



COMPANY PROFILE 2024

UAE – OMAN – MALDIVES – QATAR – MAURITIUS

www.desertgate.ae



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.

Desert Gate is part of the MTS Globe group (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.

CORE VALUES

- » **Authenticity**
- » **Technology**
- » **Passion**
- » **Guest Centricity**
- » **Communication**
- » **Sustainability**



The 3 Unique Pillars

High End

Traditional Tour Operators

Virtuoso

Themed

Tailor Made

Cultural

MICE

Group Series

Corporate Groups

Leisure Groups

Teambuilding

Charters

XML Connected

Hotel Trading

Electronic Distribution

Modern Tour Operators

MTS Globe

Shore Excursions

WHY WORK WITH US

- 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 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.
- Preferred on-site partner with **Virtuoso**.



OUR LOCATIONS

MIDDLE EAST

INDIAN OCEAN



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

OUR LOCATIONS

UAE

Characterized by futuristic skyscrapers and rich cultural heritage, the UAE is a dynamic destination offering a unique fusion of tradition and modernity. From the iconic Burj Khalifa in Dubai to the cultural treasures of Abu Dhabi, the UAE provides a vibrant mix of luxury, entertainment, and cultural experiences in the heart of the Arabian Peninsula.

QATAR

Known for its futuristic skyline, including the iconic Doha skyline, the country offers visitors a unique juxtaposition of ancient traditions and contemporary luxury. Qatar boasts world-class museums like the National Museum of Qatar, exquisite dining options, and luxurious shopping experiences. Its desert landscapes, pristine beaches, and cultural sites, such as the historic Souq Waqif, make Qatar an alluring destination for travellers seeking a diverse and immersive experience in the heart of the Middle East.

OMAN

Embark on an adventurous journey in Oman, where rugged mountains and endless deserts create a mystic atmosphere. Explore ancient forts, traverse desert dunes, and immerse yourself in the rich cultural tapestry of this captivating destination that seamlessly combines adventure and tradition.

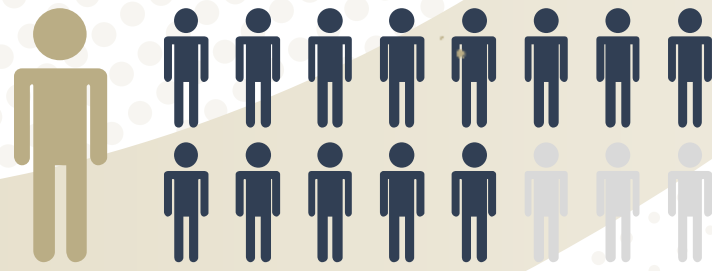
MALDIVES

Indulge in the epitome of luxury in the Maldives, where overwater bungalows hover above crystal-clear turquoise waters. This tropical haven invites travelers to unwind on pristine beaches, snorkel in vibrant coral reefs, and experience unparalleled romance in an exclusive setting synonymous with opulence and relaxation.

MAURITIUS

Discover the harmonious blend of cultures in Mauritius, nestled in the Indian Ocean. With its white sandy beaches and lush landscapes, this tropical paradise offers a diverse range of activities, from water sports to exploring botanical gardens and historical sites, providing a blissful fusion of relaxation and exploration.

