



# COMPANY PROFILE

## 2024

UAE – OMAN – MALDIVES  
QATAR - MAURITIUS

[www.desertgate.ae](http://www.desertgate.ae)

# DG Destinations



*UNITED ARAB EMIRATES*



*OMAN*



*QATAR*



*MALDIVES*



*MAURITIUS*

*\*\* Please contact your market manager to assist you in any of our destinations*



## Word From The CEO

"I am very glad you have taken the time to learn more about our company. Desert Gate had its humble beginnings in the UAE in 2004 as a local supplier to top-level tour operators. Over a period of 10 years, we gained a lot of experience and began to be recognized for our professionalism, innovative approach to product design, and superior customer service. In 2014, we transformed ourselves into a full-fledged Premium DMC.

Today, our multi-lingual, highly qualified team of over 150 professionals is well-known and respected throughout the travel industry and has been carefully hand-picked by me. In the last few years, I have worked with some of the most knowledgeable and competent travel professionals and forged partnerships with renowned operators worldwide. We have expanded our business portfolio to cover destinations including the UAE, Oman, Qatar, the Maldives, and Mauritius.

What our business partners love the most about us, is our ability to provide personalized service to our clients and curate the perfect experiences with attention to detail. We are determined to become our region's Number One Luxury Travel Services Provider, and eventually expand our reach to other destinations.

If you are looking to work with us, my team would be more than happy to assist you with additional information. We are a guest-centric enterprise that values relationships and is committed to achieving excellence by providing high-quality interactions and creative solutions."

**Samir Tabbah**

A woman with long brown hair, wearing a white sleeveless dress and a patterned straw hat, is sitting on a wooden swing. She is looking out over a beach and the ocean at sunset. The sky is a mix of orange, pink, and blue. The swing is made of thick rope and a wooden plank.

# CONTENT

WORD FROM THE CEO	— 2
ABOUT US	— 4
OUR CORE VALUES	— 5
THE UNIQUE PILLARS	— 6
DG GLOBAL REACH WHY WORK WITH US	— 7
OUR SERVICES	— 9
DG LUXURY	— 11
GROUPS & MICE	— 13
CASTLE HOTELS	— 14
DG DESERT CAMPS	— 15
DG ELITE	— 19
DG SPA	— 20
DG DINE	— 21
DG GOLF	— 22
ELEMENTS	— 23
DG MALDIVES	— 24
MTS GLOBE	— 25
DG TECHNOLOGY	— 27
OUR TEAM MEMBERS	— 29
OVERSEAS OFFICES	— 32

# ABOUT US



An organization built on professionalism, extensive experience, and guest-centricity, Desert Gate was a long-sought dream of a visionary who established the company in 2004 as a supplier of local needs to top-level tour operators in the UAE. Today, it is a full-fledged Premium DMC, serving the UAE, Oman, Qatar, Maldives, and Mauritius. Over the years, the company has been recognized and rewarded for its innovative approach to product design as well as for providing top-notch service to its guests.

With a solid financial base complemented by a well-proven, reliable top management boasting 75 years of combined experience in the travel industry, Desert Gate envisions becoming the number one luxury travel group in the Gulf and Indian Ocean regions, with a plan to expand its services to other destinations that are culturally connected to its home market.

Desert Gate is part of the MTS Globe group ([www.mtsglobe.com](http://www.mtsglobe.com)) and through that partnership, it has access to the best-in-class technology and cleanest XML feed in the industry. Also, as a traditional DMC, Desert Gate has all you can expect from a first-rate ground handler, such as excellent contracting, creative excursions, and superior in-resort service levels.

# THE CORE VALUES THAT DEFINE US

At Desert Gate, we have 6 key values that form the essence of our identity



## Authenticity

Our experienced experts build your itinerary with local insights and little surprises to make you feel like a part of the local community. You will get much more than you expect from the destination and the activities involved.



## Passion

We love what we do, it's more than just a job for us. Making sure our guests not only enjoy their trip but are left with lifelong memories is the ultimate goal of all our hard work and meticulous planning.



## Importance to Technology

We have embraced technology to create smoother processes and efficient systems, but not without recognizing the need for intense personalized human service.



## Dynamism

Change is the only constant, and we manage destinations that are continually growing and reinventing themselves. This means, we must make sure that we are not only adapting to the trends but also staying ahead of them.



## Guest Centricity

We are in the business of creating happy memories, and this means that unless we focus on ensuring that our guests are delighted, we aren't doing our jobs right.



