

# WE ARE ITALY

| FROM 1998 |







# WE ARE MASTER GROUP ITALY DMC

FOR OVER 20 YEARS, MASTER GROUP HAS BEEN CRAFTING UNFORGETTABLE TRAVEL EXPERIENCES IN ITALY. OUR MISSION IS TO SHOWCASE THE AUTHENTIC ESSENCE OF ITALY, COMBINING A DEEP KNOWLEDGE OF THE TERRITORY WITH GREAT ATTENTION TO DETAILS”.

## WHAT SETS US APART

### EXPERIENCE AND COMMITMENT

We are a team of experts passionate about Italy and its countless nuances. We know each region, city, and village, which is why we carefully select all our suppliers and activities.

### PERSONALIZED SERVICES

We offer a full range of services, from exclusive hotels to efficient transfer services, unique experiences, and countless tailor-made solutions.

With Master Group, your clients will discover an authentic Italy, rich in history, culture, natural beauty, and unforgettable experiences. An Italy that leaves a mark. This is Italy, where history is still in the making.

### IMPECCABLE LOGISTICS

Our solid logistics network, with operational offices in strategic locations and presence at the main Italian airports, ensure flawless assistance at every stage of the journey.

### LONG-TERM PARTNERSHIPS

We believe in building authentic, long-lasting relationships with our partners to ensure a complete satisfaction with every service provided.



# OUR VALUES

## THE FOUNDATION OF A SUCCESSFUL PARTNERSHIP

In addition to experience and professionalism, what truly sets us apart is the soul of Master Group, built on solid values and an authentic passion for Italy.

- **Innovation and creativity are our main drive.** We never settle for standard solutions but constantly seek new ways to surprise and satisfy every client.
- **Customer orientation is at the heart of our approach.** We listen carefully to every need and design personalized solutions, knowing that every client is unique.
- **Excellence and quality are our goals in every service we offer.** We strive for perfection with great attention to details while ensuring flawless and unforgettable travel experiences.
- **Teamwork is our strength.** We work together with passion and enthusiasm sharing our vision and abilities to achieve extraordinary results.
- **We are aware of our responsibility toward the environment and the community,** which is why we are committed to promoting sustainable tourism that respects Italy's natural and cultural heritage.
- **We believe in integrity and transparency because we know trust is the foundation of every successful partnership.** This is why we operate with transparency in every interaction with our partners.
- **Passion is the driving force that pushes us to do our best every day.** We love Italy and wish to share this passion with you, creating authentic and exciting travel experiences.

These represent the core values of Master Group Italy DMC which greatly contributed to build solid and long lasting partnerships, based on our mutual passion for Italy.







## OUR NUMBERS



OVER 20 YEARS OF EXPERIENCE (SINCE 1998)



MORE THAN 80 PROFESSIONALS AT YOUR SERVICE



OVER 1000 DIRECT CONTRACTS WITH SELECTED SUPPLIERS



24/7 CUSTOMER ASSISTANCE



XML/API CONNECTIVITY AND B2B ONLINE BOOKING PLATFORM



5 OPERATIONAL OFFICES AND 3 AIRPORT DESKS



100.000+ PASSENGERS





# OUR RANGE OF SERVICES

## COMPLETE SOLUTIONS FOR YOUR BUSINESS

Master Group offers a full range of services for traveling in Italy, designed to meet every client's needs:



### ACCOMMODATION

- A wide selection of hotels, villas, resorts, and exclusive properties throughout Italy.
- Competitive rates thanks to direct contracts with our suppliers.



### TRANSFERS AND LOGISTICS

- Private transfers, shuttles, and charter operations.
- Personalized Meet & Greet service.
- Professional, on spot logistic service.



### EXPERIENCES AND EXCURSIONS

- Tailored excursion programs for every interest.
- Professional guides and premium services for exclusive experiences.



### BESPOKE TRAVEL

- Tailor-made packages for groups and individuals.
- Themed trips, incentives, luxury travel, and customized programs.



### TECHNOLOGY AND BOOKINGS

- Advanced technological platform with XML/API integration.
- B2B platform for online bookings.
- Extranet connection to manage rates and availability.



### ADDITIONAL SERVICES

- Ticketing for museums, attractions, and exclusive events.
- Multilingual customer hotline and 24/7 assistance.







# OUR PRODUCTS

UNIQUE AND CUSTOMIZED EXPERIENCES  
ACROSS ITALY

## ESCORTED TOURS

Carefully organized group trips to discover Italy's main attractions.

## CITY BREAKS

Short stays in major cities of art, with unforgettable experiences.

## SELF-DRIVE AND FLY-DRIVE

Flexible travel packages for exploring Italy independently

## LEISURE

From getaways to cultural tours or food and wine trips, we offer a wide range of leisure experiences, customizable to each client's needs.

Master Group creates unique and customized travel products:

## ITALY BY TRAIN

Explore Italy at a slow pace with the comfortability of a train journey.

## ADVENTURE AND OUTDOOR

Outdoor experiences for adventure and nature lovers.

## MICE

Tailored corporate event organization.

## SIGHTSEEING

Guided tours to Italy's main tourist attractions.

## BESPOKE TRAVEL ACROSS ITALY

Thanks to our in-depth knowledge of the territory and our vast network of suppliers, we create tailor-made travel experiences for every need, for both groups and individuals.





## LAB TRAVEL CREATOR

An advanced online booking system that allows you to create tailor-made experiences across Italy, with immediate access to up-to-date availability and pricing for flights, accommodations, transfers, excursions, and all services, thanks to our exclusive contracts with our suppliers. An intuitive and user friendly platform that enables you to design and book fully customized itineraries within minutes, optimizing time and resources.

