgettable Journeys</i>	
<b>TRAVEL EXPERIENCES</b>	<b>07.</b>
<i>Journeys Defined: Tailored Travel Memories</i>	
<b>TOURS AND ACTIVITIES</b>	<b>08.</b>
<i>Experiences Unveiled: Diverse Adventures Await</i>	
<b>MICE</b>	<b>10.</b>
<i>Meetings, incentives, conferences and exhibitions tourism</i>	
<b>FIT</b>	<b>12.</b>
<i>Free Independent Travellers</i>	
<b>HOTEL PARTNERSHIPS</b>	<b>15.</b>
<i>Seamless Stays: Our Trusted Network of Accommodation</i>	
<b>TRAVB2B</b>	<b>16.</b>
<i>Your Ultimate Travel Business Ally</i>	
<b>REVIEWS AND ACCOLADES</b>	<b>18.</b>
<i>Glowing Testimonials: Voices of Delightful Experiences</i>	
<b>OUR TEAM</b>	<b>20.</b>
<i>Meet Our Exceptional Journey Crafters</i>	

TABLE OF  
**contents**



## OUR STORY

Travstore embarked on a mission to bridge distances and foster connections through transformative travel experiences. As Thailand's leading incoming operator and India's premier travel distribution company, represented by Travb2b, we extend top-notch destinations like Thailand, Vietnam, Cambodia, Bali, Singapore, Malaysia, UAE, and Turkey to a vast network of over 12,000 travel agents in the Indian Subcontinent and Middle East.

Our success stems from pioneering tour experiences, a steadfast dedication to customer excellence, and reliable operations, all fueled by cutting-edge technology. Yearly, we elevate our service standards, catering to over 150,000 travelers across the countries we serve, ensuring memorable journeys for all.

# COMPANY HIGHLIGHTS

## **100,000+** Pax Annually **Exceeding Expectations Year After Year**

Every year, we go above and beyond, catering to over 100,000 travelers in diverse formats like FIT, MICE, and unforgettable day tours.

## **100+** Corporate Gatherings **MICE Mastery from Bangkok's Heart**

Our Bangkok-based experts orchestrate remarkable corporate gatherings each year, setting the gold standard for excellence.

## **Exclusive** CXO Meeting **Crafting Spectacular Events, Large and Small**

Our dynamic events team thrives on creating the most imaginative and unforgettable experiences, whether it's a crowd of 15,000 or an exclusive CXO meeting.

## **500+** Attractions to Experience **A Tapestry of 500+ Partnerships**

We've woven a tapestry of partnerships with over 500 attractions and local tour operators, offering an unrivaled spectrum of experiences throughout Thailand.

## **Proud** One of the 1st DMC's **Pioneers in the South, Anchored in Phuket**

Travstore Thailand boldly established a stronghold in Southern Thailand, proudly operating a fully-fledged office in the island of Phuket.

## **15+** Destinations **Exceeding Expectations Year After Year**

With a footprint in more than 15 breathtaking destinations across Thailand, we venture far beyond the well-trodden paths to uncover the extraordinary.

## **2000+** Contracts with Hotels

Our direct hotel contracts cover over 2000+ hotels across Thailand, and we generate over 200,000 Room Nights every year.

## **TravB2B** Beyond Thailand **Explore limitless Asian travel with Us**

We're a distribution platform showcasing top Asian destinations and extending journeys beyond Thailand to Vietnam, Bali Singapore, UAE and Turkey, and more via TravB2B.



# OUR EXPERTISE

*Travstore crafts experiences, your ideal choice for unforgettable adventures in Thailand.*

## 1. Reliable and Tested Ground Operations

With nearly a million arrivals managed over more than a decade, our operational capabilities have been honed to perfection. We possess the foresight to identify potential issues and the expertise to resolve them before they materialize. Trusted by over 12,000 travel agents worldwide, our flawless ground services speak volumes about our reliability.

## 2. Quick Turnaround & Competitive Pricing

Our commanding wholesale volumes empower us to provide the most competitive pricing in Thailand. Leveraging our technology, contracting prowess, and supplier partnerships, we ensure rapid turnaround of quotes. Your clients benefit from our ability to swiftly construct solutions that offer the most competitive pricing.

