

# ARABIAN TRAVEL AWARDS



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23-28 March 2020

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# Night of grandeur and achievement

Over 200,000 entries were received for the third edition of the Arabian Travel Awards which took place at the Westin Dubai Mina Seyahi Beach Resort & Marina with industry professionals from travel, tourism, hospitality, visa services and other support services attending the event.



SHEHARA RIZLY

The black-tie evening started off with the guests at the foyer meeting and networking with fellow professionals in the industry. The official ribbon ceremony was graced by Chief Guest **Ahmed Obaid Al Qaseer**, Chief Operating Officer, Sharjah Investment and Development Authority (Shurooq), **Sanjeet**, Director, DDP Group, **Sumeera Bahl**, Managing Partner and Director, Durga Das Publications, **HE Nabeel Khalid Kanoo**, President, Kanoo Travels, **Kathryn Wallington** – Country Manager UAE, Travelport, **Nasir Jamal Khan**, CEO, Al Naboodah Travel, **Jamal Abdunnasser**, CEO, Cozmo Travel, **Sammy Musa**, Account Director – UAE and KSA, Azerbaijan Tourism Board, and Gladrags Mrs. India – **Anitha Mishra**.

In the opening speech, Convener for Arabian Travel Awards, Sanjeet, stated

that this year nearly 200,000 votes were cast. He continued, “I would just like to thank all your efforts, it is thanks to you that tourism is responsible for 10 per cent of the world’s GDP, responsible for one in five jobs in the future and within the region, again thanks to your efforts, tourism is one of the fastest growing sectors responsible for nearly 25 per cent of jobs.

The MENA region welcomed 87 million international tourists last year which marked a 10 per cent growth from 2017. Congratulations to all of you for being part of such a growing, innovative and successful industry. The Arabian Travel Awards have been convened to recognise this excellence, hard work and success. Today tourism is synonymous with progress, development and opportunity.”

Ahmed Obaid Al Qaseer commented, “Shurooq is excited to be a part of these prestigious awards. We look forward to holding discussions with you all to explore ways in which we can together capitalise on infinite new business possibilities in a way that it will benefit us as well as tourists to experience the UAE. Over the past few years, Shurooq has been actively diversifying its portfolio of investment and tourism projects with Sharjah’s rich culture, heritage and history, creating a unique backdrop for every destination.

We have invested close to US\$ 1.5 billion in eco-tourism and heritage projects in Sharjah. Last year, we launched two spectacular eco-retreats in Sharjah – the luxurious 20 tent Kingfisher lodge in Kalba, which is one of UAE’s

most important nature reserves and mangrove swamps, and Al Bait hotel, UAE’s first five-star luxury hotel built and developed on a 19<sup>th</sup> century heritage site. Each property celebrates a particular aspect of the emirate’s rich and very natural landscapes and encourages responsible tourism amongst tourists. Our efforts towards Sharjah’s eco-tourism have continued this year with the launch of two distinctive luxury retreats in key locations – the Al Faya lodge in Mleiha and Al Badaya Oasis in Sharjah’s Al Badaya desert.”

The Gallery of Legends award was received by **Asim Arshad**, Group CEO, Orient Travels and Tourism, with the DDP Game Changer award received by Cluster General Manager, Ramada Ajman, Wyndham Garden Ramada Ajman and Ramada Beach Resort Ajman, **Iftikhar Hamdani**. The Face of the Future was awarded to **Salih Gocz** – CEO of BTB Tours with **Anil Chandirani** bagging the DDP Trailblazer award.

There were over 60 awards divided into four categories — Personal Awards, Business Awards, Trending Awards and Partner Awards. They included awards for the Best Business Hotel, Best Family Friendly Hotel, Best City Hotel, Best Green Hotel, Best Leisure Hotel, Best Destination Management Company, Best Hotel Apartments, Best B2B Travel Portal and Best Luxury Hotel, to name a few. 🏆



## Chief Guest | AHMED OBAID AL QASEER



**A**hmed Obaid Al Qaseer, Chief Operating Officer, Sharjah Investment and Development Authority (Shurooq), said "We have invested close to US\$ 1.5 billion in eco-tourism and heritage projects in Sharjah. Last year, we launched two spectacular eco-retreats in Sharjah – the luxurious 20 tent Kingfisher lodge in Kalba, which is one of UAE's most important nature reserves and mangrove swamps, and Al Bait hotel, UAE's first five-star luxury hotel built and developed on a 19th century heritage site. Each property celebrates a particular aspect of the emirate's rich and very natural landscapes and encourages responsible tourism amongst tourists."

*Ahmed Obaid Al Qaseer, Chief Operating Officer, Sharjah Investment and Development Authority (Shurooq) received the award for Chief Guest.*

## Technology Partner

**TRAVELPORT**

**K**athryn Wallington, Country Manager for the UAE, Travelport, said, "As a GDS evolving to become a true technology enabler, Travelport has been working closely with customers and partners to launch a series of innovative solutions in mobile, artificial intelligence, cloud computing and blockchain. This award is a testament of our vision and dedication, as well as the recognition from members in our ecosystem."

