## Thomas Cook (India) Limited

11th Floor, Marathon Futurex
N. M. Joshi Marg, Lower Parel (East),

Mumbai - 400 013.

Board No.: +91-22-4242 7000 Fax No. :+91-22-2302 2864 **Thomas Cook** 

August 9, 2023

The Manager, Listing Department BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001 Scrip Code: 500413

Listing Department
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor, Plot No. C/1,
G Block, Bandra-Kurla Complex, Bandra (E),
Mumbai – 400 051
Scrip Code: THOMASCOOK

Fax No.: 2272 2037/39/41/61 Fax No.: 2659 8237/38

Dear Sir/ Madam,

## **Sub: Analysts and Investors Earning Conference Call Presentation**

In furtherance of our intimation dated August 1, 2023 giving intimation on the "Q1 FY24 earnings conference call for the analysts and investors, scheduled on Thursday, August 10, 2023 at 03:00 p.m. IST", please find enclosed the investor presentation, to be presented before Analysts and investors.

The Manager,

This is for your information and records.

Thank you.

Yours faithfully, For Thomas Cook (India) Limited

### Amit J. Parekh

Company Secretary and Compliance Officer

Encl.: a/a

Holidays | Foreign Exchange | Business Travel | MICE | Value Added Services | Visas

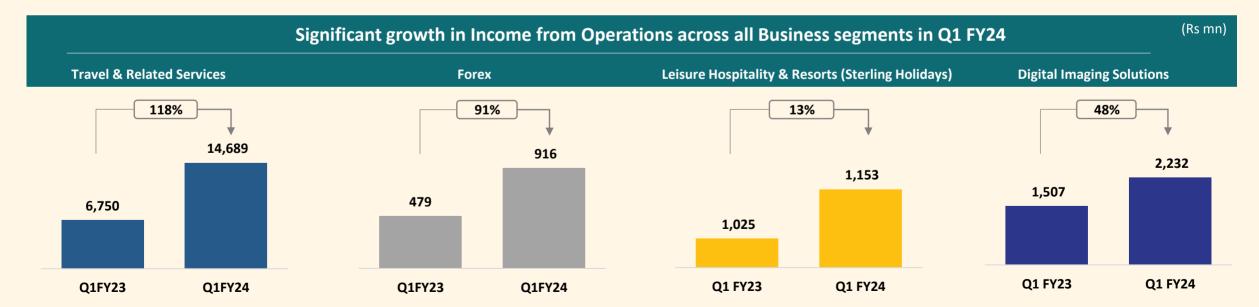
## TCIL reports record growth in Consolidated Operating Profits for Q1 FY 2024



### **Highlights for Q1FY24**

- The Group's Operating EBITDA grew significantly to Rs. 1,474 Mn for Q1 FY24 against Rs. 555 Mn compared to the same quarter last year. Growth driven primarily by Foreign Exchange & Travel Businesses (Thomas Cook and SOTC); Hospitality (Sterling Holidays)
- Consolidated Operating PBT grew over 27 times in Q1 FY24; at Rs. 914 Mn Vs Rs. 33 Mn in Q1 FY23
- Standalone Operating EBITDA at Rs. 736 Mn for Q1 FY24 Vs 286 Mn in Q1 FY23, Operating PBT at Rs.574 Mn Vs Rs. 115 Mn in Q1 FY23
- Sterling Holidays registered EBITDA at Rs. 475 Mn for Q1 FY24 Vs Rs. 411 Mn in Q1 FY23; PBT at Rs. 358 Mn Vs Rs. 283 Mn in Q1 FY23
- Strong order book, signaling robust forwards for Q2 FY24. Holidays at 116%, MICE 113% Vs Q2 FY23
- The Group continues to maintain a strong financial position, with Cash & Bank balances of Rs. 14,090 Mn as of June 30, 2023

Q1FY24	Total Income from Operations	Operating EBITDA*	Operating PBT*
	Rs 19,224 mn	Rs 1,474 mn	Rs 914 mn
	+94.2% YoY	Vs Rs 555 mn in Q1FY23	Vs Rs 33 mn in Q1FY23



<sup>\*</sup> Operating Performance stands adjusted for Mark to Market arising from the shares of Quess Corp Ltd (in Employee Benefit Trust), gain of Rs.95 Mn for Q1 FY24 and loss Rs. 56 Mn for Q1 FY23.





