



Business Traveller AWARDS 2024

IN ASSOCIATION WITH

DIRIYAH
THE CITY OF EARTH



POST-EVENT REPORT

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In association with

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INSPIRING GREAT BLENDS

JACOBSONS
better experiences

MOTIVATE
MEDIA GROUP

Panacea



Motivate Media Group and Panacea Publishing would like to extend our thanks and appreciation to our sponsors for what was a hugely successful evening that celebrated the very best of travel and hospitality industry.

We hope you enjoyed the event and we look forward to working with you in the near future.

Thanks again,
Motivate Media Group Events Team

THANK YOU



**Business
Traveller**
AWARDS 2024

IN ASSOCIATION WITH

DIRIYAH

THE CITY OF EARTH

INVITATION

MOTIVATE MEDIA GROUP AND PANACEA PUBLISHING

REQUEST THE PLEASURE OF YOUR COMPANY

DATE: MONDAY, MAY 6, 2024

VENUE: THE RITZ-CARLTON,
DUBAI INTERNATIONAL FINANCIAL CENTRE

DOORS OPEN: 7:30 PM

AWARDS CEREMONY & DINNER: 8:00 PM

DRESS CODE: BUSINESS ATTIRE

RSVP: BTMEAWARDS@MOTIVATE.AE

PROGRAMME: *

7:30 PM: COCKTAIL RECEPTION

8:00 PM: STARTERS SERVED AND ENTERTAINMENT

8:30 PM: WELCOME ADDRESS

8:45 PM: AWARDS CEREMONY PART 1

9:15 PM: DINNER, DESSERT AND ENTERTAINMENT

9:45 PM: AWARDS CEREMONY PART 2

**TIMINGS ARE ALL APPROXIMATE*

GUEST OF HONOUR

RAHA MOHARRAK

The youngest-ever Arab and first Saudi
woman ever to have climbed Mount Everest



250 guests attended
the Business Traveller
Middle East Awards.

Sixty awards were
presented to well -
deserved winners.

YOU ARE INVITED



Nestled in the prestigious Dubai International Financial Centre, The Ritz-Carlton DIFC embodies the epitome of refined luxury. Set against the backdrop of bustling business hubs, fine dining establishments, and cultural delights, this opulent retreat beckons discerning travelers. Rising majestically with its 14-story limestone facade, the hotel exudes understated elegance.

A direct walkway connects guests to The Gate, the vibrant heart of DIFC, while iconic landmarks like Museum of the Future, Dubai Mall, Burj Khalifa, and World Trade Centre lie mere minutes away. With two metro stations within close approximately and the vibrant nightlife of downtown Dubai within reach, The Ritz-Carlton, DIFC stands as the gateway to the Middle East's most exhilarating city, offering an unrivaled experience of sophistication and discovery.

THE VENUE

Our guest of Honour
– Raha Moharrak, the
youngest-ever Arab
and first Saudi woman
to have climbed Everest.
Her inspiring journey
and passion is a reflec-
tion of the important
changes taking place in
her home country.



GUEST OF HONOUR

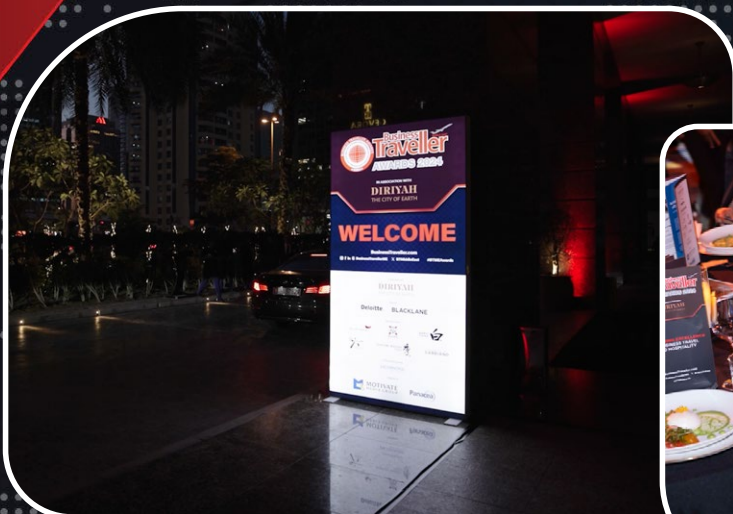


RED CARPET



RED CARPET







Sponsors' logos were placed on all event collateral, including but not limited to: invites, photo wall, winner's wall, table-top branding, menu & programme, welcome boards, outdoor signage and ballroom banners, etc.

