

# OUR WORLDWIDE DMC NETWORK



TRUSTED  
TRAVEL  
TEAM

**DETOUR**  
GROUP

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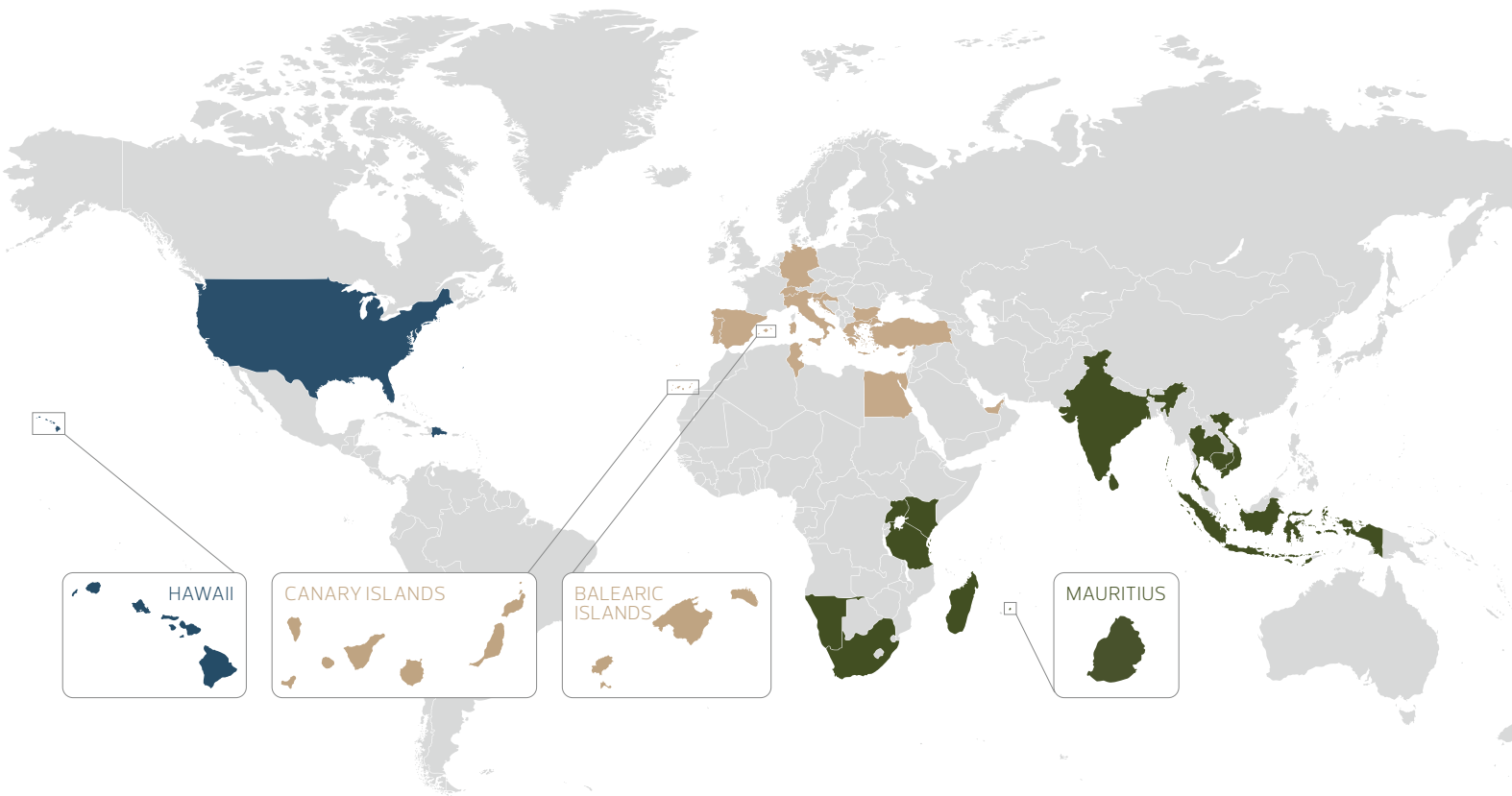
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# DMC WORLD

## Destination Management Companies



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### Europe & Northern Africa

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DERTOUR  
GROUP

### Africa/Asia

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GOVACATION

# REWE GROUP

The REWE Group is one of Europe's leading retail and tourism groups. With a strong focus on its extensive retail operations, the company generated a total external turnover over €100 billion in the 2025 financial year.