## 3. Strong Hotel & Supplier Relationships

Years of honest collaboration have forged unbreakable bonds with Thailand's hotels, attractions, and ground suppliers. Our continuous flow of business and substantial volumes are a testament to our commitment to our partner ecosystem. As a result, we enjoy priority support and privileges from our esteemed partners.





#### **4. Tech-Enabled Operations**

We embrace technology's transformative power in travel. As early adopters of technology, we offer our travel agent partners a robust B2B portal, harnessing the benefits of AI and automation. Tech is our conduit for scalability and precision in all aspects of our operations.

#### **5. Continually Expanding Fleet of Vehicles**

At the heart of our experiences lies our expansive fleet of vehicles. Recognizing the pivotal role of this infrastructure, we consistently reinvest to create the most capable fleet in Thailand. Your clients can rely on safe, comfortable, and well-maintained transportation.

#### **6. Robust Financials**

Responsibility and prudence define our financial approach. Travstore operates on a foundation of strong financial principles, having amply capitalized our business and secured it through various insurance measures. Our ecosystem of Travel Agent Partners, Hotels, and Suppliers finds peace of mind in transacting with Travstore, earned through years of a sterling reputation.

#### **7. Experienced & Creative Team**

The heart of Travstore beats with experience and creativity. Our team boasts an impressive wealth of experience in the travel industry, coupled with a diverse range of capabilities. Creativity is the bedrock of our solutions, and meticulous execution is our creed. From MICE solutions to crafting unforgettable FIT experiences, organizing events, and curating Special Interest Tours, our team comprises the finest experts in Thailand. Count on us to deliver the best for your clients.



# TRAVEL EXPERIENCES

*"No one realizes how beautiful it is to travel until he comes home and rests his head on his old, familiar pillow."*



Your partnership with Travstore is a guarantee of triumph for all your Thai travel endeavors. Whether tailoring individual experiences (FIT), coordinating flawless group travel, hosting remarkable MICE events, or designing captivating Special Interest Tours, Team Travstore stands as your unbeatable ally. With our support, winning your clients' hearts becomes a consistent reality. Allow us to unveil our successful formula to you.

TOURS AND ACTIVITIES



MICE



FIT



HOTELS





# TOURS AND ACTIVITIES

Venturing beyond the confines of your hotel room, Tours & Activities offer a true taste of the destination. Modern travelers seek to explore like locals, immersing in unique experiences. With diverse options catering to different interests, lifestyles, and budgets, we offer the widest range of tours, activities, and attractions in Thailand. Our goal is to cater to every customer, crafting the ideal holiday experience in Thailand, one memory at a time.

Our Tours & Activities portfolio includes:

*Travstore Original  
Discovery Tours*

*Attractions*

*Half Day & Full Day  
Excursions*

*Island Tours*

*Unique Experiences  
& Special Interests*





# TRAVSTORE ORIGINAL DISCOVERY TOURS

*We offer leading city and destination tours with a unique local flavor in Bangkok, Phuket, Pattaya, Krabi, and Koh Samui.*



## HALF DAY & FULL DAY EXCURSIONS

We provide a wide selection of more than 100 excursions, available as either half-day or full-day options, across all the destinations we serve.. These tours are run in both shared and private formats. Our outstanding team of guides makes sure the guest has a great time and a fulfilling tour of the destination in comfort.

## UNIQUE EXPERIENCES & SPECIAL INTERESTS

Satiate your culinary desires or go bird watching, play a round of golf or indulge in a spa. Our experiences cover your lifestyle, your pursuits, and your area of interests. Whatever your interest, we ensure you have a vacation doused in indulgence with Travstore.



## ATTRACTIONS

Skip the line and just zoom in with Travstore arranging seamless entry for you at all attractions across Thailand. We get you the best prices and fastest entry to all attractions.

## ISLAND TOURS

Thailand has mesmerizing Islands across its coastline. Be it Pattaya or Hua Hin, Samui or Phuket, we ensure that our Island trips cover the most popular to most exotic places. Snorkel, dive, laze on virgin beaches, or enjoy partying on charming islands with multiple choices on offer from Travstore.