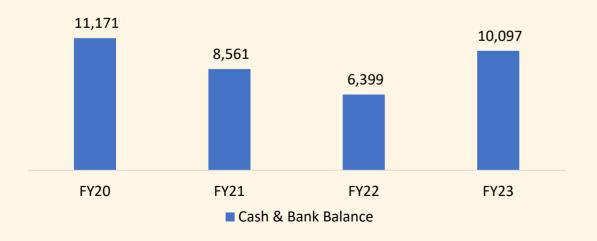
(Rs mn)

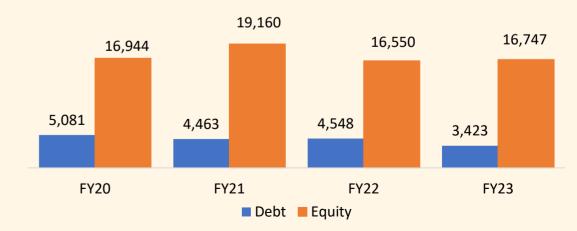
Dantianlana	Consolidated (QTD)			
Particulars	Q1FY24	Q1FY23	Q1FY22	
Operating EBITDA	1,474	555	(945)	
EBITDA %	7.7	5.6	(31.3)	
Operating PBT	914	54	(1,384)	

Doublevilous	Standalone (QTD)			
Particulars	Q1FY24	Q1FY23	Q1FY22	
Operating EBITDA	736	286	(410)	
EBITDA %	9.7	8.9	(67.9)	
Operating PBT	574	136	(506)	

Consolidated Cash Balance	14,090	8,500	6,082

Standalone Cash Balance 9,165 5,554 4,594
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# Thomas Cook (India) Limited (TCIL) Q1 FY24 Earnings Presentation

August 09, 2023

















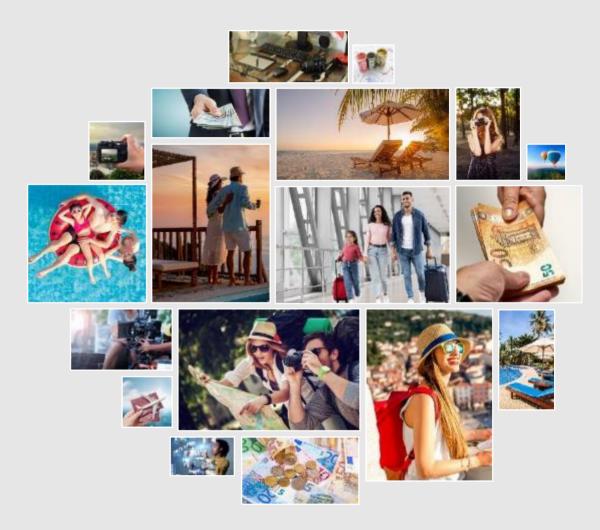












Thomas Cook (India) Limited (TCIL)
BSE: 500413 | NSE: THOMASCOOK

# **Thomas Cook India Group at a glance**





# Foreign Exchange & Related Services

- Retail & Wholesale
- > Forex Cards
- Remittance



# Digital Imaging Solutions

DigiphotoEntertainmentImaging Ltd. (DEI)



# Travel & Related Services

## **B2C**:

Leisure Holidays (Domestic & Outbound)

## **B2B**:

MICE, Corporate Travel,
Destination Management
Services – DMS
(India + International)