Founded in 1927, the cooperatively organised REWE Group operates around 12,400 stores and travel agencies and employs approximately 380,000 people across 21 countries.

Its retail brands include REWE, REWE Center, REWE City and nahkauf in Germany, as well as international supermarket and convenience formats such as BILLA, BILLA PLUS, ADEG, IKI and BIPA. The Group also operates the discount chain PENNY in several European markets and the DIY retailer toom Baumarkt. Complementing its stationary retail business, the REWE Group has successfully expanded its convenience and e-commerce activities. These include REWE To Go, the REWE delivery and pick-up services, as well as specialist online platforms such as ZooRoyal and Weinfreunde. In addition, the Lekkerland Group is responsible for the wholesale and convenience business in the out-of-home market.

Beyond retail, the REWE Group entered the travel and tourism sector in 1988 through the acquisition of a number of travel agencies. Since then, the Group has continuously expanded its tourism activities. Key milestones include the acquisition of ITS and the former DER (Deutsches Reisebüro) travel businesses in the 1990s, the integration of Kuoni's tour operating business in 2015 and, most recently, the acquisition of the Hotelplan Group's tour operating and travel retail activities in Switzerland, Germany and the United Kingdom.

Today, all tourism activities of the REWE Group are bundled under the umbrella of the DERTOUR Group. As one of Europe's largest and most diverse tourism groups, the DERTOUR Group represents the REWE Group's second strategic core business alongside retail.

**REWE** ■ ■  
GROUP



# DERTOUR GROUP

**DERTOUR Group is one of the leading tourism groups in Europe.**

Each year, millions of travellers place their trust in the expertise of the DERTOUR Group. In order to meet the diverse needs and expectations of today's travellers, the Group offers a broad and differentiated portfolio of travel products.

Under one roof, DERTOUR Group unites more than 20 well-established touroperator brands, including DERTOUR, ITS, Kuoni, Apollo, Exim Tours and Fischer, as well as around 30 specialist tour operators focusing on specific interests and target groups such as golf, culture, sports or diving. This wide-ranging brand portfolio enables the Group to cater to almost every type of traveller.

Customer proximity is a top priority for the DERTOUR Group. With around 2,000 travel agencies across Germany, the United Kingdom, France, Switzerland and numerous Eastern European markets, the Group is broadly positioned and consistently relies on personal advice as a key sales channel. Well-known sales brands include DER Reisebüro, DERPART, DERTOUR and the Kuoni sales brands in Switzerland and other markets.

The tour operator portfolio offers suitable products for every customer segment. Combined with a strong network of stationary sales outlets and powerful online travel portals.