*The award was received by Kathryn Wallington, Country Manager - UAE, Travelport*



## Gold Partner

**AZERBAIJAN TOURISM BOARD**

**S**evinj Zaynalli, International Market Management Director, Azerbaijan Tourism Board, said, "It was a huge pleasure to have participated in the Arabian Travel Awards, being a Gold Sponsor and receiving the Most Promising Tourism Board award. We sincerely hope that our involvement and achievements here help us boost tourist numbers from the Middle East region in the coming years – we really look forward to welcoming everyone!"



*The award was received by Sammy Musa, Account Director – UAE and KSA, Azerbaijan Tourism Board, Leyla Mahmudova, Regional Manager Middle East Markets, Azerbaijan Tourism Board and Nadine Bridi, Account Manager - UAE*

## Hospitality Partner

**THE WESTIN DUBAI MINA SEYAH  
BEACH RESORT & MARINA**

**B**havesht Rawal, Director Off Site Business Development, Mina Seyahi Complex, commented, "We are very happy to have been the hospitality partner for this prestigious Arabian Travel Awards 2019 event. This event is important not only for those directly engaged in the hospitality, travel and tourism sectors but also to the many other areas or sectors that support every aspect of the industry."

*The award was received by Robert El Khoury, Complex Director of Sales and Marketing – Mina Seyahi Complex*





## Gallery of Legends

### ASIM ARSHAD

It was a great honour to be recognised in the Gallery of Legends at the Arabian Travel Awards 2019. It is indeed very rewarding to gain this kind of recognition for your work and contribution to the travel and tourism industry. On a different note, I would like to compliment you on a wonderful function which was well organised, crisp and full of energy.

*The award was given to Asim Arshad, Group CEO, Orient Travel Group. He was felicitated by SanJeet, Mentor, Arabian Travel Awards and Ahmed Obaid Al Qaseer, Chief Operating Officer, Sharjah Investment and Development Authority (Shurooq)*



## DDP Game Changer

### IFTIKHAR HAMDANI

I am thrilled to win the award category, Game Changer, it has given me confidence to do more on sustainability along with my team. Recognition in such a high-profile event in the presence of government dignitaries and industry giants was another honour for me. It was a great networking event where I met hundreds of hospitality leaders under one roof.

*The award was given to Iftikhar Hamdani, Cluster General Manager, Ramada Hotel & Suites Ajman. He was felicitated by SanJeet, Mentor, Arabian Travel Awards, Ahmed Obaid Al Qaseer, Chief Operating Officer, Sharjah Investment and Development Authority (Shurooq) and Anitha Mishra, Gladrags Mrs. India*

## DDP Trailblazer

### ANIL CHANDIRANI

It's an honour, a privilege and a very deep responsibility to be here and accept the Trailblazer Award 2019. I would like to extend my heartfelt gratitude to all our staff who played a crucial role in my entire journey. I must say it's all about passion, people and customer satisfaction which helped me grow my business. With these ingredients and the grace of God, we will continue to grow further.

*The award was given to JVR Fernando, Commercial Director (West Africa, Europe, Middle East and Asia) on behalf of Anil Chandirani, Founder President and Managing Director. He was felicitated by SanJeet, Mentor, Arabian Travel Awards, Ahmed Obaid Al Qaseer, Chief Operating Officer, Sharjah Investment and Development Authority (Shurooq) and Anitha Mishra, Gladrags Mrs. India*



## Face of the Future

### SALIH GOZCU

I would like to thank the Arabian Travel Awards and tourism industry for choosing me as the Face of the Future. My efforts when I was 24 years old as the youngest General Manager in the UAE and at the age of 28 when I started my own business truly paid off with this award. This will be a motivation for me to work even better with my team and company. We are growing with our partners and aim to be the best DMC in UAE in the next three years with quality of service and total amount of pax.

*The award was given to Salih Gozcu, Chairman, BTB Tours. He was felicitated by SanJeet, Mentor, Arabian Travel Awards, Ahmed Obaid Al Qaseer, Chief Operating Officer, Sharjah Investment and Development Authority (Shurooq) and Anitha Mishra, Gladrags Mrs. India*



## GLIMPSES OF Arabian Travel Awards





## Best Corporate Incentives Tours Operator

### KANOO TRAVEL

**Zaeem Gama**, Divisional CEO, Kanoo Travel, said, "We are very happy to have been recognised for the second year as the best corporate incentives tours operator as it portrays our efforts as a team to strengthen our brand. This award will ensure that we strive further to achieve success in future."

*The award was received by Nabeel K. Kanoo, President, Kanoo Travel*

## Best Luxury and MICE Hotel, UAE

### BAB AL QASR, ABU DHABI

**Nemo Acimovic**, General Manager, Bab Al Qasr, Abu Dhabi, said, "We are grateful and proud of this prestigious recognition, an indication that reflects the team's hard work and dedication in providing our guests with unparalleled luxury experiences. We are dedicated in delivering only the best of the best services, hence, we have a lot of exciting projects and launches in the near future to elevate guests' experience and add to the hotel's auspicious reputation as one of the leading landmarks in the capital."