EVENT BRANDING



HEADLINE SPONSOR - DIRIYAH

BEST BUSINESS HOTEL IN MUSCAT
JW Marriott Hotel Muscat



BEST BUSINESS HOTEL IN KUWAIT
Waldorf Astoria Kuwait



BEST BUSINESS HOTEL IN JEDDAH
Shangri-La Jeddah



BEST BUSINESS HOTEL IN RIYADH
voco Riyadh, an IHG Hotel



BEST BUSINESS HOTEL IN BAHRAIN
Mövenpick Hotel Bahrain



Hassan Malik, tourism sector lead partner at Deloitte Middle East presented the following awards:

Best Business Hotel in Kuwait
Best Business Hotel in Bahrain
Best Business Hotel in Muscat
Best Business Hotel in Riyadh
Best Business Hotel in Jeddah

SPONSOR - DELOITTE

BEST BUSINESS HOTEL IN DUBAI
Four Seasons Hotel Dubai International Financial Centre



BEST REFURBISHED HOTEL IN THE UAE
Pullman Dubai Downtown



Nicolas Soucaille, General Manager of the UAE for Blacklane, presented the following awards:

Best New Business Hotel in the Middle East (2 years)

Best Refurbished Hotel in the UAE (refurbishment completed in last 1 year)

Best Airport Hotel In Middle East

Best Business Hotel in Dubai

Best Business Hotel in Abu Dhabi

BEST AIRPORT HOTEL IN MIDDLE EAST
Radisson Hotel Riyadh Airport



BEST NEW BUSINESS HOTEL IN THE MIDDLE EAST
The St. Regis Riyadh



BEST BUSINESS HOTEL IN ABU DHABI
Hilton Abu Dhabi Yas Island



SPONSOR - BLACKLANE

BEST BUSINESS HOTEL IN AMMAN
The Boulevard Arjaan by Rotana, Amman



BEST BUSINESS HOTEL IN NORTHERN EMIRATES
Waldorf Astoria Ras Al Khaimah



BEST BUSINESS HOTEL IN DOHA
Fairmont Doha



BEST BUSINESS HOTEL IN BEIRUT
Radisson Blu Hotel, Beirut Verdun



BEST BUSINESS HOTEL IN CAIRO
InterContinental Citystars Cairo



Ashley Jacobs, Director of Jacobsons Direct Marketing Services presented the following awards:

Best Business Hotel in Northern Emirates
Best Business Hotel in Amman
Best Business Hotel in Beirut
Best Business Hotel in Cairo
Best Business Hotel in Doha

SPONSOR - JACOBSONS



Rania Apthorpe, group publisher at Business Traveller UK presented the following awards:

Best Hotel Loyalty Programme in the Middle East

Best Budget Hotel Brand in the Middle East

Best Lifestyle Hotel Brand in the Middle East



Ian Fairservice, Managing Partner and Group Editor in Chief, Motivate Media Group presented the following awards:

Best Airline Worldwide

Best Travel App (Airlines and Hotels)

Best Airport in the Middle East

Best Duty Free Shopping in the Middle East





Best Airport Lounge in the Middle East
Best Airport in the World
Best Luxury Hotel Brand in the Middle East
Best Hotel Brand in the Middle East





David Fairservice, General Manager of Motivate Media Group presented the following awards:

Best BLEisure Hotel in the UAE
Best Leisure Hotel in the UAE





OVERALL BEST BUSINESS HOTEL IN THE MIDDLE EAST
Fairmont Doha



Best Leisure Hotel in the Middle East
Best Serviced Apartments Brand in the Middle East
Overall Best Business Hotel in the Middle East



