OUR WORLDWIDE DMC NETWORK



TRUSTED TRAVEL TEAM

DERTOUR
DMC

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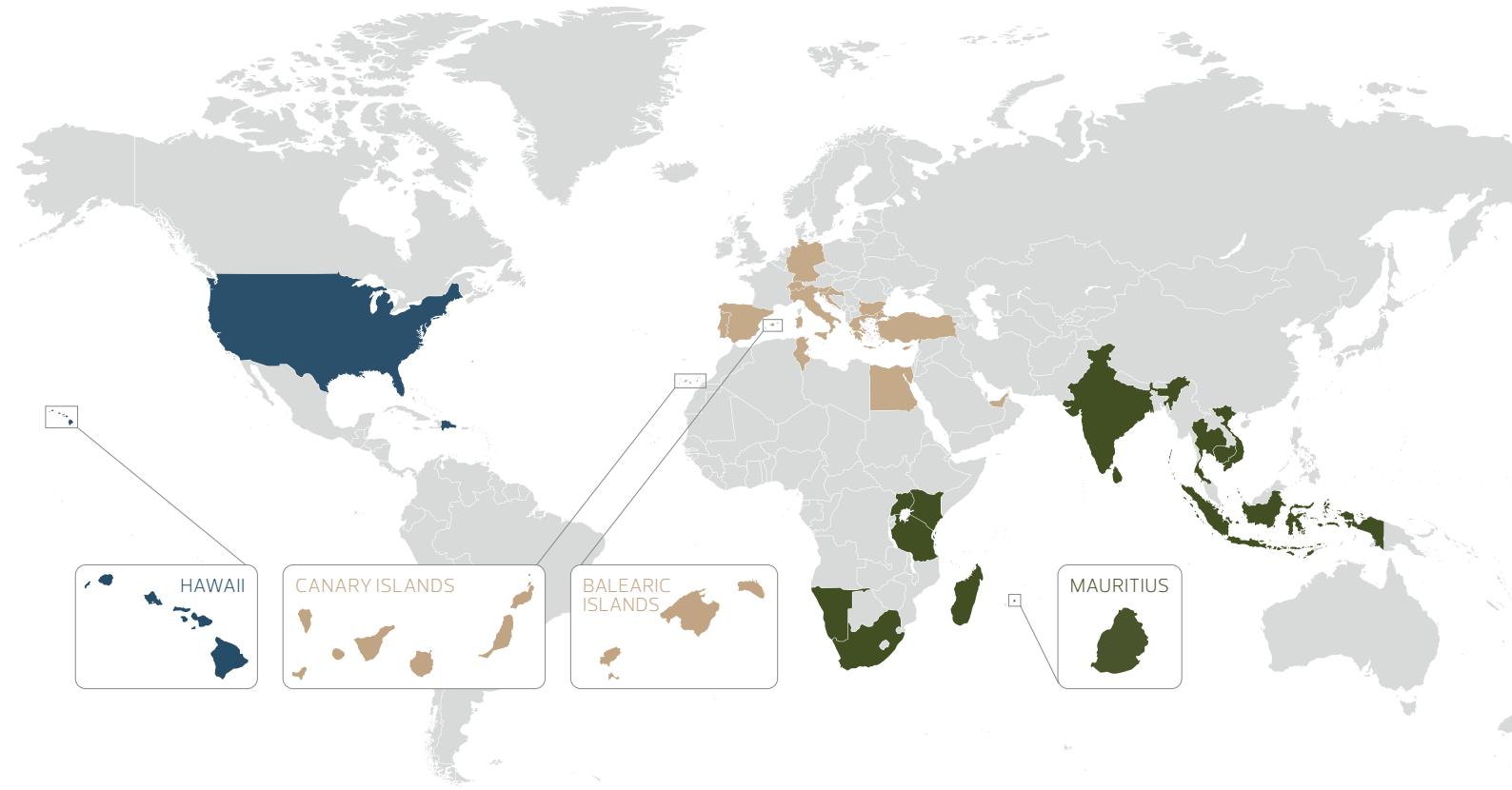
SUSTAINABILITY

Commited to the World 37
DERTOUR Foundation 39



DMC WORLD

Destination Management Companies



Americas

- Dominican Republic
- USA

Europe & Northern Africa

- Bulgaria
- Croatia
- Cyprus
- Egypt
- Germany
- Greece
- Italy
- Portugal
- Slovenia
- Spain
- Switzerland
- Tunisia
- Türkiye
- United Arab Emirates