*The award was received by Nemo Acimovic, General Manager and Ela Angheluta, Sales Manager-MICE, Bab Al Qasr, Abu Dhabi*



## Best 4 Star Business Hotel - UAE

### TWO SEASONS HOTEL & APARTMENTS

**Freddy Farid**, Managing Director, Two Seasons Management Company FZ LLC, said, "It's such an honour to be voted the Best 4 Star Business Hotel at the Arabian Travel Awards 2019. We wish to thank the guests for recognising our services and facilities and voting for us. The award has been won through the hard work and heartfelt dedication of our team at Two Seasons. We are constantly focused on delivering a hotel product and service that supports the daily demands of the business travellers allowing them to work perfectly when away from home or office."

*The award was received by Bashar Turk, Director of Sales and Marketing, Two Seasons Hotel & Apartments*



## Best Wellness Destination

### TOURISM AUTHORITY OF THAILAND

**Pichaya Saisaengchan**, Director for Tourism Authority of Thailand (TAT), Dubai and Middle East Office, said, "We are so delighted to be awarded 'Best Wellness Destination' during the third edition of Arabian Travel Awards 2019, and recognised among the top destinations in the world. Thailand is known as a land of diversity, catering to a wide spectrum of visitors. With luxurious amenities such as 5-star hotels and resorts, lavish spa and wellness retreats, upscale dining, as well as once-in-a-life time experiences, Thailand truly is amazing."

*The award was received by Hatsanai Chaisri, Marketing Manager, MENA, Tourism Authority of Thailand*

## Best Debut Leisure Hotel

### ROYAL CENTRAL HOTEL - THE PALM

The stunning Royal Central Hotel The Palm is a place where fantasy lives up to reality. The 5-star hotel features 207 elegantly appointed rooms and suites, each designed to intuitively meet the needs of discerning travellers. Set in the iconic Palm Jumeirah, Royal Central Hotel offers an array of recreational activities from water sports to an outdoor infinity pool, state-of-the-art gym and health spa, along with dining options. Guests have access to one of the best private beaches in the city while enjoying unhindered views of the world-famous architectural landmarks such as Atlantis The Palm and Burj Al Arab as they unwind and relax in a beautiful setting.

*The award was received by Basel Butrs, General Manager and Asif Ansari, Cluster Director of Sales and Marketing, Royal Central Hotel - The Palm*



## Best OTA

### TAJAWAL

**Muzzammil Ahussain**, EVP Consumer Travel Unit, Seera Group, said, "Tajawal is thrilled to be awarded the impressive title of 'Best Online Travel Agency (OTA)' by Arabian Travel Awards 2019. This significant recognition highlights our commitment to redefine how people in the Middle East travel, by offering the most efficient, convenient, and intuitive travel booking platform to experience the world. We are constantly innovating and striving to provide our users a unique travel experience from inspiration, all the way to their destination and beyond."

*The award was received by Muzzammil Ahussain, EVP Consumer Travel Unit, Seera Group*



## Best Airport Hotel, UAE

### MILLENNIUM AIRPORT HOTEL DUBAI

**Simon Moore**, General Manager, Millennium Airport Hotel Dubai, claimed, "We are absolutely thrilled to win this coveted accolade for the third year in a row. We are truly grateful to Arabian Travel Awards for this amazing recognition. I take this opportunity to thank all our team members as well as our guests who are the real force behind this remarkable achievement."

*The award was received by Sheryl Aquiatan, Marketing & Communications Manager, Simon Moore, General Manager and Purnima Sunil, Director of Sales & Marketing, Millennium Airport Hotel Dubai*

## Best GSA

### AL NABOODAH TRAVEL

**Nasir Jamal Khan**, CEO, Al Naboodah Travels, said, "It is extremely gratifying to be recognised for our continuous efforts to best serve the interests of our partner airlines in the UAE with the award of 'Best GSA Agent 2019' at the Arabian Travel Awards for the second year in a row. Our journey started in 1973 with Air France as a GSA partnership. Since then we have expanded our portfolio to represent 11 leading international airlines today."

*The award was received by Nasir Jamal Khan, CEO, Al Naboodah Travel*



## Best Leisure Hotel

### SOFITEL DUBAI DOWNTOWN

**Klaus Assmann**, General Manager - Sofitel Dubai Downtown, said, "We are incredibly honoured to be chosen to receive this prestigious award. This recognition confirms my team's consistent approach to achieving our property goals and curating tailored experiences, all defined by luxury and uninterrupted privacy. We, at Sofitel Dubai Downtown, strive to provide a second-to-none experience for our guests - where memories don't just last a moment, they last a lifetime."

*The award was received by Klaus Assmann, General Manager and Covi Larxe-Rey, Director of Sales & Marketing, Sofitel Dubai Downtown*



## Best Tourism Investment Authority

### SHARJAH INVESTMENT AND DEVELOPMENT AUTHORITY (SHUROOQ)

**A**hmed Obaid Al Qaseer, COO, Shurooq, said, "We are proud to have Shurooq become the first investment authority in the UAE and MENA to receive this distinction, recognising once again our efforts in continuously transforming Sharjah's investment climate and public experiences through the development and launch of our world-class tourism projects that promote sustainability, culture, leisure and authenticity."

