

# THE DMC NETWORK



**DER**  
Touristik



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# DER DMC WORLD



## BALEARIC ISLANDS



## CANARY ISLANDS



## AMERICAS

- Dominican Republic
- United States

New World Travel  
The America Specialist



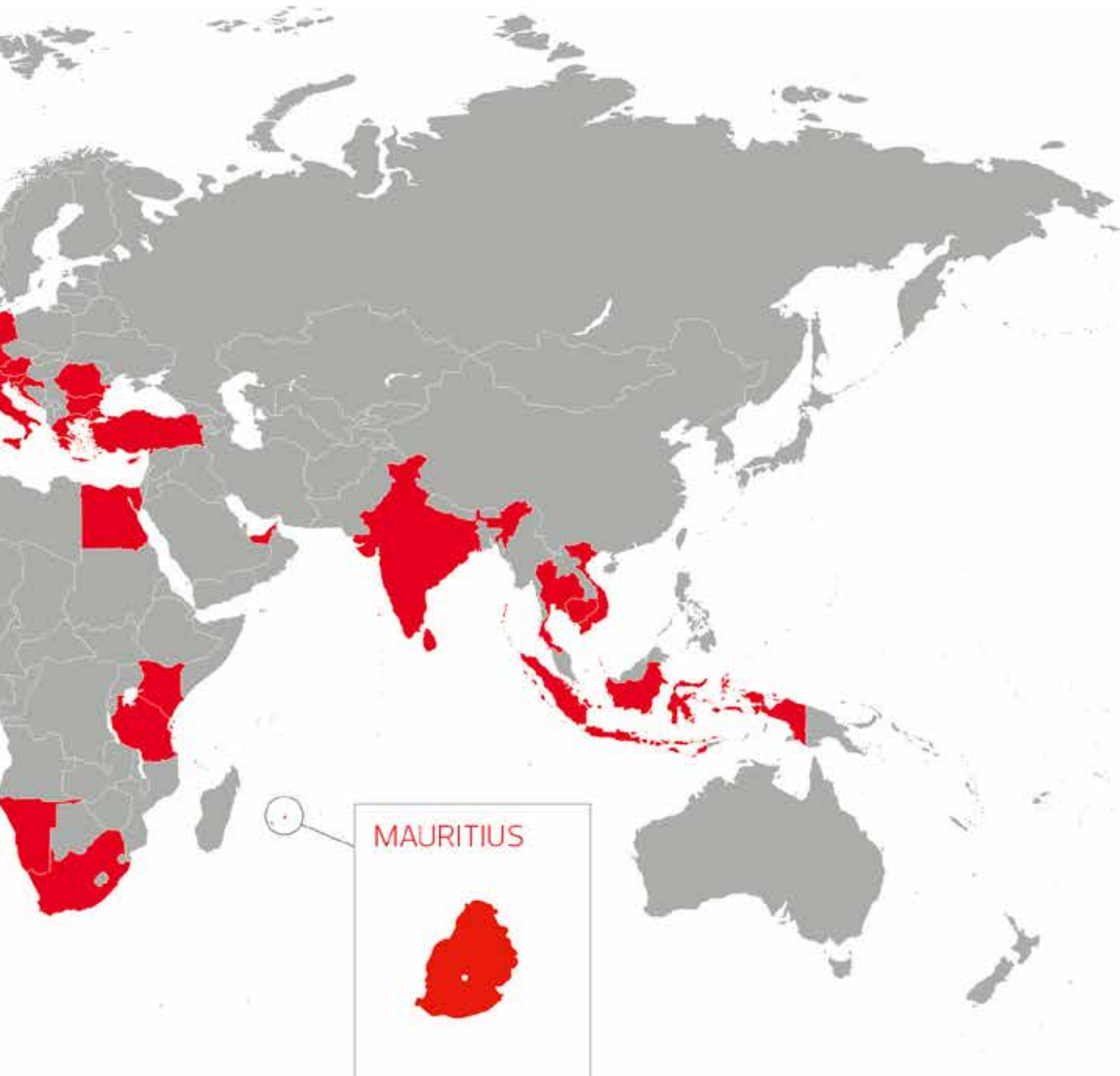
## EUROPE / NORTHERN AFRICA

- |            |           |            |
|------------|-----------|------------|
| ▪ Austria  | ▪ Egypt   | ▪ Portugal |
| ▪ Bulgaria | ▪ Germany | ▪ Romania  |
| ▪ Croatia  | ▪ Greece  | ▪ Slovenia |
| ▪ Cyprus   | ▪ Italy   | ▪ Spain    |



DERVIAGGI





- Switzerland
- Tunisia
- Turkey
- UAE



## SOUTHERN AFRICA/ASIA

- Cambodia
- India
- Indonesia
- Kenya
- Mauritius
- Namibia
- South Africa
- Sri Lanka
- Tanzania
- Thailand
- Vietnam

**Go**Vacation



### **REWE Group**

The REWE Group is one of the leading trade and tourism groups in Europe. With a major focus on its huge retail business, the company generated a total turnover of around 62 billion euros in 2019. Founded in 1927, REWE Group operates 15,000 stores with 360,000 employees in 21 European countries.

The sales lines include REWE, REWE CENTER, REWE CITY and BILLA supermarkets and consumer stores, the discounter PENNY as well toom and B1 Discount Baumarkt DIY stores. There are also the innovative convenience stores (REWE To Go) and e-commerce activities REWE Lieferservice, Zooroyal, Weinfreunde or Kölner Weinkeller.

Besides its core activities in the retail market, REWE Group entered the travel and tourism sector in 1988 when it purchased several travel agencies. REWE Group then continuously expanded its touristic activities in the last decades: it bought ITS and DER in the 1990s and more recent acquisitions would be the Exim Group and the tour operating business of Kuoni Group. Today, the touristic activities of the REWE Group, consolidated under the umbrella of the DER Touristik Group, are considered to be its second most important core business.



### DER Touristik Group

Each year, DER Touristik Group welcomes 8.4 million customers. In order to meet every imaginable demand, the company group relies on a wide range of travel offerings: it can cater to any target group as it unites 20 well-known brands (e.g. Dertour, ITS, Kuoni, Apollo, Exim Tours and Fischer) and about 30 travel specialists (such as Kirker and Manta Reisen) under one roof.

Get to know our Group: [www.dertouristik.com](http://www.dertouristik.com)

Proximity to the customer takes a top priority at DER Touristik Group. With 2,800 travel agencies in Germany, Great Britain, France, Eastern Europe and Switzerland, DER Touristik Group is broadly positioned and ensures personal advice as the most important sales channel. These include successful sales brands such as DER Reisebüro, Derpart, DER Touristik Partner-Service and Kuoni.

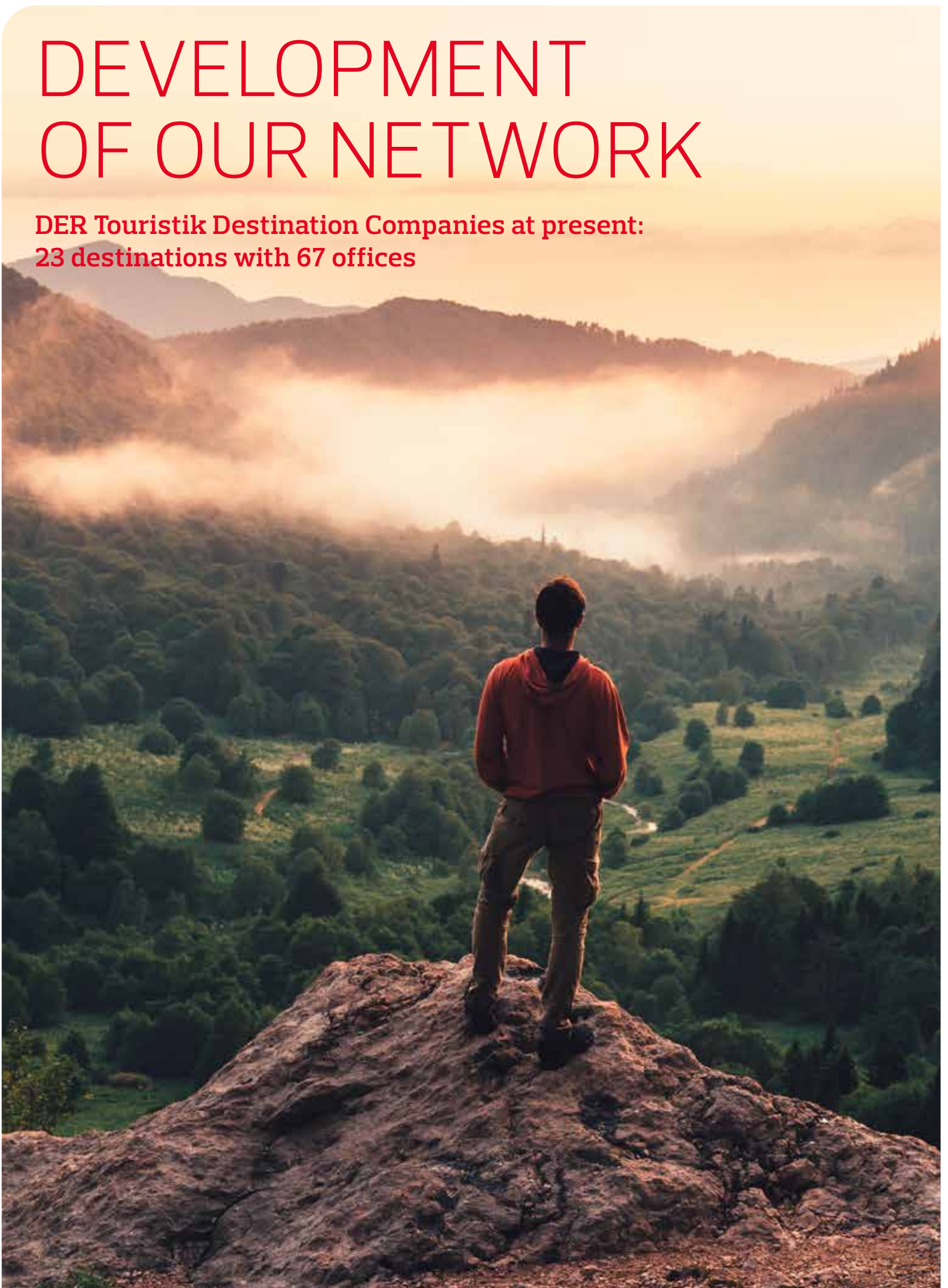
The tour operator programme has something to offer for every customer. With its large number of stationary sales outlets and online travel portals, DER Touristik Group is the European market leader in travel sales. Online sales brands such as [der.com](http://der.com) or [prijsvrij.nl](http://prijsvrij.nl) as well as the tour operator websites form the basis of the digitalisation strategy.