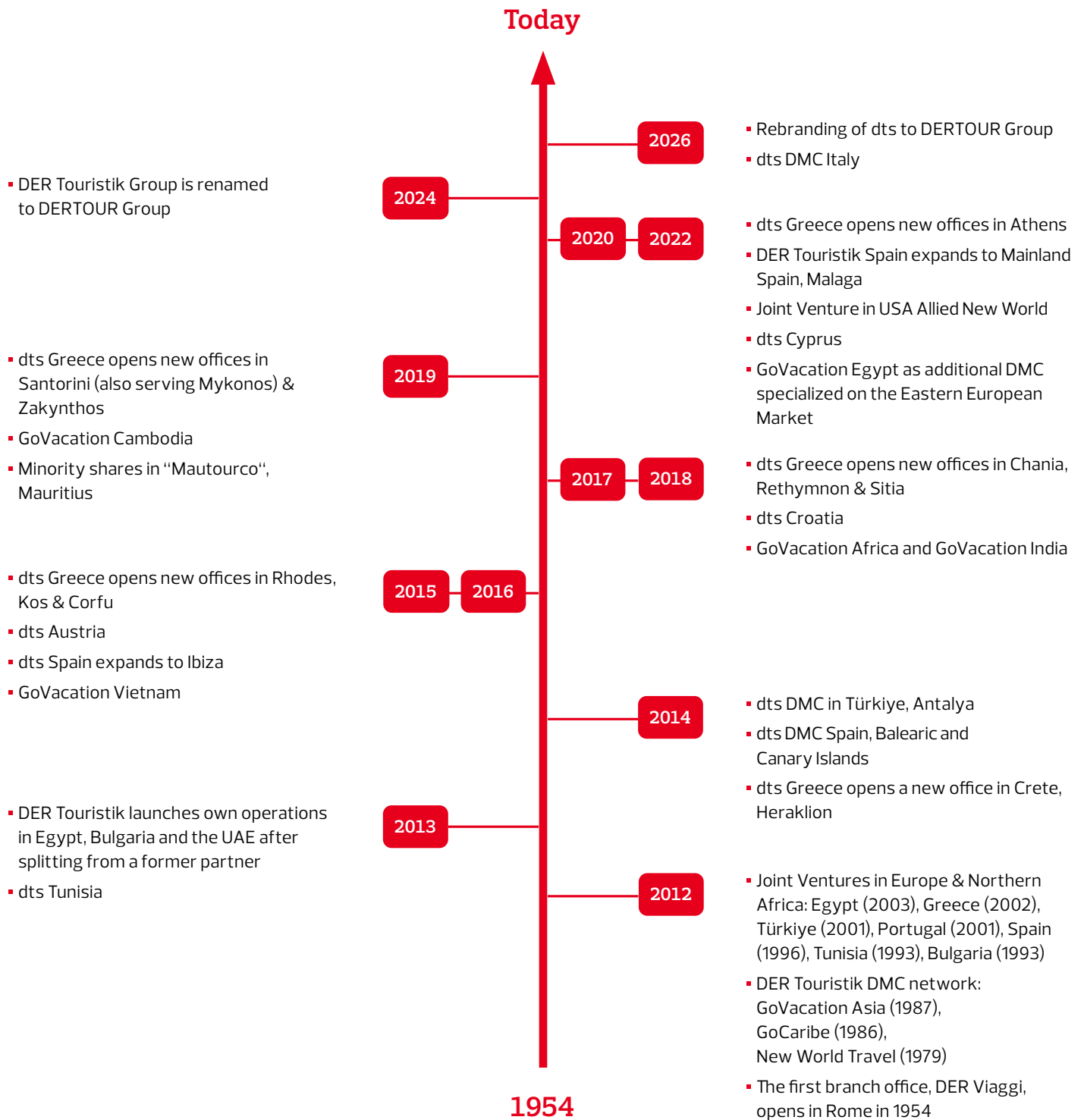
In the hotel segment, we operate several proprietary and co-owned hotel brands, including Sentido, Aldiana, Playitas, ananea and Calimera, creating distinctive and high-quality holiday experiences for guests across more than 80 hotels worldwide.

In addition, the Group is strongly positioned in land-based tourism through the DSR Hotel Holding. This division comprises more than 30 hotels, including well-known brands such as aja, A-ROSA and HENRI.

With a global network of 21 destination management companies (DMCs) and around 72 affiliated offices, DERTOUR Group is present in key tourist destinations worldwide and provides comprehensive on-site services for its customers and partners.



# DERTOUR DMC NETWORK MILESTONES



One of the key drivers of the DERTOUR Group strategy is to strengthen and to expand 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 (Wilén b. Wollerau) support with truly international teams, underlining our claim as a global player.

Our network of 21 destination management companies (DMCs) spans 30 destinations worldwide, comprising approximately 2,000 employees across 72 offices. Each year, around 5 million guests benefit from our services. From hotel bookings and transfers to excursions and cultural experiences, customers can rely on the DERTOUR Group as a trusted partner for all aspects of their travel arrangements.

