



# COMPANY PROFILE 2025

UAE | OMAN | QATAR | MALDIVES | MAURITIUS | SRI LANKA

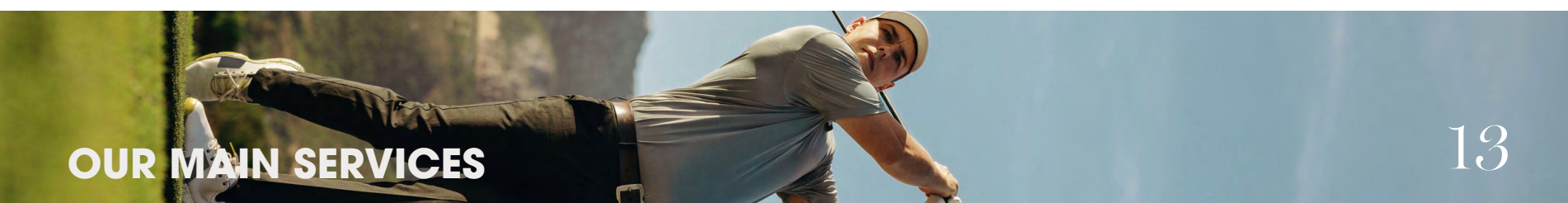
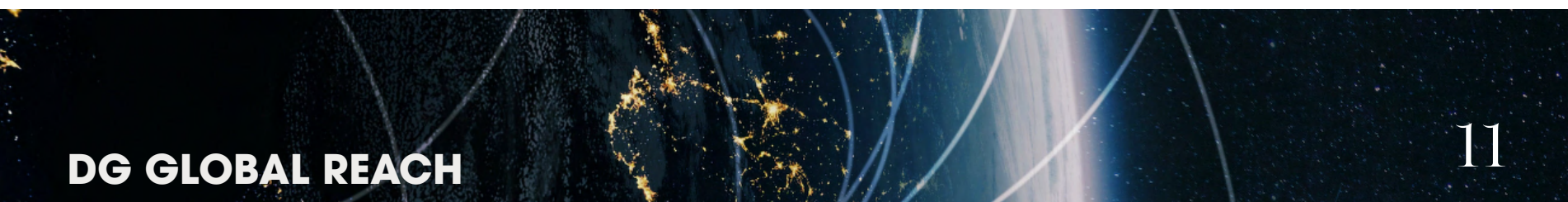
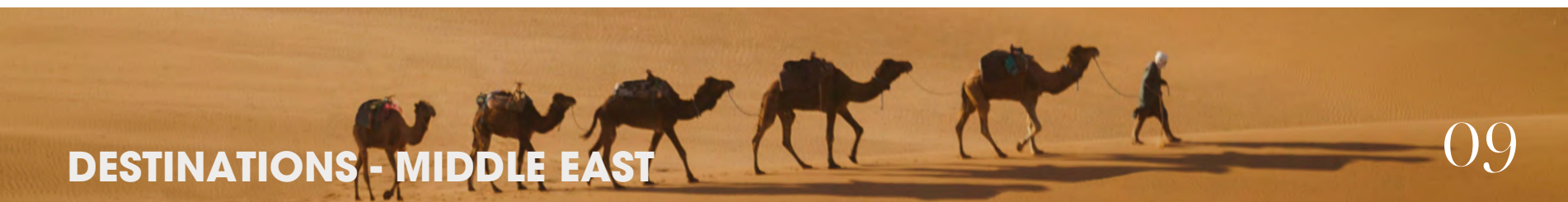
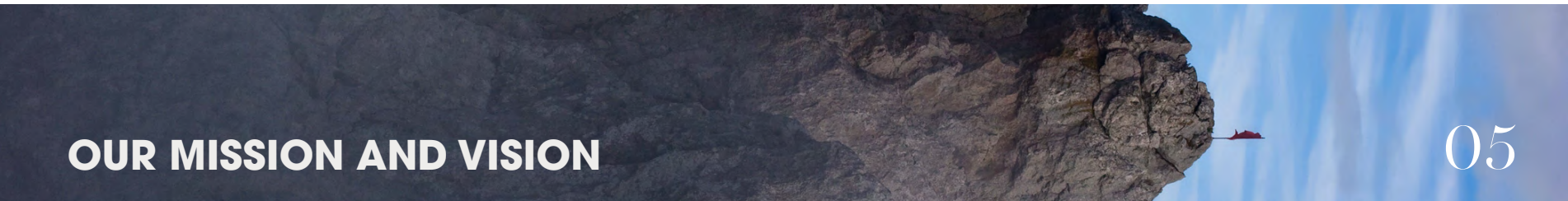