# MICE

*Meetings, Incentives, Conferences and Exhibitions*

MICE events are valuable platform for corporate leadership to roll out their annual initiatives and for an organization to achieve its strategic HR objectives. Travstore MICE is very conscious of delivering 100% to its key stakeholders - the Corporate Leadership & the HR Function of an organization.

We help organizations achieve their strategic objectives by way of their MICE events. And the first step

here begins with understanding those objectives and then devising the perfect series of events that are flawlessly executed and result in amplifying central leaderships message and initiatives across the organisation

Trust Travstore's well perfected MICE framework to always deliver 100% for you. A confidence we can exude having handled over 500 MICE events across Thailand.





# TRAVSTORE MICE FRAMEWORK



1

## Identifying & recognizing stakeholders

Executive Leadership  
HR Leadership

## Decoding & Defining MICE Objectives

Reinforcing alignment to organization vision  
Culture & Values  
Rewards & Celebrations  
Team Spirit  
Skill Development

2



3

## Designing Perfection through experience & expertise

Off-Site Planning: Understanding objectives, budgeting, venue selection, itinerary design.  
Decade of Expertise, 1000 Successful Events. 2000+ Partners in Thailand.  
Commitment to Detail, Budgets, Timelines

## The Brass Tacks

**Booking & Reservations:** Venue, F&B, speakers, hotels, ground arrangements.

**D Day & Execution:** Seamless experience, transportation, meeting arrangements.

**Post Event:** Feedback collection, accounting closure, review

4



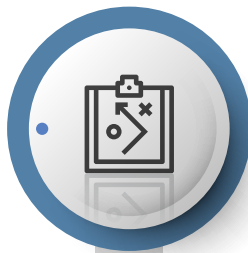
## **FIT** *Free Independent Traveller*

Customization lies at the heart of Free Independent Travelers (FIT), where tailoring every detail to clients' preferences can prove intricate and time-consuming. Travstore steps in to simplify this process for our valued travel agent partners. Our approach revolves around three core elements: Price Saving, utilizing our expertise to secure the best deals without compromising quality; Tech Integration, employing advanced technology to streamline bookings and elevate traveler experiences; and Ground Support, offering on-the-ground assistance and local insights for a seamless journey.

This harmonization of **Price Saving**, **Time Saving** and **Ground Support** allows us to empower our partners in delivering exceptional, tailor-made experiences. We aim to perfectly match the diverse preferences of FIT travelers, creating memorable and distinctive journeys that resonate long after the trip concludes.



Price  
Saving



Time  
Saving



Ground  
Support







## Price Saving

Our extensive options and contracting expertise enable significant price savings for travelers exploring Thailand. With diverse choices and insights from extensive experience, we ensure competitive rates without compromising quality.

Price savings are facilitated by:

### **Abundance of Choices:**

Our extensive reach spans over 25 destinations, 2,000+ hotels, and 500+ tours and activities, offering diverse options across Thailand.

### **Smart Contracting:**

Years of experience enable us to assess optimal price points for different offerings. Leveraging insights from nearly a million arrivals in Thailand, we negotiate competitive rates, ensuring a competitive advantage for you.



## Time Saving

Travb2b, our innovative online platform, expedites processes from quotes to reservations, saving valuable time. With our curated selection and swift turnarounds, we prioritize efficiency, allowing you to swiftly craft exceptional itineraries and close deals promptly.

Time-saving is achieved through:

### **Travb2b Efficiency:**

Our innovative b2b portal, Travb2b, brings the entire DMC experience to your fingertips. From quotes to reservations and itinerary management, access Thailand's best in minutes.

### **Curated Excellence:**

Expert curation ensures top-quality selections. Continuously assessing hotels and tours against high standards, we recommend only the finest options available in Thailand.

### **Swift Turnaround:**

Our dedicated sales team swiftly crafts tailor-made itineraries meeting tight deadlines. With Travstore, prompt service ensures quick deal closures, prioritizing your customers' needs in the fast-paced travel industry.

## **Reliable Ground Support**

In Thailand, your guests are in expert hands. Our meticulous planning and attentive customer support ensure a seamless experience. Our dedicated team remains committed until glowing reviews from satisfied customers pour in. Flawless service leads to client retention and recurring business.

