





About Us

Leading Island Tourism, Creating Extraordinary Experiences!

Holidaygogogo Tours Sdn Bhd (1060502M /201301030674) is a renowned travel agency in Malaysia, specializing in providing comprehensive professional travel services that create unforgettable holiday experiences for travellers.

As a professional travel agency, we offer tailor-made tour packages, meticulously planning each trip to meet customers' unique needs and preferences. Our personalized, one-on-one service ensures that you receive attentive care throughout your journey, making every trip perfect.

Our Vision

To become Malaysia's leading travel agency, delivering unique and memorable travel experiences through a wide range of meticulously designed, customized travel packages.

Our Mission

As a trusted travel agency, we are committed to providing reliable travel solutions that cover every detail—from flights and accommodation to transportation and activities—ensuring your journey is filled with beautiful memories.





Overview

Compliance in Operations: Delivering Trusted Travel Assurance for You

Founded in 2013 and headquartered in Shah Alam, Selangor, Holidaygogogo Tours Sdn Bhd is backed by a professional team that provides 100% high-quality online services and support. Here are our registrations:

- ☆ We are an authorized travel agent by the Ministry of Tourism, Arts and Culture (MOTAC), with license number KPK/LN 7373.
(For verification, please visit the official MOTAC website: <https://motac.gov.my/en/check/toftab> and fill in "Holidaygogogo Tours.")
- ☆ We are also a registered member of the Malaysian Association of Tour and Travel Agents (MATTA), with membership number MA4463.
- ☆ Based on customer feedback, our services have consistently received 4.8 stars on Google (out of 5 stars).

As a travel agency registered with MOTAC and MATTA, we strictly adhere to industry regulations. We provide compliant services to safeguard our customers' rights and interests.

Story

From Blogger to Island Expert: The Journey of Holidaygogogo

Every story starts with pure passion. An electronic engineer dealing with complex data, Simon Lee yearns for the islands' sea breeze and leisurely rhythm.

In 2010, Simon decided to channel his love for islands into a series of blog posts and photographs. Through his blog, www.holidaygogogo.com, he began documenting his island explorations and sharing his unique experiences and travel tips.

As his blog posts gradually grew, they attracted countless island enthusiasts, just like footprints on the beach. Fascinated by his travels, readers began asking him for details about island travel.

These inquiries eventually led to the establishment of Holidaygogogo Tours. In 2013, Simon and his partner, Miss Tan Chin Teng, embarked on a new journey to transform their hobbies and experiences into professional services, providing travellers with unique island travel experiences.





Clientele

Tailor-Made Travel Packages for Each Customer

Holidaygogogo Tours' market positioning focuses on domestic and international tourism, catering to various groups, including family trips, friend groups, honeymooners, parent-child outings, and business groups (such as Hitachi and Coca-Cola).

Our clientele is divided into three categories:

- 1 Local Tourists:** Offer diversified domestic travel experiences, customized travel packages, and related arrangement services.
- 2 International Tourists:** Offer sightseeing and cultural experiences in Malaysia for travelers worldwide.
- 3 Travelling Abroad:** Provide comprehensive international travel services for local customers.

We carefully customize our travel solutions for each type of client, ensuring that we meet their preferences and expectations, whether for relaxation or adventure.



Island Expert

Rich Resources and Extensive Network for a Secure Travel Experience

Focusing on island tourism for many years, we have gained extensive knowledge of tours, hotels, and restaurants on various islands in the country, allowing us to cultivate unique advantages.

- ☆ Having a deep understanding of each island's environment, business dynamics and public facilities, we can provide customers with the latest travel information and ensure they receive accurate and reliable services.
- ☆ We maintain close partnerships with local hotels, resorts, restaurants, transportation providers, and tourist attractions on each island, ensuring a seamless and smooth travel experience.

Leveraging our rich resources and extensive network across destinations, we can swiftly address various needs during your journey, providing efficient and reliable services to ensure a smooth and enjoyable experience.



Customized Services

From Planning to Arrangements, Making Your Dream Journey a Reality

We are committed to providing comprehensive customized services, tailoring the most suitable journey according to the needs and preferences of individual customers. From itinerary planning, hotel reservations, meals, and transportation to activities, every detail is carefully arranged to ensure a worry-free and enjoyable trip.

We assign experienced customer service personnel to provide one-on-one personalized service. From pre-trip preparation to the end of every trip, we follow up attentively throughout the entire process to ensure you feel at ease and happy. Below are the highlights of our customer service:

- ☆ Seven days a week customer support. Immediate responses to your needs, even during holidays.
- ☆ Direct contact with customer service personnel, no need to wait for phone transfers, providing you with prompt support.
- ☆ A trilingual customer service team fluent in English, Malay, and Chinese to ensure seamless communication.