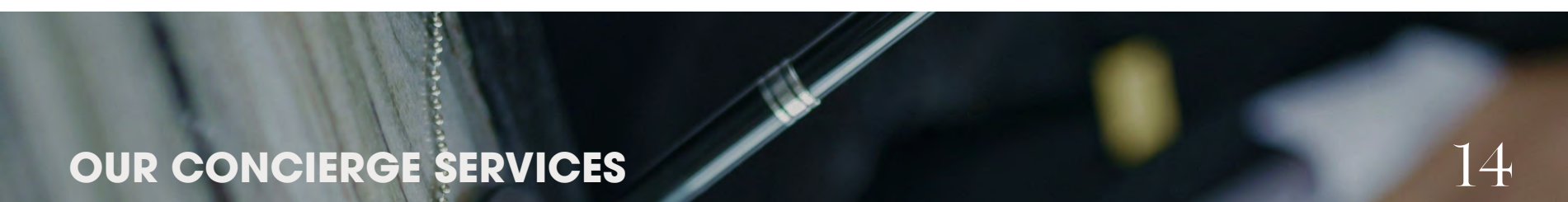
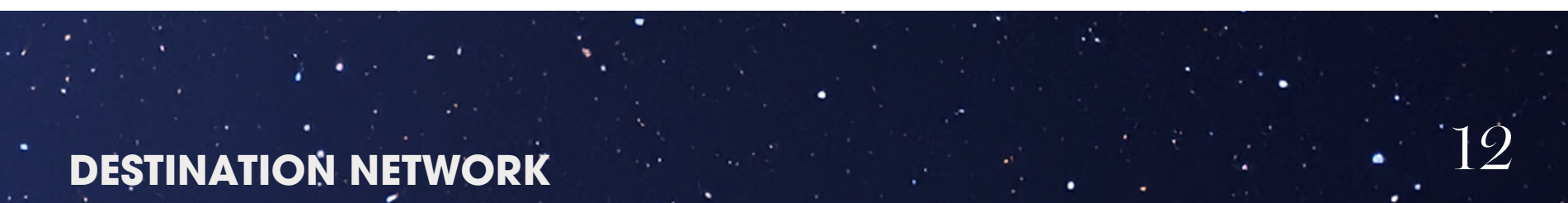
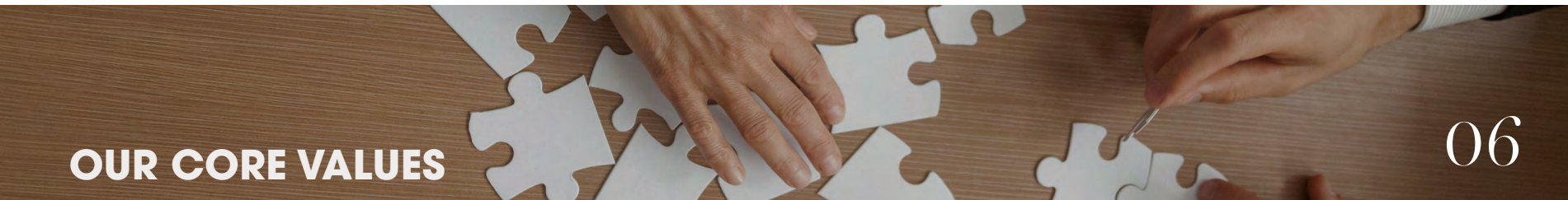
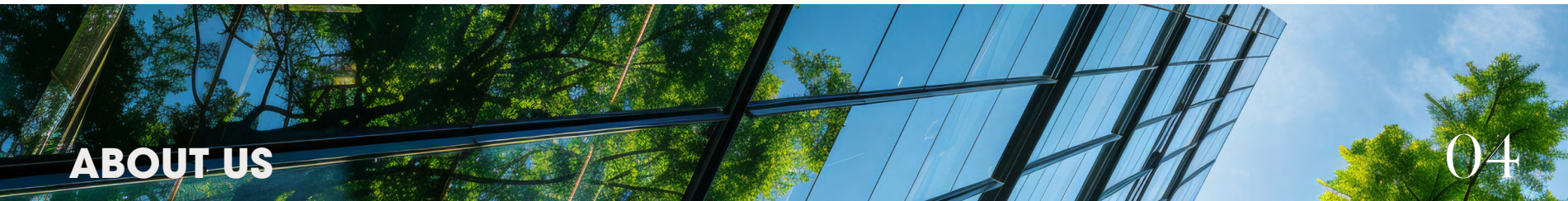
[www.desertgate.ae](http://www.desertgate.ae)



