desert gate
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COMPANY PROFILE

A warm hello from our CEO

"I am very glad that you have taken out the time to learn more about our company. Desert Gate had Its humble beginnings in 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 105 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 had the opportunity to work with some of the most knowledgeable and competent travel professionals and forge partnerships with renowned operators spread geographically. We have expanded our business to cover UAE, Oman and Maldives, offering unparalleled experiences and products in both countries.

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 the Number One Luxury Travel Services Provider in our region, and eventually expand our services 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 committed to achieving excellence by providing high quality interactions and creative solutions."

Samir Tabbah

The Core Values that define us

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

Authenticity

Our experience engineers 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 re-inventing themselves. This means, we must make sure that we are not only adapting to the trends but staying ahead of them.

Guest Centricity

We are in the business of creating happy memories and this means, 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, setting clearer objectives and expectations.

THE 3 UNIQUE PILLARS

1

High End

Virtuoso

Traditional Tour Ops

Themed

Amex

Tailor Made

Cultural

2

MICE

Series

Corporate Groups

Leisure Groups

Charters

Teambuilding

Shore Ex

3

Connected

Electronic Distribution

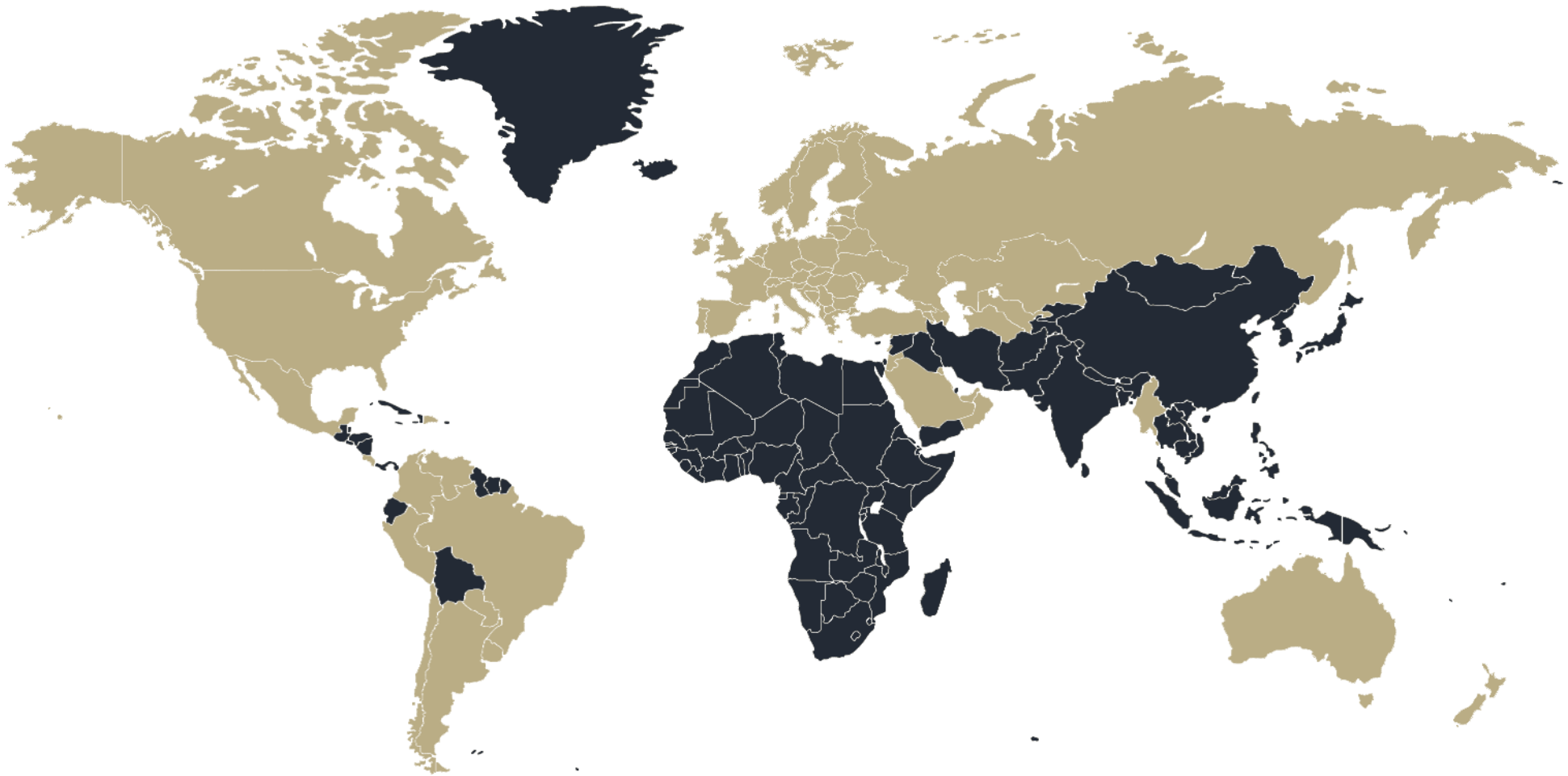
MTS Globe

Modern Tour Ops

Hotel Trading

Global Reach

DG SOURCE MARKETS



Active

235.000 Guests in 2019 | 18 Concierge Desks | 105+ Team Members

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
- With are available at your **service 24 x 7** and are 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 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 travelling with older guests (grandparents) as well as children. Our collaboration with Virtuoso and XO gives us access to special perks and upgrades exclusive to members.

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 the 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.

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 as one of the best in the region. What really makes us stand apart is our catalogue of specialized themed excursions which are exclusively available to our partners.

Transfers

The basis of our organization when we began operations a decade and a half back was in providing 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' profile and preferences, to the high level of engagement with all suppliers involved, ensuring seamless execution, each itinerary is built-in 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 exclusively looking after the more demanding guests looking 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 beautiful paperwork and finally the operation of the journey. Even during the journey, the guest has special direct contact details for the In-House Concierge team or organize that special detail, confirm that all to difficult restaurant reservation or simply to ask for advise

2017
Desert Gate was chosen to enter Virtuoso as only the 2nd 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 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 on of their SELECT In-Country Partners for the UAE, Oman & Maldives. Travel Leaders Group is the largest luxury travel group in the world

Groups & MICE

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 as to what is your objective and then produce an event aimed at not only fulfilling his 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 Travel industry together, we have successfully planned and managed events / incentives of all sizes and scale, and for a multitude of industries.

To complement our team, we have our in-house logistics 'Events Lab' team that creates branded web and print material for client projects, when required. Events Lab is the ideal platform for product launches and exhibition organization with booth / stand design and production facilities. 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.

Superlative H2H Service

DG CASTLE HOTELS

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 18 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 / checkout assistance, flight and transfer reconfirmation as well as any other questions or needs the guests may have during their stay in destination.

Among the hotels that currently are in the DG portfolio, we are proud to count as our partners the following hotels which have a total of over 7000 rooms:

Dukes, The Palm

Radisson Blu AUH

Jumeirah at Saadiyat

Sheraton Jumeirah Beach Resort

Hilton Dubai Jumeirah,

Novotel Dubai Al Barsha

The Retreat Palm Dubai

Waldorf Astoria, The Palm

Atlantis, The Palm

JA, Ocean View

Ritz-Carlton AUH

Emirates Palace Abu Dhabi

Park Hyatt Saadiyat

Le Méridien Abu Dhabi

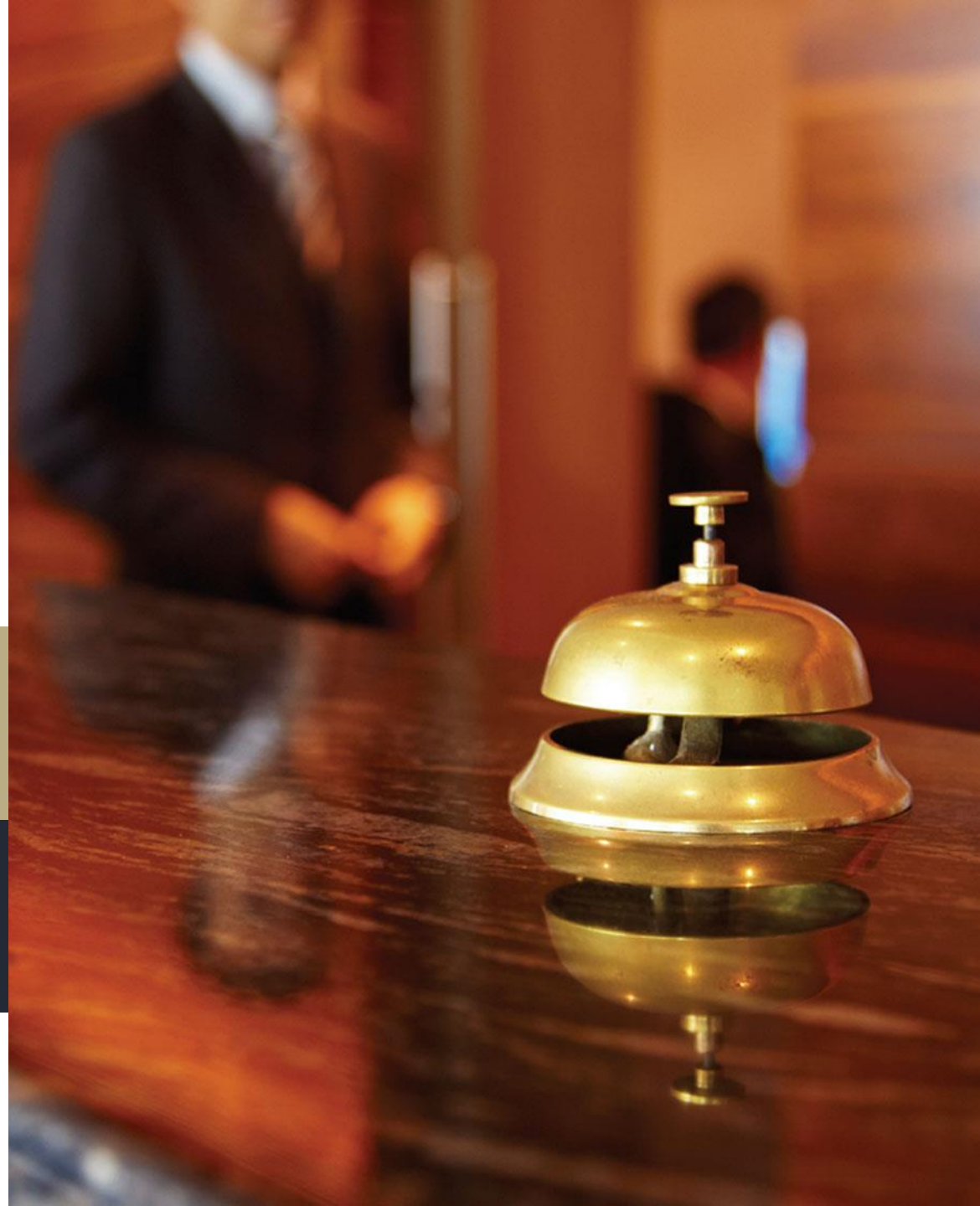
Sofitel JBR

Rixos Saadiyat Island

Sofitel Dubai The Palm Resort & Spa

Dubai Marine Beach Resort &Spa

Sheraton Abu Dhabi



Dining Benefits only for Desert Gate Guests

DG DINE

DG Dine was created with our more than 250.000 guests and their gastronomic needs in mind. We saw that the dining offer in the UAE is massive with a literally endless amount 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 receive priority service and benefits.

The program launched in June 2018 with a waiting list of establishments wanting to join the program. It has been well received by not only the DG guests but also the more than 7000 daily rooms serviced by our 18 hotel concierge desks

In August of 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 UAE, as well as Oman, are very popular destinations for golf enthusiasts. With over 18 courses in the UAE and 3 in Oman, amateurs and professionals flock to the beautifully kept greens all year round to practice their favorite sport.