With four hotel brands and the Playitas sports resort in Fuerteventura as well as the Swedish charter airline Novair the DER Touristik Group ensures that every travel wish will come true.

With a cooperation network of **23 destination management companies (DMCs)** and 67 affiliated offices, DER Touristik Group is on site for its customers in tourist destinations.

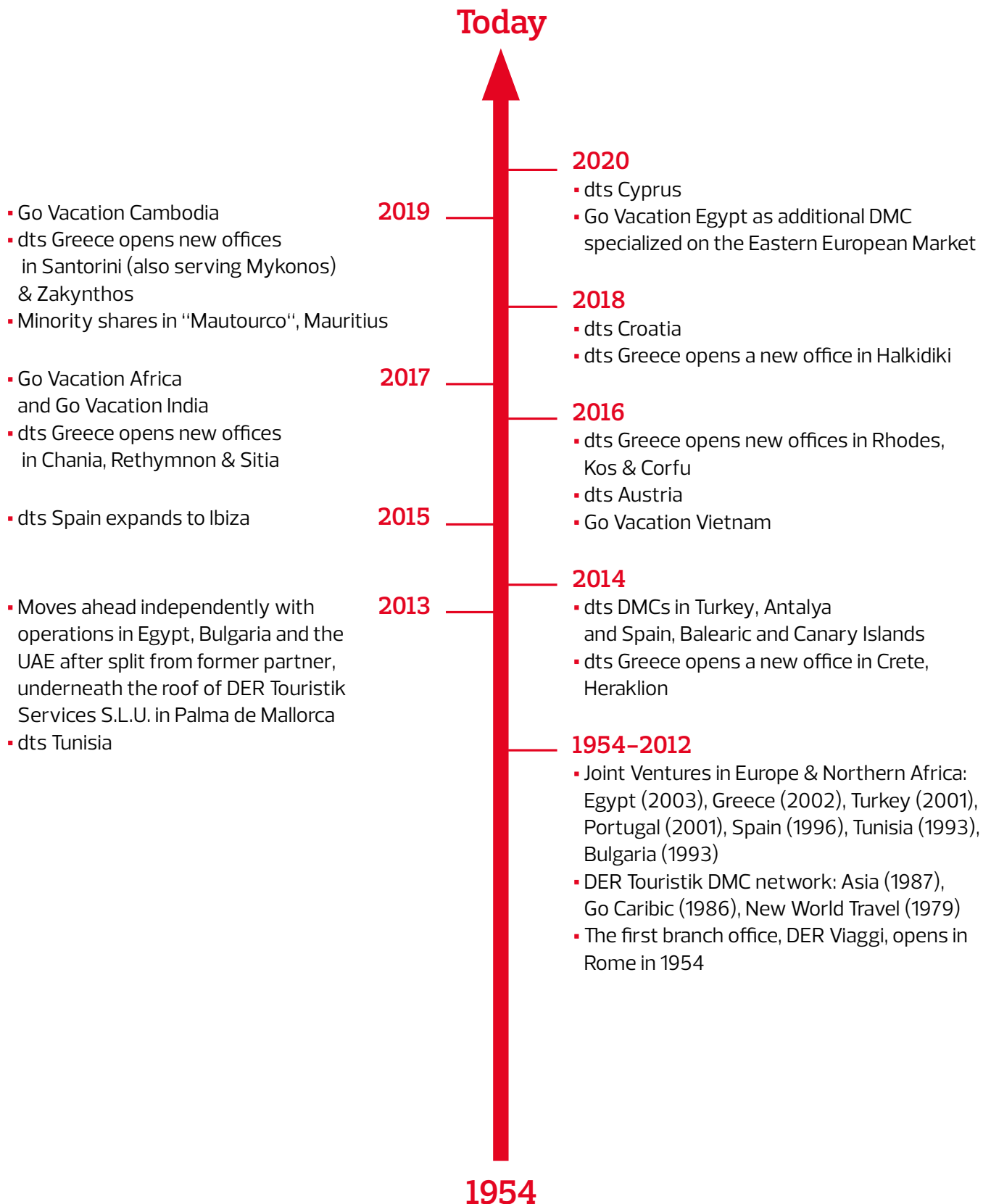
# DEVELOPMENT OF OUR NETWORK

**DER Touristik Destination Companies at present:  
23 destinations with 67 offices**





## One of the key drivers of the DER Touristik strategy is to strengthen and to build the DMC network



# THE DMC HEADQUARTERS

With the DMC headquarters steering all business activities mainly from Germany (Cologne and Frankfurt), further offices in Spain (Palma de Mallorca) and Switzerland (Wilten b. Wollerau) support with truly international teams, underlining our claim as a global player.

Our network of 23 destination management companies (DMCs) currently encompasses around 1,700 employees and 67 offices in 29 destinations worldwide. 4 million guests a year avail themselves of the services we provide. From hotel reservations, to transfers, bookings or other services such as excursions and cultural visits on site, our guests can rely on the DER Touristik Group as a solid partner for their travel arrangements.

We offer anything from high volume-based operations to specialists & tailor-made arrangements, including groups, tours, cultural round trips, MICE-packages, or even our own Nile cruises.

We welcome guests from all over the world, with the majority travelling from Continental Europe, Northern Europe, and the UK. When they go on vacation, we are there to look after them. In addition to our on-site customer support teams, we have built well-established local partnerships to selected hotels and suppliers, to complement us in delivering excellent services for our clients. Our portfolio is not limited to long-haul destinations, but reaches across the globe, showing an equally strong presence across Mediterranean and North African regions. This, as well as our relationships, alliances and connections bundled into the DMC Network as one global partner, under a single roof, is our key to success!



**Uli Sperl,**

CEO Destination Management  
Companies

**“Together with our local partners, we are passionate about delivering the desirable service to all our customers. Boasting one of the largest networks world-wide, we are able to share and leverage extensive local know-how and expertise. We research and explore to develop products and ideas, ultimately delivering authentic and sustainable travel experiences across the globe. And as a member of the DER Touristik Group, we offer unparalleled stability and reliability to all stakeholders. I am proud and honoured to be working with such a brilliant and dedicated team! “**

# OUR DEPARTMENTS



Joe Seip

## Hotel Contracting

For a company which key business is producing and distributing tours, it starts with the contract with a hotel, the fundament for the customer journey, also focusing on the little things that make a big difference. The success of DER Group is based on a strong, internationally and horizontally aligned hotel contracting team, which puts the customers first in everything we do to make promises come to life. We combine decades of international experience and excellent business relationships across all destinations worldwide in order to ensure the ideal product mix at optimal conditions.



Markus Moschner

## Sales/Marketing/Operational Excellence

In support of our strategy of continuous growth and improvement, we cater to the needs of our partners, from small unique to mass market tour operators. Besides delivering basic incoming services, such as transfers, excursions or customer care, we also feature a successfully implemented Bed Bank enabling seamless Dynamic Production. An increasingly important part of our business is dedicated to Groups & MICE experts as well as Specialists for tailor-made travel arrangements. A fourth pillar offers a number of additional services, where shared quality service centres and process optimisation are key, ultimately striving for Operational Excellence.



Friedrich Blume

## Strategy/Projects/Operations

Responsible for all strategic and operational projects of the DMC network, including its expansion as well as the optimization of destination set-ups. In addition, the team links between the different DER Touristik Group operating units with the in-destination teams e.g. with respect to customer care including all related processes as well as materials in the destination.



Dominik Roof

## Finance/Controlling

The central finance department of the DMC network, based in Cologne and Palma de Mallorca, is responsible for the consolidation of the subsidiaries and the reporting to the management. Furthermore, the finance colleagues support the DMCs in all planning and reporting matters as well as in fulfilling compliance and in risk management requirements.



Raha Mozaffarian, Lisa Jansen

## Support

The support team coordinates and supports daily business activities, it also looks after all corporate responsibility matters in the destinations, administration of personnel matters and various partner events. Last, but not least, it ensures a seamless communication between the DER Touristik Group, all DMCs and its departments and the authorities.

# A STRONG PARTNER



### **From small unique to mass market tour operators**

Our client portfolio includes more than 100 tour operators, from low to high customer volumes, from mainstream to specialists' programmes, and budget to luxury products. We welcome customers from over 40 countries world-wide. With the majority originating from Northern and Continental Europe, we also serve travellers from the UK, Southern Europe, MENA or even China.

### **Bed bank & dynamic production**

Responding to the requirements of our clients, we connect a wide range of travel products and give business solutions to inbound and outbound tour operators. We build strong relationships on both ends of the travel chain, so that we can provide products, services and solutions that help our clients grow – in-house or third-party, small and mass markets alike.

Because of our global IT-experts and technology partners, we are able to offer a broad array of product management support: above and beyond local market expertise and knowledge, we support with pricing/tariff and internet booking engines for travel agencies (B2B) with dynamic packaging, CRM, ERP, a reporting and business intelligence framework, as well as XML API connectivity with real time web-service and cache-based solutions.

For us, it's all about flawless communication for our clients: from tour operator to customer and service provider, back and forth.

### **Services & operational excellence**

In a number of selected local Service Hubs / Shared Quality Service Centres we leverage the expertise and infrastructure of our local units. In the best-suitable destinations, together with dedicated teams matching the required profile, we execute and deliver services near-shored or outsourced by in-house as well as third party clients, e.g. in the area of day-to-day operations, data management or accounting.

Operational Excellence is pivotal to everything we do. Hence, challenging ourselves and enhancing data quality is an ongoing exercise. More than ever relevant to today's technology driven and rapidly changing business models, we continuously review, improve and fine-tune our processes while focusing on our customers' needs.

# GROUPS & MICE



From the first idea to the final execution: with many years of experience, our global DMC network is the ideal partner for specialists travel & tailor-made group tours, special travel programmes, cultural round trips, meetings, incentives, conferences & events (MICE) in our destinations.

Our local, professional and multilingual teams in the destinations have excellent knowledge and take care of each group or event with the utmost attention and detail. We are connected to a powerful local network of partners in order to design individually tailored programmes and events.

Our dedicated teams plan, manage and supervise any group from the first stage onward, all with the sole purpose of inspiring and creating wonderful experiences.