## Communication

Breaking communication barriers by hiring a multi-lingual team to provide 24 x 7 service to our partners has helped us in quick problem solving and setting clearer objectives and expectations.





# The 3 Unique Pillars

1

High End

Virtuoso

Traditional Tour Operators

Themed

Tailor Made

Cultural

2

MICE

Group Series

Corporate Groups

Leisure Groups

Charters

Teambuilding

Shore Excursions

3

XML Connected

Electronic Distribution

MTS Globe

Modern Tour Operators

Hotel Trading

# DG GLOBAL REACH

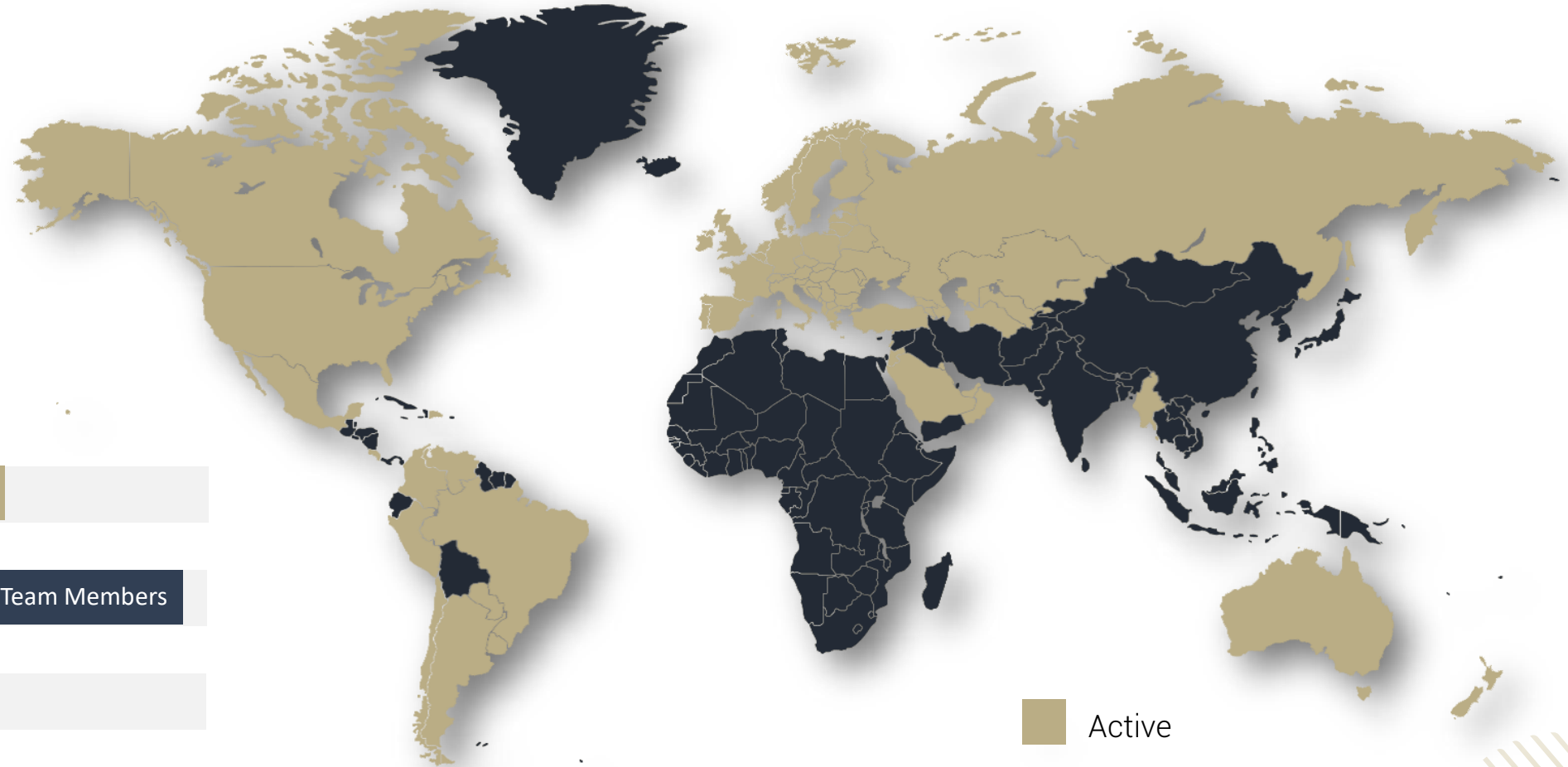


300.000+ Guests

19 Concierge Desks

150+ Team Members

6 Extended Overseas Teams



Active



# WHY WORK WITH US



There are several reasons to work with us! Here are a few:

- We know what **quality guest service** is and how to implement it
- We are **product and market innovators**; we are in constant search of new ways to enhance the travel experience of our guests.
- We have both basic packages that cater to a mass market as well as **niche and exclusive products** for the discerning travelers.
- We have a **multi-lingual** team that is easy to interact and work with.
- We are at your **service 24 x 7** and prepared with **contingency plans** to handle unforeseen circumstances.
- Our team is constantly encouraged to **think innovatively** and focus on details while curating **customized solutions** for their clients.

# OUR SERVICES

## A COMPREHENSIVE LIST

It is our endeavor to provide end-to-end travel solutions to our partners and their clients. Be it FIT, family travel, leisure groups, business travel, or event management, we leave no stone unturned in being your one-stop solution providers in the destinations we manage.





## Premium FIT & Family Travel

Our experts are happy to handcraft packages for your FIT clients as well as their families. We organize every aspect of the trip, from transfers, to excursions and hotel stays, which are tailored to the specific needs of the clients. We have also created something called "Multi-Generational Trips," which target families traveling with older guests or children. Our collaboration with Virtuoso and XO gives us access to special perks and upgrades exclusive to members.



## Excursions

We offer a full range of city tours, dinner cruises, helicopter and seaplane rides, fine dining experiences, amusement park tickets, and offbeat travel ideas. We have our own desert camp in Dubai, which is considered one of the best in the region. What really makes us stand apart is our catalogue of specialized themed excursions that are exclusively available to our partners.



## Hotel Bookings

We have contracted with 300+ hotels in the region across all categories, both in terms of luxury and range of facilities as well as location. Our partners will be spoiled for choice when selecting the hotels for their clients, and our competitive prices combined with exclusive offers will delight you.

## Transfers

The basis of our organization when we began operations a decade and a half ago was to provide ground handling services to the bigger tour operators. Today, we have access to the largest and most diverse fleet in the region. From the small vehicles to the luxurious limousines, 4 x 4s, minivans, and large buses, you name it, and we will be able to arrange it for you.



## There are no boundaries for luxury

# DG LUXURY

Desert Gate Luxury is based on a simple concept – Luxury knows no bounds. Fortunately, we are in a destination that is unmatched when it comes to offering refined experiences for a quintessentially lavish lifestyle. We cater to your guests' finest whims and fancies with ideas that are carefully handcrafted by our highly experienced team. From the pre-arrival guest questionnaire that captures your clients' profiles and preferences, to the high level of engagement with all suppliers involved, ensuring seamless execution, each itinerary is built with additional value. Our top management is fully equipped with the needs and protocols of government officials, VIP celebrities, and the most demanding travelers.

We provide our guests with comprehensive and customized local information, including shopping, sightseeing, and restaurant information, once they arrive at the destination. Our DG Luxury Concierge welcomes them at the airport and is on call 24 x 7, to make sure that every detail is as per your guest's desires.



VIRTUOSO

PREFERRED ON-SITE

SELECT

IN-COUNTRY PARTNERS  
TRAVEL LEADERS GROUP

# DG – AN EXQUISITE PEDIGREE

Desert Gate has a separate Tailor-Made Division that exclusively looks after the more demanding guests searching for something a little more special or exclusive.

This department is specially trained to look after every single detail of the trip, starting with the curation of the custom itinerary all the way through to the delivery of confirmations and finally the operation of the journey. Even during the journey, the guest has special direct contact details for the in-house concierge team to organize that special detail, confirm difficult restaurant reservations, or simply offer advice.

2017

Desert Gate was chosen to enter **Virtuoso** as only the 2<sup>nd</sup> UAE DMC to be part of this #1 Global luxury consortium

2018

Desert Gate was asked to join the Virtuoso DMC Steering committee – a privilege that is only given to 6 of the **Worlds Top DMCs** and the only DMC from the Middle East region

2019

Desert Gate was selected to join the Travel Leaders Group as one of their **SELECT** In-Country Partners for the UAE, Oman & Maldives. Travel Leaders Group is the largest luxury travel group in the world



Managing Groups & MICE is a different ballgame altogether, and we have a separate department that has perfected this art over a period of time. With a skilled team that comprises innovative and experienced people from events management and creative backgrounds, our aim is to make your life easier by reducing your stress and creating outstanding experiences for your clients.