We offer a broad and comprehensive service portfolio, ranging from traditional package holidays to specialised and tailor-made travel solutions. This includes group and round trips, tours and excursions, as well as MICE offerings.

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 whose core business is the production and distribution of travel products, everything begins with the hotel contract—the foundation of the entire customer journey—while paying close attention to the small details that create meaningful differentiation. DERTOUR Group's success is built on a strong, internationally and cross-functionally aligned hotel contracting organization that consistently places the customer at the center, turning commitments into tangible experiences. In the context of ongoing digital transformation, dynamic sourcing has become an essential capability to ensure speed to market. Combined with our traditional contracting approach, decades of international experience, and long-standing business relationships across all destinations, this positions us strongly for future competitiveness, delivering the optimal product mix under the best possible 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. 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 driving all strategic and operational initiatives within the DMC network, including its expansion and the optimization of in-destination operations. The team also acts as a key interface between DERTOUR Group's tour operating units and in-destination teams, particularly in relation to customer care processes. The Key Account Management function focuses on meeting the requirements of our B2B partners in close collaboration with local DMC entities. In addition to providing core incoming services—such as transfers, excursions, and hotel or roundtrip contracting—we operate a successfully implemented bedbank that enables seamless dynamic packaging. Furthermore, we offer a dedicated support services segment, centered around shared service quality hubs and continuous process optimization (e.g., data management, invoice control, and other outsourcing solutions tailored to client needs).



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

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

Sustainability is at the core of our operations and a fundamental pillar of our long-term business strategy. We are committed to promoting responsible tourism practices across our destinations and throughout our value chain. To ensure the highest standards, our DMCs are engaged in obtaining certification and complying with internationally recognized criteria. Our DMC sustainability strategy includes regular staff training on child safeguarding, continuous monitoring of animal welfare standards, and proactive collaboration with accommodation partners to support sustainable certifications.



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 DERTOUR 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.



Alvaro Horrac

# 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 and manage our products in close cooperation with our partners.

This is how 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 both – 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 initial 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). Our dedicated teams plan, manage and supervise any groups from the first stage onward, all with the sole purpose of inspiring and creating wonderful experiences.



## Services & Outsourcing

In selected 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.



### **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, our range of transfers includes shared or private transfers as well as accessible transfers for customers with disabilities. 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.



### **Guides / Representatives**

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



### **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.



### **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.



### **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.



### **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.



### **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:

## 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



**Sandra Hummell**  
 Head of Groups & MICE (DMC)  
[groups.mice@dertour-services.com](mailto:groups.mice@dertour-services.com)





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
- SUSTAINABLE 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 450 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."**

**Jürgen Heiss**  
Managing Director



### Contact Details:

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



DERTOOUR Destination Services AG  
[juergen.heiss@dertour.com](mailto: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



### Contact Details:

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Tel.: +359 52 661441

Request your tailor-made quote now:



DTS Bulgaria  
[info.bg@dtsservices.travel](mailto:info.bg@dtsservices.travel)

# CROATIA

## Welcome to Croatia!

The enthusiastic and dynamic team of local tourism professionals, with extensive experience gained through former DERTOUR Group partner agencies in Croatia, officially became part of the Group with the establishment of DERTOUR Group DMC Croatia in 2018.

Since then, the company has operated as DERTOUR Group DMC for South-East Europe, maintaining a strong presence in Istria and Dalmatia and providing services along the entire eastern Adriatic coast.

Today, we offer a comprehensive portfolio of tourism services across multiple destinations, including Croatia, Slovenia, and Montenegro.

DERTOUR Group DMC Croatia operates through two offices to ensure strong local expertise and efficient service delivery: our head office in Pula and a branch office in Makarska.

Through continuous development and strategic growth, we have positioned ourselves as one of the leading local DMCs, supported by a strong and reliable partner network.

Delivering high-quality products and exceptional service remains our top priority, enabling us to consistently meet the needs of our B2B partners and exceed client expectations across all destinations.