**GROUPS**  
**TRAVEL PROGRAMMES & TOURS**  
**CULTURAL ROUND TRIPS**



**MEETINGS**  
**CONFERENCES & CONVENTIONS**  
**EVENTS**



**INCENTIVES**  
**TEAMBUILDING**  
**COACHING & TRAINING**



**SPECIALISTS TRAVEL ARRANGEMENTS**  
**INDIVIDUAL TAILOR-MADE REQUESTS**

**Contact Details:**

DER Touristik Services S.L.U.  
Calle Genil 30, 2-3ª Planta  
Poligono Son Fuster  
07009 Palma de Mallorca  
Tel. +34 971 472 349

**International coordination:**

[info@dtsservices.travel](mailto:info@dtsservices.travel)

# OUR DMCs







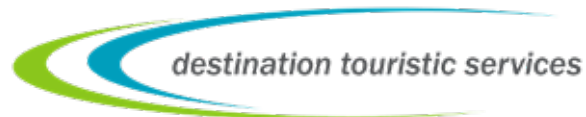
## AUSTRIA



**"It's all about people,  
it's all about service."**

**Alen Petrovic**

Managing Director Austria  
destination touristic services



**Welcome to Austria!**

Based in Salzburg, dts Austria is a destination management company specialised in self-drive holidays in Central Europe. We offer the full range of touristic services in several destinations: Austria, Bavaria (Germany), South Tyrol (Italy), Switzerland and Slovenia.

dts obtains extensive purchasing power and our contract managers gained substantial experience in contracting in various destinations. Contracting in car-bound destinations is quite challenging and we are proud to offer a professional and dedicated team to face this challenge. Each of our destinations has individual characteristics. With local knowledge and a good understanding of our clients' needs, our staff is dedicated to give our guests the best possible experience in our destinations. We create individual and tailor-made products, roundtrips, transfers as well as attractive special offers like ski rental and ski school just to name a few.

Being part of the DER Touristik combines the advantages of an international group with the ability to provide individual and personal services to all of our customers.



### **dts Austria at a Glance**

**Foundation:** 2016  
**Employees:** 39  
**Offices:** 1

### **Business Activities:**

- Allotment Handling
- B2B Online Booking System
- Bedbank – Dynamic Production
- Brochure Production
- Excursions
- Groups
- Hotel Contracting
- Individual & Special Interest Tours
- MICE
- Ski Rental/School & Lift Passes
- Tailor-Made Programmes
- Transfers
- Yield Management



### **Contact Details:**

destination touristic services incoming GmbH  
 Josef-Lindner-Straße 3/1. OG  
 A-5071 Wals/Salzburg  
 Tel. +43 662 850 850-0  
 Fax +43 662 850 850-77

### **Request your tailor-made quote now:**

[www.dtservices.travel/destinations/central-europe/austria/incoming.at@dtservices.travel](http://www.dtservices.travel/destinations/central-europe/austria/incoming.at@dtservices.travel)

### **dts Austria serves further destinations:**

Austria, Bavaria (Germany), Slovenia, South Tyrol (Italy), Switzerland

# BULGARIA



**"We are telling stories about Bulgaria, putting our hearts in what we do best - hospitality!"**

## **Kalin Sutev**

Managing Director Bulgaria destination touristic services

## **Welcome to Bulgaria!**

Our story began back in 1993 as the first travel agency of the German tour operator ITS in Bulgaria. We have been working in trustworthy partnership with the local tourism industry for almost 25 years now promoting the beauty and uniqueness of our country.

Visit Bulgaria and your days here will be bathed in sunlight and the pervasive aroma of the sea. Small charming alleyways and quaint little shops on the seashore offer timeless tranquility.

Every time you open that small bottle of rose oil, the aroma will bring you back to the beautiful Rose Valley of Kazanluk. Taste the one and only Bulgarian yogurt in the country where it first originated.

The unique Bulgarian cuisine combines the best of several worlds – oriental tradition, European influences and exotic Balkan tastes. The Mystery of the Bulgarian Voices is part of Planet Earth's message to the Universe on board of Voyager, it will make you realize that we are connected in so many mysterious ways.



**dts Bulgaria at a Glance**

**Foundation:** 1993  
**Employees:** 54  
**Offices:** 3

**Business Activities:**

- Excursions
  - Groups
  - Hotel Contracting
  - MICE
  - Representative Services
- Roundtrips
  - Special Interest Tours
  - Transfers



**Contact Details:**

destination touristic services Ltd.  
5 Dunav Str.  
9000 Varna, Bulgaria  
Tel. +359 52 620 995  
Fax +359 52 620 996

**Request your tailor-made quote now:**

[www.dtservices.travel/destinations/bulgaria](http://www.dtservices.travel/destinations/bulgaria)  
[bulgaria@dtservices.travel](mailto:bulgaria@dtservices.travel)

**Further Offices:**

Golden Sands office, Sunny Beach office

# CROATIA



**“Feel life the Croatian way – memories will remain!”**

**Alen Petrovic**

Managing Director Croatia destination touristic services

## **Welcome to Croatia!**

The young and dynamic team of local touristic professionals evolved out of the former DER Touristik sub-agency in Croatia AL-PE. Services LTD, became a new member of the DER Touristik Group on July 1, 2018 as the local DMC destination touristik services d.o.o.

Destination touristik services d.o.o. offers touristic services and products in their 3 offices down the coastline in Croatia's Adria. The head office in Pula is followed by 2 branch offices, one in the Split area and one in Makarska. The company specialised on the tour operator's destination services and it will develop and extend to the third party business segment soon. In this way it is aiming to become one of the main local DMCs with a broad network background. On top of that it is also in a good market position and offers an attractive range of products.

The quality of the products and services is the top priority in our new DMC. That way we ensure to satisfy the needs of our B2B partners and to fulfill the expectations of all our clients in the destination Croatia.



**dts Croatia at a Glance**

**Foundation:** 2018  
**Employees:** 20  
**Offices:** 3

**Business Activities:**

- Car Rentals
- Excursions
- Family Holidays
- Groups
- Honeymoons & Weddings
- Hotel Contracting
- MICE
- Representative Services
- Roundtrips
- Special Interest Tours
- Tailor-Made Programmes
- Tour Guide Services
- Transfers



**Contact Details:**

destination touristic services  
Labinska 2 C  
52100 Pula  
Tel. +385 52 443 227  
Fax +385 52 443 128  
SOS-Number: +385 99 4443355

**Request your tailor-made quote now:**

[www.dtservices.travel/destinations/croatia/](http://www.dtservices.travel/destinations/croatia/)  
[info.hr@dtservices.travel](mailto:info.hr@dtservices.travel)

**Further Offices:**

Makarska, Split Area



# CYPRUS



**“ ‘Kalos Orisate’  
meaning a warm  
Welcome to Cyprus!  
340 days of sunshine  
a year, rich history and  
cultural heritage and  
friendly people!”**

**Christos Asprou**

Managing Director Cyprus  
destination touristic services



## **Welcome to Cyprus!**

Cyprus is the 3rd biggest island in the Mediterranean sea, a place to visit during all seasons and for many reasons.

Established in 2002, DTS Cyprus/Summertimes Travel became one of the largest incoming agencies in Cyprus, representing since years several tour operators from different European countries.

We pride ourselves in promoting a positive image and the profile of our principals: offering excellent 24/7 quality service, and fulfilling all special requirements, specializing in various forms of tourism such as Agrotourism, Sports and many more.

Operating our own bus excursions in different languages with experienced and qualified guides and drivers makes us an expert in this field.

Our main characteristics include a high sense of competitiveness, strong supplier relationships, outstanding networking, excellent business reputation and the ability to effectively handle a range of volume clients. Particularly, we have the strong ability to secure beds in well-located and popular establishments with attractive rates.



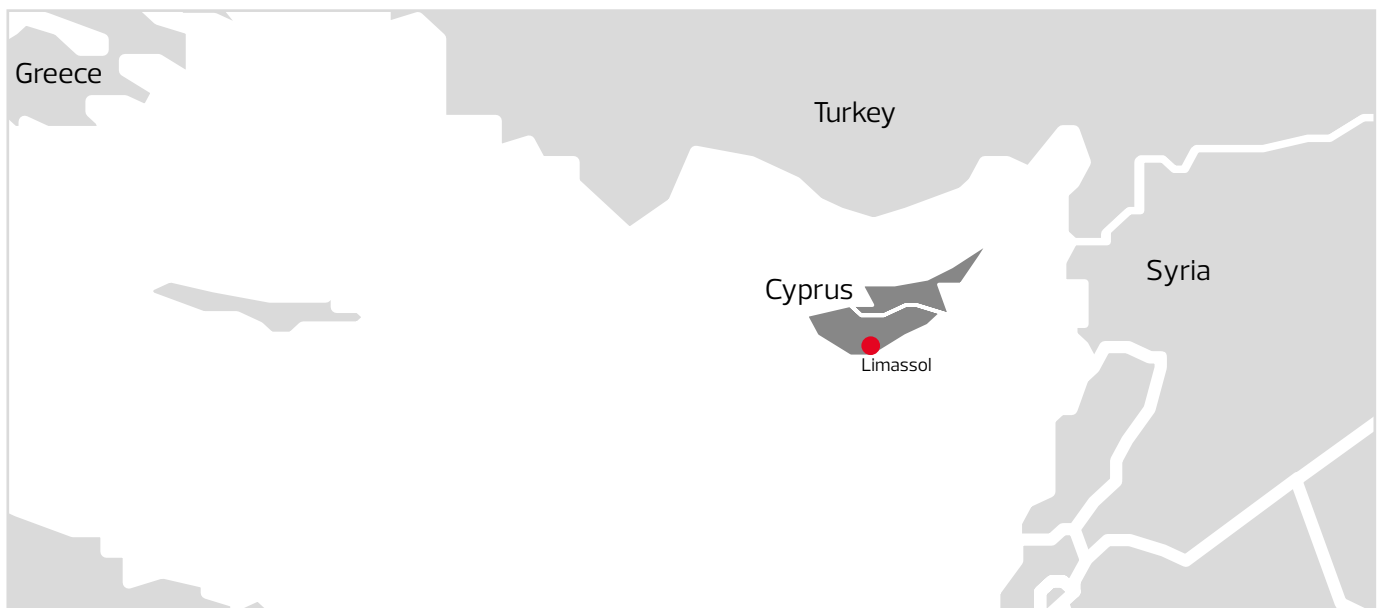


**dts Cyprus at a Glance**

**Foundation:** 2002  
**Employees:** 30  
**Offices:** 1

**Business Activities:**

- Biking
- Boat Trips
- Excursions
- Football Training
- Golf
- Groups
- Hotel Contracting
- Hotel Reservation
- Individual Requests, Special Interest Tours
- Inventory & Special Offers
- Jeep Safari
- MICE
- Representative and Airport Services
- Scuba Diving
- Sports Holidays
- Transfers
- Walking Tours
- Weddings & Honeymoons
- Weekly Roundtrips
- Yacht Chartering



**Contact Details:**

destination touristic services  
DTS Cyprus Limited  
9, Ayiou Athanasiou Ave.  
4102 Limassol  
Tel. +357 25812 222

**Request your tailor-made quote now:**

<https://dtservices.travel/destinations/cyprus/>  
[christos.asprou@dtservices.travel](mailto:christos.asprou@dtservices.travel)

# GREECE



**"Greece is a very diverse destination where every island is different and unique."**

**Jannis Papadakis**

Managing Director Greece  
destination touristic services



## **Welcome to Greece!**

Greece, officially the Hellenic Republic, borders Albania, Bulgaria and Turkey, and is surrounded by the Aegean Sea, the Ionian Sea and the well-known Mediterranean Sea. The population is around 11 million, with the capital Athens being the largest city. Greece features a vast number of islands – approximately 1,400 and every island is different and unique.

