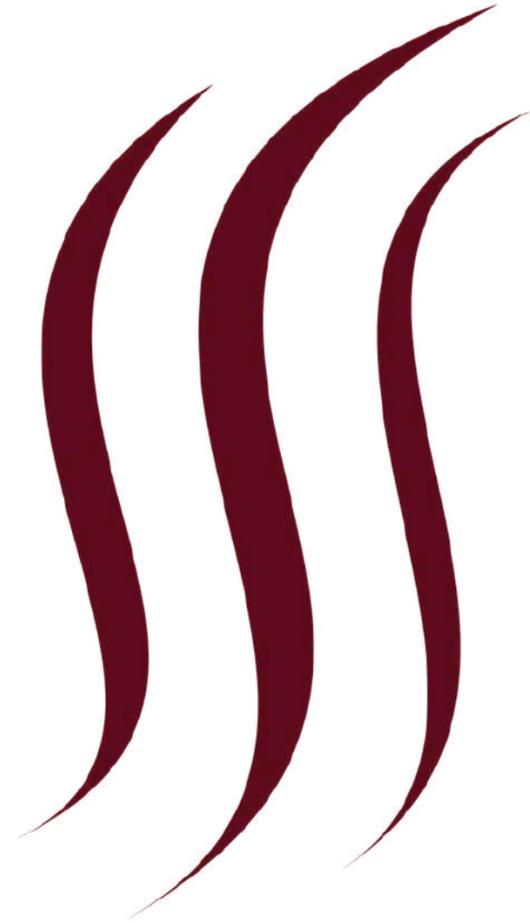




COMPANY PROFILE 2026

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

www.desertgate.ae



desert gate

Part of  Group

TABLE OF CONTENTS

ABOUT US

04

OUR MISSION AND VISION

05

OUR CORE VALUES

06

OUR UNIQUE PILLARS

07

WHY WORK WITH US

08

DESTINATIONS - MIDDLE EAST

09

DESTINATIONS - INDIAN OCEAN

10

DG GLOBAL REACH

11

DESTINATION NETWORK

12

OUR MAIN SERVICES

13

OUR CONCIERGE SERVICES

14

COLLABORATIVE TECHNOLOGY

15

MEET OUR TEAM

16-17

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, 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

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

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 | Sports | Corporate & Leisure Groups | Events | Charters