We achieve this through:

### **Expert Care:**

Meticulous planning and attentive customer service guarantee a seamless stay in Thailand.

### **Dedication to Excellence:**

Our unwavering commitment ensures customer satisfaction and glowing reviews.

### **Client Retention:**

Flawless service leads to retaining clients and fostering recurring business.



*\*Travstore Onground Team*



# HOTEL PARTNERSHIP



Thailand offers a wide range of Hotels & Resorts for various budgets and tastes, exceeding 3500 choices. Picking the ideal stay can be daunting among international chains, native brands, and standalone properties. Travstore's partnerships cover this

spectrum, featuring direct contracts with 2000+ Thai hotels. This advantage grants competitive rates and a smoother reservation experience for our customers.

**CONRAD**  
HOTELS & RESORTS™

**SOFITEL**  
LUXURY HOTELS



**CROWNE PLAZA**  
HOTELS & RESORTS

**IHG**  
HOTELS & RESORTS

**W**  
HOTELS  
WORLDWIDE

**JW MARRIOTT**

**ANANTARA**  
HOTELS • RESORTS • SPAS

**le bua**  
HOTELS & RESORTS

**Hilton**  
HOTELS & RESORTS

**Amari**  
BRIGHTEN YOUR WORLD

**NOVOTEL**  
HOTELS & RESORTS

**FOUR SEASONS**

**HYATT**

**WESTIN**  
HOTELS & RESORTS

**MARRIOTT**

**Holiday Inn**

**SHANGRI-LA**  
HOTELS and RESORTS

**Santhiya**  
Koh Phangan

**BELMOND**

**ACCOR**

**THE PENINSULA**  
HOTELS

**CENTARA**  
HOTELS & RESORTS

**COMO**  
HOTELS AND RESORTS

**Dusit**  
HOTELS & RESORTS

**THE RITZ-CARLTON**

**THE SIAM**


**TRAVB2B**
*Your Ultimate Travel  
Business Ally*

In a world where the internet can either make or break your travel business, Travb2b transforms it into your strongest ally. With Travb2b, you gain the ability to serve your customers 24/7 with unparalleled speed and an array of choices tailored to every budget and preference.

## TRAVB2B CAPABILITIES

Travb2b is your digital Destination Management Company, seamlessly integrating into your devices to provide instant solutions for your clients:

**Effortless Quotations:** Craft multi-destination quotes within minutes.

**Proposals Made Easy:** Present proposals to your clients in itinerary format effortlessly.

**Flexible Amendments:** Modify quotations based on client feedback, adjusting hotels, transfers, activities, or dates.

**Secure Reservations:** Confirm and reserve entire FIT packages with flexible cancellation policies.

**Convenient Payments:** Choose between online or offline payment options at your convenience.



With Travb2b, the possibilities are endless:

**Travb2b Exclusive Network (TEN):** Access multiple DMCs exclusively partnered with Travb2b.

**Global Reach:** Explore over 100,000 hotels worldwide and a vast selection of tours and transfers.

**Dynamic Platform:** Customize itineraries with over 1000 tours and transfers, or opt for pre-packaged static itineraries.

**Competitive Advantage:** Enjoy competitive pricing, extensive itinerary options, and rapid turnaround times.

**Continuous Updates:** Benefit from regularly updated content and pricing.





## TRAVB2B NETWORK

Travb2b leverages strategic partnerships and alliances to source the finest content for travel agents:

### *Exclusive Partnerships:*

**Thailand:** Travstore Travel Management

**Vietnam:** Impressia Tours

**Turkey:** Hello Tourism

### *Curated Alliances:*

- Cambodia
- Bali
- Singapore
- Sri Lanka
- UAE
- Malaysia
- And more upcoming destinations across

### *Explore the Power of TEN:*

Travstore Exclusive Network (TEN) brings you exclusive partnerships with reliable DMCs, ensuring unparalleled experiences in select destinations.