Greece has been a major tourist destination and attraction in Europe since antiquity. It is known for its rich culture and history, which is reflected in large part by its 18 UNESCO World Heritage Sites.

The headquarters of dts Incoming Hellas Touristic Services are located in Heraklion – Crete. Our branch offices are situated in Crete (Chania, Rethymnon, Sitia), Santorini (Cyclades), Rhodes, Kos, Corfu, Zakynthos and Chalkidiki. Every destination offers its guests different and unique things, from its cultural heritage and its Ottoman past to its diverse nature and landscapes with countless beautiful beaches.



### dts Greece at a Glance

**Foundation:** 2014  
**Employees:** 85  
**Offices:** 10

### Business Activities:

- Airport Services
- Car Rentals
- Cruise Handling
- Diving
- Excursions
- Family Holidays
- Groups
- Golf
- Hotel Contracting
- Hotel reservation
- Individual Tours
- Inventory & Special Offers
- MICE
- Online Bed Banking
- Representative Services
- Special Interest Tours
- Transfers



### Contact Details:

dts Incoming Hellas  
Kazantzidi & Vosporou 13  
71601 Nea Alikarnassos  
Heraklion, Crete  
Tel. +30 2810 335500  
Fax +30 2810 224601

### Request your tailor-made quote now:

[www.dtservices.travel/destinations/greece/](http://www.dtservices.travel/destinations/greece/)  
[info.gr@dtservices.travel](mailto:info.gr@dtservices.travel)

### Further Offices:

Crete: Chania, Rethymnon, Sitia; Santorini (Cyclades),  
Rhodes, Kos, Corfu, Zakynthos, Chalkidiki



Patrizio Appolloni, Friederike Alber  
Commercial & Operations Directors

**“All roads lead to Rome and Italy. Our company supports you in every step of your journey.”**

**Stefan Christ**

Managing Director  
Deutsches Reisebüro s.r.l. Rom

## DER VIAGGI

### Welcome to Italy!

DER Viaggi, a long presence in Italy. In 1954, the very first DER branch office abroad was opened in Rome, Italy, to assist German travellers arriving in this country. Italy is one of the leading touristic destinations in the world, with more than 52 million of arrivals in year 2016.

After more than 63 years of presence in this country we know its culture, its mentality and its way of handling business very well. As a German company, we stick to the meaning of being reliable, punctual and concrete in all aspects of our business relationships with our partners as well as those with our final suppliers. We deliver high quality with creativity, flexibility and a great dynamism – these are the fundamental skills of our modern company. All of this, combined with the strength of the DER Touristik Group, our sole shareholder, made DER Viaggi become one of the most renowned inbound operators in Italy.



### DER Viaggi at a Glance

**Foundation:** 1954  
**Employees:** 28  
**Offices:** 1

### Business Activities:

- Air/Rail/Sea Tickets
- Cultural & Study Tours
- Excursions
- Family Holidays
- Groups
- Hotel Contracting
- IATA Travel Agency Services
- Individual Travel
- MICE
- Pilgrim Travel & Religious Events
- Special Interest Tours
- Transfers
- Tailor-Made Programmes



### Contact Details:

DEUTSCHES REISEBUERO s.r.l.  
DER Viaggi  
Piazza dell'Esquilino, 28/29  
00185 Roma RM, Italy  
Tel. + 39 06 48 27 531  
Fax + 39 06 48 70 388

### Request your tailor-made quote now:

[www.derviaggi.it](http://www.derviaggi.it)  
Individual Services: [incoming@derrom.it](mailto:incoming@derrom.it)  
Group & MICE Requests: [groups@derrom.it](mailto:groups@derrom.it)

# PORTUGAL



**"We work with our heart and mind to make our clients stronger and proactively enable their growth. We do not waste opportunities and if they don't exist, we create them!"**

**Raquel Oliveira**

Managing Director Portugal  
MTS Globe

## **Welcome to Portugal and Cape Verde!**

Portugal and Cape Verde attracts visitors from all over the world. With an exceptional range of different landscapes, lots of leisure activities and a unique cultural heritage, where tradition and modernity blend together in perfect harmony. Its superb cuisine, fine wines and hospitable people make this a tourist paradise of the highest quality.

Portugal and Cape Verde are a perfect holiday destination all year round. The DMC in Portugal was founded in 1991. We serve major tour operators in all European source markets, most of them with technical integration. Being one of the major players in the Portuguese market, our customers benefit from our highly competitive hotel prices. We offer all classical incoming product lines in addition to tailor made round trip programs, group programs and standard shuttle services. We secure high service levels through our privately owned bus fleet.

The team is built of employees with a diverse cultural background as well as staff from our region. Portuguese, English, German, Spanish, Italian, French, Polish, Russian and Czech are languages spoken among our staff. We have the philosophy "tailor made offer", as the satisfaction of our client is our reason to exist and our motivation to work. We offer all imaginable destination-related services as well as being specialists in Groups & Incentives.

MTS Portugal is a joint venture between DER Touristik (minority shareholder) and MTS Globe.



### MTS Globe Portugal at a Glance

**Foundation:** 1991  
**Employees:** 115  
**Offices:** 7

### Business Activities:

- Activities
- Airport Services
- Excursions
- Groups
- Hotel Contracting
- Hotel Reservation
- MICE
- Representative Services
- Round Trips
- Special Offers
- Transfers



### Contact Details:

MTS Globe  
Rua Alexandre Herculano n°9  
8000-204 Faro  
Tel. +351289 898 920

### Request your tailor-made quote now:

[www.mtsglobe.com](http://www.mtsglobe.com)  
[Raquel.oliveira@mtsglobe.com](mailto:Raquel.oliveira@mtsglobe.com)

### Further Offices:

Lisbon, Porto, Funchal (Madeira), Ponta Delgada (Azores), Sal and Boavista (Cape Verde)

# SPAIN



**“There is only one way of doing things: right.”**

**Eduardo Zamorano**

Managing Director Spain  
destination touristic services



**Welcome to Spain!**

destination touristic services Spain offers solid and efficient business processes and a strong organisational culture to a network of tour operators, agencies and MICE specialists (B2B). We are a young DMC with a team of professionals that offer more than 20 years of experience in tourism and destination management. Our team is fully committed to meet our clients' requirements by adapting to all different kinds of business models and employing their experience and efficiency to provide every client with a high quality service at competitive rates.

dts Spain operates on the Balearic Islands (Mallorca, Ibiza, Menorca) and the Canary Islands (Gran Canaria, Tenerife, Lanzarote, Fuerteventura, El Hierro, La Gomera and La Palma) with its own structure and teams. Besides the classical services such as accommodation, excursions and transfers, dts Spain enriches its service range with airport service as well as group and incentive programmes. Through XML integration we make sure that all our services are available for our online clients as well.



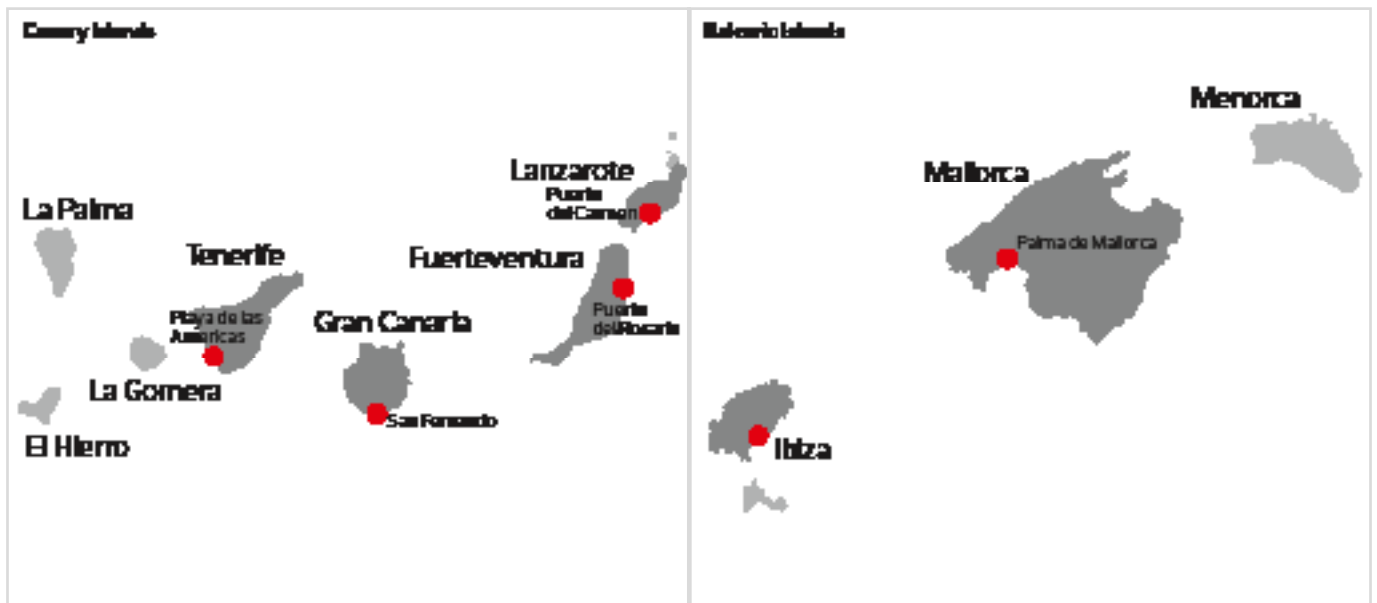


### **dt's Spain at a Glance**

**Foundation:** 2014  
**Employees:** 160  
**Offices:** 6

### **Business Activities:**

- Airport Services
- Excursions
- Groups
- Hotel Contracting
- Hotel Reservation
- Individual Requests
- Inventory & Special Offers
- MICE
- Representative Services
- Special Interest Tours
- Team Building
- Transfers



### **Contact Details:**

destination touristic services  
Calle Genil 30, 2-3ª Planta  
Polligono Son Fuster  
07009 Palma de Mallorca  
Tel. +34 971 472 349

### **Request your tailor-made quote now:**

[www.dtservices.travel/spain/](http://www.dtservices.travel/spain/)  
[info@dtservices.travel](mailto:info@dtservices.travel)

### **Further Offices:**

**Balearic Island:** Ibiza, Mallorca  
**Canary Islands:** Fuerteventura, Gran Canaria, Lanzarote, Tenerife

# TURKEY



**"Turkey is a country which is combined with history, culture and extraordinarily natural beauties."**

**Hakan Ketenci  
Ertan Sakalli**

Managing Directors Turkey  
destination touristic services

## **Welcome to Turkey!**

With ancient cities hidden among forests with oxygen-rich air, Antalya is a holiday paradise offering much more than one might expect. Because of the archaeological and natural riches of the area, Antalya is also known as the Turkish Riviera.

