



Replace the ordinary

# 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 200 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 and Oman, 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 the Gulf 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**



# CORE VALUES



## 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	Traditional Tour Ops	Virtuoso
XO Private	Tailor Made	Amex
Themed		Cultural

2

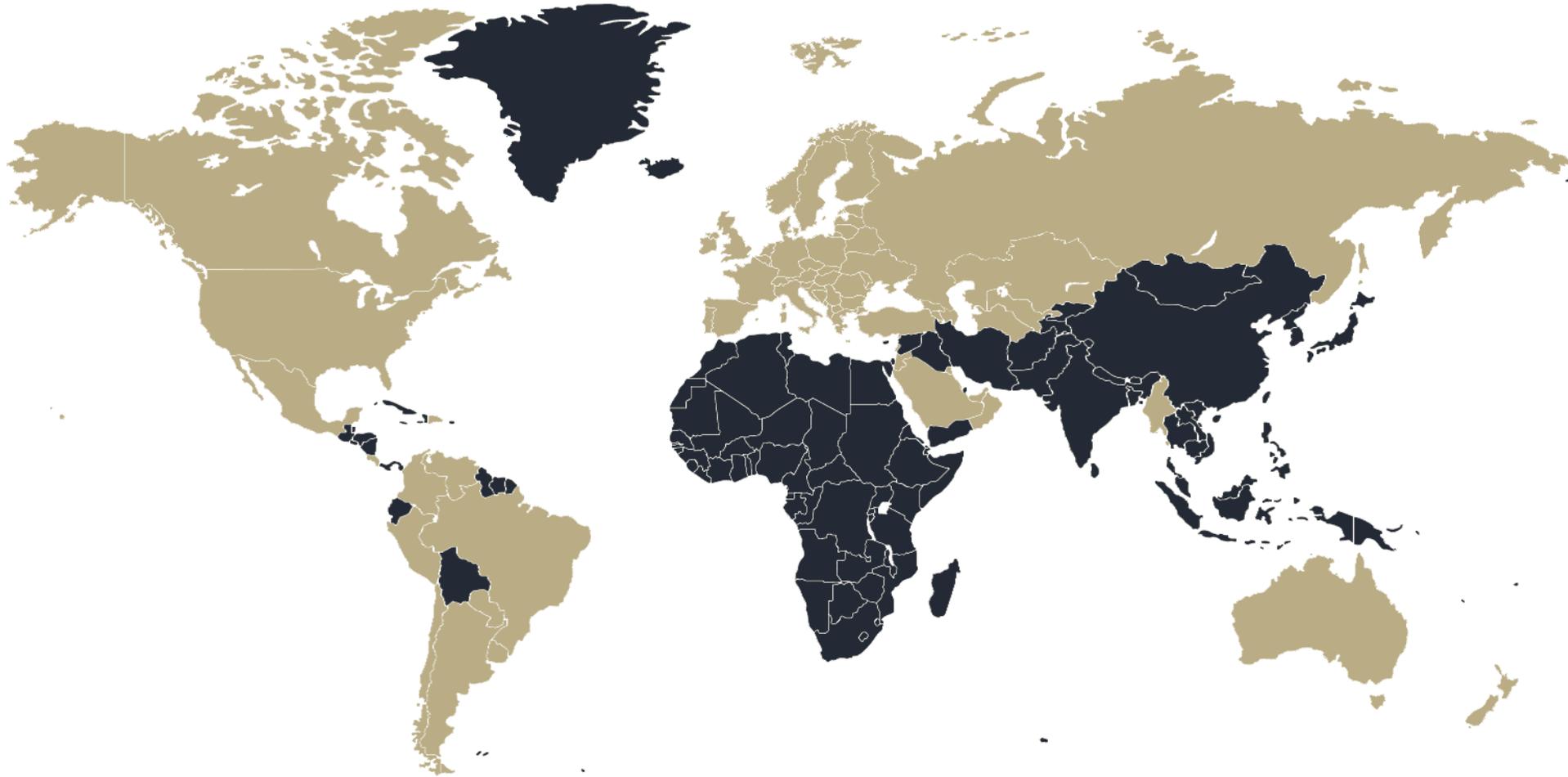
MICE	Series	Corporate Groups
Leisure Groups		Charters
	Teambuilding	Shore Ex

3

Connected		Electronic Distribution
	MTS Globe	
Modern Tour Ops		Hotel Trading

Global Reach

# DG SOURCE MARKETS



Active

300.000 Guests in 2019 | 18 Concierge Desks | 200+ 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
- We 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.



