
FOR YOUR VENDOR FILE

Supplier dossier

Everything a procurement department asks a destination management company before the first booking: legal identifiers, ownership, insurance, scope, service levels and commercial terms. Verifiable, and published rather than promised.

Issued

September 6, 2026

License in force to

December 9, 2026, reissued on renewal

The company you would be contracting

A single legal entity, licensed in Dubai, contracting in its own name in the United Arab Emirates. No holding structure between you and the operator.

Legal identification

Legal name	World Zaya Tourism L.L.C
Trading name	Zaya Group
Legal form	Limited Liability Company, Emirate of Dubai, United Arab Emirates
Trade license	1580956 , Department of Economy and Tourism, Government of Dubai Issued December 10, 2025 · valid to December 9, 2026
Licensed activities	Inbound Tour Operator · Outbound Tour Operator
Commercial Register	2766970
Dubai Chamber of Commerce	659354
Establishment card	Issued by the Ministry of Human Resources and Emiratization, the permit that lets a UAE company sponsor staff. Number in the document pack
Registered office	Office 312, Rigga Business Centre, Building 3001 Al Murqabat, Dubai, United Arab Emirates Registered tenancy contract (Ejari, the Dubai lease registry), number in the document pack

HOW TO VERIFY THIS WITHOUT ASKING US

The Dubai Department of Economy and Tourism publishes a license check. Enter license number **1580956** and the system returns the legal name exactly as it appears on the license. We publish the number because you should not have to take our word for the existence of a company you are about to wire money to. Copies of the license, the Memorandum of Association, the Chamber of Commerce certificate, the insurance certificate and proof of commercial address are sent for your vendor file on request, notarized and with certified translation where your file requires it.

Ownership

Two shareholders, both Brazilian nationals, each holding 50%. Direct ownership, with no intermediate holding company; the ultimate beneficial owners are the two named partners. Neither is a politically exposed person as of the date of this document, and we undertake to notify you in writing of any change in ownership.

Julio Cesar Sad das Chagas, legal name as it appears on the license, known commercially as **Julio Cesar Saad**. Founding Partner, and named as Manager on the trade license. Resident in Dubai since 2021 and active in the local ground-operations market since then. Signs for and answers for the operation.

Ilma Maisa Fernandes de Sousa, legal name, known commercially as **Maisa Thielles**. Founding Partner, resident in Europe. Interface with the Brazilian and European markets, and second point of contact on every account.

Insurance

Public liability insurance for the operation is placed with **Sukoon Takaful**, covering inbound tourism operations in the United Arab Emirates. The certificate of insurance, with policy number, limits and period, is sent to your company on request, for your vendor file.

Scope, and its limits

What we deliver on the ground

The full ground program for individual travelers, groups, incentives and corporate delegations in the Emirates: hotel blocks negotiated directly with each property on group terms, airport meet and assist, vehicles sized to each transfer rather than to the total group size, guiding, restaurants and venues, attraction and event tickets, technical and business visits, and a coordinator with the group throughout the stay.

Where we contract in our own name

In the **United Arab Emirates** we contract in our own name, **as principal**, under our Dubai tourism license: your contract is with us and we are the party you hold to it. Beyond the Emirates we run programs across the wider Middle East through **licensed local partners we select**, and there we act as a disclosed agent. Which model applies to your program is written on the quote, before you contract.

Licensing on the ground, the point most vendor files leave open

Guiding licenses in the Emirates are issued **by emirate**: a guide licensed in Dubai is not licensed in Abu Dhabi. A federal Unified Tour Guide License exists but requires Emirati citizenship, so in practice it does not apply to the expatriate guides on which this market depends. Drivers of tourist vehicles hold a **Tourist Vehicle Driver's Permit** from the Roads and Transport Authority, and desert safari drivers additionally hold a further RTA safari permit and a DET Desert Guide Permit. When you ask us who is licensed for a service, the answer names the emirate.

Languages, stated accurately

We operate on the ground in **English, Portuguese, Spanish and Arabic**, with a guide assigned per program, and we correspond in English, Portuguese or Spanish. The list is short because it is accurate. Other languages are arranged as a contracted service and quoted as such, not implied.