Africa/Asia

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

REWE GROUP

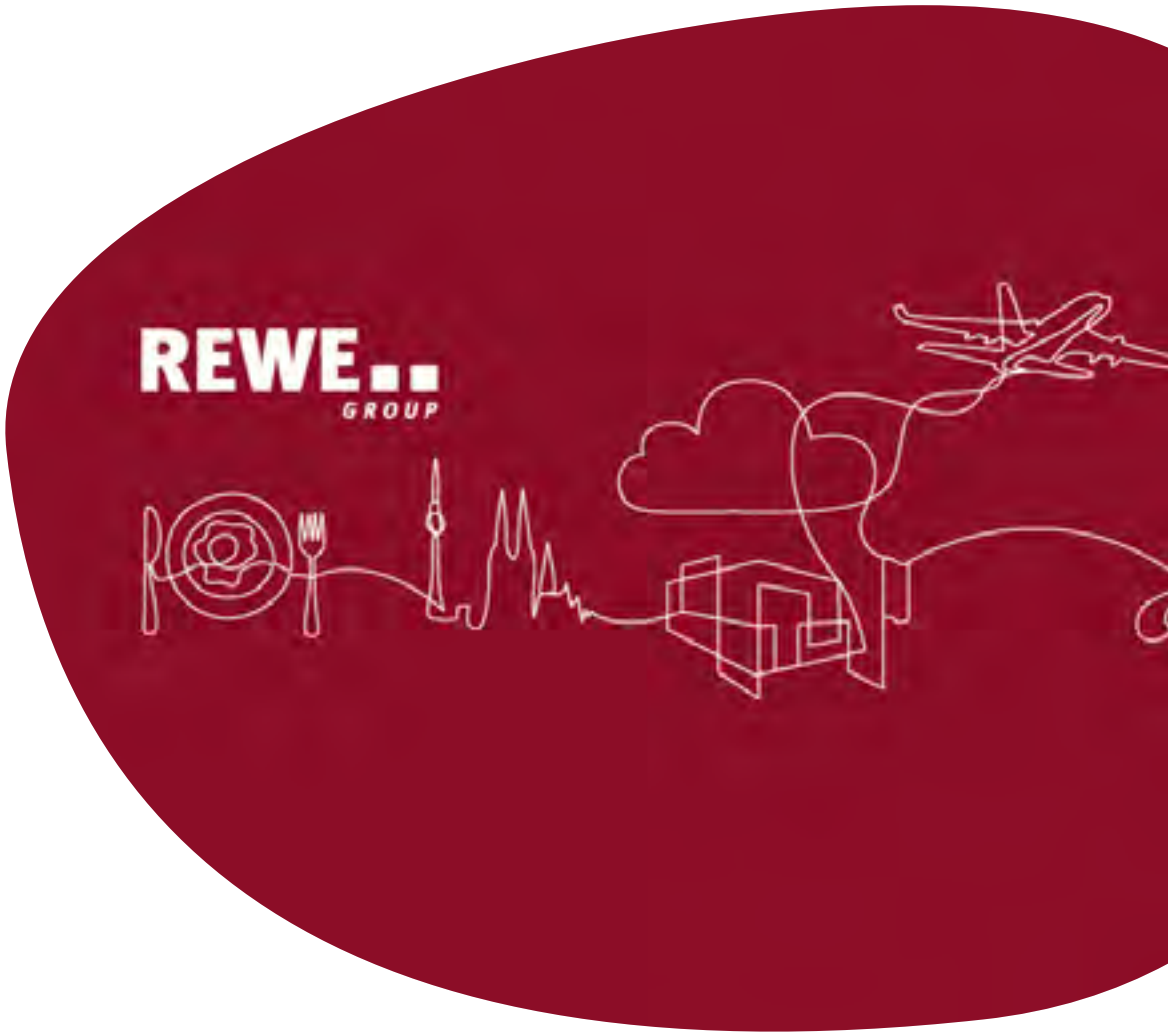
The REWE Group is one of the leading trade and tourism groups in Europe. With a major focus on its huge retail business, the company generated a total turnover of around 92,3 billion euros in 2023. Founded in 1927, REWE Group operates 15,718 stores and travel agencies with around 390,000 employees in 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 tourismsector 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 DERTOUR Group are considered to be its second most important core business.



DERTOUR GROUP

Each year, millions of travellers place their trust in the expertise of DERTOUR Group. 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 (specialized in specific target groups such as golf players or those interested in culture or diving, etc.) under one roof.
Get to know our Group: www.dertour-group.com

Proximity to the customer takes a top priority at DERTOUR Group. Around 2,000 travel agencies in Germany, Great Britain, France, Eastern Europe and Switzerland, DERTOUR Group is broadly positioned and ensures personal advice as the most important sales channel.These include successful sales brands such as DER Reisebüro, DERTOUR, DERPART and Kuoni sales brands.