"Experience with us the Mediterranean way – memories will remain"

**Alen Petrovic**  
Managing Director



### Contact Details:

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



DTS Croatia  
[info.hr@dtsservices.travel](mailto:info.hr@dtsservices.travel)

# 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/Summertime 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

**DERTOUR**  
GROUP



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Request your tailor-made quote now:



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[christos.Asprou@dtsservices.travel](mailto:christos.Asprou@dtsservices.travel)

# 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 today's 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**  
General Managers



### Contact Details:

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



Masters Travel Services  
[info@mastertravelservice.com](mailto: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



### Contact Details:

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



GoVacation Egypt  
[sarkis@twasegy.com](mailto:sarkis@twasegy.com)

# 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.

Our branch offices are situated in Heraklion, Chania, Rethymnon, Sitia, Santorini, Naxos, Mykonos, Ios, Paros, Rhodes, Kos, Corfu, Zakynthos, Halkidiki & Athens assuring the best on spot service.

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



### Contact Details:

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



DTS Greece  
[info.gr@dtsservices.travel](mailto:info.gr@dtsservices.travel)

# ITALY



Many people think of *Bella Vita* speaking about Italy.

DERTOUR Group's presence in Italy is rooted in a long-standing history. In 1954, the company opened its first international branch there, supporting German travelers visiting the country.

In 2026, we mark a significant milestone: DER Viaggi, a fully owned DERTOUR subsidiary based in Rome and primarily active in central Italy, and Valentour DMC, headquartered in Tropea with a strong focus on southern regions, joined forces. By combining their expertise and in-depth destination knowledge, they have established DTS Italy DMC—now one of Italy's leading incoming agencies and a trusted local partner for numerous European and international tour operators.

With over 70 years of presence in Italy, we possess a deep understanding of the country's culture, mindset, and business practices. Reliability, punctuality, and professionalism form the foundation of our relationships with both partners and suppliers.

We consistently deliver high-quality services with creativity, flexibility, and agility—core strengths of our modern organization. Supported by the overall strength of the DERTOUR Group, this positions DTS Italy DMC as one of the most reputable and dependable inbound operators in Italy.



„All roads lead to Italy. Our team supports you every step of the way.“

**Patrizio Appolloni · Deborah Valente**  
Managing Directors



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



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Group & MICE Rome: [groups@derrom.it](mailto:groups@derrom.it)  
Groups and Tours Tropea: [gruppi@valentour.it](mailto:gruppi@valentour.it)

# PORTUGAL

## Welcome to Portugal and Cape Verde!

Portugal and Cape Verde attract 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.

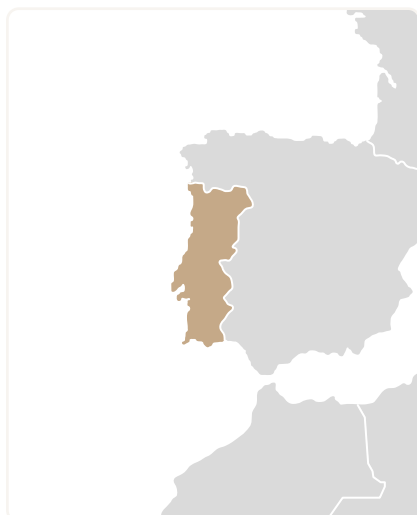
The team relies on employees with a diverse cultural background as well as staff from our region. Portuguese, English, German, Spanish, Italian, French, Polish, Russian and Czech are amongst the languages spoken.

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-TOUR Group 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



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



MTS Portugal  
[raquel.oliveira@mtsglobe.com](mailto:raquel.oliveira@mtsglobe.com)

# SPAIN



## Welcome to Spain!

DTS Spain is a young and dynamic DMC, powered by an international team of tourism professionals with more than 20 years of experience in destination and travel management. Driven by passion, expertise, and close attention to detail, we provide tailor-made solutions that adapt seamlessly to our clients' needs.