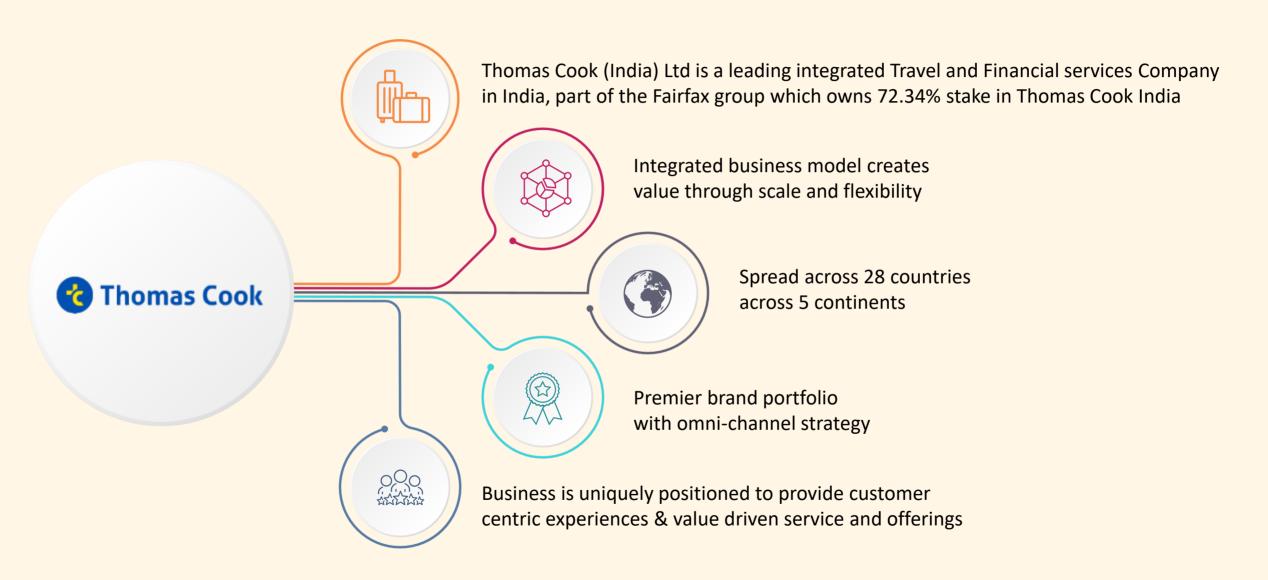


# Leisure Hospitality & Resorts

Sterling Holiday
Resorts Limited



























**Key Highlights** 



# Rapid recovery and growth registered across businesses (turnover):

Business Segments	Q1 FY24 Recovery Vs Pre pandemic	Q1 FY24 Growth YoY
Foreign Exchange	106%	60%
Travel Services Overall	78%	76%
<ul> <li>Travel Services – India (Holiday, MICE &amp; Corporate Travel)</li> </ul>	77%	78%
<ul> <li>Travel Services Destination Management Services (DMS) (India &amp; International)</li> </ul>	104%	53%
Leisure Hospitality & Resorts business (Sterling Holidays)	149%	13%
Digital Imaging Solutions (DEI)	192%	48%

Mr. Madhavan Menon, Chairman and Managing DirectorThomas Cook (India) Ltd said,

"On the back of a commendable performance for FY23, the first quarter of FY24 has seen yet another very strong performance by the TCIL Group with Operating EBITDA at Rs. 1,474 Mn Vs Rs. 555 Mn for Q1 FY23.

The robust performance for the Q1 quarter – a traditionally strong quarter seasonally, was driven primarily by our Foreign Exchange and Travel Businesses (across Thomas Cook India & SOTC) and Sterling Holiday Resorts."

"Our focus continues to be on driving volumes, while managing margins and costs effectively.

Our order books reflect a healthy forward trend across leisure and business segments, and we are bullish about growth in the quarters ahead."

# **Update on Business operations : Forex**



## Wholesale

- Banks and large financial institution
- Forex agents

## Retail

- Prepaid cards
- FX for leisure

• FX for Corporates

Airports

## Remittance

- International Money Transfer
- · Remittance To India

# Forex- Turnover

Q1FY24

106%

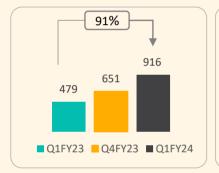
Recovery from Q1FY20

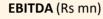
Q1FY24

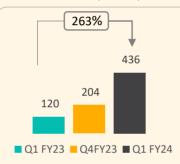
60%

Growth over Q1FY23

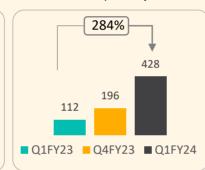
## Income from Operations (Rs mn)







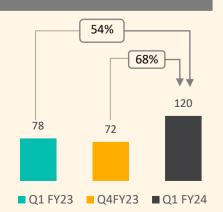
## EBIT (Rs mn)



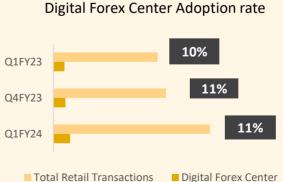
- Strong Retail growth: 38% YoY; turnover growth: 60% YoY
- Overseas education segment at 22% YoY
- Launched Study Buddy Card (targeting the overseas education segment) in partnership with Mastercard and Visa
- Collaborated with State Bank of India (SBI) to import and distribute Saudi Riyals (SAR) for Haj travellers
- New Card issuance grew by 61% QoQ; 53% YoY
- Acquired significant large corporates across segments like Retail, Telecom, Consulting, ITES, Infrastructure, Manufacturing, Facility Management