XML | Hotel Trading | Electronic Distribution | Modern Tour Operators



WHY WORK WITH US

- 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

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

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

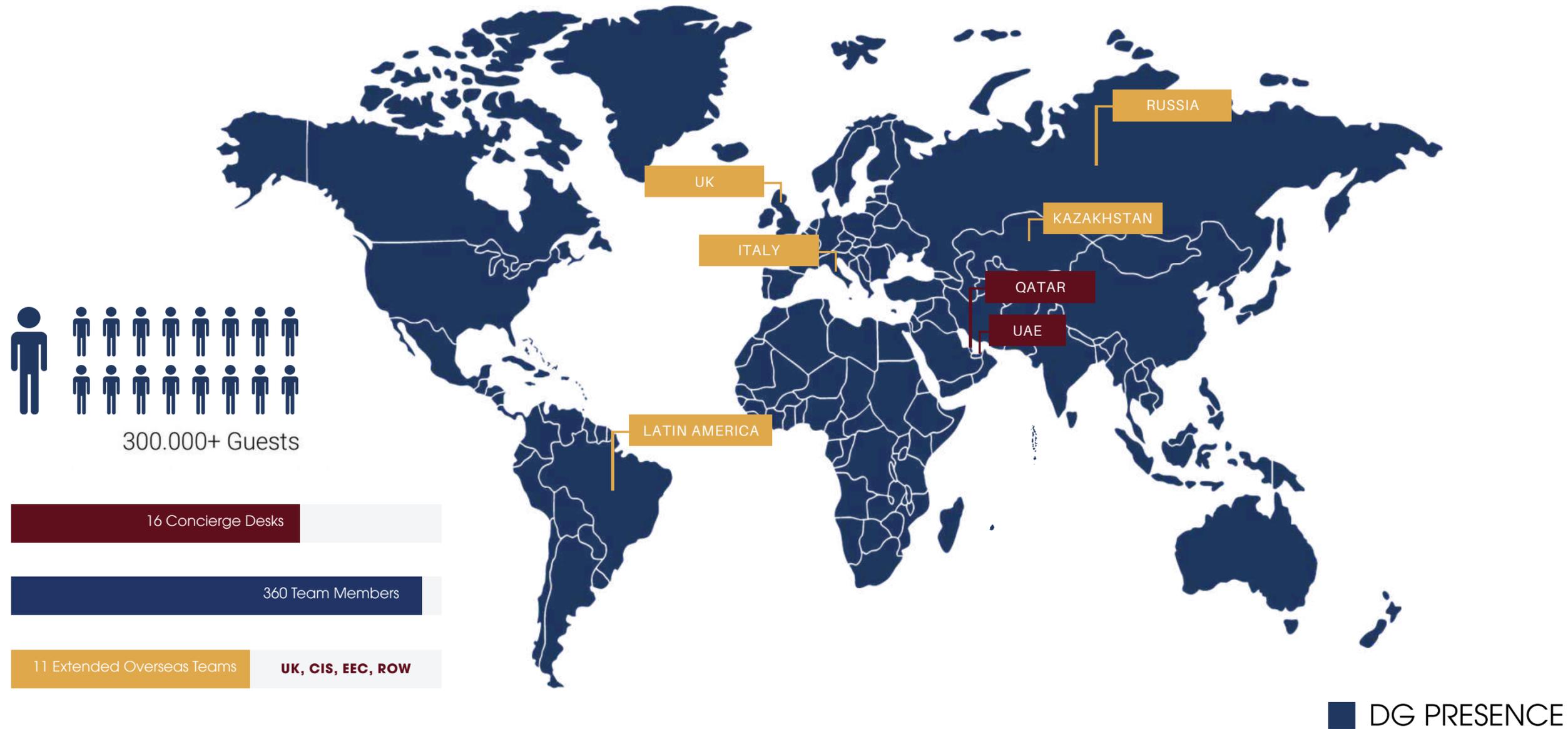
Mauritius features lush forests, waterfalls, and volcanic hills. It offers rich cultural diversity, warm hospitality, exciting outdoor activities, and beautiful beaches. This island destination combines nature and tradition, creating an unforgettable experience for travelers seeking both adventure and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



SRI LANKA

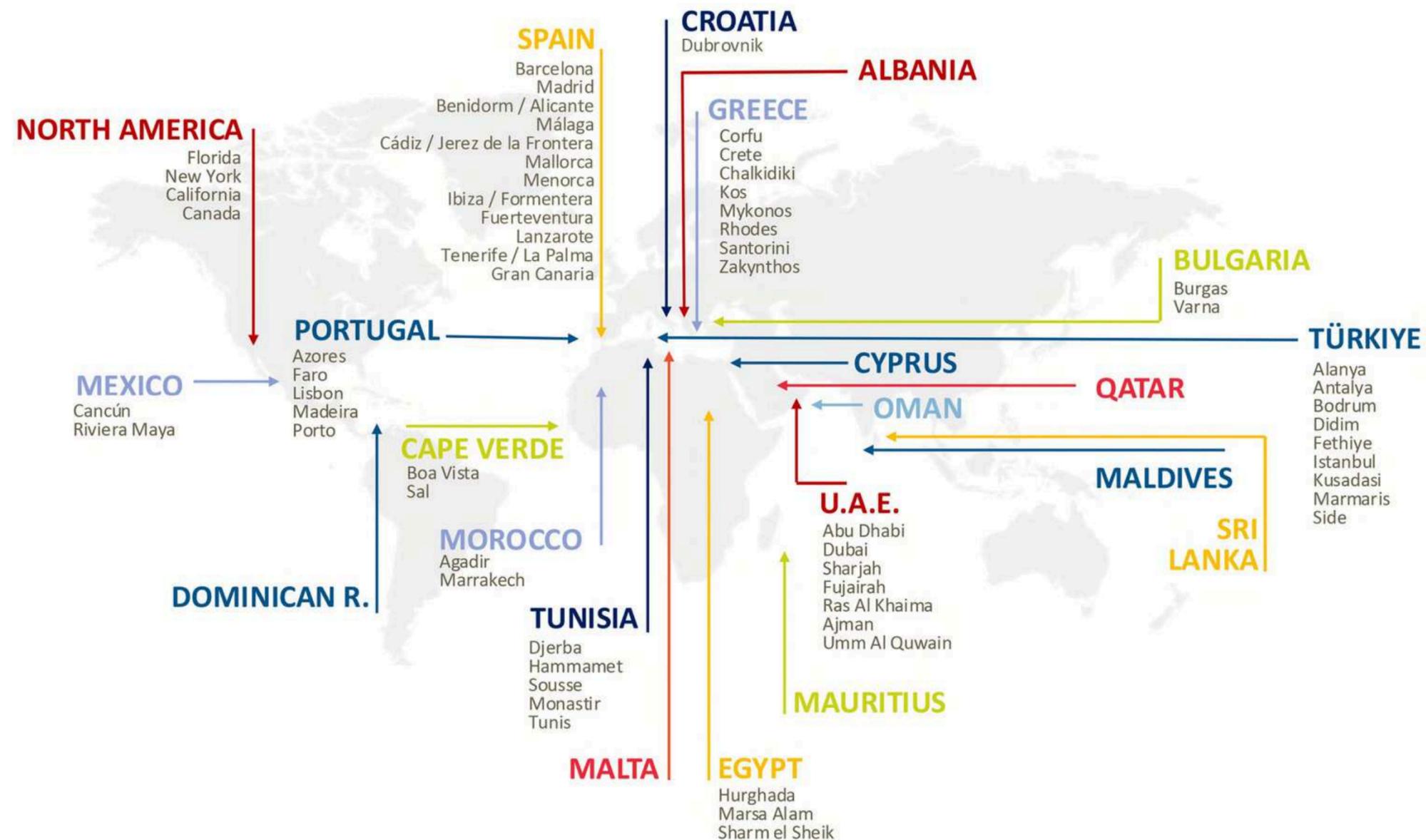
Sri Lanka showcases golden beaches, rolling tea plantations, and ancient temples. It offers diverse wildlife, rich cultural heritage, vibrant festivals, and scenic landscapes. This island invites travelers to explore history and nature, blending adventure and tranquillity in a unique tropical setting.