Supported by virtual assistants Cesare and Dea, powered by AI technology, our system provides quick responses and alternative solutions for every need. Discover endless travel solutions, with a single click, this tool represents a great support for your daily operational tasks.



REAL-TIME  
BOOKING



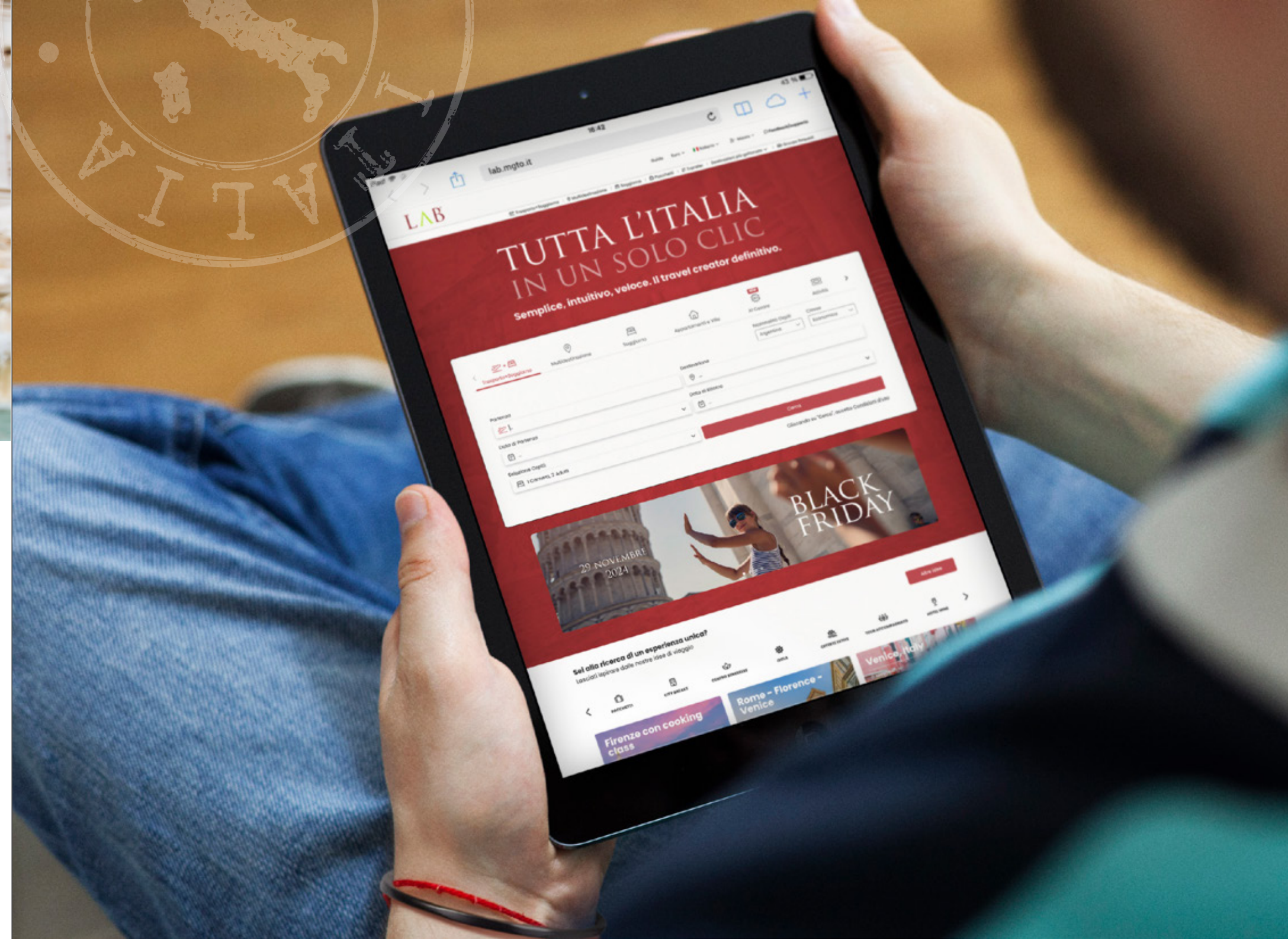
AI ASSISTANCE



MULTI-DESTINATION  
TRAVEL



LAB.MGTO.IT





# OUR PRESENCE ON THE TERRITORY

## HEADQUARTERS

Via S.S. 18, Km. 484/800 - Palmi  
[info@mgto.it](mailto:info@mgto.it)

## OFFICES

Rome  
Milan  
Olbia  
Ischia  
Tropea

## AIRPORT DESKS

Roma (FCO)  
Olbia (OLB)  
Lamezia Terme (SUF)



Master Group has its headquarters in Calabria and operational offices in strategic locations throughout Italy, including desks at Rome Fiumicino International Airport, Olbia Airport, and Sant'Eufemia Airport in Lamezia Terme, ensuring a widespread presence and immediate assistance for all clients.

## AFFILIATIONS



Certificazione  
**ISO 9001**





vicini a la nostra identità  
Italia. Sud, nord, ovest, est,  
arte, la storia, la cultura,  
anche il mare e la montagna.  
Ma ti viene a braccia aperte,  
sorprende, ti emoziona, ti diverte,  
vita e pura, passionale, meravigliosa.  
L'esperienza di vita ti aspetta  
qui a mastergroup, vieni a italia.