Flexibility and adaptability across a wide range of business models are at the core of our approach. We deliver high-quality services and products at competitive rates, always guided by reliability, empathy, and a strong customer-centric mindset. Our solid organisational culture and efficient operational processes ensure smooth and dependable experiences.

DTS Spain operates in Spain's most iconic and diverse destinations, including the Balearic Islands, the Canary Islands, and key mainland regions such as Costa del Sol, Andalucía, Madrid, and Barcelona.

Our service portfolio goes beyond the essentials. In addition to accommodation, transfers, guest assistance, and excursions, DTS Spain designs enriching travel experiences through tailor-made round trips, fly & drive programmes, group travel solutions, and comprehensive MICE programmes. Every journey is crafted with care, professionalism, and a genuine commitment to excellence.



"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

**DERTOUR**  
GROUP

**Travelife**  
PARTNER  
Committed to sustainability



### Contact Details:

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Tel.: +34 971 472 349

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



DTS Spain  
[info.es@dtsservices.travel](mailto:info.es@dtsservices.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 operating in November 2013 as a new DMC in the destination. In a short period of time, it evolved into one of the leaders in the Tunisian tourism industry. With 4 branches (Hammamet, Sousse, Djerba and Tunis)), 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



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# TÜRKİYE

## Welcome to Türkiye!

Where ancient history meets breathtaking natural beauty, Türkiye offers an exceptional diversity of experiences. The region of Antalya, often referred to as the "Turkish Riviera", impresses with its unique blend of archaeological heritage, stunning coastline and lush landscapes. The historic centre of Antalya, Kaleiçi, nestled within ancient Roman walls, invites visitors to explore its charming streets, cultural landmarks and renowned museums – a true highlight for travellers seeking authenticity and history.

As DTS Türkiye, we operate through our offices in Antalya, Side and Alanya, ensuring comprehensive local coverage. In addition, we collaborate closely with our trusted partner in the Aegean region, enabling us to offer seamless services across key destinations.

Driven by a strong commitment to quality and continuous development, our dedicated and experienced team delivers tailor-made travel solutions designed to meet every client's needs – from reliable airport transfers and carefully selected accommodation to a wide range of destination services.

We look forward to welcoming you to Türkiye and creating unforgettable travel experiences, where rich history, diverse culture and extraordinary nature come together in perfect harmony.



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

**Hakan Ketenci · Savas Turkoglu**  
Managing Directors



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



[DTS Türkiye  
tr.info@dtsservices.travel](mailto:tr.info@dtsservices.travel)



# UNITED ARAB EMIRATES

## Welcome to United Arab Emirates!

Miracle Tourism is a dynamic DMC covering the UAE, Oman and Qatar 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 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



### Contact Details:

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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, Ruanda and Madagascar. From these offices we service neighbouring destinations such as Zimbabwe, Zambia, Botswana, Mozambique and Malawi. 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.

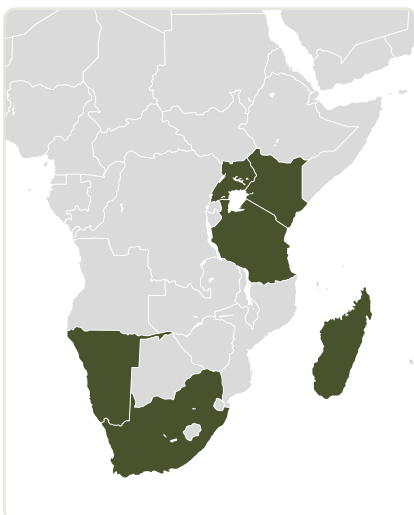
Our people are passionate ambassadors for the destinations they call home. They have amassed countless hours worth of personal experience, qualifying them as specialists in their respective fields be that operational, logistical or administrative.



"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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[info@go-vacation.co.za](mailto:info@go-vacation.co.za)

# MAURITIUS

## Welcome to Mauritius!

Mautourco is one of the most established Destination Management Companies in Mauritius, having hosted over 190,000 guests in 2024–2025, offering a range of services, including car rentals. Employing 300 staff, Mautourco has operated for more than 70 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 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



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Request your tailor-made quote now:



[Mautourco](https://www.mautourco.com)  
[info@mautourco.com](mailto: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 multilingual 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."