# REVIEWS & ACCOLADES

Travstore is honored to have received the TripAdvisor Certificate of Excellence for consecutive years, 2019 and 2020. Our commitment to delivering exceptional travel experiences has garnered positive reviews from a diverse global clientele. These

Proud Receptient of  
**2019 & 2020**  
Certificate of Excellence



Captured from Viator

## Complete tour of Phuket

A TripAdvisor Reviewer, Feb 2022

This is a great tour that conveniently takes you to all the important places in Phuket. The guide spoke really good English and shared valuable information with us that we wouldn't have discovered otherwise. Be aware that you will have some free time so maybe when you're first told the itinerary of the day, you will think about where you would prefer to spend more time. The car was nice and comfortable and had A/C. As I was flying later that day, they accommodated my need to take my luggage with me and were fine with dropping me at the central mall at the end instead of at my hotel. Water was also provided which was nice since it was a really hot day.

Read less

## Would definitely recommend!

A TripAdvisor Reviewer, Aug 2021

The tour was extremely enjoyable, and the staff made sure to give us a full tour of Phuket so as to not miss out on any major places! Our tour guide, Ohm, made us feel really welcomed, took us to multiple historic locations and restaurants, and was eager to answer any questions we might have had. 10/10

## An exceptional experience

A TripAdvisor Reviewer, Jun 2020

Our Phuket Discovery Tour was a unique experience (especially after the lockdown) which we will never forget. Khun Nicky, our tour guide, from Travstore made us feel really special and showed us the history of Phuket in every possible detail. Khun Nicky, also a great photographer, captured every moment of our trip and turned it into a beautiful storytelling video. I recommend this travel agency to anyone who wants to have an exceptional experience complimented with hospitality. And we are definitely trying out other tours too! Thank you, Travstore team (Khun Kris and Khun Nicky)!

Read less



Captured from klook



Highly recommended

Review for: Afternoon Half Day Tour in Phuket [Book now](#)

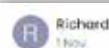
Nice and well organise, driver and tour guide on time. The itinerary is also well plan but I feel old Phuket town should put more time as there is many to explore. 30min is too little



Highly recommended

Review for: Afternoon Half Day Tour in Phuket [Book now](#)

We didn't have much time to enjoy every single detail but we liked the tour. The car was comfy. The guide was very nice. The group was small. And we booked it last minute. Thanks Klook!



Highly recommended

Review for: Afternoon Half Day Tour in Phuket [Book now](#)

It was a very great, fun, and enjoyable experience. We have visited different landmarks in Phuket and enjoyed eating local food in the old town. Our tour guide gave us information about the places while we were transported. This is a must try tour if you visit Phuket.





## Captured from GetYourGuide

★★★★★  
D David – Thailand  
November 11, 2021 – Verified booking

The morning tour included a stop off at a viewpoint overlooking Karon bay which was spectacular. Then we drove up to the big Buddha and had 40 minutes to take in the amazing views of the island and look at the various Buddha statues as well as walk around the big Buddha. It is huge, standing at 81m in height and clad in white marble. We were then taken to a cashew factory to learn about how cashews are processed (a bit of tourist gift shop trap but interesting nonetheless). Eventually we were dropped off in Phuket old town for a bite to eat at a Thai canteen (included) and then we had an hour to enjoy the Portuguese architecture and colourful buildings. Given that we were picked up at 8:30am from Kamala bay, at no extra cost, and didn't get back till 2:30pm it was good value.

★★★★★  
C Camille – Colombia  
November 25, 2021 – Verified booking

I was lucky that we were only 3 people on the tour, so it felt like a private tour. The view point is nice. The big Buddha is nice, but it feels a bit without a soul. The temple was similar in that regard, it feels more for tourist than a real religious place. The nut factory is cool but again it's very tourist oriented. And at the end the Phuket old town was a good finishing spot. To walk on bit around the city. Our guide was very kind and professional, with a good English level.

★★★★★  
G GetYourGuide traveler – Germany  
October 25, 2021 – Verified booking

The tour was great. Since we are here during the rainy season, it seemed that not many people had booked the tour, so there were only two of us. We were driven around in a new, clean car by the nice guide. All the stations were very nice and interesting and there were no unnecessary stops.

## Captured from Expedia

5.0/5  
Marion N  
Reviewed on Viator  
Apr 10, 2019

Amazing tour ! The guide is super nice and funny ! And the locations are perfect to discover the island ! Thanks again ! Recommend surely !!