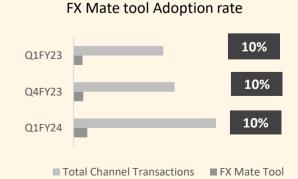
**Digital Progress** 

## Card Loads



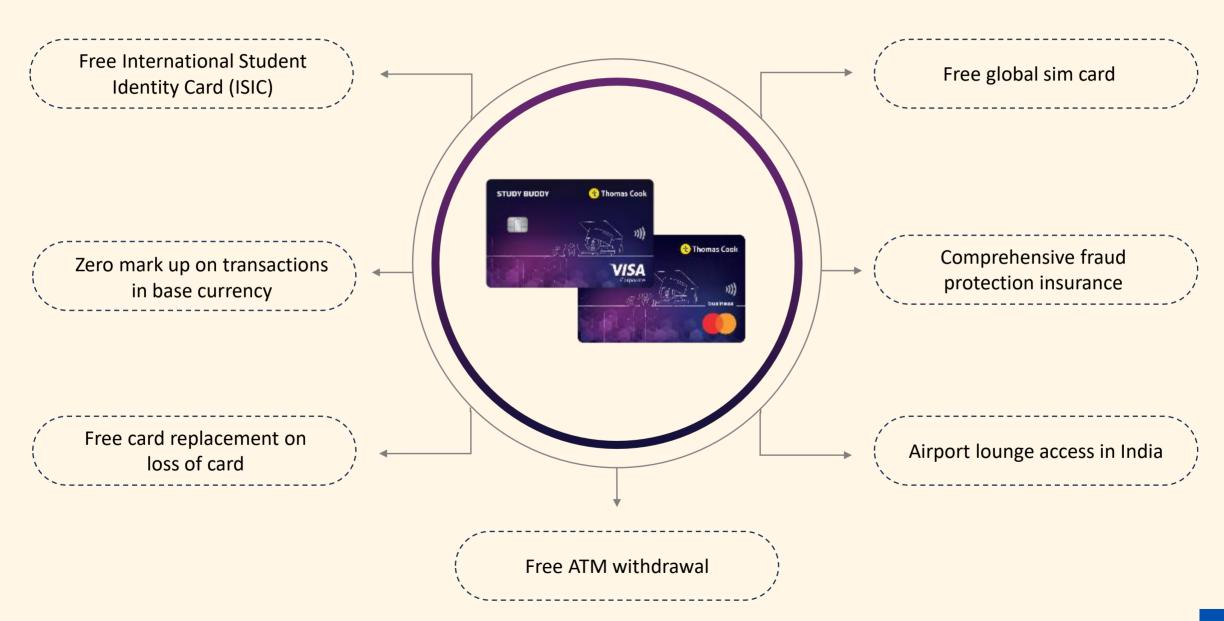








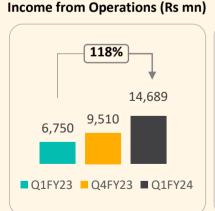
# **Study Buddy Card- A Significant & Growing Opportunity**

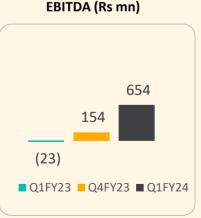


# **Update on Business operations : Travel & Related Services**











EBIT (Rs mn)



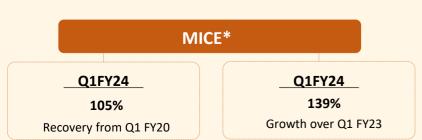
# **Update on Business operations : Travel & Related Services**



# Corporate Travel\* Q1FY24 Q1FY24 109% 25% Recovery from Q1 FY20 Growth over Q1 FY23







## **Corporate Travel:**

- o Q1FY24: Turnover grew by 25% YoY
- Ticket size grew by 29% YoY
- Acquisition of 13 new accounts across sectors like Automobile, Battery, Footwear & Apparel, Manufacturing, Technology, Banking & Finance, Engineering, Chemicals, etc.
- Over 48% adoption by clients on the corporate self-booking tool

## **Leisure Travel:**

- Q1 FY24: Significant growth in sales of 208% QoQ; 137% YoY
- o Launched India's Incredible Short Breaks to capitalise on surge in demand for domestic Minications
- o Managed large groups for Europe; several groups for Cherry Blossom season in Japan and South Korea
- Introduced new destinations like Azerbaijan, Georgia and Kazakhstan; enhanced domestic portfolio and introduced new products for Odisha, Uttar Pradesh and Gujarat
- o SOTC launched website in three regional languages to target India's viable Regional markets
- Spiritual Journeys/Darshans range expanded
- Given visa challenges for Europe, launched Easy Visa Holidays to a range of destinations
- o Released India Holiday Report reiterating high positive consumer sentiment and strong resurgence of holidays