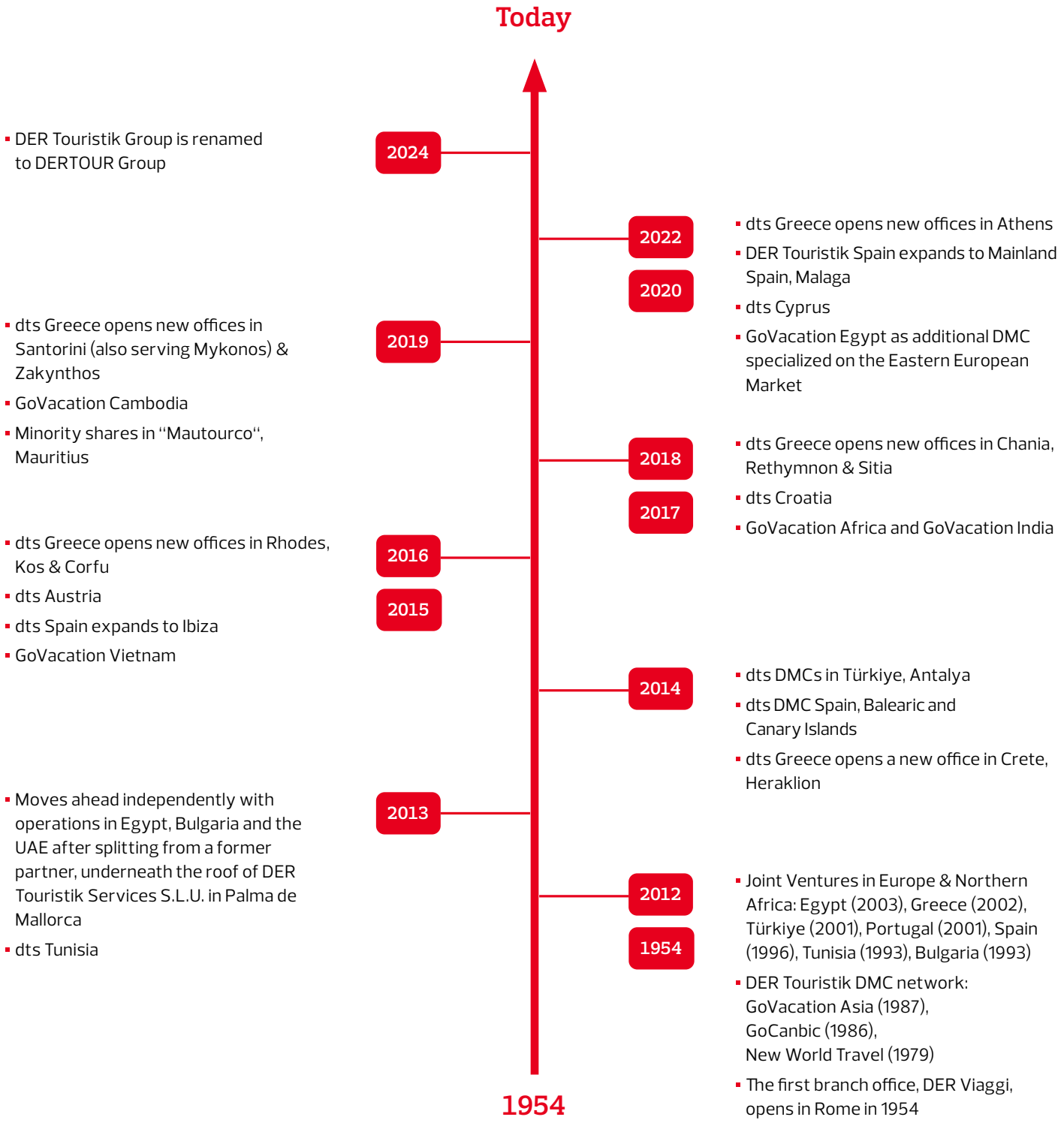
The tour operator programme has something to offer for every customer. With its large number of stationary sales outlets and online travel portals, DERTOUR Group is one of the leading tourism groups in Europe.
With five hotel brands: Sentido, Aldiana, Playitas, ananea and Calimera.
DERTOUR Group ensures that guests´ holiday dreams come true.

For land-based travel, DERTOUR Group is well positioned with the DSR Hotel Holding, which comprises more than 30 hotels, including brands such as aja, A-ROSA and HENRI.

With a cooperation network of **21 destination management companies (DMCs)** and 71 affiliated offices, DERTOUR Group is on site for its customers in tourist destinations.



DEVELOPMENT OF OUR DERTOUR DMC NETWORK



One of the key drivers of the DERTOUR Group strategy is to strengthen and to build the DMC network.

DMC HEADQUARTERS



"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 DERTOUR 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! "

Uli Sperl
CEO Destination Management Companies

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

Our network of 21 destination management companies (DMCs) currently encompasses around 1,700 employees and 71 offices in 31 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 DERTOUR Group as a solid partner for their travel arrangements.

We are pleased to offer a comprehensive range of services, from classic package tours to specialised providers and tailor-made arrangements. Our portfolio includes group and round trips, tours and excursions, as well as MICE packages.

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 spans the entire globe, from America to Europe, Africa and South East Asia.

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!



DMC HEADQUARTERS

Our Departments

Group 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 DERTOUR 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. In times of digital transformation, also dynamic sourcing has become a crucial tool to ensure time-to-market delivery; this combined with our classical contracting and decades of international experience and excellent business relationships across all destinations will prepare us well for our future competitiveness with the ideal product mix at optimal conditions.


Joe Seip

Information Technology

Besides having the best people, Information Technology (IT) is our second most important asset. The performance of every DMC relies on a robust, state of the art IT-platform. Smooth, seamless service delivery requires digital and automated solutions. This applies to everything we do, e.g., organising transfers, selling excursions, contracting hotel allotments, assisting customers, or settling invoices. And this also includes our clients: providing interfaces to third party systems is equally important to ensure end-to-end processes. Therefore, IT is at the core of our business and a key building block in maintaining operational excellence. Located across the globe in each DMC, our IT-team is responsible for maintaining and constantly developing our infrastructure.


Jan Kammerath

Operations / Strategy / Projects

Responsible for all strategic and operational projects of the DMC network, including its expansion as well as the optimization of in-destination set-ups. In addition, the team links the different DERTOUR Group tour operating units with the in-destination teams e.g. with respect to customer care related processes. The Key Account Management team caters for the needs of our B2B-partners, in very close cooperation with our local DMC companies. Besides delivering basic incoming services, such as transfers, excursions or hotel / roundtrip contracting, we also feature a successfully implemented bedbank enabling seamless dynamic production. Another business segment is the offering of support services, where shared quality service centers and process optimization are key (eg. data management, invoice control or other outsourcing topics according to the demand of our clients).