DG GLOBAL REACH



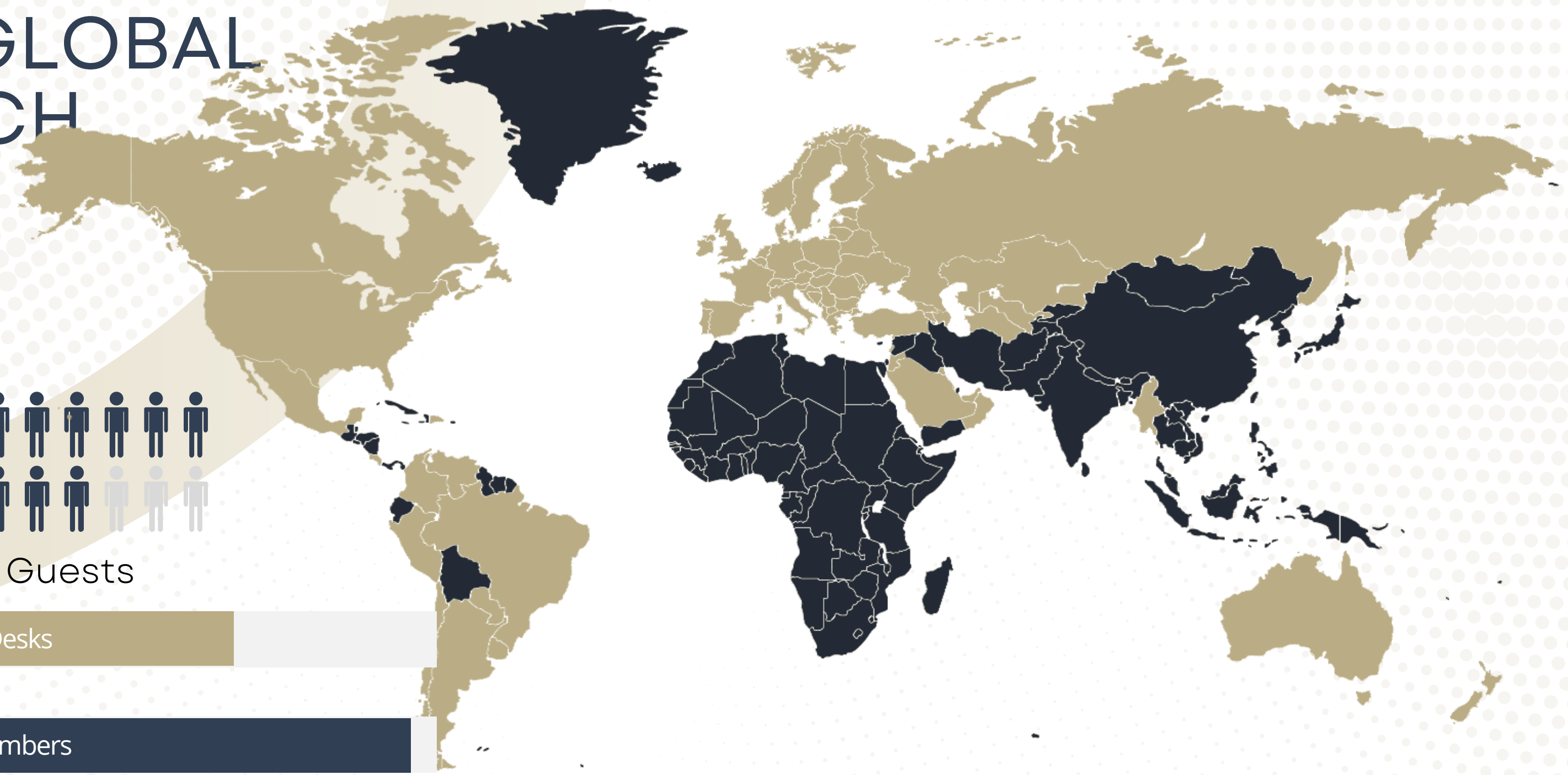
300.000+ Guests

19 Concierge Desks

250+ Team Members

6 Extended Overseas Teams (UK, Russia, Kazakhstan, Italy, Latin America, North America & Mexico)

 Active



SERVICES

- **Hotel Bookings**
- **Premium FIT & Family Travel**
- **Transfers (own car fleet for any category)**
- **Excursions**
- **MICE, Groups and Events**

DG CASTLE HOTELS has 19 desks, manned by extremely well-trained DG team members who assist 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.

DG GOLF - as a 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 across the Middle East (UAE, Oman, and Qatar), as well as the Indian Ocean (Mauritius).