The main area of interest in the city is the central old quarter within the Roman walls, known as Kaleiçi, and there are many good museums. As a dts we have 4 branches in Antalya, Side, Alanya and at the International Terminal. We also cooperate with our partner company in the Aegean Region. We would be pleased to host you too in the best way possible.

In order to provide the best holiday to their guests, dts goes on expanding its services and the professional team on a daily basis to get to know every guest's need from a to z such as airport transfers, comfortable accommodation and much more.

We invite you to come and turn the pages of the great history and civilisations, archaeology and nature of the discovery book formed by Turkey.



### **dts Turkey at a Glance**

**Foundation:** 2014  
**Employees:** 150  
**Offices:** 3

### **Business Activities:**

- Diving
- Excursions
- Family Holidays
- Groups
- Golf
- Honeymoons & Weddings
- Hotel Contracting
- Individual Tours
- MICE
- Representative Services
- Special Interest Tours
- Transfers
- Tailor-Made Programmes



### **Contact Details:**

destination touristic services  
Gebizli Mah. Termessos Bul. BY Plaza no: 50/A  
Muratpaşa, Antalya  
Tel. +90 242 212 02 02  
Fax +90 850 201 08 43

### **Request you tailor-made quote now:**

[www.dtservices.travel/destinations/turkey/](http://www.dtservices.travel/destinations/turkey/)  
[tr.info@dtservices.travel](mailto:tr.info@dtservices.travel)

### **Further Offices:**

Alanya, Side

## EGYPT



**"Egypt is amazing,  
cultural, beautiful and  
unique, one of the  
greatest travel  
destinations in the  
world."**

**Nora Ali**

Managing Director Egypt,  
Masters Travel Service



### **Welcome to Egypt!**

Masters Travel Service is Egypt's premier Destination Management Company (part of the dts holding). 7 offices cover 6 major resorts and over 30 years of tourism experience help us understand what our clients, our partners and our guests need.

This iconic destination has captivated the imagination of travellers from across the globe. Our excursion itinerary showcases the best of Egyptian culture, from the ancient and contemporary to the relaxing and adventurous, from quad biking the desert to diving the Red Sea – we offer a great combination of packages to suit any traveller.

Our multinational team of professionals provides exemplary services that enhance any stay. We offer a portfolio of 350+ 5\* hotels, our own 5\* luxury Nile Cruise plus our own transportation fleet. We ensure that every aspect of service delivery is taken care of from the moment of arrival.

Masters Travel Service is committed to provide outstanding service with our unique personal touch. Our clients range from Europe's largest tour operators to individual travellers. Our friendly and dedicated team is at hand to make sure every stay is a memorable one.



**Masters Travel Service at a Glance**

(part of the dts holding)

**Foundation:** 2003

**Employees:** 270

**Offices:** 6

**Business Activities:**

- Diving
- Excursions
- Family Holidays
- Full Back Office Support
- Golf
- Groups
- Honeymoons
- Hotel Contracting
- MICE
- Individual Tours, Roundtrips
- Nile Cruises
- Special Interest Tours
- Sports Holidays
- Tailor-Made Programmes
- Transportation fleet
- Transfers



**Contact Details:**

Masters Travel Service  
 5 Airport Road  
 Hurghada, Red Sea, Egypt  
 Tel. +2 065 3553160-65  
 Fax +2 065 3553166

**Request your tailor-made quote now:**

[www.mastertravelservice.com](http://www.mastertravelservice.com)  
[info@mastertravelservice.com](mailto:info@mastertravelservice.com)

**Further Offices:**

Aswan, Cairo, Luxor, Marsa Alam, Sharm el Sheik

# EGYPT



**GoVacation**  
Egypt

### Welcome to Egypt!

Specialised in receiving and handling guests from Eastern Europe, we understand the requirements of our clients and partners. We secure best rates in our partner network across Egypt and provide excellent and high-quality service.

**"Egypt is the land of the oldest civilizations and provides sun, sea & sights."**

**Sarkis Kezelian**  
Managing Director,  
Go Vacation Egypt

As a full-service DMC we at Go Vacation Egypt excel in hotel and venue finding, in addition to careful planning and operating all your needs with a superior service.

We take the regular meet and greet services to another level. Our dedicated, well trained multilingual representatives will devote all their efforts, armed with a fleet of up to date coaches, buses and limousines, to deliver professional and punctual services.

Our organisation provides a DMC to travel professionals for B2B e.g. Cruise Companies, Incentive Travel Companies, Associations and many more.

We plan and manage logistical elements of all guest movements including safety concerns, timing requirements, service level and financial consideration.

With our professional team, we provide the best holiday to our guests!



### Go Vacation Egypt at a Glance

**Foundation:** 2020  
**Employees:** 50  
**Offices:** 6

### Business Activities:

- Excursions
- Groups
- Hotel Contracting
- Hotel Reservation
- Individual Requests
- Inventory & Special Offers
- MICE
- Nile Cruises
- Representative and Airport Services
- Special Interest Tours
- Teambuilding
- Transfers



### Contact Details:

Go Vacation Egypt  
 Mr. Sarkis Kezelian  
 Egypt Attia El Sawalhy St, El Sereag  
 Center Towner No 1, Nasr City, Egyp  
 O: 0020 65 3482485  
 M: +2012222101861

### Request your tailor-made quote now:

[www.dtservices.travel/destinations/egypt/sarkis@twaysegy.com](http://www.dtservices.travel/destinations/egypt/sarkis@twaysegy.com)

### Further Offices:

Aswan, Cairo, Luxor, Marsa Alam, Sharm el Sheik

# MAURITIUS



**“Discover the Smile  
in every Mile with  
Mautourco.  
Our experiences will  
ensure an immersion  
into Mauritian authentic  
lifestyle.”**

**Richard Robert**  
Managing Director Mauritius,  
Mautourco

**mautourco**

### **Welcome to Mauritius!**

Mautourco is one of the most established Destination Management Companies in Mauritius hosting over 180,000 Guests in 2019 and offers a set of services including car rentals. The company employs 350 staff and has achieved more than 65 years of operation, a strong brand image with industry operators worldwide.

Mauritius is a popular resort destination with holidaymakers and adventure seekers from all over the world, boasting:- mild tropical climate all year round, pristine beaches and stunning scenery, regular flights to major cities in Europe, Africa and Asia, resorts of international standard, multiracial population & acclaimed tradition of hospitality and political and social stability.

Mautourco is a joint venture between DER Touristik (minority shareholder) and New Mauritius Hotels.



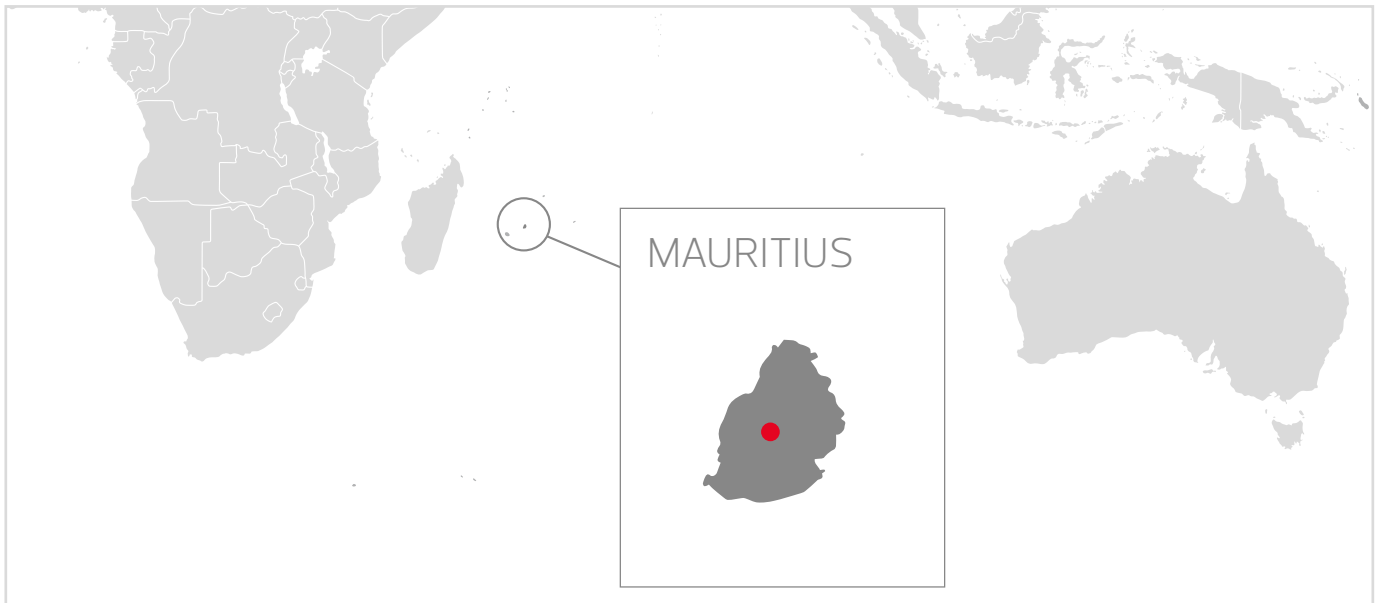


### **Mautourco at a Glance**

**Foundation:** 1955  
**Employees:** 350  
**Offices:** 84

### **Business Activities:**

- Cruise Passengers Handling
- Custom FIT Programmes
- Excursions
- Golf
- Groups
- Honeymoons & Weddings
- Hotel Bookings
- MICE
- Tailor-Made Programmes
- Transportation
- Special Events, Activities, Site-Inspections and Programme Logistics (Hospitality Desk, Gifts, Professional Staffing and many more)



### **Contact Details:**

Mautourco  
84, Gustave Colin Street, Forest Side 74514  
Mauritius  
Tel. +230 604 3000

### **Request your tailor-made quote now:**

[www.mautourco.com](http://www.mautourco.com)  
[info@mautourco.com](mailto:info@mautourco.com)

# EASTERN & SOUTHERN AFRICA



**"We are a global business with an African Soul and we would like to share the beauty of Africa with the World."**

**Sabine Blehle**  
Managing Director  
GoVacation Africa



## **Welcome to Africa!**

Go Vacation Africa is a full service destination management company specializing in inbound travel to South Africa, Namibia, Kenya, Tanzania, Zanzibar and Uganda.