The DG Golf team has been recognized as probably the top professionals in the region with seemingly limitless experience and a wealth of contacts to make sure that any package, green fee or tournament is perfection “to a tee”

Furthermore, with the same experience and contacts, the DG Golf team organizes attendance at many of the regions top golfing events such as the European PGA Final or Omega Ladies Classic.

Green Initiatives in the Desert

DG DESERT CAMP

(Dubai)

Desert Gate has its own upscale desert camp with space for up to 350 daily guests. Each night, after the dune bashing activity, there is a local heritage show followed by an excellent barbecue dinner. Camel rides, sand boarding, 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 ecological compliant and in June 2018, the following initiatives were undertaken

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

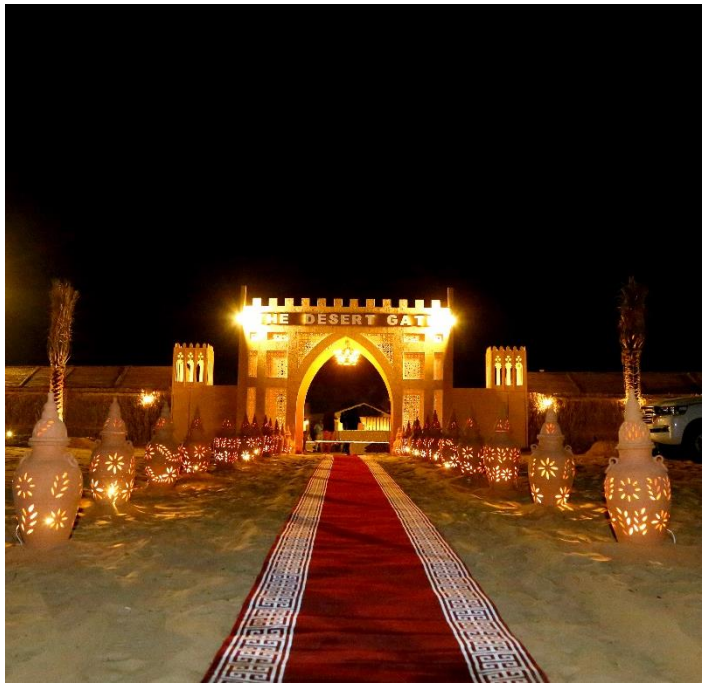
Innovation in the Desert

ASATEER

Experience of the Legends

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

Asateer Where Adventure meets luxury



DESERT GATE ROLLS OUT THE RED CARPET NOW IN ABU DHABI

DG DESERT CAMP

(Abu Dhabi)