What we do not do

We do not issue air tickets and we are not an airline consolidator. We handle the ground program, which is the contractable component of most files. We do not sell to your passenger: on a net-rate program there are no branded vouchers, no supplier logo on the arrival board and no third-party name in the confirmation email.

THE DUTY CONTACT, NAMED

Julio Cesar Saad, Founding Partner · +971 50 632 8451

A mobile answered by a person, twenty-four hours a day, including while your office is closed. Dubai is UTC+4 year round, eight or nine hours ahead of New York, so most of what goes wrong for your client will go wrong while you are asleep. **There is no approval level above him:** he is a partner in the company, so when a group has to be rebooked at three in the morning, nobody has to be woken up for approval first.

Response times we commit to

Private itineraries and standard group requests	One business day
MICE and multi-city programs	Up to three business days , because venue and hotel availability are confirmed before we commit to a number
Definition of business day	Our work week is Monday through Friday. A request received after 5:00 p.m. Dubai time (GST, UTC+4) counts from the next business day
In-destination incident	The duty number, answered by a person, at any hour, from confirmation until the return flight

Commercial terms, published

These are the terms that apply unless a signed contract for your program says otherwise. They are the same terms published at zayagroup.ae/en/for-travel-agents/, and they are not adjusted per inquiry.

Net rates, and what that means for your margin

We quote you net. What you charge your client is yours; we never see it, and it is not our business. We do not sell the same program to the public at a rate that would undercut you, and we do not contact your passenger before, during or after the trip.

Payment

- **Two amounts are due on confirmation.** First, 100% of the lines we have to contract upfront: hotel, attraction and event tickets, shows, domestic flights and any non-refundable supplier line item, itemized on your quote. Those lines are non-refundable from that moment. Second, a deposit of 30% on the remaining value of the program, non-refundable from receipt. The deposit does not apply to the pre-contracted lines and is never added on top of them, so the amount due on confirmation never exceeds the program price.
- **Balance:** the remaining 70% of the non-prepaid value is due 30 days before arrival. Bookings confirmed inside 30 days are payable in full on confirmation.
- **No credit.** We do not invoice on terms and we do not extend credit. We contract hotels, tickets and venues in our own name and pay those lines before arrival: your payment is what turns a quote into a confirmed booking, and we send you the end supplier's confirmation for every prepaid line.
- **Card:** we accept corporate cards through a secure payment link. Processor fees are borne by the payer and are shown before you pay.
- **Peak dates and events:** over the year-end period and during the major events of Dubai and the region (Abu Dhabi Formula 1, GITEX, ATM and the Dubai Airshow), supplier conditions prevail: payable in full on confirmation and non-refundable. The exact window for each event is stated as dates on your quote, and only those dates apply.

Cancellation, on the total program value

More than 30 days before arrival	Deposit forfeited (30%)
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30 to 15 days	50%
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14 to 7 days	75%
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Less than 7 days, or no-show	100%
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The percentages above apply in addition to the pre-contracted non-refundable lines, which are not returned in any band of the table. Periods are calculated in calendar days before the arrival date, and the date that counts is the receipt of written cancellation, by email, by 5:00 p.m. Dubai time (GST, UTC+4).

Changes, currency and validity

Changes and groups

Group rates are built on a stated minimum number of paying passengers; reductions below that minimum trigger a requote, and rooms released inside 30 days follow the schedule above. Amendments after confirmation are subject to availability and to any rate difference at the time of the change.

Currency

We quote in USD or AED, and we invoice in the currency of the quote. The dirham has held its peg at AED 3.6725 to USD 1 since 1997; we quote on that basis and we do not take the risk of a change to the peg. If you invoice your client in any other currency, that risk remains yours. All bank charges, including intermediary charges, are borne by the sender: the amount stated is the amount that has to arrive.

Quote validity

The price holds firm for 14 days from issue. What can change in that window is availability, not the price.

Taxes and fees

What is on the quote is what you pay us. Tourism Dirham and municipality fees are payable by the passenger at hotel check-out, are not included in the net rate, and are stated on the quote where they apply.

WHAT WE NEED TO QUOTE ACCURATELY

Dates and number of passengers · room split: single, double (one bed) or twin (two beds) · nationality of the passengers, which governs visa requirements and some venue rules and is the single field most often missing · hotel category or a named property · arrival and departure flights, if already booked · the purpose of the trip, because an incentive, a trade-show delegation and a honeymoon are built differently · and any budget ceiling you are working within, which shortens the process rather than raising the price.

