

January 7, 2021

Dear Travel Partners,

I wish our travel partners a Happy & Healthy New Year 2021. Like all of you, I am happy to see 2020 in the rear view mirror and look forward to 2021 and a better year ahead for our travel industry.

As we enter 2021, we are hopeful that travel will rebound as the vaccines continue to roll out and more industry safety measures are put in place.

Throughout my communication to you in 2020, I have given you updates on all of the enhancements that Sky Bird Travel has introduced to benefit our travel partners and we will continue to bring you more exciting programs this year.

To kick-off 2021, we will soon start our new Book Now Pay Later program. This will give you the ability to take on new business and offer your clients an affordable monthly payment option that is completely risk free to you. We will be sending you an official announcement of Book Now Pay Later with all of the details very soon.

We will continue to enhance our online agent platform, at [www.Mywingsbooking.com](http://www.Mywingsbooking.com). In addition to flights, hotels, car hire and excursions, we will be expanding the products available to include tours, cruises and travel insurance. This means that you will have access to a full portfolio of travel products.

With our new **WINGS Powered by Sky Bird**, you will have the power to offer the latest in travel technology solutions to your clients.

If you have not already done so, we encourage you to attend one of our Monthly WINGS webinars, designed to educate our travel partners of the benefits of using Wings to gain a competitive edge in the market place. Details and registration are available at [www.skybirdtravel.ca](http://www.skybirdtravel.ca)

Now more than ever, travel agents must stay viable in front of the consumer. In a difficult and challenging year, our clients have seen the value and dependability of a travel agent. We need to continue to be proactive and stay ready to handle the upcoming travel demand that will grow in the months ahead. Along with the OTAs, we will see competition from the 'GAFAM' group. Google, Apple, Facebook, Amazon and Microsoft will also try to make inroads in the travel market.

Whatever and wherever the challenge, you can rest assured that Sky Bird Travel is here to assist and support our travel partners to ensure their success. We are here for you 24/7 and are working day and night to see that we all come out of this crisis prepared and ready to provide the best service to our clients and to stay profitable.

Thank you for standing by Sky Bird Travel and supporting us with your business in 2020.

We look forward to working with all of you in 2021.

Best regards,



Arvin Shah  
Chairman/CEO