## Incentive Trips

Reward your employees with an exceptionally crafted incentive trip put together by our MICE team. Planned to the smallest detail, we offer a highly personalized service to ensure that you are not only satisfied but also delighted with our solutions.

## Event Management

Our team is equipped with the right skill sets and extensive experience in managing small and large conferences, meetings, conventions, seminars, team building activities, gala functions and product launches.

## Conference Concierge

We are an end-to-end corporate solutions management company specializing in organizing technical and non-technical conferences, workshops, seminars, and symposia. Our experts boast of over 15 years of experience in all aspects of conference management – from planning to smoothly executing small scale meetings as well as international summits.

## Venue Selection

From presenting you viable options that fit your program's goals and objectives, to negotiating the best rates possible, securing the ideal venue, and taking care of the smallest details for hosting a successful event, our crew believes in chasing perfection. We build model events, keeping in mind your audience, projected attendance, technological needs, budget, and timeline.

## Off-site Events

Whether you want a sizzling beach party on the famous Jumeirah Beach or an elegant affair in the capital city, our dynamic & insightful team will sure your off-site event is a memorable masterpiece.





## Audio visual, Decor & Entertainment

Every event needs that special touch and it is the goal of our crew to take your visualization from imagination to reality. From working with vendors to secure astonishing décor and lively entertainment to negotiating vigorously to get you the best pricing, our experts ensure a successful event, showcasing your brand and vision innovatively and economically.

## 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

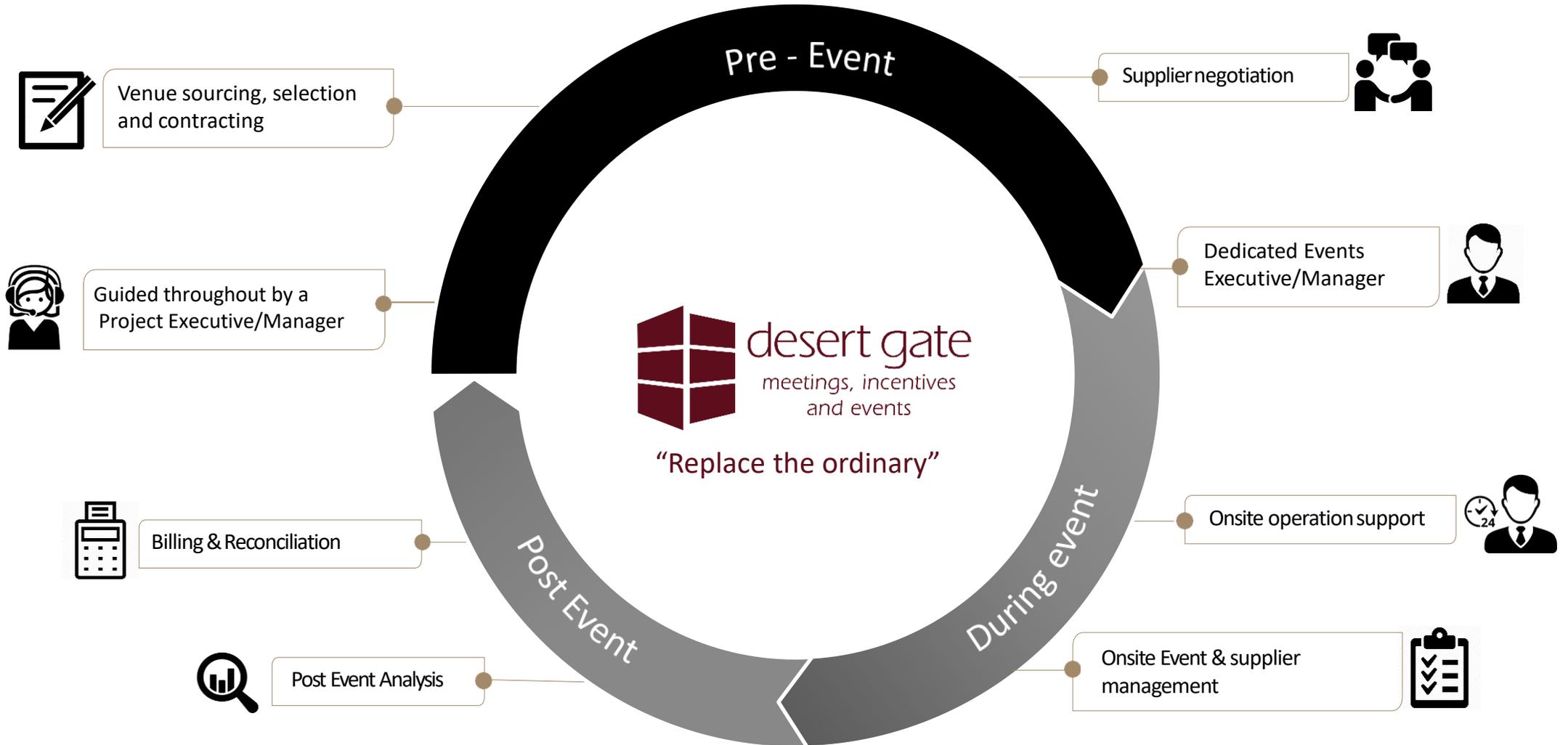
Our Crew would be happy to suggest ideas on filling your down time. When you're ready to unwind after a long day of seminars and meetings, we will find the perfect activity for you and your group. Whether it's being pampered at a spa, or hitting the greens at a championship golf course, or simply enjoying some sightseeing, we can book tours and attraction tickets for you.