desert gate

Part of  Group

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# ABOUT US

Desert Gate Tourism began as a visionary dream in 2004. Founded on professionalism, deep industry expertise, and a genuine passion for crafting unforgettable guest experiences, what started as a ground handling service for leading tour operators in the UAE has since evolved into a premier Destination Management Company, proudly operating across 6 destinations: UAE, Oman, Qatar, Maldives, Mauritius, and our newest destination, Sri Lanka.

Throughout the years, Desert Gate Tourism has earned recognition for its innovative approach to creating unique travel experiences and for its commitment to delivering outstanding service to its partners. The company's belief in the power of travel, to connect, inspire, and transform is at the heart of everything we do.

As part of the MTS Globe group: [www.mtsglobe.com](http://www.mtsglobe.com), Desert Gate Tourism leverages sharp technology and access to industry-leading XML feeds, allowing it to stay ahead of the game, yet, at our core, we remain true to the values of a traditional DMC, offering strong contracting, creative excursions, and exceptional services.





# OUR MISSION

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We aim to deliver exceptional, personalized travel experiences by combining technology with unmatched services and expertise. Through a guest-centric approach, we create lasting memories, focusing on quality, professionalism, and attention to detail at every destination.

# OUR VISION

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A benchmark for excellence, innovation, and curated experiences. By leveraging advanced technology and solutions, we strive to streamline services, enhance engagement, and expand into new destinations. Our commitment to quality, trust, and efficiency remains unwavering.



# OUR CORE VALUES



# OUR UNIQUE PILLARS



High End | Virtuoso | Tailor-Made | Traditional Tour Operators



MICE | Corporate Groups | Leisure Groups | Events | Charters



XML | Hotel Trading | GOLF | Electronic Distribution | Modern Tour Operators

# WHY WORK WITH US

A close-up photograph of two people in business attire shaking hands. The person on the left is wearing a light blue shirt and a dark suit jacket. The person on the right is wearing a dark blue suit jacket. The background is blurred, showing what appears to be a modern building with glass windows.

- We lead the way in product development and market innovation, constantly enhancing travel experiences for our guests.
- From essential packages to bespoke journeys, we offer options tailored for every type of traveler.
- Our deep expertise in premium service ensures excellence at every guest interaction.
- A multilingual team guarantees smooth, clear, and friendly communication throughout.

- Available 24/7, we're always prepared with backup plans to handle the unexpected.
- Creativity and precision drive our approach to crafting unique, personalized itineraries.
- As a Virtuoso Preferred On-Site Partner, we deliver trusted service and outstanding value.
- We are committed to sustainability, embedding responsible practices into all we do.

- Our focus on community and the environment supports meaningful, lasting impact.
- Health and safety are paramount, ensuring worry-free journeys for every client.
- We uphold industry-leading standards to protect and reassure our travelers.
- Every journey with us reflects care, quality, and a passion for unforgettable experiences.