Friedrich Blume

DMC HEADQUARTERS

Our Departments

Marketing / Social Media / Events

Like with any organisation, marketing is equally important for building and maintaining relationships. You will find our DMCs at trade shows, where you can meet the teams in person over a cup of coffee or just briefly "touch base". Additionally, you may want to learn more about us online, via social media channels, e.g., LinkedIn, or our own website, providing an extensive overview of the entire network as well as the latest newsfeeds. Regular internal workshops and conferences keep us closely connected. They enable us to discuss, review and align joint strategies and initiatives regularly. These, too, are prepared and organised by our events team.


Raha Mozaffarian


Julia Schumann

Finance / Controlling

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.


Dominik Roolf

Sustainability / Support

Our DMCs are engaged to complete a GSTC recognized certification, which includes an international standard in e.g. climate protection, child safeguarding, animal welfare and customer communication & protection. Our DMC sustainability strategy also contains regular staff trainings in e.g. child safeguarding, constant animal welfare analysis and motivating our accommodation partners to complete a sustainable certification to reduce their CO2 footprint.


Lisa Jansen

Compliance / ICS / Risk Management

Coordination, monitoring, implementation of Group processes and topics such as Risk Inventory, ICS Self-Assessment, updating of Group Policies and other Compliance Topics as well as Data Protection Rules in the DMC Division in accordance with legal specifications and REWE or DER requirements. As contact persons for the DMC network we support the communication and implementation of legal and internal requirements. Together with the responsible management we provide support and guidance in the analysis, optimization and control of existing or planned processes. We promote the communication between the DMC entities and the knowledge transfer of best practices.


Jannis Georgoulis


Daniele de Angelis

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.



SERVICES

From hotel reservations, to transfers, bookings or other services such as excursions and cultural visits on site, our guests can rely on the DERTOUR 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 and MICE-packages.



Hotel Purchasing & Yield Management

Our efficient purchasing managers negotiate market – specific contracts on behalf of leading tour operators, offering competitive rates with guaranteed allotments in thousands of properties.
The daily business of our reservation department ensures a smooth and seamless reservation process, transferring the tour operator's reservation to the hotel in the destination. We aim to meet our clients' needs. To do so, we yield our outcomes and manage our products in close cooperation with our partners. In this way, we optimize the existing portfolio and guarantee competitive prices at all times.



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



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



Services & Outsourcing

In several selected local service hubs we leverage the expertise and infrastructure of our local DMCs. We execute and deliver services, e.g. in the area of day-to-day operations, data management or accounting services. Our broad experience with all tourism support processes enriches our portfolio.
Operational Excellence is pivotal to everything we do. Hence, challenging ourselves 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 customer's needs.



Competitive rates and loyal partnerships with our suppliers

We have close, long-term relationships with our hotel partners, offering competitive rates with guaranteed allotments in thousands of properties.



Tailor Made Itineraries

Our extensive range of specialized itineraries includes Honeymoon & Wedding plans, Family packages, Golf, Diving, organisation of luxury retreats, adventure and Interactive arrangements.



Transfers / Airport Services

Whether a taxi, limousine, bus or shuttle service is needed, our destination experts find the best solution for your clients. To suit any requirement, the range of transfers consists of shared or private transfers as well as adapted transfers for handicapped customers. To provide highly reliable transfers to our destinations, we constantly carry out security checks. Special luggage, such as sports bags (golfing, cycling, surfing, etc.) can be transported upon request.



Round Trips / Guided Tours / Excursions

From an island roundtrip to a guided city visit, from a standardized to a customized tour, we offer a wide variety of excursions in all our destinations to fulfil every customer's wish. Our highly qualified and experienced tour guides make every type of excursion a unique experience. Our excursion portfolio has been compiled with the collaboration of our carefully selected providers and is monitored regularly. Our destination experts are happy to provide information and entrance tickets for all kinds of attractions and excursions in our destinations.



Guides / Representatives

Our qualified staff provide professional support, such as meet and greet service at cruise ports and visiting hours and representative services, including excursion sales and complaint management, assuring the quality of the booked services in hotels and resorts.



Quality Control

Our high experienced local representatives ensure the quality of all our services in taking care of guests, backed up by comprehensive liability, licensing and insurance.



Technology

We understand that we need to be ahead of technological trends, and have built our systems with both connectivity and efficiency in mind. Our clients benefit in respect of inventory, availability and systems.



Full Service Support

From the moment of arrival until departure, a dedicated tour guide or manager is available to the traveller 24/7 to ensure a safe, effortless and enjoyable experience.



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:



Sandra Hummell
Head of Groups & MICE (DMC)
groups.mice@dertour-services.com

Europe & Northern Africa

Bulgaria
Croatia
Cyprus
Egypt
Greece
Italy
Portugal
Spain
Tunisia
Türkiye
United Arab Emirates

Africa

Eastern & Southern Africa
Mauritius

Asia

Cambodia
India
Sri Lanka
Thailand & Southeast Asia
Vietnam

Americas

Dominican Republic
USA







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
- SUSAINABLE GROUP PROGRAMMES
- INCENTIVES
- EVENTS
- MEETINGS
- CONFERENCES & CONVENTIONS
- TEAM BUILDING
- COACHING & TRAINING
- SPECIALISTS TRAVEL ARRANGEMENTS
- INDIVIDUAL TAILOR-MADE ACTIVITIES







HOSPITALITY SERVICES

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.