*The award was received by Eng. Khalid Deemas, General Manager, Heart of Sharjah*



## Best B2B Travel Portal

### COZMO TRAVEL

**D**eepa Rajesh, Director for Sales and Business Development, Cozmo Travel, said, "It was a pleasure to bag another award for the night on the behalf of Travtrolley, our own B2B booking platform, as the 'Best B2B Travel Portal 2019.' Winning these awards wouldn't have been possible without the dedication and hard work of all the team members working tirelessly to provide top quality services for clients."

*The award was received by Deepa Rajesh, Director for Sales and Business Development, Cozmo Travel, Jamal Abdulnazar, CEO, Cozmo Travel and Vijay Gadepaka Bhaskar, Chief Technology Officer, Cozmo Travel*



## Best Corporate Travel Management Company

### SATGURU TRAVELS

**J**VR Fernando, Commercial Director (West Africa, ME & Asia), Satguru Travel & Tourism LLC, said, "Satguru Travels is honoured to receive 'The Best Corporate Travel Management Company' award for the second consecutive year. We could not have made it without the hard work and dedication of our entire team."

*The award was received by JVR Fernando, Commercial Director - West Africa, Europe, ME & Africa, Srinivasu Kolla, Chief Investment Officer and Ashish Tahiliani, BDM Satguru Dubai*

## Best Travel Agency

### ALMOSAFAER

**M**uzzammil Ahussain, EVP Consumer Travel Unit, Seera Group, said, "It is a great honour to be recognised as the 'Best Travel Agency' by the Arabian Travel Awards 2019. Over the past seven years Almosafer has built a deep understanding of regional travel needs and preferences, which has powered our expansion plans to transform the way booking travel is perceived in Saudi Arabia. Almosafer is adding the human element to give customers the choice and freedom to book their travel exactly in the manner they want."

*The award was received by Muzzammil Ahussain, EVP Consumer Travel Unit, Seera Group and Abdulrahman Mutrib, CTO, Seera Group*



## Most Innovative Destination Management Company

### BTB TOURS

**S**alih Gozcu, CEO, BTB Tours, said, "We are very thankful to the organisers of Arabian Travel Awards for recognising us as the most innovative destination management company. This award will be a key motivator for us to ensure that we go further to improve ourselves in becoming more innovative and support the UAE's vision of becoming one of the most innovative destination management companies in the region."

*The award was received by Salih Gozcu, Chairman, BTB Tours*



## Most Promising Airline

### RWANDAIR

**T**imothy Njihia, Area Manager GCC, RwandAir, said, "It was an honour to receive this significant recognition by the Arabian Travel Awards for the second time running. This is a testament that our efforts to provide high quality services as a fast-growing airline are being recognised within the region and further. The award challenges and encourages us to work harder and smarter to continuously improve on our service offering."

*The award was received by Timothy Njihia, Country Manager - UAE, GCC, Pakistan and Arnold Anthony, Sales Manager, RwandAir*



## ARABIAN TRAVEL AWARDS



## Best Wedding Hotel

### THE WESTIN DUBAI MINA SEYAH BEACH RESORT & MARINA

**R**obert El Khoury, Complex Director of Sales and Marketing, Mina Seyahi Complex, said, "We are very thankful to Arabian Travel Awards for recognising the Westin Mina Seyahi as the Best Wedding Hotel. This award means a lot to us and we are very proud of the product and service we have to offer here at the Westin Mina Seyahi to make memorable moments."

*The award was received by Robert El Khoury, Complex Director of Sales and Marketing, Mina Seyahi Complex*



## Most Comfortable Hotel Apartments

### GOLDEN SANDS HOTEL APARTMENTS

**M**ohammed Khoory, General Manager, Golden Sands Hotel Apartments, said, "We are very happy to be the recipient of the Arabian Travel Awards for the third consecutive year as the Most Comfortable Hotel Apartments. This win further strengthens and motivates the team to strive ahead with confidence. We see it as a builder of confidence between the clients and the publicity received is quite a lot."

*The award was received by Mohammad Khoori, General Manager, Golden Sands Hotel Apartments*



## Best Business Car Rental Company

### LUMI

**A**zfar Shakeel, VP, Lumi, said, "We are delighted to have won 'Best Business Car Rental Company' award for Lumi at the renowned Arabian Travel Awards 2019. It is a fantastic achievement to be recognised by our customers. Lumi is the newly rebranded car rental business of Seera Group and is continuously transforming the automotive rental market with an enhanced fleet and digital-driven customer services."

*The award was received by Azfar Shakeel, VP, and Mueed Masood, Marketing Manager, Lumi*





## Best Business Travel Agency - UAE

### SHARJAH AIRPORT TRAVEL AGENCY

**A**rshad Munir, General Manager, Sharjah Airport Travel Agency, said, "SATA has continued to maintain the highest level of exemplary service offering competitive rates and increasing clients' faith in SATA. This has resulted in more corporate companies utilising SATA as their preferred travel expert."