5.0/5  
Nicole D  
Reviewed on Viator  
Feb 05, 2018

This tour was amazing!! Our tour guide KING was very knowledgeable, enthusiastic and determined to make this memorable. He was helpful and fun. The driver drove safely and was very nice as well. My friend and I did Geocaching on this tour. Lots of fun. Thanks for the tour.

## Captured from Tripadvisor

Jhe  
1 contribution

★★★★★  
**Excellent tour**  
Apr 2022 • Friends

It was an excellent trip with our beautiful tour guide Ms. Chm. Half day tour to see the mesmerizing places of Phuket Thailand is so worthy. Plus giving well explanation of the places and history of it is an A+.

Highly recommended place and for sure you will think to visit it again.



Written May 5, 2022

Gourav  
New Delhi, India • 2 contributions

★★★★★  
**Pamika is excellent**

She took to multiple places and able to communicate in english. Recommend her. She make effort and let you know about everything. She take nice pictures

[Review of: Travstore Original Phuket Discovery Tour - Shared Half Day City Tour](#)

Written December 15, 2021

piyank d  
1 contribution

★★★★★  
**City tour**  
Dec 2023 • Couples

Good overall. Pamika is a good guide. She took us to the amazing views.

Overall the experience was good with travstore.

[Review of: Travstore Original Phuket Discovery Tour - Shared Half Day City Tour](#)

Written December 11, 2023



# FOUNDING TEAM



**Sudhir Upadhyay**

*Founder & CEO*

Sudhir Upadhyay, our Founder & CEO, leverages extensive expertise in e-commerce, finance, and marketing to guide Travstore through Covid-19 challenges. His visionary leadership influences operations in India and Thailand while advising firms globally in Financial Services and Tourism. Sudhir's background spans senior roles at global brands like HSBC Bank, AIG Group, and Kotak Mahindra Bank, showcasing his diverse and seasoned leadership. His strategic counsel extends beyond Travstore, shaping enterprises across various industries and countries, contributing significantly to Travstore's success.



**Kitsana Pulikkal**

*Co-Founder & Country Head,*

Kitsana Pulikkal, our Co-Founder & Country Head, Thailand, brings over 25 years of invaluable experience from leading hospitality brands across Thailand, UAE, and Vietnam. Her impressive background includes roles as Cluster Director of Sales at Banyan Tree Group and overseeing sales at Millennium Hotels and Lagoon Resort.

At Travstore, Kitsana oversees Thailand's operations, managing contracting, MICE, FIT Operations, and tour product development. Her mission is to establish Travstore as Thailand's premier destination management company.



**Rajesh Vadia**

*Co-Founder & Country Head,*

Rajesh Vadia, our Co-Founder & Country Head, India, brings a formidable background in Finance and Control, pivotal in shaping Travstore's operational processes. Excelling in Business Development, he fortified relationships with leading travel agents across India. With nearly three decades of versatile experience spanning Operations Management, Finance, and Business Development, Rajesh now leads Travstore India, aiming to establish it as a premier travel distribution entity in the country.

## OUR EXECUTIVE TEAM



**Nirun  
Nana**  
*Director  
Operations*



**Malcolm  
D'Souza**  
*General Manager  
Bangkok*



**Khun  
Thipjuthra S.**  
*Manager  
GIT & FIT*



**Chaiyasit  
Prapasirikul**  
*Manager  
GIT & FIT*



**Jenelyn Patubo  
Briones**  
*Manager  
GIT & FIT*



**Khun  
Kotchanicha T.**  
*Manager  
Cust. Ser. & Ops*



**Meghasham  
Wayekar**  
*General Manager  
Tech Solutions*



**Shaivya  
Chauhan**  
*Senior  
Product Manager*



**Rupesh  
Maher**  
*Senior Travel  
Advisor*



**Mayuresh  
Kharade**  
*Senior Travel  
Advisor*

## MEET OUR OPERATIONS TEAM



## BANGKOK

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Luang, Bangkok - 10250

## PHUKET

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Chaofa Rd, T Vichit A Muang  
Phuket 83100 Thailand

## INDIA

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Floor, Chincholi Bunder,  
Malad West, Mumbai  
Maharashtra - 400064



**Travstore**<sup>™</sup>

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