**Tim Grosse**  
General Manager



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GoVacation Cambodia  
[sales@govacation-vietnam.com](mailto: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 30 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



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Request your tailor-made quote now:



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[info@govacation-india.com](mailto:info@govacation-india.com)



# 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.

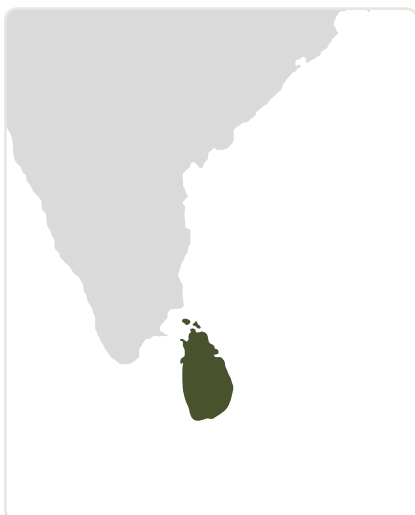
At GoVacation Sri Lanka our innovative team will help you to explore the country in interesting and insightful ways. Our goal is that our clients return from their journey feeling stimulated, relaxed and truly connected to the island's culture and its people.

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



### Contact Details:

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Request your tailor-made quote now:



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[info@govacation-srilanka.com](mailto:info@govacation-srilanka.com)

# 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



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Request your tailor-made quote now:



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[info@go-vacation.com](mailto:info@go-vacation.com)

# VIETNAM

## Welcome to Vietnam!

A country of fascinating contrasts

With full-scale, full-service operations launched in 2016, GoVacation Vietnam became the fourth addition to GoVacation's Southeast Asian DMC network. 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 end-less diversity of memorable experiences for the traveler.



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

**Tim Grosse**  
General Manager



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Request your tailor-made quote now:



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[sales@govacation-vietnam.com](mailto:sales@govacation-vietnam.com)



# DOMINICAN REPUBLIC

## Welcome to Dominican Republic!

GoVacation is a leading destination management company in the Dominican Republic with over 30 years of expertise in tourism. We create well-curated travel experiences for international travelers, offering a wide range of products and services tailored to our clients' needs.

We are a reliable and responsible partner on the ground, handling every operation with care, transparency, and a strong commitment to quality, ensuring confidence and peace of mind at every step.

GoVacation has grown consistently, welcoming over 150,000 clients during peak seasons. Our team combines local knowledge with international experience to deliver personalized, flexible service and bridge cultures, expectations, and ways of working. With offices in Puerto Plata and Punta Cana, we provide full destination coverage and smooth coordination for our partners.

At GoVacation, we create memorable Caribbean experiences — from pristine beaches and the history of Santo Domingo to the island's natural beauty — always authentic, carefully managed, and seamlessly delivered.



„Our role is to take care of every detail, so you can simply enjoy the journey“

**Jacqueline Bel**  
Managing Director



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Tel.: +1 809 586 4075

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 over 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 North 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 welcoming, 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

**NEWWORLD**  
TRAVEL



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Request your tailor-made quote now:



New World Travel  
[sales@newworldtravel.com](mailto:sales@newworldtravel.com)

# SUSTAINABILITY

## Committed to the world

Unspoiled nature, magnificent cultural monuments and stable social conditions. Travellers expect to arrive at 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 promotes sustainable tourism by encouraging members to implement efficient management practices and to monitor environmental and social impacts. Companies ready to get to work towards sustainability tend to score better on customer satisfaction, staff motivation and business efficiency with positive effects for their competitive advantage.

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 DERTOUR DMCs assume responsibility and develop appropriate measures include: conscious travel, protecting the environment, providing fair working environment and economic benefits to local communities, and social commitment.