## MICE:

- o Q1 FY24: Significant growth of 139% YoY
- Managed over 180 groups including sizeable movements of between 100 to 1200 delegates across Thailand, Abu Dhabi, Iceland, Switzerland, Maldives, France, Italy, Dubai, Denmark, Australia, Qatar; also, various domestic locations including Lucknow, Pune, Bengaluru
- Empaneled as event partner for India's G20 meetings and managed over 16 events across 15 cities for the Quarter
- Managed 6,500 customers for Khelo India in May 2023
- Inbound group of over 325 delegates managed from across 25 countries

\*(On turnover basis)

# **Update on Business operations : Travel & Related Services**



# DMS^ Travel segment- Turnover Q1FY24 104% Recovery from Q1 FY20 Q1FY24 53% Growth over Q1 FY23

## India - Travel Corporation (India) Limited:

- 259% growth in turnover QoQ. 260% growth YoY. Key markets displaying growth trends for the quarter were UK, France, Germany, Eastern Europe and Russia
- Summer Familiarization Study Tours conducted in June for Rajasthan, Tamil Nadu, Kerala and Gujarat
- Class by Sita trainings for guides conducted to prepare for the coming season
- TCI has partnered with Travelife a leading international training, management and certification programmes focused on sustainability

## Africa - Private Safaris:

- East Africa Healthy sales in Q1 FY24 supported by traditional markets such as US, Germany and UK; also emerging markets: India, Romania and Hungary.
- South Africa Q1 FY24 surpassed pre pandemic volumes driven by key European markets

### Middle East - Desert Adventures:

• Witnessed lower volumes in Q1 FY24 (due summer season and higher temperatures) vs previous quarter, however the quarter saw significantly higher volumes Vs pre pandemic levels. Key drivers: CIS countries and Indian sub-continent markets.

## **USA - Allied TPro:**

 Strong Q1 FY24 primarily driven by European market. Volumes led by FIT/individual traveller segment

## Asia Pacific - Asian Trails:

• Encouraging pickup in volumes in Thailand, Indonesia, Malaysia and Vietnam. Gradual recovery in key countries such as Laos and Cambodia has resulted in fair sales recovery Vs pre pandemic levels

^(India & International)

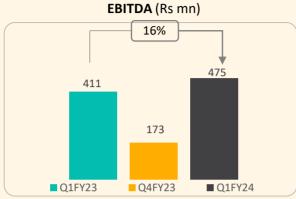


# **Update on Business operations: Leisure Hospitality (Sterling Resorts)**



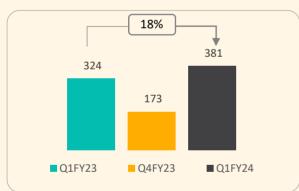
04FY23

01FY23





■ O1FY24



- Sterling generated the highest PBT ever this quarter; 147% growth QoQ; 27% growth YoY
- 16% growth in EBITDA YoY for Q1 FY24
- Turnover grew by 13% YoY
- On YoY basis: 8% growth in ARR and 13% growth in F&B spends resulting in 13% Total Revenue Growth for company including membership
- Occupancy sustained at 74% for Q1 FY24 Vs Q1 FY23, despite higher capacity due to the addition of 8 resorts
- Guest ratio increased to 62% Vs 55% in Q1 FY23 driven by non-member guests
- New resorts launched in Q1 FY24: Panchgani and Shimla
- Accelerated focus on digitalization: Oracle NetSuite ERP implemented company wide and Property Management System (PMS) Implemented in few resorts in phased manner
- Healthy growth in revenues and profits also led to free cashflow growth of 24% YoY

## **Membership Business**

Onsite sales in Q1FY24 moves up to 68% from 44% in Q1FY23

## **Resort Occupancy**

**79%** v/s 73% in Q1 FY23

**Average Room Rate (ARR)** 

Rs 7,454 (8% increase y-o-y)