We are part of a global brand, with decades worth of business experience in core international markets. We have come to understand the nature of the world traveller very well, and how best to deliver and maintain professional service.

We have also come to know the peculiarities of the African continent as a destination, through first-hand practice on the ground.

Our people are passionate ambassadors for the destinations they call home. They have amassed countless hours worth of personal experience, qualifying them as specialists in their respective fields – be that operational, logistical or administrative.

Despite being built on a solid foundation in respect of product, process and technological innovation, we have learned that we have no edge without our people and their passion, creativity, flexibility, skill and experience.

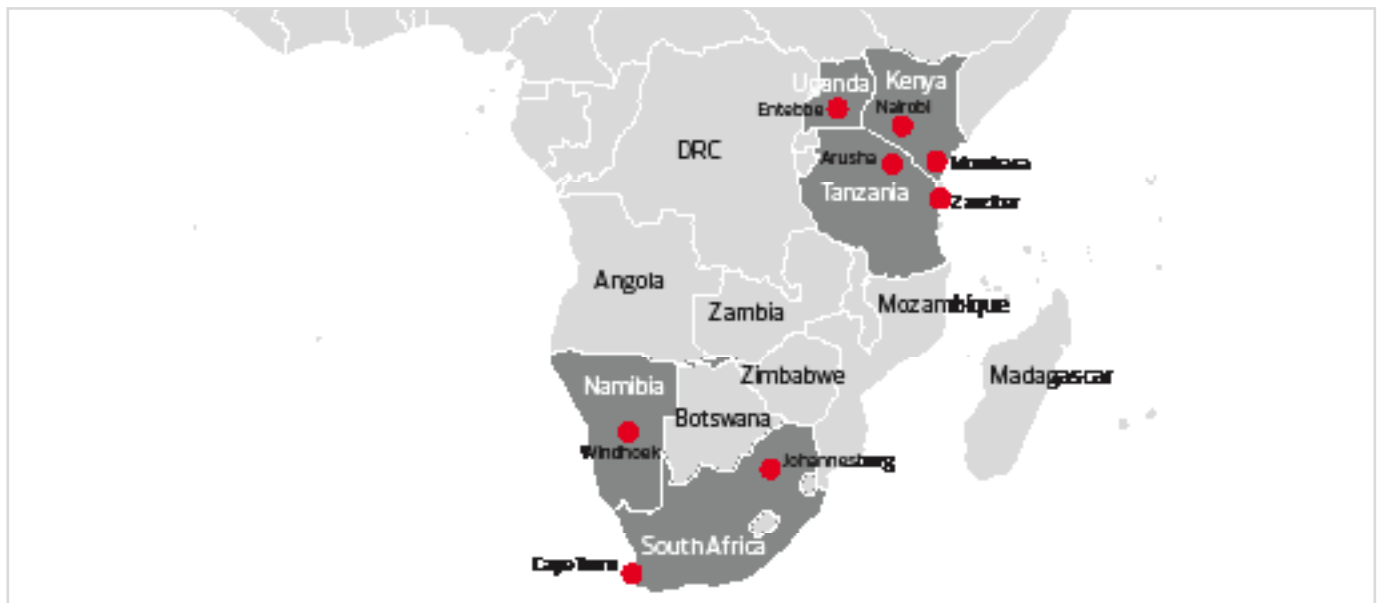


### Go Vacation Africa at a Glance

**Foundation:** 2017  
**Employees:** 80  
**Offices:** 8

### Business Activities:

- Excursions
- Golf
- Groups & Groups Series
- Guided Tours with bilingual (English and German) qualified tours guides
- Honeymoons
- Hotel Contracting
- MICE
- Representative Services
- Roundtrips
- Special Interest Tours
- Tailor made packages
- Transfers



### Contact Details:

Go Vacation Africa  
 3rd Floor, Norwich Place West,  
 2 Norwich Close, Sandton, 2196  
 Tel. +27 11 676 3200

### Request your tailor-made quote now:

[www.go-vacation.co.za](http://www.go-vacation.co.za)  
[info@go-vacation.co.za](mailto:info@go-vacation.co.za)

### Further Offices:

Johannesburg, Cape Town, Windhoek, Nairobi,  
 Arusha, Mombasa, Entebbe, Zanzibar

# TUNISIA



**"Often seen as simply a beach destination, Tunisia has a bucket full of surprises!"**

**Foued Lejmi**

Managing Director Tunisia  
destination touristic services



## **Welcome to Tunisia!**

Tunisia is North Africa wrapped into one bite-sized package with vast Sahara dunes, mammoth ancient ruins and exotic cities that are home to a sprawling tangle of souks.

dts Tunisia started operation in November 2013 as a new DMC in the destination. In a short period of time, it evolved as one of the leaders of the Tunisian tourism industry. With its 4 branches (Tunis, Hammamet, Sousse and Djerba), dts Tunisia is able to provide the best service in the different regions, cities and resorts.

In 2017, dts Tunisia launched 'Travel Square', a commercial label created to promote local tourism and to satisfy the high demand in tourism: hotel bookings, outgoing tourism, ticketing services, seminars and various excursions.

Travel Square aims to rank among 5 of the best Tunisian travel agencies thanks to a group synergy at an international level and the strong brand image that DER Touristik conveys in the European tourism market. Last but not least, the main reason for dts Tunisia's success is a motivated and dedicated team.



### **dts Tunisia at a Glance**

**Foundation:** 2013  
**Employees:** 55  
**Offices:** 4

### **Business Activities:**

- Cruise Handling
- Diving
- Excursions
- Family Holidays
- Golf
- Groups
- Honeymoons & Weddings
- Hotel Contracting
- MICE
- Representative Services
- Round Trips
- Special Interest Tours
- Transfers



### **Contact Details:**

destination touristic services  
Av. 14 Janvier, Immeuble Ben Amor  
4089 Port El Kantaoui Sousse – Tunisia  
Tel. + 216 73 32 42 44/45  
Fax + 216 73 32 42 41

### **Request your tailor-made quote now:**

[www.dtservices.travel/destinations/tunisia](http://www.dtservices.travel/destinations/tunisia)  
Foued.Lejmi2@dtservices.travel

### **Further Offices:**

Djerba, Hammamet, Tunis

# CAMBODIA



**“The inspiring culture combines with the history of our country and our unwavering professionalism, create an unforgettable discovery.”**

**Bampenh Ho**

Managing Director  
Go Vacation Cambodia

**Go**Vacation  
Cambodia

### **Welcome to Cambodia!**

Cambodia is one of the most distinctive and fascinating destinations. The Angkor Wat is the symbol of Cambodia and still an eye-opener to the modern architecture. Likewise, the dramatic history has created such a deeply rich culture as well as much remarkable sightseeing. It reflects how significant changes to modern growth are. The eye-catching beauty of the lush scenery, tropical beaches and island resorts as well as natural attractions provide an authentic atmosphere of relaxation at the same time an adequate for adventure.

With the launch of the operation in 2019, our dedicated team filled with years of experience in the tourism industry is more forthcoming to deliver Go Vacation Cambodia, serving travellers throughout the region. Currently, Go Vacation Cambodia operates through a main office in Phnom Penh and branch office in Siem Reap; we are working very efficiently to put our clients at the center of everything as well as provide them with the most memorable experience and services.



## Go Vacation Cambodia at a Glance

**Foundation:** 2019  
**Employees:** 7  
**Offices:** 1

### Business Activities:

- Excursions
- Groups
- Individual Requests
- Hotel Contracting
- Hotel Reservation
- Inventory & Special Offers
- MICE
- Representative and Airport Services
- Special Interest Tours
- Transfers



### Contact Details:

Office Go Vacation Cambodia  
House#60E1, Street 233, near corner Russian  
Blvd, Sangkat Phsar Depo III, Khan Toulkok  
12155 Phnom Penh  
Tel. +855 23 901 593

### Request your tailor-made quote now:

[www.go-vacation.com/portfolio-item/cambodia/](http://www.go-vacation.com/portfolio-item/cambodia/)  
[info@govacation-cambodia.com](mailto:info@govacation-cambodia.com)

### Further Offices:

Head office Phnom Penh – Branch Office Seim  
Reap

# INDIA



## **Go**Vacation India

### **Welcome to India!**

Go Vacation India is a dynamic destination management company offering tailor-made travel and related services to India, each supported by dedicated market teams with experienced professionals across 20 branch offices.

**“Enabling authentic encounters that can provide lasting experiences, that is what my team and I do best.”**

**Dipak Deva**

Managing Director  
Go Vacation India

Our professionals share an absolute passion for the destination with dedicated 'Market Specialists' who have deep understanding of the needs of a particular market and its people.

The company endeavours to be a world class player in the travel industry, through commitment to quality, personalised service, professionalism and innovation.

Go Vacation India is committed to showing travellers a deeper meaning to what they do and how they explore the many facets of India.





### Go Vacation India at a Glance

**Foundation:** 2017  
**Employees:** 40  
**Offices:** 1

### Business Activities:

- B2B Online Booking System
- Excursions
- Groups
- Honeymoons & Weddings
- Hotel Contracting
- Individual Tours
- MICE
- Representative Services
- Round Trips
- Special Interest Tours
- Tailor-Made Programmes
- Transfers



### Contact Details:

Go Vacation India  
Tower B, Delta Square  
M.G. Road, Sector 25  
Gurgaon 122001, Haryana, India  
Tel. +91124 470 3555  
Fax +91124 456 3100

### Request your tailor-made quote now:

[www.go-vacation.com/portfolio-item/india/](http://www.go-vacation.com/portfolio-item/india/)  
[info@govacation-india.com](mailto:info@govacation-india.com)

### Further Offices:

20 branch offices

# INDONESIA



**“We always go  
the extra mile! “**

**Horst Pezetta**  
Managing Director  
Go Vacation Indonesia



## **Welcome to Indonesia!**

Our strength is having built our own regional network with four branch offices and own staff in Bali, Yogyakarta, Lombok and Jakarta, where clients are taken care of in a highly personalised way. We always assure extremely high quality standards that we impose on ourselves and set us apart.