*The award was received by Thomas Varghese, Deputy General Manager and Mohammed El Gedawy, Manager Business Travel, SATA*

## Best 5 Star Hotel, Makkah

### M HOTEL MAKKAH BY MILLENNIUM

**M**ohamed Abdel Fattah, General Manager, M Hotel Makkah by Millennium, commented, "We are extremely proud of this achievement. The award crowns our dedication and continuous efforts in providing exceptional services that go beyond the expectations of independent travellers and aim to create a memorable experience for every guest. This recognition inspires us to further adapt and develop the best hospitality practices, and remain the hospitality partner of choice for our guests."

*The award was received by Hisham Al Sharif, CEO and Mohamed Abdel Fattah, General Manager, M Hotel Makkah by Millennium*



## Best City Hotel

### JOOD PALACE HOTEL DUBAI

**A**hmed Badawy, General Manager, Jood Palace, said, "It is indeed a great honour for Jood Palace Hotel, Dubai to win the 'Best City Hotel' award after receiving the 'Best Family-Friendly Hotel' award for two consecutive years in 2017 and 2018. At Jood Palace Hotel Dubai we always strive for excellent levels of guest satisfaction and this award is a great motivation for our future endeavours. This award is a token to our associates for the efforts and passion they put in their commitment to excellence journey."

*The award was received by Ahmed Badawy, General Manager, Jood Palace Hotel Dubai*



## Best Outbound Tour Operator - Oman

### BAHWAN TOURISM

**S.A. Gururaj**, General Manager, Bahwan Travel Agencies LLC, said, "I would like to thank the jury members for the unanimous choice of our company as the 'Best Outbound Tour Operator - Oman.' This indeed is a very proud milestone for us to be recognised for our efforts and commitment in delivering quality holiday products. I would especially like to thank our customers too, who believe in us and give us continuous support that keeps us motivated to work harder to give the best services and products."

*The award was received by S.A. Gururaj, General Manager, Bahwan Tourism*

## Best Business Hotel Brand

### MILLENNIUM HOTELS & RESORTS MEA

**Kevork Deldelian**, CEO, Millennium Hotels and Resorts Middle East and Africa, stated, "We are proud of these achievements as they reflect the unique experience that Millennium Hotels and Resorts provides to its guests. Modern hospitality revolves around chic concepts and technology adaptations; the two pillars of our strategic development plan every year. I would like to extend my deep thanks to every member of the Millennium family."

*The award was received by Haitham Assem (MCIM), Regional Associate Director of Marketing & Communications, MEA, Millennium Hotels & Resorts MEA*



## Best Debut Hotel Apartments

### MÖVENPICK HOTEL APARTMENTS DOWNTOWN DUBAI

**Eric Seso**, General Manager, Mövenpick Hotel Apartments Downtown Dubai, said, "As a new property in Dubai, to be given the recognition as the best hotel apartment at the Arabian Travel Awards is a great breakthrough not only for the property but for the team as well. This award is an embodiment of the team's hard work and passion since the pre-opening days. It also serves as a motivation for us to continue doing well in what we do and that is to provide a home away from home experience for every guest."

*The award was received by Eric Seso, General Manager, Kimberly Pasco, Marketing Manager, Hadi Almashama, Talent and Culture Manager, Rihan Fazlur, Finance Manager and Jeki Kasanga, F&B Manager, Mövenpick Hotel Apartments Downtown Dubai*



## Fastest Growing Destination Management Company

### STELLAR DESTINATION TOURISM LLC

**Vimal Joshi**, Chairman, Stellar Destination Tourism, said, "It is like a fabulous thing and I probably feel award winning is an achievement and probably after getting the award we will have more privilege to get more business."

*The award was received by Vimal Joshi, Chairman and Alica Shamsi, Managing Director, Stellar Destination Tourism LLC*

## Best Visa Outsourcing Company

### VFS GLOBAL

**Vinay Malhotra**, Regional Group COO, Middle East, South Asia and China, VFS Global, commented, "We are truly honoured to have received the award for 'Best Visa Outsourcing Company'. This award is a true reflection of how far we have come as a service provider in this sector and encourages us to continue putting our best foot forward."

*The award was received by Vinay Malhotra, Regional Group COO - Middle East, South Asia & China and Atul Marwah, Regional Head-Middle East, VFS Global*



## Best Luxury Business Hotel, KSA

### MILLENNIUM HAIL HOTEL

**Bassem Yakout**, General Manager, Millennium Hail Hotel, said, "We are extremely honoured to be receiving the 'Best Business Luxury Hotel KSA' award. Winning this award would not have been possible without the inspiration we have received from the Millennium Hail Hotel team. This achievement inspires us to continue levelling up our luxury accommodation and an extensive array of services and amenities and state-of-the-art venues."

*The award was received by Bassem Yakout, General Manager, Millennium Hail Hotel*





## Best Contemporary Hotel Apartments

### BURJUMAN ARJAAN BY ROTANA

**Ulrich Hoffmeister**, General Manager of BurJuman Arjaan by Rotana and Jumeira Rotana, said, "We are honoured to be recognised by Arabian Travel Awards. We are incredibly proud of our colleagues who committed their energy to driving all our initiatives in favour of all our guests and stakeholders. This remarkable award is dedicated to our guests, colleagues and owners who supported us throughout."