# DESTINATIONS

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# MIDDLE EAST



## UAE

The UAE combines cutting-edge innovation with rich heritage. It offers luxury shopping, thrilling entertainment, traditional experiences, and breathtaking desert scenes. This dynamic country provides a unique blend of modernity and tradition, perfect for both tourism and business.



## OMAN

Oman enchants with ancient forts, sweeping deserts, and majestic mountains. Known for its warm hospitality, it offers authentic souqs, pristine beaches, and peaceful landscapes, inviting travelers to explore its rich culture and diverse natural beauty in a tranquil Arabian setting.



## QATAR

Qatar's dazzling skyscrapers and lively souqs define its unique charm. Visitors enjoy world class museums, historic markets, and expansive deserts. The country perfectly balances modern luxury with cultural heritage, providing a fascinating destination for exploration and relaxation.

# DESTINATIONS

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# INDIAN OCEAN



## MALDIVES

The Maldives boasts crystal-clear waters and pristine white beaches. It offers luxury resorts, vibrant coral reefs, relaxing tranquillity, and world-class hospitality. This island paradise blends natural beauty with comfort, making it ideal for romantic escapes and peaceful vacations.



## MAURITIUS

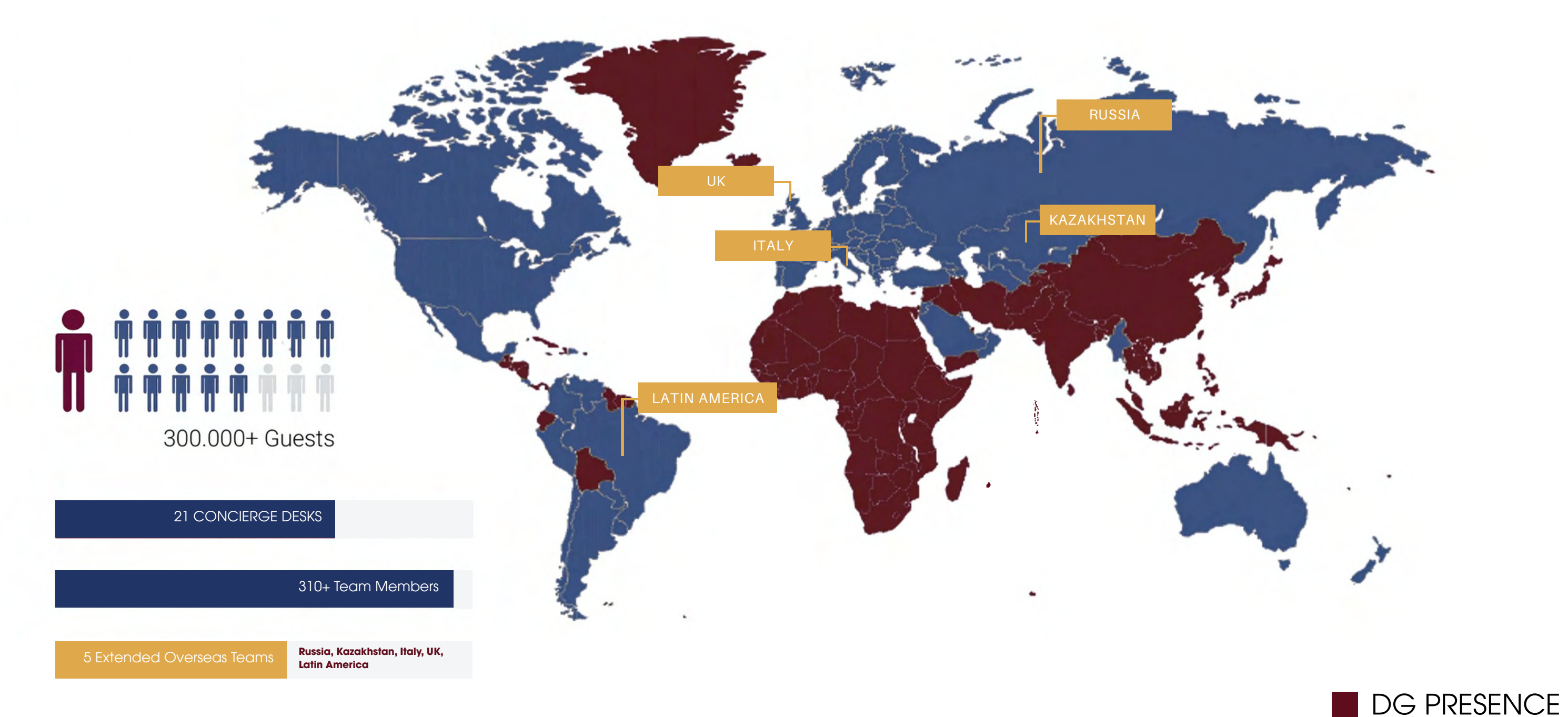
Mauritius features lush forests, waterfalls, and volcanic hills. It offers rich cultural diversity, warm hospitality, exciting outdoor activities, and beautiful beaches. This island destination combines nature and tradition, creating an unforgettable experience for travelers seeking both adventure and relaxation.