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

Juergen Heiss
Managing Director,
DERTOUR Destination Services AG





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Request your tailor-made quote now:

DERTOUR Destination Services AG
juergen.heiss@dertour.com



BULGARIA

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.



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

Kalin Sutev
Managing Director DTS Bulgaria





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Tel.: +359 52 661441

Request your tailor-made quote now:

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bulgariabulgaria@dtservices.travel



CROATIA

Welcome to Croatia!

The skilled and dynamic team of local tourism business enthusiasts, professionally developed and grown within former DERTOUR Group partner agencies in Croatia, became a member of the DERTOUR Group with the establishment of Destination Touristik Services d.o.o. and is since 2018 the local DERTOUR Group DMC based in Istria and Dalmatia. We offer the full range of touristic services in several destinations: Croatia, Slovenia, Montenegro, Germany and Austria.

Destination Touristik Services d.o.o. offers touristic services and products out of their 2 offices and almost all destinations down the coastline of Adria east side. The head office in Pula is followed by one additional branch office in Makarska. The company specialised on the tour operator's destination services, and it did also develop and extend the third-party business segment within the last years. In this way, it's aiming to become one of the main local DMCs with a broad network background.

The quality of the products and services is the top priority in our DMC. That way we ensure to satisfy the needs of our B2B partners, clients and to fulfil the expectations of all our clients in all our destinations.



"Feel life the Croatian way – memories will remain!"

Alen Petrovic
Managing Director DTS Croatia





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CYPRUS

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 leading 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 Special Interest, Groups, 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, with respect to the environment and commitment to sustainability!



" 'Kalos Orisate' meaning a warm Welcome to Cyprus! 340 days of sunshine a year, cultural heritage rich history and friendly hospitable people! Once been never forgotten!"

Christos Asprou
Managing Director DTS Cyprus





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Request your tailor-made quote now:

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EGYPT

Welcome to Egypt!

Masters Travel Service is Egypt's premier Destination Management Company. Together with DERTOUR Group, we have 6 offices covering all major Egyptian resorts and our 30+ years of tourism expertise ensure we meet and exceed the dynamic needs of todays travel trends.
This iconic destination captivates the imagination of travellers from across the globe, and our amazing excursion collection showcases the very best experiences on offer, whilst also honouring our commitment to sustainable tourism.

From the ancient and contemporary to the relaxing and adventurous, we offer a great combination of packages to suit any traveller.
Our multinational team of tourism professionals provide exemplary services and support, with a huge portfolio of 350+ 5* hotels, and our own transportation fleet.
Our clients range from Europe's largest Operators to individual travellers. Masters Travel Service is committed in providing outstanding services and our friendly dedicated team is at hand to make sure every stay is a memorable one.





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

Mostafa Tawfik · Mohamed Bakry
Generel Managers Egypt





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Request your tailor-made quote now:

Masters Travel Services
info@mastertravelservice.com



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.

As a full-service DMC we at GoVacation 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!



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

Sarkis Kezelian
Managing Director GoVacation Egypt





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GREECE

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.

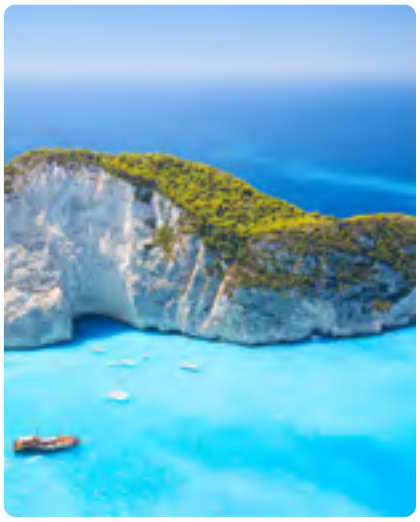
The headquarters of dts Incoming Hellas Touristic Services are located in Heraklion/Crete.
Offices in Heraklion, Chania, Rethymnon, Sitia, Santorini, Naxos, Mykonos, Ios, Paros, Rhodes, Kos, Corfu, Zakynthos, Halkidiki & Athens. Every destination offers its guests different and unique things, from its cultural heritage and its Ottoman past to its diverse nature and landscapes with countless beautiful beaches.



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

Jannis Papadakis
Managing Director DTS Greece





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Heraklion, Crete
Tel.: +30 2810 335500

Request your tailor-made quote now:

DTS Greece
info.gr@dtservices.travel



ITALY

Welcome to Italy!
DER Viaggi, a long presence in Italy. In 1954, the very first DER branch office abroad was opened in Rome, to assist German travelers arriving in this country.

Italy is one of the leading touristic destinations in the world, with more than 450 millions overnights in year 2023, according to official statistics. In more than 70 years of presence in this country we know its culture, its mentality and its way of hand-ling business very well. As a German company, we adhere 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 offer high quality to our partners, with creativity, flexibility and great dynamism, always with the curiosity to research new products and programs: fundamental characteristics in our DMC activity, in a country like Italy so diverse and full of wonders to be discovered.

