



## About Us

Welcome to Launchtrip, the world's first Together-Travel company. We make booking trips easy and rewarding, especially for groups. We are proud to be the first company in the world to make booking group trips easy. Our company culture is rooted in our ethos: to make every experience outstanding, from the very beginning to the very end.

What sets us apart is our dedication to delivering the best end-to-end experience for our corporate partners and customers. We do this by offering complete transparency into our processes, and are proud to be the first online travel agency (OTA) to deliver 24/7 Customer Support by real humans to our users.

## Experience the App

Our app allows users to find and book the ideal accommodation for their needs, invite guests and split payments within the app, make restaurant reservations and save them to your itinerary, and access group discounts at top-tier hotels in our 8 launch cities -- all without ever leaving the app itself. Download Launchtrip in the iOS App Store [here](#).

## Our Leadership

Launchtrip is a global travel tech company headquartered in Vancouver, Canada, with satellite offices opening soon in the United States and Europe. Our team consists of talented specialists spanning multiple industries including travel, technology, food, and fashion. We have an immense passion for travel and an obsession with innovation.

- **Julian Ing, CEO & Founder**

Julian is a seasoned entrepreneur with a history of successful acquisitions. He has sold and merged multiple companies since the age of 26 including Quantum Publishing, Giant Interactive and Eruptive Games. In 2018 Julian founded Launchtrip, in response to growing frustrations with the challenges of planning and booking trips with groups. In three short years, he has grown the industry-changing travel tech company to a team of over 30 employees (and counting).

- **Clarke Nakamoto, CFO & COO**

Clarke is a proven leader in the financial field with experience across a broad range of industries, from real estate to technology and manufacturing. His international experience includes leading multinational acquisitions on the TSX-V. He is a strategic, conceptual thinker who can execute sustainable growth strategies for emerging companies.

- **Rubika Narula, Sr. Customer Support Manager**

Rubika is a well-rounded Tourism and Hospitality professional who has worked progressively in various hotels and travel companies. She has also taught relevant programs at local post-secondary institutions with a focus on service excellence, ethical travel, hotel management, and human resources. As a leader, Rubika continuously coaches and mentors her team on core values, goal setting, and professional growth.

- **Kam Lall, Technology Lead**

Kam has worked as a principal software engineer in a diverse set of software industries including finance, telecom, advertising and medical. Kam has extensive experience leading engineering teams at Bloomberg, Factset and Nortel Networks as well as innovative startups like 33across.com, Upngo, Gourmet Growth and Policy Reporter.

- **Carly Lockwood, Lead Product Manager**

Carly has a multifaceted set of skills, having worked across Travel, Tech, Customer Care, and Marketing. She found her beat at the intersection of Travel and Tech and is now the lead Product Manager at Launchtrip. Her passion involves injecting a heartbeat into any outlandish vision, through creativity, purpose, and innovation.

### **Board of Advisors**

Our Board of Advisors include some of the industry's top experts with previous leadership roles within Sabre, HomeAway (Expedia), MealPal and Tripping.com to name a few. This includes:

- Traci Mercer - Senior VP of Marketplace Segments, Sabre
- Taleeb Noormohamed - CEO, Jane
- Michael Drever - Founder, Cruise Ship Centres & Co-founder, Glory Organic Juice Co
- Kathleen Reaume - Investor at Vistara Growth
- Terry McBride - CEO & Co-founder, Netzwerk Music Group, Co-founder, YYoga
- Mark Spencer -SVP, Commercial Operations at Jane.com

### **Quick Facts**

- Launchtrip was established in late 2018
- We currently employ 35 team members
- Using our app users can:
  - Book top-tier hotels vetted by our travel experts to meet your group's needs and preferences
  - Make instant restaurant reservations from a curated list of trending hot spots and hidden local gems nearby
  - Access scaling group discounts by booking additional rooms
  - Split payments between guest's individual credit cards (no more footing the bill and chasing down payments)
  - Add and invite guests, manage your guest list, and store your itinerary and trip details within the app
  - Get 24/7 Customer Care from real humans when you need assistance or support - no chat bots or automated responses
- Features coming soon:
  - Search for and book hotels by events
  - 3 more cities by the end of 2021, and another 12 by early 2022
  - Book ground transportation and travel insurance, including trip and event cancellation

## **FAQs**

### **1) How many cities is Launchtrip currently available in?**

We've launched in 8 key travel destinations across North America. We'll be adding 3 more cities by the end of 2021, and another 12 by early 2022.

### **2) When will Launchtrip be available for download?**

You can download the Launchtrip App at the iOS store starting Wednesday, September 22nd. Android users will be able to download it in upcoming months.

### **3) How much does Launchtrip cost to download?**

Launchtrip is FREE to download and use!

**4) What kind of hotels are available on the app?**

Our team of travel industry experts have curated and vetted top-tier hotels across the country to ensure your travel experience is outstanding, from start to finish.

**5) What happens if I have an issue with my booking before or during my trip?**

Our Customer Care team made of real humans is available 24/7 to assist with any questions or issues that may come up.

**6) Are my reservations refundable?**

We provide both refundable rates and non-refundable rates. Cancellation policies are clearly marked on each hotel's booking page and available before booking your trip.

**7) How many restaurants are available to make reservations at?**

We've partnered with Resy to provide reservation capabilities at thousands of restaurants nationwide.

**8) What if there's a COVID outbreak at my destination before or during my stay?**

If the changes impact your travel plans, please contact us right away so we may discuss the best possible solution for you. During an outbreak, please follow the quarantine guidelines and steps laid out by the jurisdiction you are traveling to.

**9) What can I do to ensure I stay safe while traveling during COVID?**

Travel safety starts before the trip. Remember to learn and follow all mask and vaccination guidelines for any region you travel to, as well as your current location. Some destinations may require proof of a negative COVID test, proof of vaccination, and may enforce strict mask mandates. Please consider travel insurance that includes COVID in its coverage, and stay informed as rules and regulations are changing regularly.

**10) What happens if I need to cancel my trip due to COVID?**

We understand the gravity of the matter, so please let us know as soon as possible, so we can contact the hotel on your behalf to try and cancel your trip or rebook for a later date. If this is not possible, we will issue you a credit to be used in the future. To be prepared for any such situation, we do recommend that you book one of our flexible reservations, giving you more control over your plans.

**Where to Find Us**

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