**Guest ratio** 

**62%** v/s 59% in Q1 FY23

Network

**42 Resorts; 2,496 rooms**15 Owned resorts, 12 Leased resorts
& 15 Management contract



# **Leisure Hospitality (Sterling Resorts) – New resorts**













# **Leisure Hospitality & Resorts (Sterling Resorts): Network**

	Hill Station	Beach	Waterfront	Heritage	Jungle	Adventure
North	<ul><li> Mussoorie</li><li> Nainital</li><li> Kufri</li><li> Manali</li><li> Chail</li><li> Shimla</li></ul>		<ul><li>Rishikesh</li><li>De Laila</li><li>Srinagar</li></ul>	• Haridwar	<ul><li>Corbett</li><li>Kanha</li><li>Sariska</li><li>Padam Pench</li></ul>	
East	<ul><li>Darjeeling</li><li>Gangtok</li><li>Kalimpong</li></ul>			• Puri		
West	<ul><li>Lonavala</li><li>Mount Abu</li><li>Panchgani</li></ul>	• Goa – Varca • Karwar			• Rudra Gir	<ul><li>Sajan (NT)</li><li>Durshet (NT)</li><li>Dabhosa (NT)</li><li>Kundalika (NT)</li></ul>
South	<ul> <li>Anaikatti</li> <li>Munnar</li> <li>Yelagiri</li> <li>Yercaud</li> <li>Ooty – Elk Hill</li> <li>Ooty – Fern Hill</li> <li>Kodai – Lake</li> <li>Kodai - Valley</li> </ul>		• Palavelli – Godavari • Alleppey	<ul><li>Guruvayur</li><li>Arunai Anantha</li><li>Tiruvannamalai</li><li>Madurai</li></ul>	• Thekkady • Wayanad	





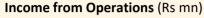
# Leisure Hospitality & Resorts: Moving towards Asset-Light Model

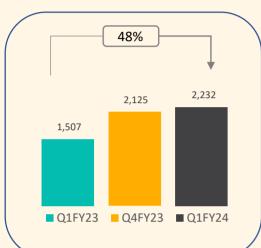
East (4)		West (6 + 4 NT)		North (13)		(O) Anaikatti	
Puri	(O)	Goa	(L)	Kufri	(L)	Palavelli Godavari	(L)
Gangtok	(MC)	Gir	(L)	Manali	(O)	Anaikatti	(L)
Darjeeling	(0)	Karwar	(MC)	Srinagar	(MC)	Guruvayur	(MC)
Kalimpong	(MC)	Lonavala	(L)	Kanha	(L)	Munnar	(O)
		Mount Abu	(L)	Sariska	(MC)	Thekkady	(MC)
		NT Sajjan	(O)	Corbett	(L)	Wayanad	(O)
		NT Dabhosa	(O)	Mussoorie	(O)	Ooty - Elk Hill	(O)
		NT Durshet	(O)	Nainital	(L)	Ooty - Fern Hill	(O)
		NT Kundalika	(O)	Rishikesh	(MC)	Kodai - Lake	(O)
		Panchgani	(L)	Pench	(MC)	Kodai - Valley	(0)
				Haridwar	(MC)	Yelagiri	(MC)
				Chail	(MC)	Yercaud	(O)
				Shimla	(MC)	Tiruvanamalai	(MC)
						Alleppey	(L)
						Madurai	(MC)

Note: (O)- Owned, (L)- Leased, (MC)- Management Contracts

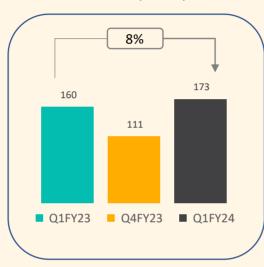
# Update on Business operations: Digiphoto Entertainment Imaging Ltd. (DEI



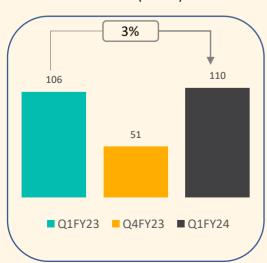




## EBITDA (Rs mn)



## EBIT (Rs mn)



## **Key Highlights**

- For Q1 FY24, DEI signed 11 new partnerships across various geographies viz. the Rainforest Café and Hard Rock (Canada), Loopagoon (Saudi Arabia), Modesh World (UAE), The Standard Maldives, Kailasha - The Snow Park (India), Van Gogh Event (Singapore), Wahoo Waterpark, Bali Safari, Taman Safari Bogor and Taman Safari Prigen (Indonesia)
- 5 key partnerships renewed: Aquaria Phuket (Thailand), Holiday Inn Bali (Indonesia), Macau Tower, Mövenpick Maldives, and WonderLa (India)
- 10 partnerships have gone live operationally Rainforest Café (Canada), Pittsburgh Zoo & Aquarium (USA), Loopagoon (Saudi Arabia), Snow Abu Dhabi, Adrenark and Modesh World (UAE) Maha Tower (Malaysia), Mandai Bird Paradise (Singapore), Trans Studio Makassar and Solo Safari (Indonesia)
- The Dubai Balloon- The Dubai Balloon will be the highest observatory point on The Palm, offering visitors the opportunity to marvel at the complete shape and architecture of The Palm Islands from the skies. This will be a first-of-a-kind tethered helium balloon in the U.A.E