## SRI LANKA

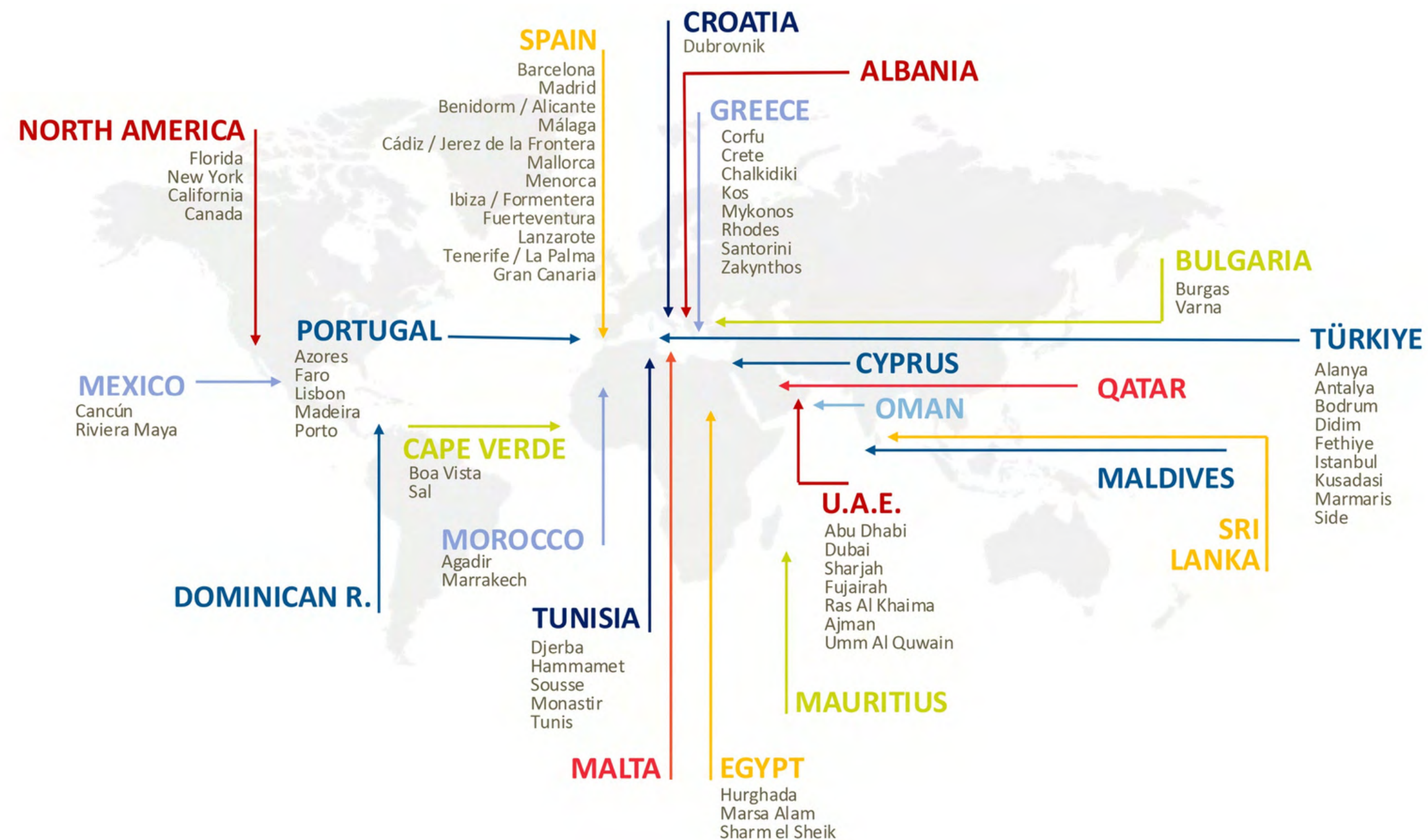
Sri Lanka showcases golden beaches, rolling tea plantations, and ancient temples. It offers diverse wildlife, rich cultural heritage, vibrant festivals, and scenic landscapes. This island invites travelers to explore history and nature, blending adventure and tranquility in a unique tropical setting.