Working with us reduces the strain on your business' resources; we become an extension of your business, seamlessly adding value to your brand. Our approach to your event is based on expertise, flexibility, proactivity, and meticulous attention to detail. We listen carefully to what your objective is and then produce an event aimed at not only fulfilling this objective but surpassing it, and of course, within budget. Our team has a wealth of knowledge to share with you. With over a decade of expertise in the travel industry together, we have successfully planned and managed events and incentives of all sizes and scales for a multitude of industries.

We are also members of SITE and ICCA, which stands as testimony to our commitment and professionalism in this sector and connects us to a global community of travel professionals.

# Groups, MICE & Events



Superlative H2H Service

# DG CASTLE HOTELS

Waldorf Astoria, The Palm

JA, Ocean View

Atlantis Imperial Lounge

Anantara The Palm

Atlantis, The Palm

Oaks Ibn Battuta

Dukes, The Palm

JA, Palm Tree Court

JA Lake View

Jumeirah Zabeel Saray,

Hilton Dubai Jumeirah,

The Retreat Palm Dubai

Ritz Carlton Jumeirah

W Dubai, The Palm

Rixos Saadiyat Island

JA Beach Resort

Sofitel Dubai The Palm

Taj Exotica The Palm

Marriott Resort, The Palm

As part of its commitment to serve its guests and constantly surpass their expectations, and in collaboration with its host hotels, Desert Gate has a program of concierge desks across the UAE.

The company currently has 19 desks, manned by extremely well-trained DG team members who give assistance to all guests at least 12 hours a day, 7 days a week. This includes check-in and check-out assistance, flight and transfer confirmation, as well as any other questions or needs the guests may have during their stay at the destination.

Among the hotels that are currently in the DG portfolio, we are proud to count as our partners the above hotels which have a total of over 8000 rooms.





## Green Initiatives in the Desert **DG DESERT CAMP** ( Dubai )

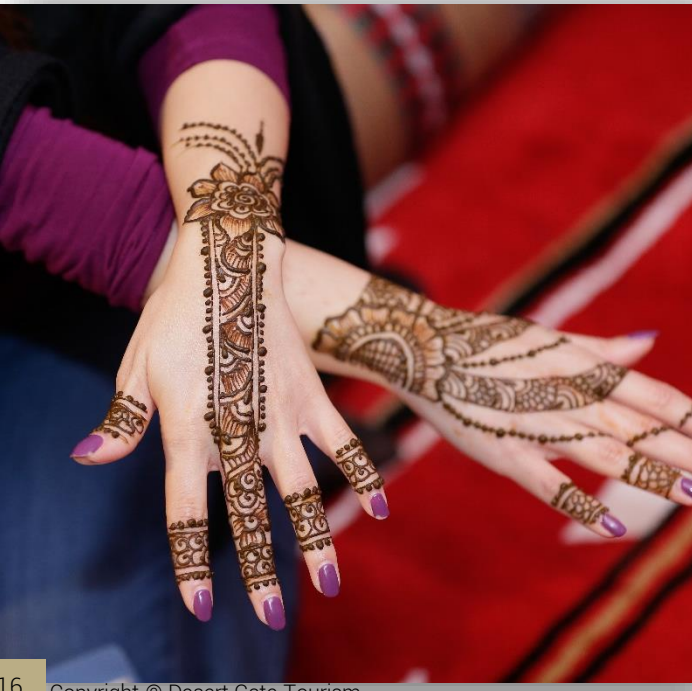
Desert Gate has its own boutique desert camp with space for up to 350 guests. Each night, after the dune bashing activity, there is a local heritage show followed by a scrumptious barbecue dinner. Camel rides, sandboarding, shisha, and henna tattoos are all available and included in the package.

The DG Camp has long been recognized as one of the very best experiences and venues in the region, but Desert Gate Management wanted to take further steps to make the camp more ecologically compliant, and in June 2018, the following initiatives were undertaken:

- Removal of plastic glasses and cutlery
- Plastic straws were removed and replaced.
- Recycling of 50% of waste with 75% as a target
- Replace light bulbs with more efficient LEDs.
- Wastewater management program
- Partial replacement of sugary drinks with natural fruit juices
- Healthy food options







# Innovation in the Desert

## **ASATEER**



### Experience of the Legends

We at Desert Gate are ready to raise the bar for luxurious desert experiences with the unique VIP Majlis at our desert safari camp. You can indulge in an authentic Desert Safari experience while maintaining a high standard of comfort and luxury at this exclusive setup, where the elegant seating, lavish 5\* service, and gourmet food options will delight those who love everything royal.