All of this, combined with the strength of the DERTOUR Group, our sole shareholder, made DER Viaggi become one of the most renowned inbound operators in Italy.



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

Patrizio Appolloni
Managing Director
Deutsches Reisebüro s.r.l. Rom





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Request your tailor-made quote now:

DER Italy
Individual Services: incoming@derrom.it
Group & MICE Requests: groups@derrom.it



PORTUGAL

Welcome to Portugal and Cape Verde!
Portugal and Cape Verde attracts visitors from all over the world, all year round. 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.
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.

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 DERTOUR Group (minority shareholder) and MTS Globe.



"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





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Request your tailor-made quote now:

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SPAIN

Welcome to Spain!
DTS Spain is a young DMC, made up of an international team of professionals that offer more than 20 years of experience in tourism and destination management. All of us are fully committed to meeting our clients' needs by adapting to all kind of business models and providing high quality service and products at very competitive rates. We are reliable, empathetic, and always put our customers at the centre. Our robust organisational culture and efficient business processes set us apart.

We operate on the Balearic Islands (Mallorca, Menorca and Ibiza), the Canary Islands (Gran Canaria, Tenerife, Lanzarote, Fuerteventura, El Hierro, La Gomera and La Palma) and Mainland Spain (Costa de la Luz, Costa del Sol, Levante, Costa Dorada, Costa Brava, Andalucía, Madrid y Barcelona).

Besides the classical services such as accommodation, excursions, guest assistance and transfers, DTS Spain enriches its product portfolio with roundtrips, fly & drive packages and groups and MICE programmes.



"Our commitment to providing excellent service motivates us to go above and beyond in all we do, exceeding our customers' expectations and enhancing travelers' experiences at destination."

Mar de la Fuente
Managing Director DTS Spain





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Tel.: +34 971 472 349

Request your tailor-made quote now:

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info.es@dtservices.travel



TUNISIA

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 DERTOUR Group conveys in the European tourism market.

Last but not least, the main reason for dts Tunisia's success is a motivated and dedicated team.



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

Foued Lejmi
Managing Director DTS Tunisia





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Request your tailor-made quote now:

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Foued.Lejmi2@dtservices.travel



TÜRKİYE

Welcome to Türkiye!
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 3 branches in Antalya, Side and Alanya. 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 civilizations, archaeology and nature of the discovery book formed by Türkiye.





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

Hakan Ketenci · Savas Turkoglu
Managing Directors DTS Türkiye





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UNITED ARAB EMIRATES

Welcome to 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.

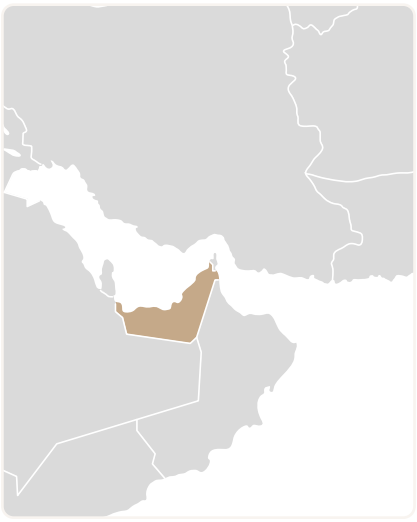




"An amazing destination, a unique eclectic mix of tradition and innovation,a truly magnificent place to visit."

Alessia Vicentelli
Managing Director GCC

Tarek Yassein
Director Finance & Administration





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EASTERN & SOUTHERN AFRICA

Welcome to Africa!
GoVacation Africa is a full service destination management company, specialising in inbound travel with offices in South Africa, Namibia, Kenya,Tanzania, Zanzibar, Uganda and Madagascar. From these offices we service neighbouring destinations such as Zimbabwe, Zambia, Botswana, Mozambique, Malawi and Ruanda. We offer professional services and client specific consultation to both the FIT (individual) and group leisure travel segments.

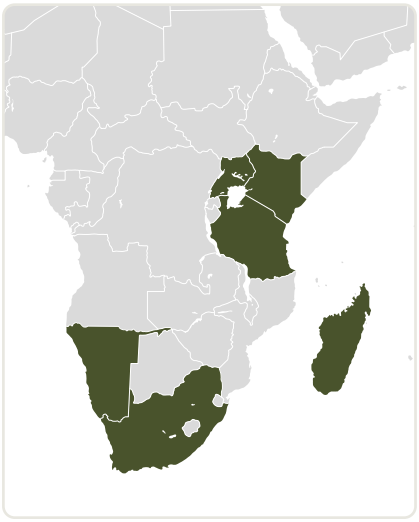
We are part of a global brand, with decades worth of business experience in core international markets. We have come to understand the nature of the world traveller very well, and how best to deliver and maintain a professional service.
We have also come to know the peculiarities of the African continent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



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

Sabine Blehle
CEO GoVacation Africa





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Request your tailor-made quote now:

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MAURITIUS

Welcome to Mauritius!
Mautourco is one of the most established Destination Management Companies in Mauritius, having hosted over 195,000 guests in 2023-24 and offers a range of services, including car rentals. Employing 300 staff, Mautourco has operated for more than 69 years and has built a strong brand image with industry operators worldwide.