*The award was received by **Ulrich Hoffmeister**, General Manager, BurJuman Arjaan by Rotana*

## Best Family Friendly Hotel

### RAMADA HOTEL AND SUITES BY WYNDHAM DUBAI JBR

**Binu Varghese**, General Manager, Ramada Hotel and Suites by Wyndham Dubai JBR, said, "Our team is honoured to receive its first accolade since its launch in September this year. We will continue to create reasonably-priced packages for families and deliver a top-notch standard of service to ensure that our guests, especially the ones travelling with children, will have a convenient and comfortable stay."

*The award was received by **Binu Varghese**, Hotel Manager and **Shalet Sutari**, Marketing Executive, Ramada Hotel and Suites by Wyndham Dubai JBR*



## Best Online Travel Marketplace

### WEGO

**Mamoun Hmedan**, Managing Director, MENA and India, Wego, said, "We're thrilled to win the Arabian Travel Awards for the second year in a row. This recognition is a true testament and a reaffirmation for Wego's position as the largest online travel marketplace in the Middle East and North Africa."

*The award was received by **Dean Wicks**, Chief Flights Officer, **Nadine AbdelKhalek**, PR Manager and **Salah Mustafa**, VP, Digital Marketing – MENA, Wego*



## Best Desert Resort

### TITAL LIWA HOTEL

**Ahmed Margoushy**, General Manager of Tital Liwa Hotel, said, "Winning for the third time, it gives Tital Liwa Hotel's management and team a great honour. This achievement inspires us to continue levelling up our services, products and offers as well as our long-standing commitment towards delivering a mix of heritage, culture, and luxury hotel experiences to our valued guests and for travellers visiting the country."

*The award was received by **Ahmed Margoushy**, General Manager and **Imane Aadjou**, Cluster Assistant Director of Sales, Tital Liwa Hotel*

## Best Debut Hotel

### GULF COURT HOTEL BUSINESS BAY

**Melville Gracias**, Director of Sales & Marketing, Gulf Court Hotel Business Bay, said, "Awards like these remind us that we need to deliver consistently more value to our organisations, our clients, to their customers, and to everyone whom that business affects in order to be successful." **Volker Mandlowsky**, General Manager, Gulf Court Hotel Business Bay, commented, "Only through the continuous effort of our team was it possible to accomplish this distinction, furthermore it will motivate us to even higher performance, while at the same time guaranteeing and enhancing our guests' satisfaction."

*The award was received by **Melville Gracias**, Director of Sales & Marketing and **Volker Mandlowsky**, General Manager, Gulf Court Hotel Business Bay*



## Fastest Growing Mid Market Hotel Brand

### FOUR APPLE HOTELS

**Ravi K Nair**, Cluster General Manager, Four Apple Hotels, said, "Thank you very much for recognising our efforts for the third consecutive year. We are today rebranded as Four Apple Hotels, together with the nine hotels at present under the leadership of Sunain Yousuf. We are a fast-growing chain due to this visionary leader and this award will motivate us further to achieve even greater heights."

*The award was received by **Ravi K Nair**, General Manager, Four Apple Hotels*



## Best Family Friendly Resort, Mussanah

### MILLENNIUM RESORT MUSSANAH, OMAN

**Dermot Birchall**, General Manager, Millennium Resort Mussanah, said, "We are glad that Millennium Resort Mussanah has been bestowed with the 'Best Family-Friendly Resort' award for 2019 in the Middle East. The award is a testament to our niche services and offerings that are family-friendly, and a symbol of our exemplary hospitality."

*The award was received by **Dermot Birchall**, General Manager, Millennium Resort Mussanah, Oman*

## Best Travel Management Company

### ELAA

**Abdulrahman Mutrib**, CTO of Seera Group, said, "It is a great honour for Elaa to be recognised as the 'Best Travel Management Company' at the prestigious Arabian Travel Awards 2019. This award is a testament to the incredible growth and continuous investment in advanced technology by Seera to seamlessly deliver the travel requirements of clients."

*The award was received by **Waleed Youssef**, Director, Elaa, **Abdulrahman Mutrib**, CTO, Seera and **Saeed Alfuraih**, Vice President Travel Management, Seera Group*



## Best Hotel Apartments

### FIRST CENTRAL HOTEL SUITES

Equally well-located is First Central Hotel Suites within easy reach of the emirate's key leisure hubs. In close proximity to the hotel are Dubai Internet City Metro Station, Dubai Media City, Dubai Marina, Montgomerie, Emirates Golf Club, and Mall of the Emirates. The deluxe hotel features 524 spacious and modern apartments equipped with top-notch facilities combined with award-winning hospitality.

*The award was received by **Hany Samuel**, General Manager, **Mustafa Hassan**, Group Director of HR and **Jean Al Hayek**, Cluster Director of Revenue, First Central Hotel Suites*



## Best Travel Technology Provider

### TRAVELPORT

**K**athryn Wallington, Country Manager for the UAE, Travelport, said, "The Travelport team is excited to walk away with this significant award. From continuously enhancing our travel commerce platform to exploring the practical applications of emerging technologies, we believe the technologies that we are building are essential to this new era of travel."