DG GLOBAL REACH



DESTINATION NETWORK

66 DESTINATIONS IN 22 COUNTRIES



OUR MAIN SERVICES



DG HOTEL BOOKINGS

DG TRANSFERS

DG EXPERIENCES

DG MICE & GROUPS

DG SPORTS

OUR CONCIERGE SERVICES



DG CASTLE HOTELS

Operates 22 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 of 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

I Rise Tower, Executive Entrance 16th Floor, Suite 16 E1 & 16 E2,
Al Barsha P.O. Box 119271 Dubai, UAE
Telephone: +971 4 442 1155

MALDIVES

2nd Floor, Nr: 11204 Nirolhumagu, Hulhumale - Maldives
Telephone: +960 335 7735

OMAN

First Tower Building Number 1983, Way 6829, Block 268 23 North AL Azaiba,
Floor 5 Office 53 Muscat, Sultanate of Oman
Telephone: +968 241 12 000

MAURITIUS

140, Queen Mary Avenue, Floréal, 74107 Mauritius
Telephone: +00230 660 2250

QATAR

West Bay Area – Laffan Tower 28th Floor – Office Number 15 Doha, Qatar
Telephone: +974 33 447 364

SRI LANKA

No - 220, High Level Road, Colombo 6, Sri Lanka.
Telephone: +94 11 276 4764

REPRESENTATION OFFICES

DESERT GATE TOURISM

RUSSIA - Ekaterina Ruchkina
E: moscow@desertgate.ae

KAZAKHSTAN - Julia Kolesnikova
E: kazakhstan@desertgate.ae

ITALY - Maurizio Maggi
E: maurizio.maggi@mm-luxuryconsulting.com

UK - Andrew Morgan
E: am@resort-marketing.co.uk

HELLO ISLANDS - MAURITIUS

EEC - Péter Börcsök
STR CEE Ltd (Managing Director)
E: peter@str-cee.com

FRANCE - Claudia Chevojon/Audrey Latinier
CARRE DESTINATIONS
E: claudia@carredestinations.com / E: audrey@carredestinations.com

GERMANY - Oliver Stinnes
STR Destination Handling GmbH & Co. KG GERMANY
E: o.stinnes@str-destination.de

UK - David Marks
MM & Company
E: david@mm-and-company.co.uk

WORLDWIDE - Huw Tuckett
EUROMIC
E: h.tuckett@euromic.com

MICE REPRESENTATIVES

DESERT GATE TOURISM

CIS - Tatiana Tsvintarnaya
E: mice.moscow@desertgate.ae

UK - Sarah Tennant
E: sales@staryourworld.com

UAE



OMAN



QATAR



MALDIVES



MAURITIUS



SRI LANKA