Mauritius is a popular holiday destination, attracting both leisure travellers and adventure seekers from around the globe. It boasts a mild tropical climate year-round, pristine beaches and breathtaking scenery, regular flights to major cities in Europe, Africa, and Asia, internationally recognised resorts, a multicultural population, a well-known tradition of hospitality, and political and social stability.

Mautourco is a joint venture between DERTOUR Group (minority shareholder) and New Mauritius Hotels.



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

Richard Robert
Managing Director Mauritius, Mautourco



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Mautourco
info@mautourco.com



CAMBODIA

Welcome to Cambodia!
With the launch of full-scale operations in 2019, GoVacation Cambodia became the sixth link in the chain of destination management companies serving vacation travelers throughout Southeast Asia.

3,000 years of dramatic history have created a rich culture reflecting the religious and social diversity of this complex nation. The appeal for growing numbers of visitors to Cambodia ranges from the incredible Khmer temples and monuments of Angkor, to the escapist beaches and idyllic offshore islands in the Gulf of Thailand. The lush scenery, of forested mountains, protected national parks, rivers and lakes provide ample prospects for adventure. In rural villages travelers will meet friendly folk still following their traditional life style. There are bustling cities to explore, with Buddhist temples, museums, relics of French colonial times, colorful markets, plus dining, entertainment and nightlife activities.

GoVacation Cambodia operates through main offices in Phnom Penh and Siem Reap. Our dedicated and efficient multi-lingual team offers every facility and service to deliver the most memorable experiences for travelers from around the world.



"The inspiring culture combined with the history of the country and our unmatched professionalism, create an unforgettable experience."

Tim Grosse
General Manager





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Request your tailor-made quote now:

GoVacation Cambodia
sales@govacation-vietnam.com



INDIA

Welcome to India!
GoVacation India is a dynamic destination management company offering tailor-made travel and related services to India. The company is supported by experienced professionals across 28 branch offices in India, Bhutan and Nepal.

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, sustainability, personalised service, professionalism and innovation.

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



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

Dipak Deva
Managing Director GoVacation India





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Request your tailor-made quote now:

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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.

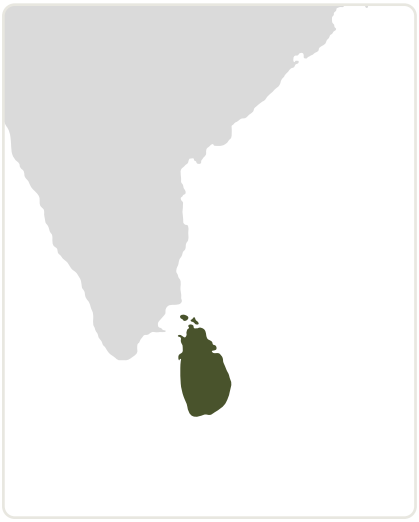
Surrounded by stunning beaches of different nature, the country's interior is painted from a vibrant colour palette which captures the exquisite beauty of diverse variety of flora and wildlife that inhabit this land. Whether it is exploring archaeological sites in Anuradhapura, observing the largest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

At GoVacation 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. GoVacation Sri Lanka is a joint venture between DERTOUR Group (minority shareholder) and Jetwing Travels.



"Innovativeness, Proactiveness and facing Challenges are qualities of our well experienced colleagues. Which make me very delighted to work with such professionals at GoVacation Sri Lanka."

Jonathan Machado
General Manager GoVacation Sri Lanka





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Request your tailor-made quote now:

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THAILAND & SOUTHEAST ASIA

Welcome to Asia! Welcome to Thailand!
GoVacation Asia is a premier destination management company specializing in inbound travel. With offices in Thailand, Vietnam, Cambodia, Indonesia, and Sri Lanka, we are strategically located in major tourist hubs, cities, beaches, and island resorts.
Our dedicated local staff ensure that every visitor enjoys a seamless and memorable experience, free from any worries.
Welcome to Thailand – the land of smiles!

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 color. 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.
It's all yours – in Thailand!



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

Christoph Müller
Managing Director GoVacation Asia





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Request your tailor-made quote now:

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VIETNAM

Welcome to Vietnam!
A country of fascinating contrasts
With full-scale, full-service operations launched in November 2016, GoVacation Vietnam became the fourth link in GoVacation´s Southeast Asian network of destination management companies. GoVacation Vietnam operates through main offices in Ho Chi Minh City, Hanoi and Danang, with local representatives covering key tourist destinations throughout the country.

GoVacation Vietnam provides a comprehensive range of tour itineraries, excursions and options for groups, individual and VIP travelers, designed to appeal to every taste, every budget. These tour programs cover every style of vacation, from totally relaxed beach escapes, to challenging adventure activities.

GoVacation 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. With its friendly, welcoming people, this destination presents an endless diversity of memorable experiences for the traveler.



"Our young and dedicated team brings fresh wind into Vietnam's DMC landscape."

Tim Grosse
General Manager GoVacation Vietnam





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Request your tailor-made quote now:

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DOMINICAN REPUBLIC

Welcome to Dominican Republic!
GoVacation is a leading destination management company in the Dominican Republic, boasting over 30 years of expertise in the tourism industry. We specialize in crafting unique travel experiences for discerning travelers from Europe, Latin America, and North America, offering a comprehensive range of products and services to meet the diverse needs of our valued clients.