*Asateer Where Adventure meets luxury*



## Special Benefits only for Desert Gate Guests

# DG ELITE

Desert Gate knows that not every Global Travel Partner is the same, and after having served Virtuoso and other luxury partners, it acknowledges that the tailor-made, and luxury segments have very different needs.

For that reason, we created a unit called DG Elite, a team of talented and hyper-experienced experts serving a very small subset of consortia and non-consortia travel partners from around the world, for whom we have set up and negotiated some very special benefits in many of our luxury hotels:

- Special Rates on Suites , Villas, and higher room categories
- Upgrades on availability
- Early Check-in and Late Checkout (on availability)
- Special Amenities for Children and Families
- Additional benefits from Desert Gate
- DG Elite Concierge Service

The personalized service model provided by the DG Elite team is of the topmost quality, offering bespoke itineraries, custom-built experiences, and levels of expertise and support (pre/post and during travel) not seen before in the DMC industry in the Middle East.

## Special Benefits only for Desert Gate Guests

# DG SPA

In today's world of discerning travel, Desert Gate recognizes that the treatment or spa experience that our guests demand might not be available in the hotel that they are staying at. This is also relevant for guests not staying in hotels that have their own spa facilities.

DG SPA is a handpicked selection of spas and spa experiences in selected hotels across our destinations. Each spa has been visited and vetted for its quality, and agreements have been signed affording discounted rates and preferential service for DG guests.

Bookings are made through a DG Spa Concierge, who will advise and recommend the best spa to visit.





## Dining Benefits only for Desert Gate Guests

# **DG DINE**

DG Dine was created with our more than 300,000 guests and their gastronomic needs in mind. We saw that the dining offer in the UAE is massive, with a literally endless number of restaurants and cafes on offer. DG Dine set out to curate this list down to 100 establishments, where not only our guests received a discount on their total bill, but also received priority service and benefits.

The program launched in June 2018 with a waiting list of establishments wanting to join. It has been well received by not only the DG guests but also the more than 8,000 daily rooms serviced by our 19 hotel concierge desks.

In August 2018, Desert Gate announced that for every confirmed booking made through DG Dine, it would make a donation of 5 AED to a local charity to help feed underprivileged children in third-world countries. "You Eat, They Eat"



## Golf Packages "Par Excellence"

# DG GOLF

The Middle East (UAE, Oman, and Qatar), as well as the Indian Ocean (Mauritius), represent very exciting destinations for golf enthusiasts, and DG Golf covers them all.

Numerous golf clubs host DP World Tour events, such as the Race to Dubai, Abu Dhabi HSBC Championship, the Dubai Desert Classic, Al Mouj in Oman (also ranked in the top 100 courses worldwide), and Doha Golf Club in Qatar, where golfers can fulfill their desire to play some of the region's best courses in the footsteps of the greatest players such as Tiger Woods, Rory McIlroy, Dustin Johnson, Ernie Els, and many more.

The DG Golf team has also been recognized on multiple occasions as the region's leading DMC for golf, with seemingly limitless experience and a wealth of contacts to ensure that any package, green fee, or tournament is delivered flawlessly.

As one of our highlights, the DG Golf team organizes exclusive experiences in all the major professional events at the region, allowing the guests to enjoy a unique and once-in-a-lifetime experience.