Known and appreciated for the exemplary service standards, high-quality entertainment and excellent dune-bashing experience offered in Dubai, we are now proud to open a new safari camp in the breathtaking and tranquil desert of Abu Dhabi. With a promise to provide a memorable evening, our team of highly skilled drivers will whisk you away into the undulating sand dunes and golden-brown valleys of the Empty Quarter, with a chance to turn a magical evening into a sublime cultural experience at the Bedouin-style camp. Offering you the opportunity to experience camelback riding, sand-boarding, getting an artistic henna design on your hands, and adorning yourself in traditional Emirati clothes, while enjoying the magnificent belly-dancing and Tanoura show by our seasoned performers, the evening is bound to leave you entranced.

Conclude the extraordinary evening with yet another experience typical of the UAE - smoking a shisha pipe or sipping on freshly-brewed Arabian coffee and dates. An indulgent barbecue meal is an excellent round-up to a culturally-rewarding, visually-fulfilling and entertaining adventure before the Desert Gate team bids you goodbye and drops you back to your hotel.

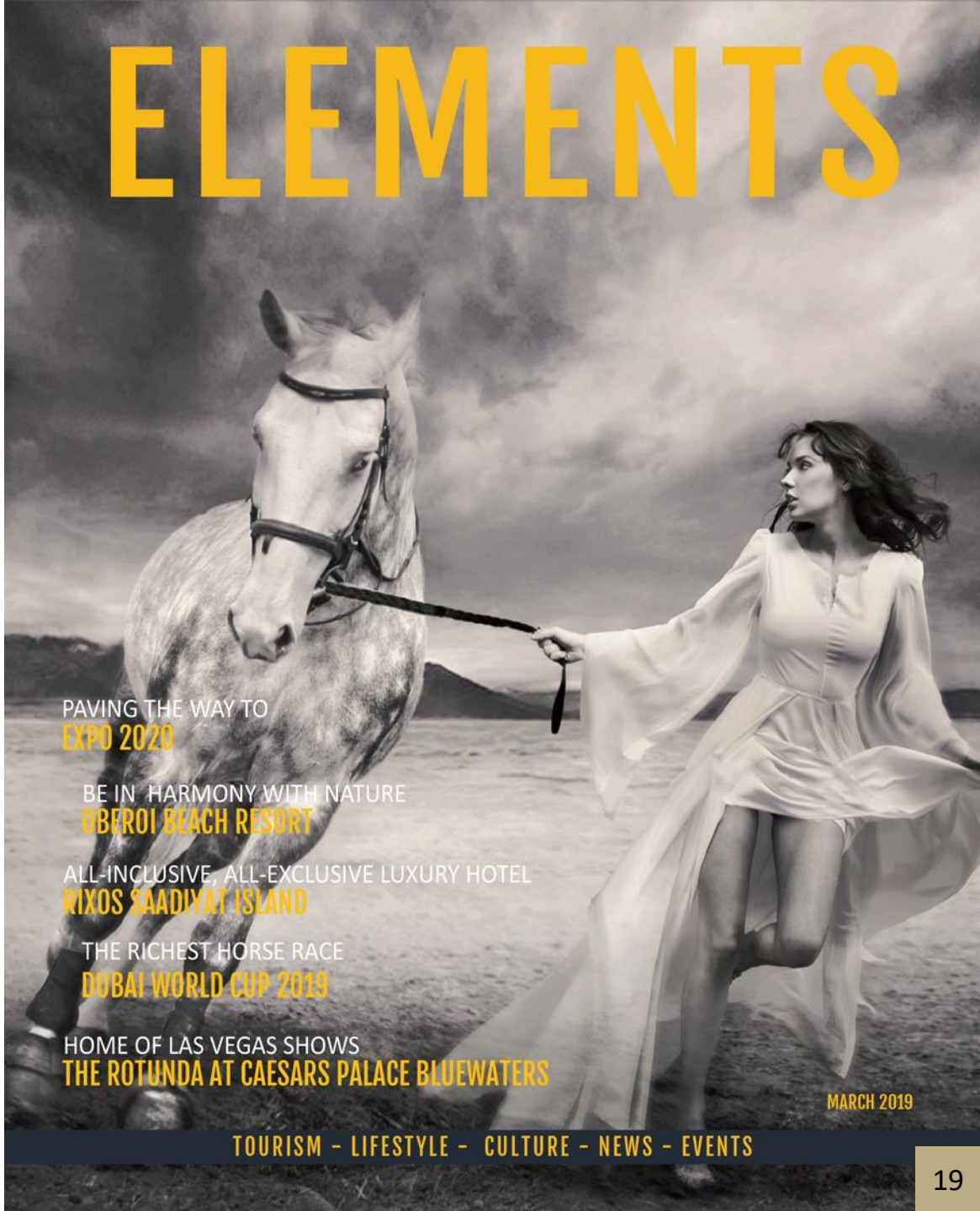
DG keeps its Partners informed

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.

Focused on the UAE, Oman and Maldives, this publication, was launched in February 2019 and is the "go-to" source for travel professionals.



Special Benefits only for Desert Gate Guests

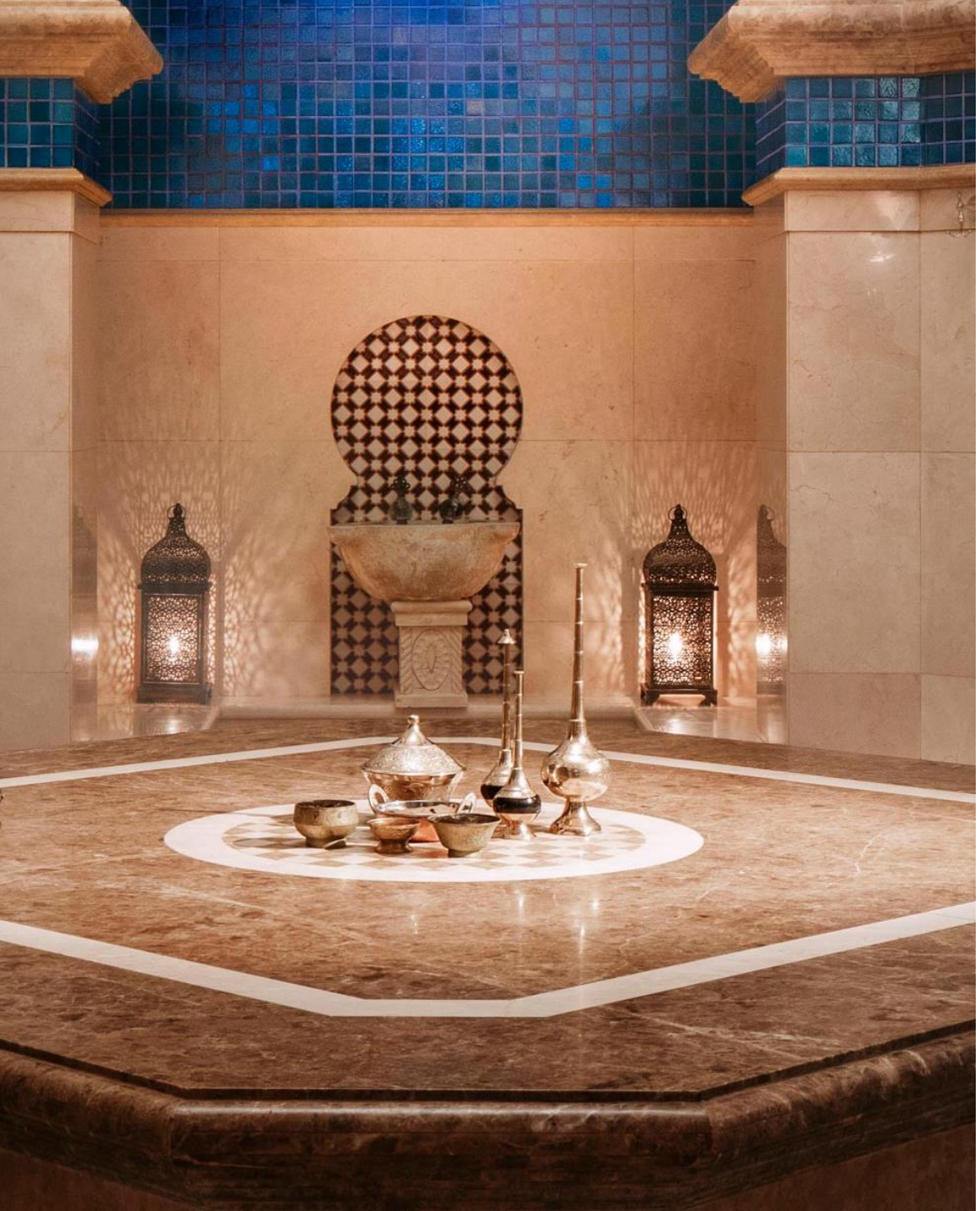
DG ELITE

Desert Gate knows that not every Global Travel Partner is the same, and after having served the Virtuoso, and other luxury partners, acknowledges that the tailor made and luxury segment has 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 setup 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 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 guest demands might not be available in the hotel they are staying at. This is also relevant for guests not staying in hotels tat have their own spa facilities.