GoVacation has experienced consistent growth, welcoming over 150,000 clients during peak seasons. Our dedicated team comprises both local and international professionals, ensuring a personalized, friendly, and flexible service tailored to our visitors' needs. With strategically located offices in both Puerto Plata and Punta Cana, we offer comprehensive coverage throughout the Dominican Republic.

GoVacation is committed to ensuring an unforgettable Caribbean experience for every traveler. Whether you seek relaxation on pristine beaches, exploration of historical wonders like the oldest city in the Americas, Santo Domingo, or adventure amidst nature, such as whale watching in Samaná Bay or discovering the idyllic Cayo Levantado (Bacardi Island), we are dedicated to curating unique and memorable journeys.



„Unleash your adventurous spirit and explore the captivating beauty of the Dominican Republic, a land of vibrant culture and thrilling experiences."

Sebastien Garcia
Managing Director, GoVacation,
Dominican Republic





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Request your tailor-made quote now:

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USA

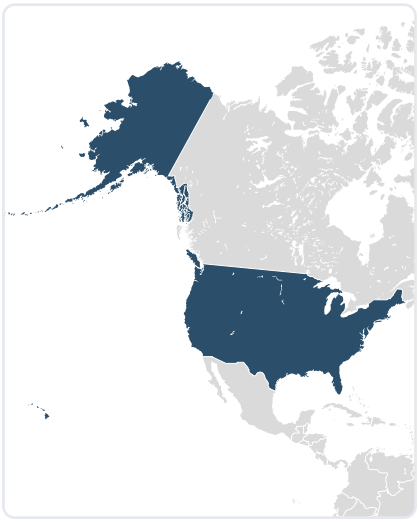
Welcome to USA!
New World Travel provides comprehensive receptive services for destinations throughout the USA and Canada. With 45 years of experience and a dedicated team and offices in New York, Los Angeles and Miami, we offer a complete line of products for the America-bound traveler. We expertly operate programs in multiple languages for FIT, Fly Drive and motorcoach guests, leisure groups, incentives, conferences, and special events. With our extensive product knowledge, constantly updated itineraries, and carefully crafted selection of suppliers we ensure well-planned execution and fond memories.

North America is a cultural melting pot, whose people and cultures are as diverse as its geography. It is ambitious, aspirational, and constantly developing. Familiar, yet unique. Our focus is to showcase the diversity of this vast continent for our clients and their guests, delivering the North American travel experience with an exceptional level of organization and customer satisfaction. New World Travel is committed to being a true partner for trade clients, to fully understand their needs and to create, programs and solutions for their businesses.



"A truly amazing destination with something for everyone."

Marco Jahn
President and CEO





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SUSTAINABILITY

Committed to the world

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 everyones 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 DERTOUR Group 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 (e.g. Partner of „The Code", regular trainings for all employees)
- Protecting the environment (e.g. Cooperation with myclimate to reduce carbon footprint)
- 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. DERTOUR 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 DERTOUR 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 sustainable. Go Vacation Sri Lanka and Mautourco in Mauritius are GSTC-certified. GSTC manages Global Standards for Sustainable Travel and tourism, and acts as the international accreditation body for sustainable tourism certification. The amount of work behind a certification is shown by a number: The DMCs 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 Jonathan Machado 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 DERTOUR Group and its many business partners: tour operators, hotels, destination management companies (DMCs) and many others. Our DMCs in Asia and Africa are engaged to be certified in accordance to even these sustainability criteria. More certified European companies are to follow by 2025.

DERTOUR Group and the DMC Network thus work 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.

As part of an ongoing campaign to encourage environmental awareness, many DMCs provide 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.



DERTOUR FOUNDATION

Protecting Biodiversity

Millions of visitors annually and a global network of agencies in the holiday regions: As a globally operating tourism company, DERTOUR 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 our destination countries and to protect the diversity of our earth," explains Sören Hartmann, Chairman of the Board of the DERTOUR Foundation.

Social commitment

Social responsibility is very important to DERTOUR´s sustainability goals. This was formally acknowledged in 2014 with the founding of the DERTOUR 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 DERTOUR Foundation has implemented more than 100 projects in twenty-eight countries on five continents in the areas of education, nature, conservation and animal welfare.

Every Penny Counts

Our projects around the world are implemented by the DERTOUR 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.



DERTOUR FOUNDATION SUPPORTS IN 2024/2025

Let us take you on a journey to two of the projects

CAMBODIA: SMILING GECKO

Education

DERTOUR 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: DETECTION DOGS AGAINST POACHING

Animals protect animals

The Pilanesberg National Park in South Africa – seemingly an idyll. About 150 kilometres northwest of Johannesburg, a 55,000-hectare hilly landscape stretches around an extinct volcano: a refuge for hundreds of different species of wild animals, including the famous Big Five. But the idyll is fragile because the rare animals are severely threatened by poaching.

Leading the way against poaching

Together with the Endangered Wildlife Trust (EWT), DERTOUR Foundation is fighting against the illegal practices of poachers and is receiving animal support from trained noses. Sniffer and tracking dogs are to actively help curb poaching in the extensive area.

The dogs are trained to sniff out not only horn or ivory, but also firearms and ammunition and follow the tracks of suspicious persons.

DERTOUR Foundation supports the EWT with funding for a dog handler, a sniffer dog and a tracking dog and their medical care.

DERTOUR
DMC



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