*The award was received by Kathryn Wallington, Country Manager - UAE, Travelport*

## Fastest Growing Travel Management Company

### COZMO TRAVEL

**J**amal Abdunnasser, CEO – Cozmo Travel, said, "Consistency is the best route to guaranteed success in the industry. Cozmo Travel was awarded the 'Fastest Growing Travel Management Company 2019' for the second year in a row. This award honours our efforts in working towards achieving our vision of providing top quality services to our clients in order to rapidly and consistently grow in the travel industry."

*The award was received by Malik Naseer, Head of Operations, Vijay Gadepaka Bhaskar, Chief Technology Officer, Mohamed Ziyad, Senior Software Development Manager and Srikanth Alwala, Network Team Lead, Cozmo Travel*



## Best Debut Business Hotel

### CANAL CENTRAL HOTEL - BUSINESS BAY

**I**f you are looking for the magical allure of the iconic Burj Khalifa then Canal Central Hotel Business Bay is the place to be. It is only a few minutes away from The Dubai Mall, Burj Khalifa and Dubai Fountains. Equipped with the finest amenities, each of Canal Central's 280 spacious rooms and suites offer spectacular views of the Dubai Canal or Burj Khalifa.

*The award was received by Shady Dawad, General Manager, Mustafa Hassan, Group Director of HR and Ahmed Samy, Cluster Finance Controller, Canal Central Hotel*



## Best 4 Star Business Hotel, KSA

### COPTHORNE HOTEL RIYADH

**A**yman Sallam, General Manager of Copthorne Riyadh Hotel, said, "We are extremely proud of this achievement. This award reflects the efforts of our team in delivering excellent services and unique experiences for each guest. Finally, we would like to extend our deep thanks to the organisers of this grand gala ceremony that attracts hoteliers and hospitality key players every year, and we promise our guests that we will go beyond their expectations in every stay."

*The award was received by Haitham Assem (MCIM), Regional Associated Director of Marketing Communications - MEA*

## Most Promising Tourism Board

### AZERBAIJAN TOURISM BOARD

**S**evinj Zaynalli, Azerbaijan Tourism Board, said, "It was a huge pleasure to have participated and being a partner in the Arabian Travel Awards. We truly believe that this event will bring a big impact to us and will help us to be recognised by the travel trade across the Middle East. The Arabian Travel Awards exceeded all our expectations as it was a very well organised and successful event. We are looking forward for future collaboration."

*The award was received by Leyla Mahmudova, Regional Manager Middle East Markets, Azerbaijan Tourism Board and Sammy Musa, Account Director - UAE and KSA, Azerbaijan Tourism Board*



## Best Luxury Beach Resort – Maldives

### NIYAMA PRIVATE ISLANDS MALDIVES

**D**eveeka Nijhawan, Cluster Director Maldives, Niyama Private Islands Maldives, said, "It is a true honour for us and we would like to thank the Arabian Travel Awards for giving us this recognition especially in the Middle East. You know it is one of our key source markets and to be recognised as the Best Luxury Beach Resort in the Maldives means a lot to us. We are proud and delighted to be honoured with this award and we look forward to welcoming everyone."

*The award was received by Deveeka Nijhawan, Cluster Director Maldives, Niyama Private Islands Maldives*



## Best Corporate Travel Company

### KANOO TRAVEL

**Z**aem Gama, Divisional CEO, Kanoo Travel, said, "Our expertise and experience in the industry is key to this award and we are grateful to Arabian Travel Awards for providing us the opportunity to be among the achievers. Thank you to our team for their unstinted efforts to achieve this recognition."

*The award was received by Zaem Gama, Divisional CEO, Kanoo Travel*

## Best 4 Star Business Hotel, Kuwait

### COPTHORNE KUWAIT CITY

**"W**e are proud of receiving the Arabian Travel Awards for this year. This award demonstrates our consistent dedication towards our guests' comfort, where we raise the bar of excellence for others to follow. Our efforts in making the property the Best 4-Star Business Hotel in Kuwait have paid off. This award is a testimony to Copthorne Kuwait City Hotel's distinctive hospitality and impeccable service offerings."

*The award was received by Alaa Selim, GM and Omar Shahin, Director of Sales, Copthorne Kuwait City*



## Most Trusted Travel Partner

### AL NABOODAH TRAVEL

**N**asir Jamal Khan, CEO, Al Naboodah Travel, said, "As the most respected awards programme for the travel and tourism industry in the region, it is a great honour to be presented with the award of 'Most Trusted Travel Partner 2019' at the Arabian Travel Awards. Al Naboodah Travel was established in 1973 and has completed more than 45 years in the travel industry, taking care of all our customers' travel needs, and we believe it is important to recognise these efforts to build a strong platform for growth in the region."