## DG keeps its Partners informed **ELEMENTS**

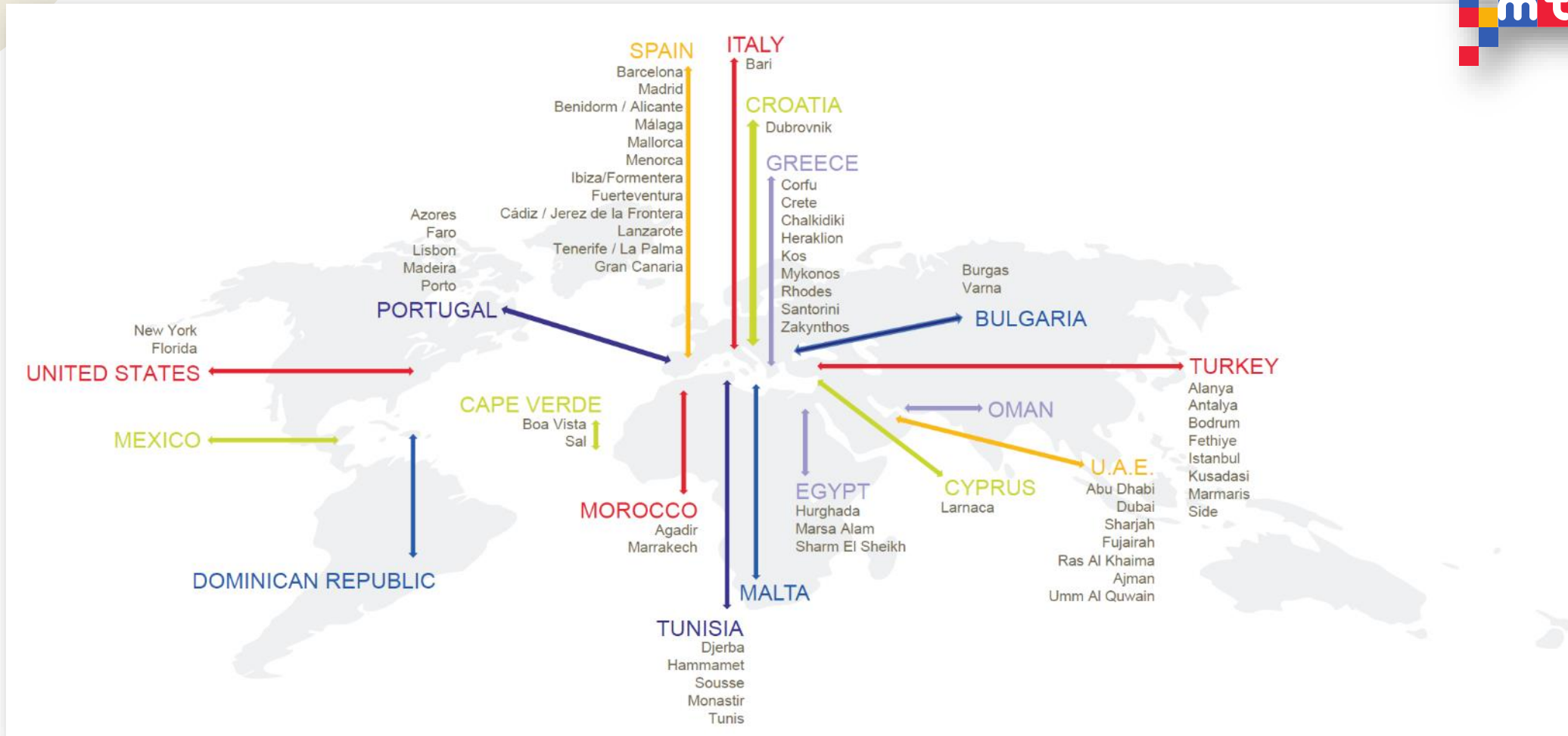
DG Destinations are fast-moving, always updating places. We are conscious that it is not always easy to keep abreast of everything that is going on.

**Elements** is our online 150-page monthly magazine with news, articles, opinions, and more.

Launched in February 2019, **Elements** focuses on our destinations: UAE, Oman, Qatar, Maldives, and Mauritius, and is the “go-to” source for travel professionals.