DG SPA is a handpicked selection of spas and spa experiences in selected hotels across UAE & Oman. 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.

Launching in Q3 2021.

Desert Gate Expansion

DG MALDIVES

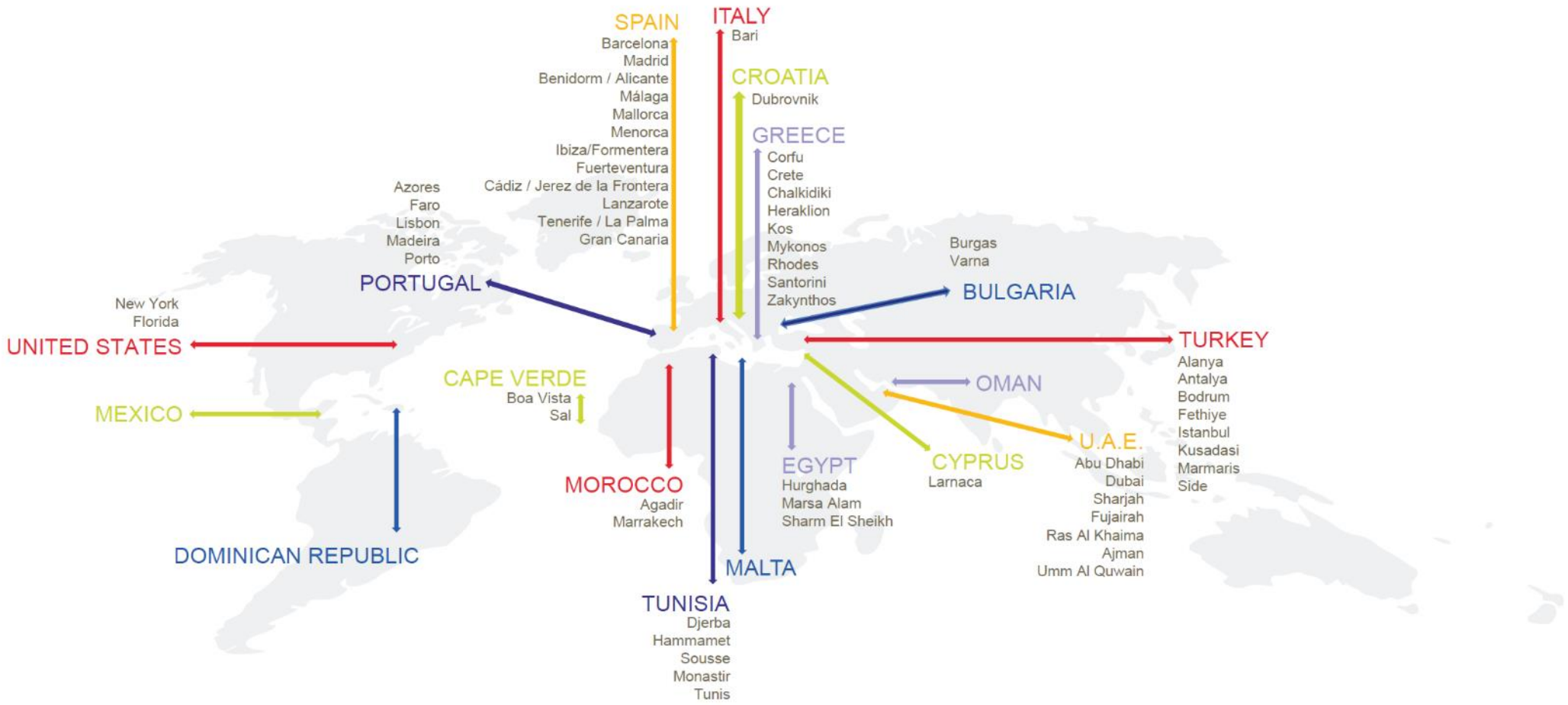
Besides UAE and Oman, we saw that many of our guests were also visiting the Indian Ocean. For our B2B partners, using Desert Gate only for different destination is time saving and efficient.

In June 2018, Desert Gate launched Maldives as an expansion destination. With 70 handpicked hotels, special deals, and the same quality of service and availability, DG Maldives enables our global partners to use DG as a one stop shop for its multi-country destinations.

In 2019 we further expanded our hotel portfolio to reach 90 featured hotels and established a seamless ground service, thanks to our office in Male enabling us to personally meet our guest at the welcome desk in the airport.