*The award was received by Nasir Jamal Khan, CEO, Al Naboodah Travel*



## Best 3 Star Leisure Hotel

### STUDIO M ARABIAN PLAZA

**U**rsula Chidiac, General Manager, Studio M Arabian Plaza, commented, "It is a great honour to have won this prestigious award and this speaks volumes of Studio M Arabian Plaza's striking hospitality and service offerings. We have been successful in providing an up-to-the-mark hotel experience to both our hotel guests & long-term hotel apartments' residents and this win is a testimony to it. This award is an encouragement for us to make Studio M Arabian Plaza a traveller's first choice."

*The award was received by Ursula Chidiac, General Manager, Studio M Arabian Plaza*

## Fastest Growing B2B Travel Portal

### TOP TRAVEL TRIP

**JVR Fernando**, Commercial Director (West Africa, Europe, ME & Asia), Top Travel Trip, said, "We thank Arabian Travel Awards for selecting Top Travel Trip (T3) as 'The Fastest Growing B2B Travel Portal for 2019'. We were the first in this region to introduce this B2B concept, thus becoming the forerunners in employing the latest technological know-how in this sector. Our new portal has deployed a lot of advanced features, thus ensuring smooth and easy transaction for our customers."

*The award was received by JVR Fernando, Commercial Director - West Africa, Europe, ME & Africa, Albert Fernando, COO-TW, Srinivasu Kolla, Chief Investment Officer and Sam Varghese, BDM - Top Travel Trip*



## Best Serviced Apartments

### TWO SEASONS HOTEL & APARTMENTS

**Freddy Farid**, Managing Director of Two Seasons Management Company FZ LLC, said, "We sincerely thank our clients, guests and everyone who supported and voted for us. The digital transformation and other investments we are making in quality improvements are a clear example of how constant renewal keeps us ahead of the game. This is what enables us to respond even more effectively to our guests' personal wishes and guarantee them top class service."

*The award was received by Bashar Turk, Director of Sales and Marketing, Two Seasons Hotel & Apartments*



## Best Family Resort, Salalah

### MILLENNIUM RESORT SALALAH

**Hesham Youssuf**, DOSM, Millennium Salalah, said, "Millennium Resort Salalah is extremely delighted to have won this award. Our efforts in making the property one of the best family resort has paid off. This award is a testimony to our distinctive hospitality & impeccable service offerings, and this has become our foremost priority."

*The award was received by Hesham Youssuf, Director Sales and Marketing and Arsanious Saad, Account Director, Oman Hotels*

## Best Airline - South East Asia

### PHILIPPINE AIRLINES

**Agnes F Pagaduan**, Country Manager UAE, Philippine Airlines, said, "It was really an exciting night and we would like to take this opportunity to thank the organisers for recognising us as the Best Airline for Southeast Asia for the second consecutive year. We hope that we continue to hold our position at number one next year and in the years to come. We would also like to thank you for your continued support to the airline."

*The award was received by Joey Tiberio, Sales Manager, Sabina Fernandez, Sales Support Executive and Kristine Anne Teves, Key Account Manager, Philippine Airlines*



## Best Leisure Destination Management Company

### BTB TOURS

**Salih Gozcu**, CEO, BTB Tours, commented, "We are proud to have been recognised for the second time this evening as the 'Best Leisure Destination Management Company'. There is a lot of teamwork and hard work that goes into becoming the best out of the best and this is clearly seen as an important achievement for us as a company as we believe in promoting some of the key destinations to our clientele."

*The award was received by Salih Gozcu, CEO, Anastasiya Gozcu, Sales Manager and Ahmed Mardini, Deputy General Manager, BTB Tours*



## Leading Hotel Residences, UAE

### MILLENNIUM ATRIA BUSINESS BAY

**Ziad El Hawi**, Hotel Manager at Millennium Atria Business Bay, said, "We are honoured to receive this prestigious recognition. This award reflects Millennium Atria's commitment and dedication to providing the best service to all guests. I would like to extend my appreciation to every member of our family who contributed to this achievement."

*The award was received by Ziad El Hawi, Hotel Manager, Millennium Atria Business Bay*

## Sharjah's Leading 4 Star Hotel

### GOLDEN SANDS HOTEL SHARJAH

**Mohammed Khoory**, General Manager, Golden Sands Hotel Apartments Sharjah, commented, "We are really honoured to have received the award for Sharjah's leading 4 Star brand hotel by Arabian Travel Awards. This award is a testament of who we really are, a token of appreciation for all those behind the scene for all their hard work as well as our owners for their continued strength and support. We are very proud of this achievement and look forward to furthering ourselves as professionals in the industry."

*The award was received by Mohammed Khoory, General Manager, Golden Sands Hotel Apartments Sharjah*



## Best 3 Star Hotel

### IBIS STYLES JUMEIRAH

**Muhammad Mujtaba Haider**, General Manager, IBIS Styles Jumeirah, said, "We all are delighted to receive the Best 3 Star Hotel award. We would like to thank Arabian Travel Awards for not only selecting us but providing an opportunity to be a part of the most significant event of our professional career. We thrive in becoming / being recognised as happy mood makers, one of our brand's essence."

*The award was received by Arun Mehta, Assistant Director of Sales, Adnan Ahmed Khan, Assistant Revenue Manager, IBIS Styles Jumeirah*



# Nominations are open



## ARABIAN TRAVEL AWARDS

September 2020

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