# Strong Partnership

## MTS GLOBE

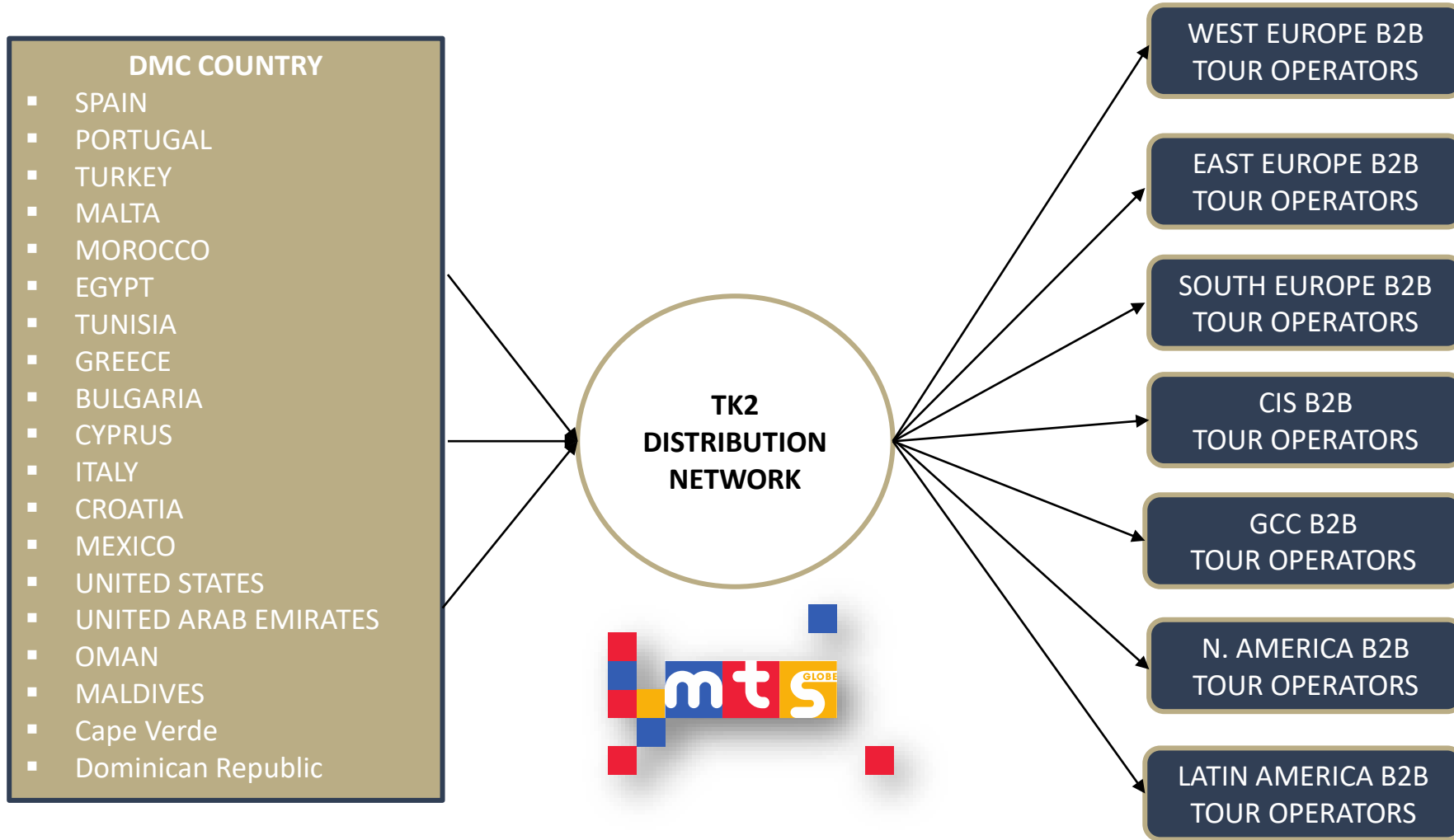


8M Guests | 39M room nights



# Network Overview

## MTS GLOBE



250 Connected Partners | 27 Source Markets | 1300+ Team Members

Collaborative Technology with

# DESERT GATE

## DG Tech Solutions

Innovative solutions for destination services

We use sophisticated distribution and destination management **solutions** for our **complete range of services**, to manage the entire life cycle of a customer at the destination.

## TRAVEL KISS EXPERIENCE

We have developed a new sales tool, **Travel Kiss Experience (TKX)**. TKX is a booking tool that enables users to sell activities and transfers to the end-consumer at hotel desks. TKX is a **fast** and **user-friendly** booking tool with an attractive design. Each user can search and book activities, excursions, and transfers, and manage their bookings from within the application.

## XML CONNECTIVITY

We are **integration and XML delivery experts**, and you can seamlessly integrate our product to optimize your sales.

You can do a search, quote, and book in the standard OTA format as well as a detailed product search including Non-Bookable Content (NBC). You have the possibility to sell hotel, transfer, and excursion packages.