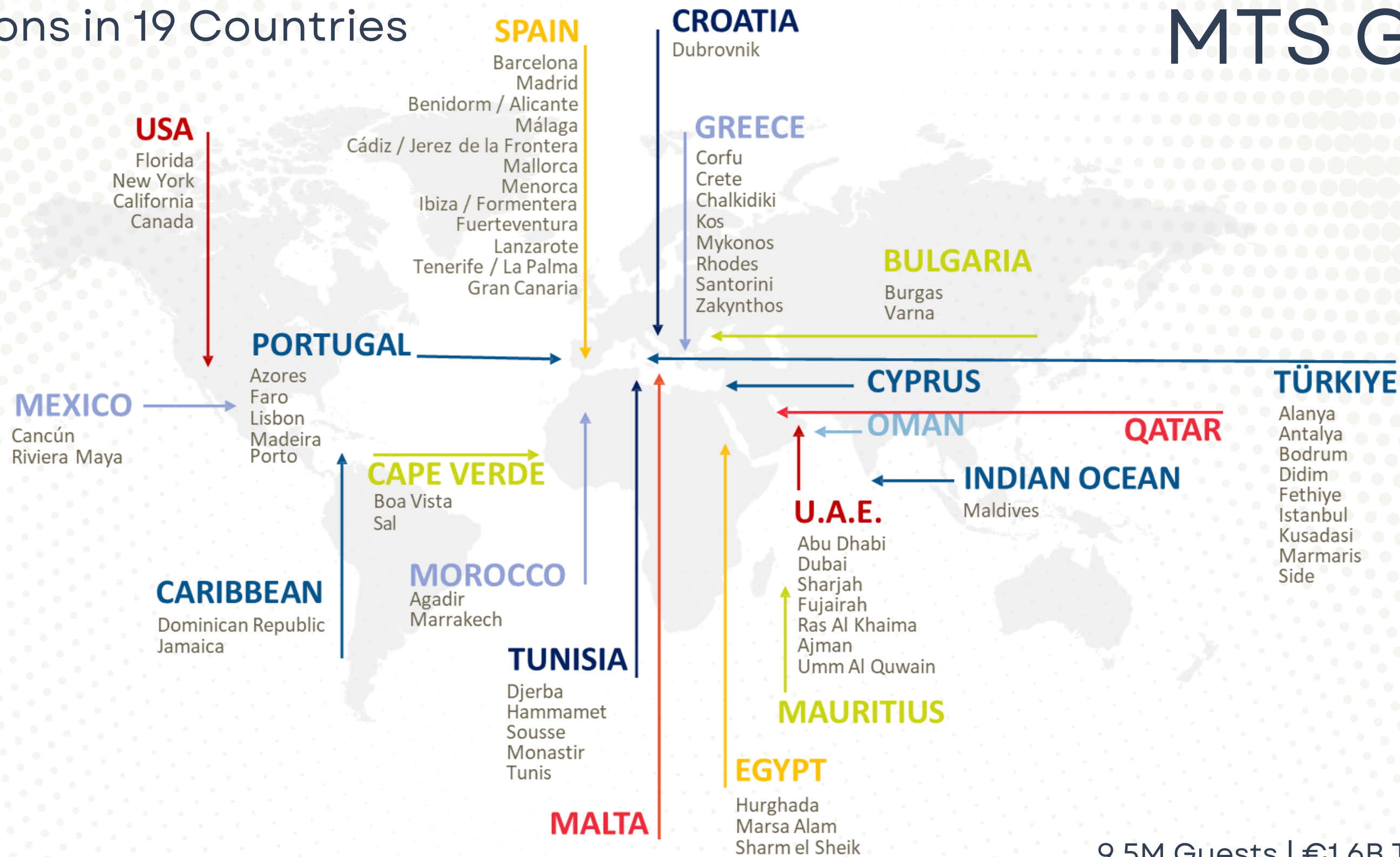
DG DESERT CAMP (Dubai) has its boutique desert camp with space for up to 350 guests. Each night, after the dune bashing activity, there is a local heritage show followed by a scrumptious barbecue dinner. Camel rides, sand boarding, shisha, and henna tattoos are all available and included in the package.



DESTINATIONS NETWORK

65 Destinations in 19 Countries

Strong Partnership
MTS GLOBE



9.5M Guests | €1.6B Transaction Volume

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

COLLABORATIVE TECHNOLOGY

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

TRAVEL KISS EXPERIENCE

We have developed a new sales booking tool, **Travel Kiss Experience** (TKX), which enables users to sell activities and transfers to consumers at hotel desks.

