



2027

Master Group **Italy DMC**

# COMPANY PROFILE

We bring Italy to the **world**

We bring the world to **Italy**

SIAMO **ITALIA**





## We are **Master Group** Italy DMC

For over **20 years** we have been creating unforgettable travel experiences throughout Italy. Our mission is to showcase the authentic essence of the beautiful country, combining deep knowledge of the territory with meticulous attention to detail.



# WHAT SETS US **APART**

## **Experience and passion**

We are a team of experts in love with Italy and its endless facets. We know every region, every city and every village, which is why we carefully select all our suppliers and activities

## **Impeccable logistics**

We offer a complete range of services, from the selection of exclusive hotel properties to efficient transfers, from unique experiences to countless tailor-made solutions



## **Personalized services**

Our solid logistics, with operational offices in strategic locations and a presence at the main Italian airports, guarantees impeccable assistance at every stage of the journey

## **Lasting partnerships**

We believe in building authentic and lasting relationships with our partners, and we work with dedication to guarantee complete satisfaction with every service

With **Master Group**, your passengers will discover an authentic Italy, rich in history, culture, natural beauty and unique experiences. An Italy that **leaves its mark**.

# OUR VALUES

mgto.it

The foundations of a **successful partnership**

Beyond experience and professionalism, what truly sets us apart is the soul of Master Group, made up of solid values and an authentic **passion for Italy**.

## **Customer orientation is at the heart of our approach.**

We listen carefully to every need and design personalized solutions, because we know that every customer is unique.

## **We are aware of our responsibility.**

The environment and the community, which is why we are committed to promoting sustainable tourism that respects Italy's natural and cultural heritage

## **We are driven by a strong spirit of innovation and creativity.**

We are never satisfied with standard solutions, but constantly look for new ways to surprise and satisfy every customer.

## **Passion is the engine that drives us to give our best every day.**

We love Italy and want to share this passion with you through authentic travel experiences. These values guide Master Group in building solid partnerships, based on a mutual passion for Italy.

## **We believe in integrity and transparency.**

Because we know that trust is the foundation of every successful collaboration. That's why we operate with honesty and loyalty in every

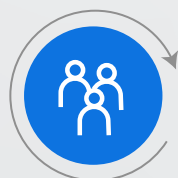
## **Teamwork is our strength.**

We collaborate with enthusiasm and put our skills to use to achieve extraordinary results.

## **Excellence and quality are our goal in every service we offer.**

We take care of every detail with meticulous attention, to guarantee impeccable and unforgettable travel experiences.

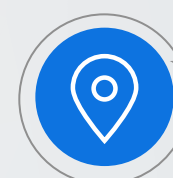
# OUR NUMBERS



More than **80 professionals** at your service



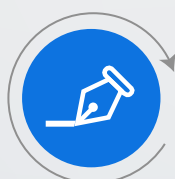
Over **25 years** of experience (since 1998)



**5** Operational offices  
**3** Airport desks



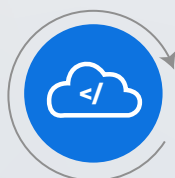
**24/7** customer



Over **1,000** direct contracts with selected suppliers



**100.000+** passengers



**XML/API** connectivity and online **B2B** booking platform

SINCE

1998

# RANGE OF SERVICES

**Complete** solutions for your business

We offer a complete range of services for traveling in Italy, designed to meet the needs of every customer:



## Accommodation

- 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, shuttle and charter operations.
- Personalized Meet & Greet service.
- Complete logistics coordination.



## Experiences and Excursions

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



## Tailor-made trips

- Creation of personalized travel packages for groups and individuals.
- Themed trips, incentives, luxury travel and tailor-made programs.



## Technology and Bookings

- Advanced technology platform with XML/API integration.
- B2B portal for online bookings.



## Additional services

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

# OUR PRODUCTS



Unique and **personalized** experiences throughout Italy

We create unique and personalized travel products designed to meet the needs of your customers:

- **ESCORTED TOURS**

Carefully organized group trips, discovering Italy's main attractions.

- **CITY BREAK**

Short stays in the main art cities, with unforgettable experiences.

- **SELF DRIVE & FLY-DRIVE**

Flexible travel packages, to explore Italy independently.

- **TAILOR-MADE TRIPS  
THROUGHOUT ITALY**

Thanks to our deep knowledge of the territory and our extensive supplier network, we create tailor-made trips for every need, for both groups and individuals.

- **LUXURY TOURS**

Exclusive luxury experiences throughout Italy, featuring tailor-made itineraries, premium services, and uncompromising comfort.

- **COMBINED TOURS**

Combined tours and multi-destination itineraries, providing seamless support across multiple destinations.

- **ADVENTURE AND OUTDOOR**

Outdoor experiences, for lovers of adventure and nature.

- **SIGHTSEEING**

Guided tours of Italy's main tourist attractions.

- **LEISURE**

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

- **MICE**

Organization of tailor-made corporate events.

- **ITALY BY TRAIN**

Train journeys to discover Italy

- **RELIGIOUS TOURS**

A journey through faith, history, and Italian spirituality, discovering the country's most fascinating sacred sites.

# LAB TRAVEL CREATIONS

lab.mgto.it

An advanced online booking system that allows you to create tailor-made experiences throughout Italy, with immediate access to real-time availability and pricing for flights, accommodations, transfers, excursions and all services, thanks to our exclusive commercial agreements.

An intuitive and fast platform, which allows you to design and book fully customized itineraries in just a few minutes, optimizing time and resources.

Supported by virtual assistants, Cesare and Dea, and artificial intelligence technologies, our system offers quick responses and alternative solutions for every need. The entire offer of Italy, with a single click, to respond to your customers' requests efficiently and competitively.

Real-time bookings, continuous AI assistance, multi-destination trips.



**Real-time**  
booking



**Multi-destination**  
trips



**AI Assistance**



# OUR **PRESENCE** ACROSS THE TERRITORY

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

## Headquarters



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

## Offices

- Roma
- Milano
- Olbia
- Ischia
- Tropea
- Rimini (coming soon)

## Airport desks

- Roma (FCO)
- Olbia (OLB)
- Lamezia Terme (SUF)
- Venezia Mestre (VCE)

## Rappresentative office

- São Paulo – SP (Brazil)





MASTERGROUP  
WORLD®



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