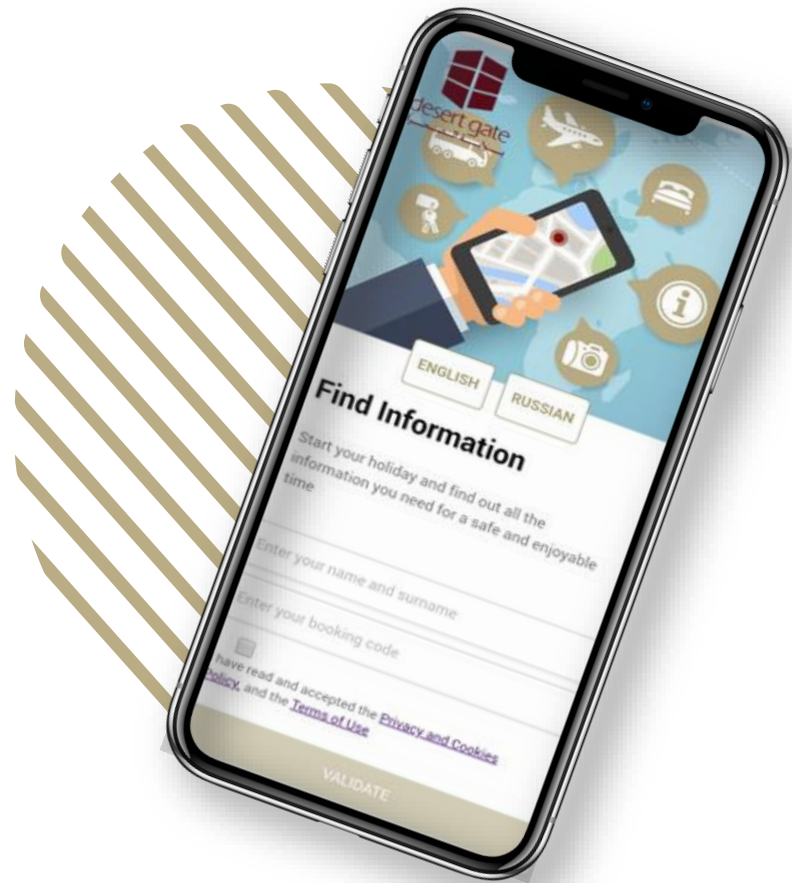
\*\* For more info about our IT solutions, kindly contact your account manager



# DG TECHNOLOGY

## TK AIRPORT REP

- Tablet solution for airport representatives to assure a quick and agile Meet & Greet at the airport
- Efficient check-in process
- Real-time information about transfer vehicle parking position
- Real-time information about flight delays or cancellation to adjust transfer services
- Control of waiting time at airport
- QR code compatible



## Customer Journey App

- Digital concierge that accompanies the guest before the start of the journey till post travel.
- The App enables the guest to access useful information such as hotel confirmation, transfer pick up, excursions booked, destination information etc..
- The App can be co-branded or white labeled by the tour operator name

# MEET OUR TEAM

## Executive Profiles



**Samir Tabbah**  
GROUP CEO



**Mohammad Sawalha**  
GROUP CFO



**Meriem Khelifi**  
Group COO



**David Loiseau**  
Group CCO

# MEET OUR TEAM



**Jawad Bhalla**  
Director of Contracting  
UAE



**Evgeniya Sakharovskaya**  
Director of Business Development



**Hayley Wall**  
Director of Sales



**Muhsin Sainudin**  
Business Development Director  
OTS Middle East and Indian Ocean

# MEET OUR TEAM



**Andrea Faldella**

Director – Golf Dept



**Abdul Ghori**

Head of MICE & Leisure Groups  
UAE



**Akram Hajjar**

Head of IT & Digital Product



**Jamal Refaat**

General Manager  
Oman – Qatar Destinations

# DG EXTENDED OVERSEAS TEAM



United Kingdom



Russia



Italy



North America & Mexico



Latin America



Germany



Kazakhstan



desert gate  
بوابة الصحراء

#### OMAN OFFICE

Way Number 5015, Ghala Heights, Ghala, Building  
#1200

5th Floor Office #52 - P.O. Box 1355 - PC. 133 Al  
Khuwair, Muscat Oman  
Tel.: +968 241 12 000 / Emergency No. +968 9623  
0505

#### QATAR OFFICE

West Bay Area – Laffan Tower 18<sup>TH</sup> Floor – Office  
Number 7 Doha - Qatar  
Tel.: +974 33 447 364

#### DUBAI HEAD OFFICE

I Rise Tower, Executive Entrance 16th Floor  
Suite 16 E1 & 16 E2 Al Barsha Area – Tecom  
P O Box 119271 Dubai UAE  
Tel.:+971 4 4421155 Fax:+971 4 4421166

#### MALDIVES OFFICE

2<sup>nd</sup> Floor, Nr: 11204  
Nirolhumagu, Hulhumale - Maldives  
Tel.: +9603357735

#### MAURITIUS OFFICE

40, Queen Mary Avenue, Floréal  
74107 Mauritius  
Tel.: +00230 660 2250