## Designing Sustainable Travel Offerings

Travellers are increasingly paying attention to whether their trip creates negative environmental or social impact. The number of sustainably certified hotels in the range of DERTOUR tour operators is being successively expanded and the development of more sustainable travel products is constantly being driven forward through respective sustainability requirements. Our partners are having their hotels certified by internationally acknowledged third-party certification schemes, such as Travelife or Green Key. Requirements assessed as part of the independent audit by 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.



GoVacation Sri Lanka and Mautourco in Mauritius are Travelife and Blue Oasis 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, GoVacation 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.

It is our aim to closely cooperate with all our partners and achieve common sustainability goals together: tour operators, hotels, destination management companies (DMCs) and many others. Our DMCs in Asia and Africa are certified by Travelife. More certified European DMCs are to follow by 2026.

DERTOUR Group and the DMC Network bring together various hotel and industry partners with representatives of civil society and international organisations.

As part of an ongoing campaign to encourage environmental awareness, many DMCs provide round-trip guests with reusable water bottles that can be refilled at partner hotels, a cotton shoulder bag and leaflet promoting corporate ecological objectives.

The excursion coolers of GoVacation Dominican Republic feature dedicated stickers highlighting a plastic-waste initiative. The DMC collects plastic waste on site and in a designated collection container located in the company's garden to ensure proper processing. While recycling initiatives exist in the Dominican Republic, there is no comprehensive, nationwide government-operated recycling system, and overall infrastructure remains limited. Therefore, GoVacation Dominican Republic is also inviting its staff and their families to bring plastic waste from home and deposit it in the container, thereby extending the initiative's impact beyond daily business operations.



# 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, Founder 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 groups 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 120 projects in 31 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. Every cent is purposefully and effectively used on site.



# DERTOUR FOUNDATION SUPPORTS IN 2026

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

## THE SCHOOL OF HOPE: THE ZANZIBAR BRIDGE PROJECT

In Kizimkazi on Zanzibar, the Zanzibar Bridge Project is creating far more than a school – it is building a place where young women gain strength, confidence and real prospects for the future. The program offers women aged 18 to 25 who live in extreme poverty – many of them orphans – the opportunity to build an independent life through professional training in the hospitality sector.

Completed in 2024, the campus includes a training hotel and restaurant where students gain hands-on experience. Since 2025, young women have been learning skills such as English, cooking, service, housekeeping, front office and digital competencies. Internships in selected four- and five-star hotels provide valuable real-world experience and open doors to employment. Several graduates are already working at local hotel partners, and further employment opportunities are planned within the DERTOUR Group.

Supported by the DERTOUR Foundation and the More Than A Drop Foundation, the project continues to grow: by 2027 up to 80 women will participate each year, alongside new courses in hotel management and entrepreneurship. The vision is clear – empowering women with education, confidence and opportunity, and helping them build a future of dignity while supporting their families and communities.



## CARING FOR STRAY ANIMALS IN BULGARIA

More than 200 million dogs worldwide live as strays, along with an even larger number of free-roaming cats. In many regions, including parts of South-Eastern Europe, large stray populations are part of everyday life in cities and tourist destinations. Without regular veterinary care, many of these animals suffer from illness, hunger, and injury, affecting not only their welfare but also public health and the well-being of local communities. The Bankya Veterinary Clinic near Sofia, operated by FOUR PAWS, has been providing vital care for stray animals since 2013. Each year, thousands of dogs and cats are humanely captured, neutered, vaccinated, and returned to their communities through the proven CNVR method (Catch–Neuter–Vaccinate–Return), recognised by the European Parliament as a best practice.

Recently modernised, the clinic now offers improved facilities for treatment, surgery, and diagnostics while also serving as a regional training centre for veterinarians and animal welfare professionals. With the support of the DERTOUR Foundation, the clinic can expand its impact by investing in modern equipment, training, and awareness initiatives that encourage travellers and tourism partners to actively support responsible animal welfare in destinations.

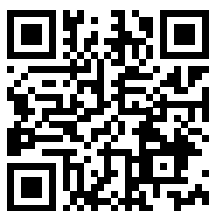


# DERTOUR

GROUP

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Link to our website



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**TRUSTED  
TRAVEL  
TEAM**