How a booking runs

01 · REQUEST

You send the brief to the address below. No form, no portal, no account to open, and it reaches a partner directly.

02 · QUOTE

One business day for private and standard group requests, up to three for MICE. Net, itemized, price firm for 14 days.

03 · CONFIRMATION

You confirm in writing; we invoice the pre-contracted lines in full plus the 30% deposit on the rest, and we hold the services once payment is received in cleared funds. Rooming list and passenger names follow on the agreed date.

04 · OPERATION

Balance 30 days before arrival. Final documents to you, never to your passenger. The duty number answers from confirmation until the return flight.

Governing law, force majeure and remedy

- **Governing law and jurisdiction:** these terms, and any dispute arising out of or in connection with them, their subject matter or their formation, including non-contractual claims, are governed by the law of the Dubai International Financial Centre (DIFC), without regard to its conflict-of-laws rules. The parties expressly and irrevocably agree to submit to the exclusive jurisdiction of the DIFC Courts in Dubai. They are English-language common-law courts, chosen so that neither side ends up arguing in a language or a legal system it does not know.
- **Force majeure:** neither party is liable for failure caused by an event outside its reasonable control, including airspace closure, government restriction, epidemic, pandemic or quarantine, extreme weather or an act of authority. The affected party notifies the other within 5 business days. What you have paid becomes a credit valid for 12 months against an equivalent program, less any amount irrecoverably retained by a third-party supplier, evidenced on request; anything we recover afterwards is passed back to you. If the event lasts more than 30 days, either party may terminate and we account for every line.
- **Our failure to perform:** where a confirmed service is not delivered through our fault, we provide an equivalent or better substitute at no additional cost, or refund that service. Our total liability under a booking is capped at the amount you have paid us for it. Nothing here limits or excludes liability for death or personal injury, fraud, gross negligence, willful misconduct, or anything that cannot be limited under applicable law.
- **Outside the Emirates:** where we act as a disclosed agent, we remain your single point of contact and we pursue the local supplier on your behalf, but the performance obligation is the local partner's. We tell you on the quote which model applies, so you know before you contract who carries it.
- **Refunds** are paid within 10 business days of the event that triggers them, to the account the payment came from.
- **Visa refusal:** a refused visa does not suspend the cancellation schedule. We return what the suppliers return, less fees already incurred. This is why passenger nationality is a required field on every quote.

Documentation and contact

Documents we send for your vendor file

Trade license · Memorandum of Association · Dubai Chamber of Commerce certificate · establishment card · certificate of insurance with limits and period · proof of registered commercial address (Ejari) · bank details on company letterhead, issued by us and never by a third party. Documents are notarized, and certified translations arranged, where your file requires it.

ONE SAFEGUARD WORTH STATING

Our bank details reach you on company letterhead, from a zayagroup.ae address, and they do not change mid-file. If you ever receive a message asking you to pay into a different account, in a different name, or in a different country, it is not from us. Call the duty number before you send anything. Payment redirection fraud is the most common loss in this trade, and one phone call stops it.

Declaration and signature

The information in this document is true and corresponds to the records of the company as of the date below. Issued September 6, 2026.

Julio Cesar Sad das Chagas, Founding Partner and Manager on trade license 1580956, signing for World Zaya Tourism L.L.C.

Contact

Julio Cesar Saad

Founding Partner · Dubai

julio@zayagroup.ae

+971 50 632 8451, also WhatsApp

One contact, not a queue.

Every request, quote and incident on this market is answered by the partner named here. There is no account manager between you and the person who signs.

World Zaya Tourism L.L.C, trading as Zaya Group. Licensed by the Dubai Department of Economy and Tourism under license 1580956, for Inbound and Outbound Tour Operator activity. Office 312, Rigga Business Centre, Building 3001, Al Murqabat, Dubai, United Arab Emirates.

The terms in section three are also published at zayagroup.ae/en/for-travel-agents/. They apply as written in this document; any change to a commercial condition is given to you in writing before it takes effect, and does not apply retroactively to a confirmed booking.