# We are across the world



3

Continents

19

Countries

140+

**Partners** 

2200

**Team Members** 



## We are trusted by the leading brands in the world





## **UAE**

- Adrenark Adventure Park
- · Arabian Adventures
- · At the Top, Burj Khalifa
- Atlantis Dubai
- · Centara Mirage Resort
- Dubai Aquarium & Underwater Zoo
- Dubai Balloon
- Dubai Frame
- · Dubai Butterfly Garden
- Dubai Ice Rink
- Dubai Miracle Garden
- Dubai Safari Park
- Global Village
- IMG Worlds of Adventure
- · Inside Burj Al Arab
- · Jumeirah Beach Hotel
- Jumeriah Zabeel Saray
- KidZania Abu Dhabi
- KidZania Dubai
- LEGOLAND Dubai
- LEGOLAND Waterpark
- MotionGate
- · National Aquarium Abu Dhabi
- Sheikh Zayed Grand Mosque
- Snow Abu Dhabi
- Ski Dubai
- Sky Views Observatory
- Snow Abu Dhabi
- Storm Coaster
- The Green Planet
- The View at The Palm
- · Wild Wadi Waterpark













## **Oman**

- Oman Aquarium
- Snow Oman

## **Kuwait**

KidZania

## **Saudi Arabia**

- Loopagoon
- KidZania Jeddah

## **Egypt**

- KidZania
- · Ski Egypt
- Snow City

## **The Bahamas**

Atlantis Paradise Island

## Canada

- Hard Rock Café
- Rainforest Café

## **Maldives**

- Alila Kothaifaru
- · Amari Havodda
- Anantara Dhigu, Veli, and Naladhu Private Island
- Emerald Faarufushi Resort
- Emerald Maldives Resort
- JW Marriott Maldives Resort & Spa
- Kuda Villingili
- Kurumba Resort
- Le Meridien Maldives
- Mövenpick Resort
- Sheraton Maldives
- · Taj Exotica Resort & Spa
- The Residence Dhigurah
- The Residence Falhumaafushi
- The St. Regis Maldives Vommuli
- The Standard
- The Westin Maldives
- Velassaru Maldives
- Villa Nautica
- Villa Park
- · W Maldives







## **DR Congo**

Aqua Splash

## Bangladesh

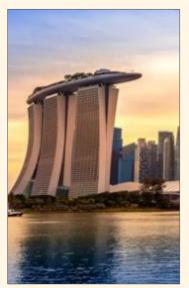
 Mana Bay Waterpark

## **Hong Kong SAR**

Ngong Ping 360

## We are trusted by the leading brands in the world





## **Singapore**

- Adventure Cove Waterpark
- Mandai Bird Paradise
- Dolphin Island
- · Marina Bay Sands
- Mount Faber Peak
- Night Safari
- River Wonders
- S.E.A. Aquarium
- Singapore Flyer
- Singapore Zoo
- Sky Helix
- Universal Studios Singapore







## Macau SAR

- Macau Tower
- The Parisian Macao
- The Venetian Macao
- The Londoner Macao

## India

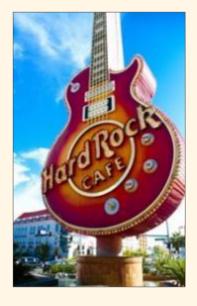
- Girnar Ropeways
- Lokaranjan
- Marine Kingdom
- · Ramoji Film City
- Snowmagica
- Snow City
- Snow Kingdom
- · Snow World
- · Statue of Belief
- VGP Marine Kingdom
- VGP Universal Kingdom
- Wonder La

## China

- Shanghai Disneyland Resort
- Universal Beijing Resort

## **Thailand**

- · Andamanda Phuket
- Aguaria Central Phuket
- Ramayana Waterpark
- Vana Nava Waterpark