## Transfers

Transportation is the first and last experience your guests will encounter on their way to your event. It will set the tone for their entire stay. DG Crew prides itself in working with the best vendors in the country to provide a luxury experience. Not only will we ensure that the vehicles are up to the standard but also that the operations run smoothly to provide an amazing first and last experience.



# Our Event Methodology



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 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.



PAVING THE WAY TO  
**EXPO 2020**

BE IN HARMONY WITH NATURE  
**OBEROI BEACH RESORT**

ALL-INCLUSIVE, ALL-EXCLUSIVE LUXURY HOTEL  
**RIXOS SAADIYAT ISLAND**

THE RICHEST HORSE RACE  
**DUBAI WORLD CUP 2019**

HOME OF LAS VEGAS SHOWS  
**THE ROTUNDA AT CAESARS PALACE BLUEWATERS**

MARCH 2019

TOURISM - LIFESTYLE - CULTURE - NEWS - EVENTS



## Client Testimonials



Excellent delivery, friendly & qualified team. Event manager performed more than a single person could do. Excellent choice of restaurant and Gala Dinner venue. With the success of this meeting, it gives us the opportunity to host more regional meetings. **Erhan Kiraner**



On behalf of myself, Exotico and our client, want to say thank you for your excellent cooperation and the professionalism shown during the event. Your efficiency and cooperation was excellent and this was immediately reflected in the satisfaction of the all 200 customers. Partners like this makes our industry healthy and happy!! For sure this success will bring us more events to manage together.

**Miguel Ferreira, CEO**



Yet again Desert Gate team delivers another successful project for one of our VIP Client. We are blessed to have a wonderful partner such as them in the region.

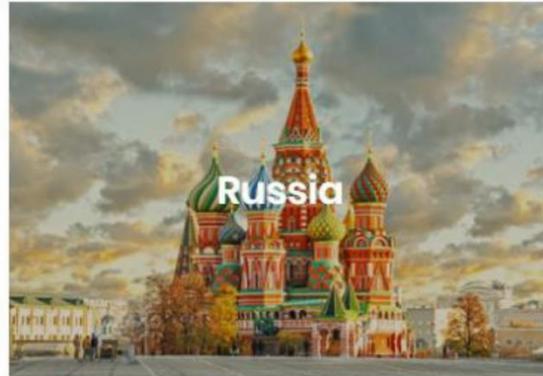
**Mikołaj Jeżak – CEO**



I would like to wholeheartedly thank you for the support you have been giving to us throughout the project of the 410 Pax. The trust we have in you could have not been replaced by anything – this is so important for us to have a partner in whom you can fully believe in and who is willing and able to help you when a problem occurs – you have so much proven that was the case this time

**Dagmara Mikas**

# DG EXTENDED OVERSEAS TEAM





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