But even in regions far away from our major tourist hubs, such as North Sulawesi or Sumatra we exclusively work with the same local ground handlers that prove a deep understanding of their destination and the individual needs. Our widespread team is more like a family where everyone speaks the same language – you can sense it when you talk to us as your partner.

Indonesia offers a truly incredible diversity of attractions – its huge nation of islands can be restful and escapist or packed with sightseeing and adventure. There is so much to see and do! Be your own scriptwriter for a picture-perfect dream-vacation and pick us as your director to make it all become reality.



**Go Vacation Indonesia at a Glance**

**Foundation:** 1993  
**Employees:** 170  
**Offices:** 4

**Business Activities:**

- B2B Online Booking System
- Cruise Handling
- Customised Holidays
- Diving
- Excursions
- Golf
- Groups
- Honeymoons & Weddings
- Hotel Contracting
- Individual Tours
- Interactive Tours
- MICE
- Representative Services
- Roundtrips
- Special Interest Tours
- Transfers



**Contact Details:**

Go Vacation Indonesia  
Jln Bypass Ngurah Rai 7  
Sanur 80227  
Bali, Indonesia  
Tel. +62 361286 333  
Fax +62 361285 683

**Request your tailor-made quote now:**

[www.go-vacation.com/portfolio-item/indonesia/](http://www.go-vacation.com/portfolio-item/indonesia/)  
[info@govacation-indonesia.com](mailto:info@govacation-indonesia.com)

**Further Offices:**

Jakarta, Lombok, Yogyakarta

# SRI LANKA



**“I feel privileged to head a team of true professionals who are striving to exceed clients' expectations.”**

**Tim Grosse**  
Managing Director  
Go Vacation Sri Lanka

## **Welcome to Sri Lanka!**

Known as the pearl of the Indian Ocean, Sri Lanka is an island that is rich in culture and history, spectacular landscapes and smiling Sri Lankans. With a history that dates back 35,000 years, Sri Lanka has flourished ever since it was included by Ptolemy in the world map.

Surrounded by stunning beaches of different nature, the country's interior is painted from a vibrant colour palette which captures the exquisite beauty of diverse variety of flora and wildlife that inhabit this land. Whether it is exploring archaeological sites in Anuradhapura, observing the largest animal in the world in its natural habitat miles away from the Mirissa coast or visiting the birthplace of Ceylon Tea, Sri Lanka is a destination that one must experience.

At Go Vacation Sri Lanka our innovative team will help you to explore the country in interesting and insightful ways. Our goal is that our clients return from their journey feeling stimulated, relaxed and truly connected to the island's culture and its people.

Go Vacation Sri Lanka is a joint venture between DER Touristik (minority shareholder) and Jetwing Travels.



## Go Vacation Sri Lanka at a Glance

**Foundation:** 2010  
**Employees:** 45  
**Offices:** 1

### Business Activities:

- B2B Online Booking System
- Customised Holidays
- Cruise Handling
- Excursions
- Groups
- Honeymoons & Weddings
- Hotel Contracting
- Individual Tours
- MICE
- Special Interest Tours
- Representative Services
- Transfers
- Tailor-Made Programmes



### Contact Details:

Go Vacation Sri Lanka  
Jetwing House II (5th & 6th Floor)  
46/21 Navam Mawatha  
Colombo 00200, Sri Lanka  
Tel. +94 11 487 44 44  
Fax +94 11 238 1197

### Request your tailor-made quote now:

[www.go-vacation.com/portfolio-item/srilanka/](http://www.go-vacation.com/portfolio-item/srilanka/)  
[info@govacation-srilanka.com](mailto:info@govacation-srilanka.com)

# THAILAND



**"I am proud to lead a great team of a perfect mix of expatriate and local professionals."**

**Christoph Müller**  
Managing Director  
Go Vacation Thailand



## **Welcome to Thailand!**

Go Vacation Thailand is a total-service destination management company, with 265 expatriate and Thai staff looking after more than 200,000 travellers annually.

With 8 regional offices located in Thailand's major tourist centres, cities, beach and island resorts, Go Vacation's dedicated staff are always on hand locally to ensure that every visitor enjoys every element of their stay.

Thailand is a land of endless appeal. Relax on fine sandy beaches beside a vivid blue sea or dive beneath its waters into a wonderland of colours. Take advantage of the kingdom's huge diversity of sporting and adventure activities. Experience sightseeing of an ancient culture, golden temples, great monuments, and palaces. Enjoy the delicious variety of Thai cuisine and take advantage of Thailand's role as Asia's greatest paradise for shopping.



**Go Vacation Thailand at a Glance**

**Foundation:** 1987  
**Employees:** 265  
**Offices:** 8

**Business Activities:**

- B2B Online Booking System
- Cruise Handling
- Customised Holidays
- Diving
- Excursions
- Family Holidays
- Golf
- Groups
- Honeymoon & Weddings
- Hotel Contracting
- MICE
- Representative Services
- Round Trips
- Special Interest Tours
- Transfers



**Contact Details:**

Go Vacation Thailand  
Chartered Square Building  
152 North Sathon Road, Silom, Bangrak  
Bangkok 10500 - Thailand  
Tel. +66 2 267 1202-4  
Fax +66 2 267 1154

**Request your tailor-made quote now:**

[www.go-vacation.com/portfolio-item/thailand/](http://www.go-vacation.com/portfolio-item/thailand/)  
[info@go-vacation.com](mailto:info@go-vacation.com)

**Further Offices:**

Hua Hin, Khao Lak, Koh Chang, Koh Samui, Krabi,  
Pattaya, Phuket

# UNITED ARAB EMIRATES



**“An amazing destination, a unique eclectic mix of tradition and innovation, a truly magnificent place to visit.”**

**Nora Ali**

Managing Director UAE  
destination touristic services



## **Welcome to the United Arab Emirates!**

Miracle Tourism is a dynamic DMC covering the UAE and Oman offering exceptional services that are constantly evolving to match the needs of this exciting vibrant destination.

Dubai is not only home to some of the world's most luxurious hotels and resorts, there's a wide range of outstanding accommodation to suit any budget. Our extensive competitive portfolio reflects the diversity of this landmark region and allows us to tailor-make a fantastic variety of packages for our clients to enjoy. Our clients range from some of the largest tour operators in Europe to individual specialist groups. Our dedicated professional team monitors each aspect of service delivery to ensure that the best service is achieved and the high standards you expect in this modern luxury resort are not only met but even exceeded.

In a resort where literally anything is possible, our mission is to capture the essence of this record-breaking destination and enhance it for our guests. Our extensive excursion programme showcases the best experiences our guests can think of in the region and our local representatives are on hand to assist each individual traveller 24 hours a day.





### **dts UAE at a Glance**

**Foundation:** 2010  
**Employees:** 52  
**Offices:** 1

### **Business Activities:**

- Competitive Hotel Portfolio
  - Diving
  - Excursions
  - Full Back Office Support
  - Golf
  - Groups
  - Hotel Contracting
  - MICE
  - Representative Services
- Roundtrips
  - Special Interest Tours
  - Tailor-Made Programmes
  - Transfers



### **Contact Details:**

Miracle Tourism LCC.  
(destination touristic services)  
Thuraya Tower, Barsha Heights  
Suite 901, 902 & 903  
P. O. Box 454348, Dubai, UAE  
Tel. + 971 4 4279874/75

### **Request your tailor-made quote now:**

[www.dtservices.travel/destinations/  
united-arab-emirates/](http://www.dtservices.travel/destinations/united-arab-emirates/)  
[Alessia.Vicentelli@dtservices.travel](mailto:Alessia.Vicentelli@dtservices.travel)

# VIETNAM



**“Our young and dedicated team brings fresh wind into Vietnam’s DMC landscape.”**

**Erkan Tuncaakar**  
Managing Director  
Go Vacation Vietnam



## **Welcome to Vietnam!**

Go Vacation Vietnam operates through main offices in Ho Chi Minh City, Hanoi and Danang, plus a service branch in Phan Thiet, with local representatives covering key tourist destinations throughout the country. Go Vacation Vietnam provides a comprehensive range of tour itineraries, excursions and options for groups, individual and VIP travellers, designed to appeal to every taste and every budget. These tour programmes cover every style of vacation, from totally relaxed beach escapes, to challenging adventure activities.

In delivering the highest standards of customer service, we follow the principles and objectives which enabled the Go Vacation Group to become a leader in its field. A team of experienced, highly-motivated staff, consisting of multi-lingual guides, guest support and administrative staff are backed up by Go Vacation’s technologically advanced reservations and communications systems.

Go Vacation Vietnam creates a wealth of opportunities to expand the potential of this booming Southeast Asian region, for the benefit of worldwide tour operator clients and their guests.



## Go Vacation Vietnam at a Glance

**Foundation:** 2016  
**Employees:** 35  
**Offices:** 4

### Business Activities:

- B2B Online Booking System
- Customised Holidays
- Cruise Handling
- Excursions
- Groups
- Honeymoons & Weddings
- Hotel Contracting
- Individual Tours
- MICE
- Special Interest Tours
- Representative Services
- Transfers
- Tailor-Made Programmes



### Contact Details:

Go Vacation Vietnam  
Central Park Building, 3A Floor,  
208 Nguyen Trai Street, Pham Ngu Lao Ward,  
District 01, Ho Chi Minh City, Vietnam  
Tel. +84 28 3925 1977  
Fax +84 28 3925 1987

### Request your tailor-made quote now:

[www.go-vacation.com/portfolio-item/vietnam/](http://www.go-vacation.com/portfolio-item/vietnam/)  
[info@govacation-vietnam.com](mailto:info@govacation-vietnam.com)

### Further Offices:

Danang, Hanoi, Phan Thiet

# DOMINICAN REPUBLIC



**“Dominican Republic is a truly unique all year destination where dreams come true.”**

**Rolf Eckstein**

Managing Director, Go Caribic,  
Dominican Republic



## **Welcome to the Dominican Republic!**

Go Caribic is a full-service destination management company in the Dominican Republic managed by experts with over 30 years of experience in tourism. We are specialists in the European, Latin American and North American market, offering a large variety of products and services in these important tourist destinations.

The company has been growing continuously so that we received a total of more than 120,000 clients at peak times. Our staff is a dynamic team consisting of locals and Europeans that provide a personal, friendly and flexible service to our visitors. With our 2 offices in Puerto Plata and Punta Cana we cover all areas of the country.

Go Caribic ensures that every visitor will enjoy an unforgettable Caribbean vacation. Whether it is relaxing in the hotel or visiting Dominican Republic's famous places such as the oldest city of the new world, Santo Domingo, our popular Bacardi Island, Cayo Levantado, or observing whales during their layover in the Atlantic Sea of Samana.