## USA

- 360 Chicago
- Anakeesta
- **Great Smokey Mountain** Wheel
- Gulfarium
- Hard Rock Café
- Lumberjack Feud
- Mangos Tropical Café
- Pearl Train
- Pittsburgh Zoo & Aquarium
- The Incline Railway
- The Henry Ford Museum
- Rock City
- Museum of Science and **Industry Chicago**



## Indonesia

- Bali Bird Park
- Bali Safari and Marine Park
- Bali Zoo
- Conrad Hotel & Resorts
- Intercontinental Bali
- Jakarta Aguarium
- Le Meridien Resort
- Mandapa, a Ritz-Carlton Reserve
- Ritz Carlton Nusa Dua
- Solo Safari
- Taman Safari Bogor
- Trans Snow World
- Trans Studio
- Wahoo Waterpark
- Waterbom Bali



## **Malaysia**

- Aguaria KLCC
- Club Med Cherating
- Genting Awana Skyway
- Genting Snow World
- Langkawi Skycab
- LEGOLAND Malaysia
- Komtar The Top
- Maha Tower
- Menara KL Tower
- Penang Hill
- Petrosains Discovery Center
- PETRONAS Twin Towers
- Resorts World Genting
- SEALIFE Malaysia Skytropolis
- Sunway Lagoon
- Sunway Pyramid Ice





























**Q1 FY24 Performance** 

# Results – Q1 FY24 Consolidated



Particulars (Rs. mn)	Q1 FY24	Q4 FY23	Q1 FY23	y-o-y (%)
Income from Operations	18,990	13,132	9,762	94.5
Other Income				
i. Mark to market gain on Investment	94.8	-	-	-
ii. Others	234.1	107.2	136.4	71.6
Total Income from Operations	19,319	13,239	9,898	95.2
Expenses				
- Cost of services	14,027	9,343	6,641	111.2
- Employee benefits expense	2,272	2,013	1,699	33.7
- Other expenses				
i. Mark to market loss on Investment		50	56	-
ii. Others	1,451	1,365	1,004	44.6
Total Expenses	17,750	12,771	9,400	88.8
EBITDA	1,569	469	499	214.4
Operating EBITDA*	1,474	518	555	165.6
Depreciation / Amortization	302	299	305	(1.0)
EBIT	1,267	170	194	553.1
Interest and Finance cost	259	232	197	31.6
Exceptional Items	-		(20)	-
РВТ	1,008	(62)	(23)	_
Operating PBT*	914	(13)	54	-
Tax expense	284	46	35	_
PAT	725	(107)	(58)	_
Share of Profit / (loss) of associates (net of income tax)	(16)	5	(3)	_
Reported PAT	709	(102)	(61)	_

# Segmental Results – Q1 FY24 Consolidated



Particulars (Rs. mn)	Q1 FY24	Q4 FY23	Q1 FY23	у-о-у (%)
Segment Revenue				
(a) Financial Services	916	651	479	91.0
(b) Travel and Related Services	14,689	9,510	6,750	117.6
(c) Leisure Hospitality & Resorts business	1,153	847	1,025	12.5
(d) Digiphoto Imaging Services	2,232	2,125	1,507	48.1
Total	18,990	13,132	9,762	94.5
Segment Results (EBIT)				
(a) Financial Services	428	196	112	283.8
(b) Travel and Related Services	504	10	(178)	-
(c) Leisure Hospitality & Resorts business	381	173	324	17.5
(d) Digiphoto Imaging Services	110	51	106	3.4
Total	1,423	430	364	291.3
Less : Interest and Finance expenses	258	232	197	31.5
Less : Common Expenditure	156	260	170	(8.2)
PBT before exceptional	1,008	(62)	(3)	-
Add: Exceptional Items		-	(20)	-
PBT	1,008	(62)	(23)	-

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Set up in 1881, Thomas Cook (India) Ltd. (TCIL) is the leading integrated travel and travel related financial services company in the country offering a broad spectrum of services that include Foreign Exchange, Corporate Travel, MICE, Leisure Travel, Insurance, Visa and Passport services and E-Business. It operates leading B2C and B2B brands including Thomas Cook, SOTC, TCI, SITA, Asian Trails, Allied T Pro, Australian Tours Management, Desert Adventures, Luxe Asia, Kuoni Hong Kong, Sterling Holiday Resorts Limited, TC Forex, Distant Frontiers, TC Tours, TC Visa, Travel Circle International Limited, Ithaka, Digiphoto Entertainment Imaging (DEI), Private Safaris East & South Africa.

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