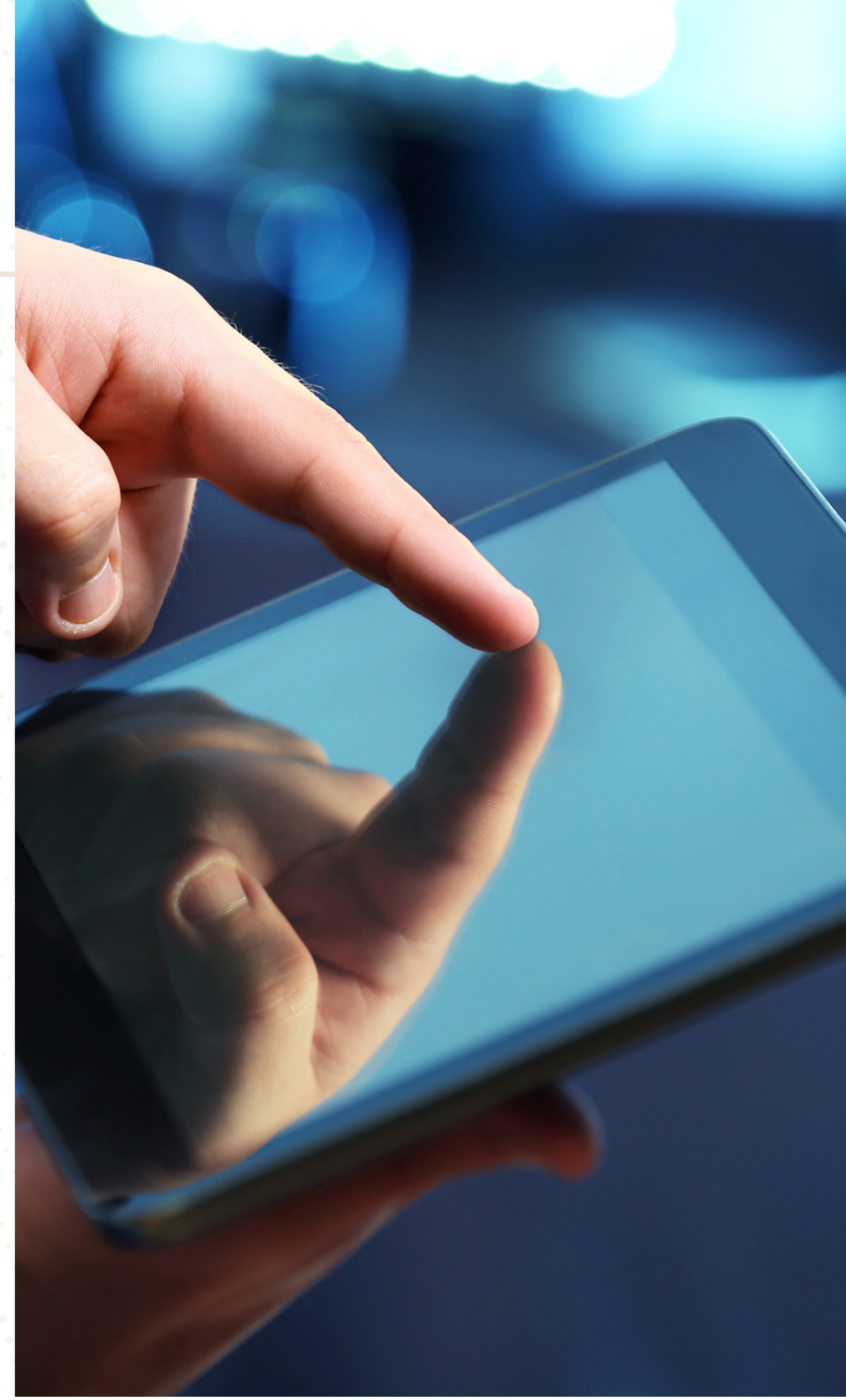
TKX is a **fast** and **user-friendly** booking tool with an attractive design. Each user can search and book activities, excursions, and transfers, and manage their bookings from within the application.

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 can sell hotel, transfer, and excursion packages.

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



MEET OUR TEAM



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MEET OUR TEAM



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