Pre-arrival Arrangements

Comprehensive Itinerary Planning for a Worry-Free Journey

We attach great significance to pre-arrival arrangements to ensure that all are fully prepared before our customers depart, thereby enhancing the overall travel experience with the following specific content:

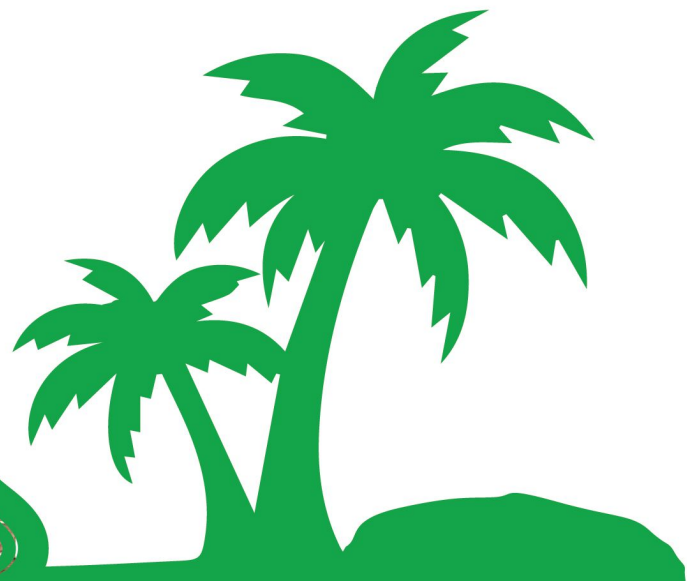
Itinerary Confirmation: Verify the itinerary in detail, including the number of people, date, transportation, nature of travel (company tour, family tour, honeymoon trip, friends trip), etc.

Transfer Service: Arrange transfers to and from the airport or various destinations to ensure customers experience a smooth arrival and return.

Accommodation Reservation: Confirm accommodation arrangements in advance and handle special requests such as room types, bedding preferences, etc.

Activity Reservation: Pre-book local activities and attractions to ensure a smooth and memorable trip.

Travel Information: Provide relevant travel information, such as local cultural guidelines and emergency contact information.



Proprietary System

Enhance Service Excellence with Our Proprietary System

We have developed a robust digital management system to help us render more efficient services. This exclusive system maintains a complete track record of each customer's trip, allowing precise and detailed arrangements at every stage.

Comprehensive Process: The system covers all stages from package purchase to the end of the journey, ensuring that every detail is complete and nothing is overlooked.

Precise Management: Each customer's itinerary details are integrated into the system to ensure accurate arrangements and minimize errors.

Efficient Workflow: The system operates based on the standard operating procedure (SOP), with customer service personnel executing every detail according to system prompts.

As a service quality monitoring tool, this system improves service efficiency and ensures that customer experience aligns with expectations, allowing you to enjoy your journey with peace of mind.



Bookings Advantages

We Have the Advantage of Priority Booking and Room Reservations

Having been involved in island tourism for an extended period, we have established close partnerships with approximately 60% of the island hotels nationwide, following rigorous screening, to offer our customers a high-quality accommodation experience.

These hotels offer us special privileges such as priority booking and room reservations. Even when the tourist season is approaching, we still have a greater chance of securing rooms for our customers —an advantage that is challenging for most travel companies to achieve.

This advantage results from our extensive focus on island tourism and the vital competitive edge gained through our close collaboration with hotels.

Strategic Partners

Partnering with Renowned Hotels to Provide You with Quality Accommodation

As a legitimate travel company registered with MOTAC and MATTA, we have signed cooperation contracts with many renowned island hotels across Malaysia. These meticulously selected hotels meet our high standards and provide customers with a premium accommodation experience.

Here is a list of some of the cooperating hotels:

- ☆ Rawa Island Resort
- ☆ Redang Laguna Resort
- ☆ Perhentian Island Resort
- ☆ Summerbay Lang Tengah Resort
- ☆ Sipadan Kapalai Dive Resort
- ☆ Mabul Water Bungalow
- ☆ Aman Tioman Beach Resort
- ☆ Berjaya Resorts & Hotels



Itinerary Assurance

Implementing a Comprehensive Itinerary Check Mechanism for Complete Trip Assurance

We have established a rigorous itinerary-checking mechanism to ensure all travel plans are meticulously arranged and validated. From purchasing the package to one week before departure, we conduct three detailed checks to confirm that every detail is accurate.

First Check: Before receiving the payment, we will verify your itinerary, including accommodation, transportation, boat tickets, etc., to make sure the details are all correct.

Second Check: After receiving the payment, we will recheck the information to confirm that the package you purchased is consistent with our arrangements.

Third Check: One week before departure, we conduct a final check to ensure all details are accurate and send you the complete itinerary information.

Through these three checks, our itinerary assurance mechanism enhances service accuracy and provides comprehensive protection for your trip.



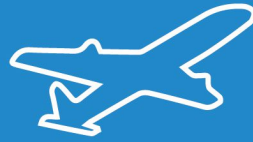
Integrity & Reliability

Verify First, Pay Later: Safeguard Your Trip

We always maintain a transparent service by advising customers to verify their booking status with the relevant hotels before payment. Customers should provide their accommodation dates and confirm whether our company has made a reservation. Once the accommodation is confirmed, they can proceed with payment and travel arrangements.

**Your dream vacation is just one step away.
Let us customize a hassle-free journey for you.**

**Don't wait.
Book now: www.holidaygogogo.com**




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