### Go Caribic at a Glance

**Foundation:** 1986  
**Employees:** 71  
**Offices:** 2

### Business Activities:

- Airline Handling
- Cruise Handling
- Diving
- Family Holidays
- Golf
- Groups
- Honeymoons & Weddings
- Hotel Contracting
- Invoice Controlling
- MICE
- Representative Services
- Special Interest Tours
- Tailor-Made Programmes
- VIP Services



### Contact Details:

Go Caribic  
Av. Luis Ginebra, Plaza Turisol 55  
Puerto Plata  
Dominican Republic  
Tel. +1809 586 4075  
Fax + 809 586 4073

### Request your tailor-made quote now:

[www.gocaribic.com](http://www.gocaribic.com)  
[gocaribic@claro.net.do](mailto:gocaribic@claro.net.do)

### Further Offices:

Punta Cana



USA



**"A truly amazing destination with something for everyone."**

**Peter Dorner**

Managing Director  
New World Travel, USA

## New World Travel

The America Specialists

### Welcome to the USA!

New World Travel provides comprehensive receptive services for destinations throughout the USA and Canada. With over 35 years of experience and self-contained offices in New York, Los Angeles and Miami, we offer a complete line of products for the America bound traveller. We operate programmes in multiple languages for FIT and Fly Drive travellers, leisure groups, incentives, conferences and special events. In 2009 New World Travel introduced their new incentive brand, Lizard Incent Events to better serve the MICE market.

North America is a cultural melting pot, whose people and cultures are as diverse as its geography. It is young and constantly developing. Familiar, yet unique. Our focus is to showcase the diversity of this vast continent for our clients and their passengers, delivering the North American travel experience with an exceptional level of organisation and customer satisfaction.

New World Travel and Lizard Incent Events are committed to partner with trade clients to better understand their needs and to create programmes and solutions for their businesses.



### **New World Travel at a Glance**

**Foundation:** 1979  
**Employees:** 110  
**Offices:** 3

### **Business Activities:**

- Custom FIT Programmes
- Cruise Handling
- Excursions
- Family Holidays
- Honeymoons & Weddings
- Hotel Contracting
- Leisure Groups
- MICE
- Self-Drive Tours
- Scheduled Roundtrips
- Special Interest Tours
- Transfers



### **Contact Details:**

New World Travel Inc.  
1040 Avenue of the Americas  
7th Floor  
New York, NY 10018  
Tel. (212) 754-9100  
Fax (212) 888-4812

### **Request your tailor-made quote now:**

[www.newworldtravel.com](http://www.newworldtravel.com)  
[www.lizardincentevents.com](http://www.lizardincentevents.com)  
[info@ca.newworldtravel.com](mailto:info@ca.newworldtravel.com)

### **Further Offices:**

Los Angeles, Miami

# HOSPITALITY SERVICES



**"My entire team and I take care of the best hospitality experience in the destination."**

**Juergen Heiss**

Managing Director, DER Touristik  
Destination Services AG

## **Welcome to Switzerland!**

DTS is based in Wilen in the canton of Schwyz near Zurich. From here the recruitment of new staff, the training and scheduling of tour guides is planned and implemented.

To make sure that our guests' holidays really are the most enjoyable weeks of the year, about 350 employees in various departments work with dedication, energy and creativity to make our guests' dreams come true.

These are our very committed teams: the local representatives, who take care of small and big problems for our guests, the organization and realization of excursions and other events in the destinations. The whole team shares a high degree of responsibility, great organizational talent and a distinct instinct for dealing with our own 'melting pot' of guests from all over the world.





### **dts Switzerland at a Glance**

**Foundation:** 1999  
**Employees:** 350  
**Offices:** 1

### **Business Activities:**

- Airport Services
  - 24/7 Customer Contact Center
  - Cruise Directors
  - Cruise Entertainment
  - Cruise Representatives
  - Excursion advice experts
  - Guest Services
- HR Management
  - Support for extraordinary circumstances in destinations



### **Contact Details:**

DER Touristik Destination Services AG  
Kooperationsweg 9b  
CH 8832 Wilen bei Wollerau  
Tel. +41 447878844

### **Request your tailor-made quote now:**

[www.dertouristik.com/en/company/divisions/dmcs/](http://www.dertouristik.com/en/company/divisions/dmcs/)  
[juergen.heiss@dertouristik.com](mailto:juergen.heiss@dertouristik.com)

# DMC SUSTAINABILITY



Unspoiled nature, magnificent cultural monuments and stable social conditions. Travellers expect to arrive into beautiful, clean and safe destinations. More than in any other industry, it is therefore in everyone's interest to preserve the habitats of the people as well as the natural and cultural treasures in the vacation countries. The DMC Network supports the creative power of sustainable tourism.

Companies ready to get to work towards sustainability will therefore score better on customer satisfaction, staff motivation and business efficiency with positive effects for their competitive advantage. Sustainability management is all about commitment and consistent sustainable business practices. This includes products, how you monitor and manage impacts, and how you support your suppliers on their road to sustainability.

## COMMITTED TO THE WORLD

Sustainability is an essential part of the DER Touristik Group's and the DMC's corporate philosophy. All activities are therefore bundled under the umbrella of the sustainability programme "Committed to the world". The fields of action in which we assume responsibility and develop appropriate measures include:

- Ensuring customers awareness
- Promoting animal welfare
- Protecting children
- Protecting the environment
- Providing a fair working environment and employing qualified staff
- Providing economic benefits to local communities
- Respectful in encounters with local traditions
- Social commitment (e.g. DER Touristik Foundation)

## DESIGNING SUSTAINABLE TRAVEL OFFERINGS

Travelers are increasingly paying attention to whether their trip is environmentally and socially friendly. The number of sustainably operating hotels in the range of DER Touristik Tour operators is being successively expanded and the development of sustainable travel products is constantly being driven forward through respective sustainability requirements.

Our partners are having their hotels certified under the internationally acknowledged certification schemes of the Global Sustainable Tourism Council. Requirements assessed as part of the GSTC acknowledged certification schemes include economical use of electricity and water, reduction of environmental pollution, fair working conditions for employees, and cooperation with the local population and enterprises, for example when it comes to buying food or obtaining handicraft services.

Not only our partners but also our own DMCs make great efforts in managing their business sustainably. Since 2020 Go Vacation Sri Lanka is Travelife certified.

The amount of work behind Go Vacation's certification is shown by a number: Go Vacation Sri Lanka had to meet more than 160 requirements for certification. These include criteria of ISO 26000, an internationally recognized standard for responsible business practices, with provisions for the protection of employees and the environment.

"The issue of sustainability is becoming increasingly important to many of our guests. We have made great efforts to meet these requirements, as well as our own. This highest award from Travelife makes us very proud and shows that we are on the right track", says Grosse, Tim, General Manager Go Vacation Sri Lanka.

His agency is, among other things, a partner of regional environmental protection and tree-planting projects and now largely dispenses with the use of disposable plastic in its own round trip offers.

Certified sustainability you can trust in – that is the goal of the cooperation between DER Touristik and its many business partners: tour operators, hotels, destination management companies (DMCs) and many others. Our Asian, African and American DMCs are certified in accordance to even this sustainability criteria. More certified European companies are to follow until 2025.



DER Touristik Group and the DMC Network thus works closely with external certification systems for sustainable tourism. Here we bring together various hotel and industry partners with representatives of civil society and international organisations.

As part of the dedicated programme of activities supporting environmental conservation, it also organized a "Go Green" beach cleaning day in August 2019.



As part of an ongoing campaign to encourage environmental awareness, our DMC in Indonesia provides round-trip guests with reusable BPA-free plastic water bottles that can be refilled at partner hotels, a cotton shoulder bag and leaflet promoting corporate ecological objectives.

We are committed for a sustainable environmental protection, while strengthening our economy and respecting local community.



Smiling Gecko

## PROTECTING BIODIVERSITY

Millions of visitors annually and a global network of agencies in the holiday regions: As a globally operating tourism company, DER Touristik takes its responsibility towards travel destinations (local people and environment) seriously. "People give us their hospitality, in return they should benefit from the opportunities that tourism offers them. In this respect, we aim to use tourism as a motor to promote social and economic development in less developed countries and to protect the diversity of our earth," explains Sören Hartmann, CEO of the DER Touristik Group and Chairman of the Board of the DER Touristik Foundation.

## SOCIAL COMMITMENT

Social responsibility is very important to DER Touristik's sustainability goals. This was formally acknowledged in 2014 with the founding of the DER Touristik Foundation. The Foundation is especially committed to promoting the education of socially disadvantaged children and young people, the preservation of habitats and biodiversity, and the aiding of sustainable development initiatives.

Since 2014, the DER Touristik Foundation has implemented seventy-five projects in twenty-one countries and five continents in the areas of education, nature, and environmental protection.

## EVERY PENNY COUNTS

Our projects around the world are implemented by the DER Touristik Foundation in close cooperation with other non-profit associations, institutions, foundations, and aid organizations in local communities. Hundred percent of every donation goes directly to the projects. Every cent is purposefully and effectively used on site.

In the following, we would like to present two of 16 new projects DER Foundation supported in 2020. We are proud to be part of these unique ideas and to support animal welfare in South Africa and the sector of education in Cambodia.

### CAMBODIA: SMILING GECKO (EDUCATION)

DER Touristik Foundation supports the Smiling Gecko project, which provides qualified education to young and socially disadvantaged Cambodians. Located in the countryside about 60 km northwest of Phnom Penh, the farm of Smiling Gecko is a holistic social project. Young locals receive professional training at the Farmhouse Smiling Gecko to equip them for jobs in the tourism industry. For all beneficiaries, the training is a chance to escape poverty and to live safe and independent lives.

### SOUTH AFRICA – “BLACK MAMBAS” (EDUACTION AND ANIMAL WELFARE)

About 13,000 rhinos live in South Africa's largest wildlife sanctuary, Kruger National Park, where poaching is highest in the world. This was why the anti-poaching unit the Black Mambas was founded in 2013 by Transfrontier Africa. The unit is made up of thirty-three young women from different local communities. The DER Touristik Foundation supports a refresher course for the Black Mambas so the women can retain their status as wildlife experts. With this funding, the DER Touristik Foundation is pursuing two goals: protecting wild animals from the increasing threat of poaching and helping young women in South Africa live dignified and economically independent lives.

The DER Touristik Foundation also supports environmental education programs in neighboring schools around the Greater Kruger National Park. Young people between the ages of twelve and fifteen receive an hour-long introductory lesson on nature and animal protection by the Black Mambas per week and can apply this knowledge during trips to the Kruger National Park.





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DER Touristik DMC GmbH  
Humboldtstraße 140-144  
51149 Köln  
[www.dertouristik.com](http://www.dertouristik.com)