# DG GLOBAL REACH



# DESTINATION NETWORK

**66 DESTINATIONS IN 22 COUNTRIES**



# OUR MAIN SERVICES



DG HOTEL BOOKINGS

DG TRANSFERS

DG EXPERIENCES

DG MICE, GROUPS AND EVENTS

DG GOLF

# OUR CONCIERGE SERVICES



## DG CASTLE HOTELS

Operates 21 service desks, each staffed by our skilled DG team members, who are available 7/7 a week to assist guests. Our team offers support with check-ins and check-outs, flight and transfer confirmations, and is always ready to address any other inquiries or needs guests may have during their stay.



# COLLABORATIVE TECHNOLOGY

We leverage advanced distribution and destination management solutions to deliver a comprehensive suite of services that effectively manage the entire customer lifecycle at the destination.

tkc

Manage bookings, transfers, excursions, complaints, and reports with tools for feedback and quality insights.

tko

Delivers a high-accuracy API with 99.94% uptime, package selling, and XML integration for in-depth product search.

tkx

Browser-based sales tool for transfers, excursions, and activities, integrated with our mid-office system.

tka

A tablet-based sales tool for transfers, excursions, and activities, with printer support on 1,000+ devices, designed for sales reps.

tkr

A user-friendly tool for airport reps, streamlining operations and integrating with our ERP to boost efficiency and eliminate double data entry.

# MEET OUR TEAM



**MOHAMMED SAWALHA**

GROUP CFO



**SAMIR TABBAH**

GROUP CEO



**MERIEM KHELIFI**

GROUP COO &  
HEAD OF MARKETING

# MEET OUR TEAM



**Muhsin Sainudin**  
Head of Commercial -  
Middle East and Indian Ocean



**Jawad Bhalla**  
Director of Contracting &  
Negotiations



**Hayley Wall**  
Director of  
Sales



**Abdul Ghori**  
Head of Commercial -  
MICE & Groups, Middle East



**Andrea Faldella**  
Director Sports  
Department



**Akram Hajjar**  
Director of Business Workflow, IT  
& Process Optimization



**Isa Davenport**  
Human Resources  
Director



**Valeria Pervushevskaya**  
Associate Director of Sales -  
CIS



**Tatiana Drozdova**  
Associate Director of Sales -  
CIS



**Jamal Refaat**  
General Manager -  
Qatar



**Michael Magdy**  
Destination Manager -  
Oman



**Stephane Louise**  
General Manager -  
Mauritius



**Sidonie Antoine**  
Commercial  
Director



**Nalin Malwenna**  
Managing Director, House Of  
Travels & Tourism, Sri Lanka



**Harsha Wickramanayake**  
General Manager -  
Sri Lanka

## DESTINATION OFFICES

### UAE

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OMAN



QATAR



MALDIVES



MAURITIUS



SRI LANKA