Strong Partnership

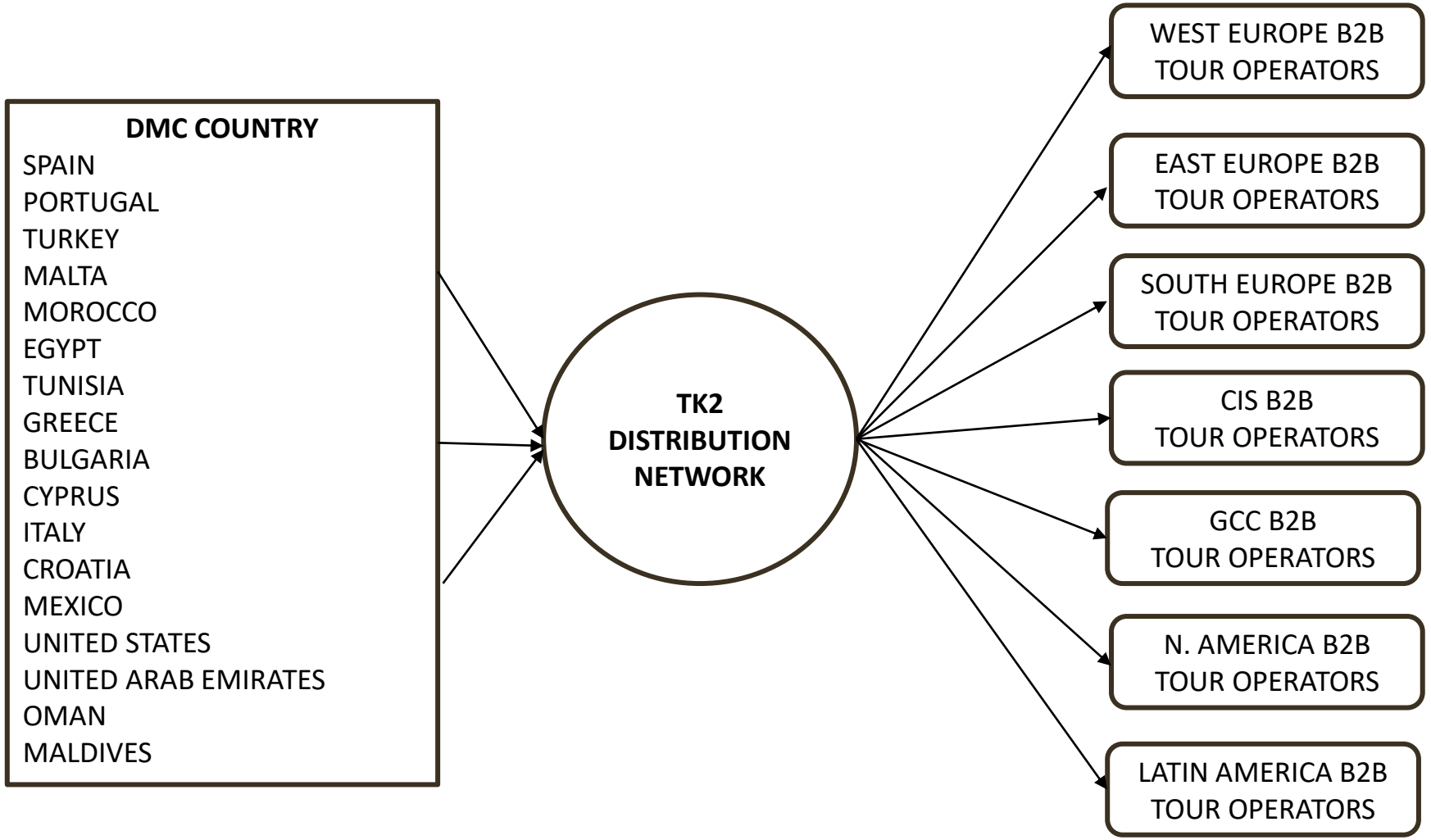
MTS GLOBE



8M Guests in 2019 | 39M room nights in 2019

Network Overview

MTS GLOBE



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

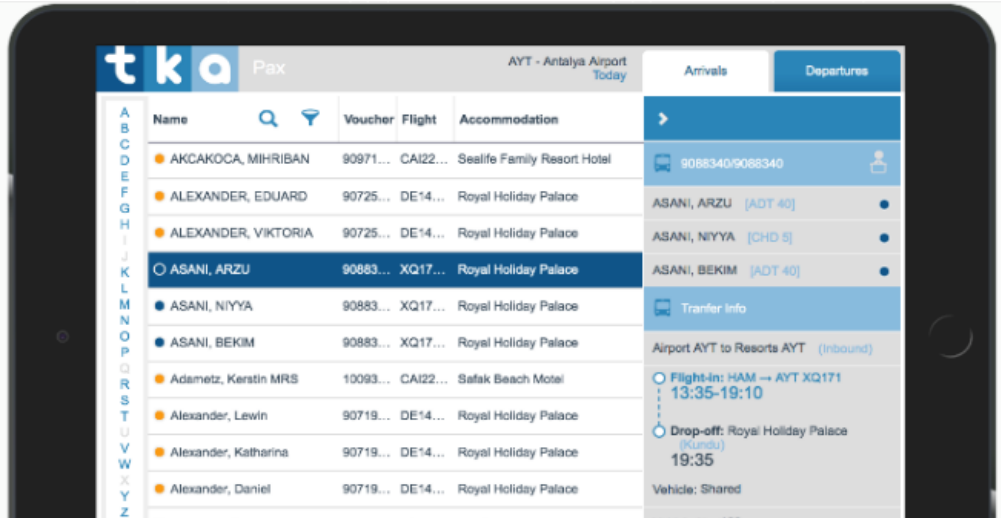
Collaborative Technology with

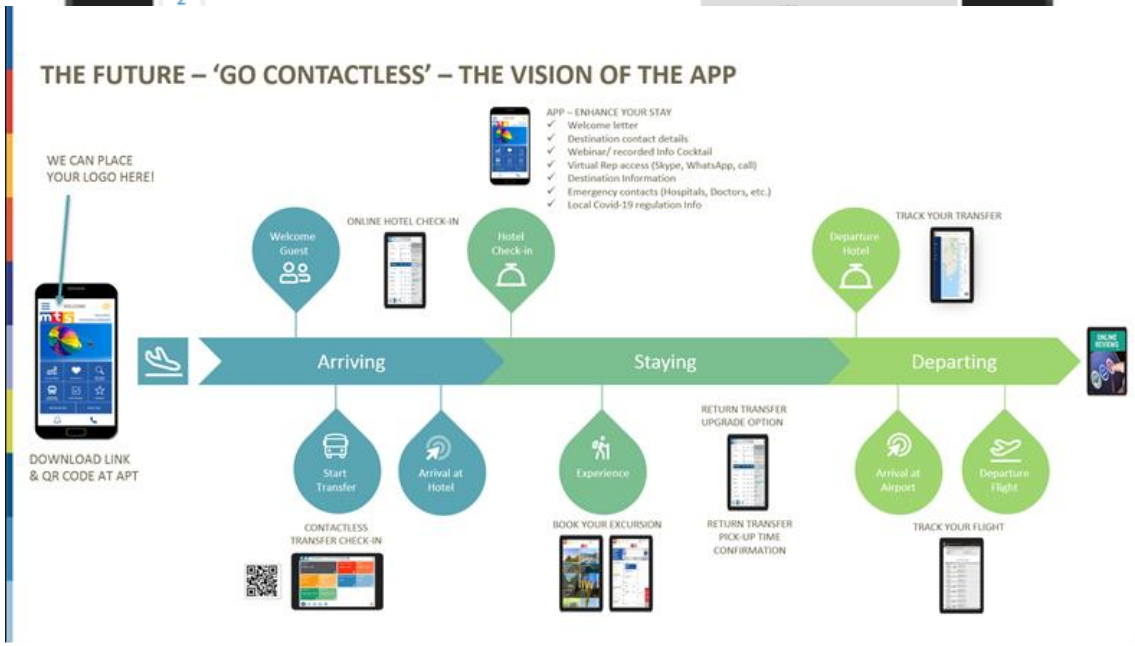
Desert Gate

- Booking interface for Hotel Trading
- Electronic Invoicing
- Transfer Interface
- Nightly Batch Import of Static Bookings

As well as all future enhancements and planned developments including but not limited to:

- Excursion Interface
- Automated Cost Checks at booking import
- Handling of Cancellation Override





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 us hotel confirmation, transfer pick up, excursions booked, destination information etc..
- The App can be cobranded or white labeled by the tour operator name

Meet Our Team

Executive Profiles

Samir Tabbah
GROUP CEO

Mohammad Sawalha
GROUP CFO

Meriem Khelifi
Chief Operating Officer I UAE

Meet Our Team

Jawad Bhalla

Director of Contracting
UAE

Evgeniya Sakharovskaya

Director of Business Development
UAE & Oman

Hayley Wall

Director of Sales
UAE & Oman

Abdul Ghori

Head of MICE & Leisure Groups
UAE & Oman

Meet Our Team

Loic Mannoni

Golf Department Director
UAE & Oman

Muhsin Sainudin

Business Development Director
OTS Middle East and Indian Ocean

Akram Hajjar

Head of Information Technology
UAE & Oman

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