ACTIVATION



SPONSOR - A&E

AIRLINES



IN ASSOCIATION WITH
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THE CITY OF EARTH

BEST AIRLINE WORLDWIDE

Emirates



IN ASSOCIATION WITH
DIRIYAH
THE CITY OF EARTH



BEST AIRLINE WORLDWIDE
Emirates

AIRLINE WITH THE BEST ECONOMY CLASS
Etihad Airways



AIRLINE WITH THE
BEST ECONOMY CLASS
Etihad Airways

AIRLINE WITH THE BEST BUSINESS CLASS
Qatar Airways



AIRLINE WITH THE BEST
BUSINESS CLASS
Qatar Airways

WINNERS

BEST ASIAN AIRLINE SERVING THE MIDDLE EAST

Singapore Airlines



BEST ASIAN AIRLINE SERVING
THE MIDDLE EAST

Singapore Airlines

AIRLINE WITH THE BEST CABIN CREW

Etihad Airways



AIRLINE WITH THE BEST CABIN CREW

Etihad Airways

AIRLINE WITH THE BEST PREMIUM ECONOMY CLASS

Emirates



AIRLINE WITH THE BEST
PREMIUM ECONOMY CLASS

Emirates

AIRLINE WITH THE BEST FIRST CLASS

Emirates



AIRLINE WITH THE BEST FIRST CLASS

Emirates

WINNERS

BEST REGIONAL AIRLINE SERVING THE MIDDLE EAST
Qatar Airways



BEST REGIONAL AIRLINE
SERVING THE MIDDLE EAST
Qatar Airways

BEST EUROPEAN AIRLINE SERVING THE MIDDLE EAST
Turkish Airlines



BEST EUROPEAN AIRLINE
SERVING THE MIDDLE EAST
Turkish Airlines

AIRLINE WITH THE BEST CONNECTIVITY IN THE MIDDLE EAST
flydubai



AIRLINE WITH THE BEST
CONNECTIVITY IN THE MIDDLE EAST
flydubai

AIRLINE WITH THE BEST FREQUENT FLYER PROGRAMME
Emirates Skywards



AIRLINE WITH THE
BEST FREQUENT FLYER PROGRAMME
Emirates Skywards

WINNERS

AIRPORTS



IN ASSOCIATION WITH
DIRIYAH
THE CITY OF EARTH

BEST AIRPORT IN THE WORLD
Singapore Changi Airport



IN ASSOCIATION WITH
DIRIYAH
THE CITY OF EARTH



BEST AIRPORT IN THE MIDDLE EAST
Dubai International Airport



BEST AIRPORT IN THE WORLD
Singapore Changi Airport

BEST TRAVEL APP
Qatar Airways

BEST AIRPORT IN THE MIDDLE EAST
Dubai International Airport

BEST TRAVEL APP
Qatar Airways



BEST DUTY FREE SHOPPING IN THE MIDDLE EAST
Dubai Duty Free



BEST DUTY FREE SHOPPING
IN THE MIDDLE EAST
Dubai Duty Free

BEST AIRPORT LOUNGE
IN THE MIDDLE EAST
Emirates First Class Lounge,
Dubai International Airport

BEST AIRPORT LOUNGE IN THE MIDDLE EAST
Emirates First Class Lounge, Dubai International Airport



WINNERS

HOTELS



OVERALL BEST BUSINESS HOTEL IN THE MIDDLE EAST
Fairmont Doha



OVERALL BEST BUSINESS HOTEL IN THE MIDDLE EAST
Fairmont Doha

BEST NEW BUSINESS HOTEL IN THE MIDDLE EAST
The St. Regis Riyadh



BEST NEW BUSINESS
HOTEL IN THE MIDDLE EAST
The St. Regis Riyadh



BEST REFURBISHED HOTEL IN THE UAE
Pullman Dubai Downtown



BEST REFURBISHED HOTEL IN THE UAE
Pullman Dubai Downtown

WINNERS

BEST AIRPORT HOTEL IN MIDDLE EAST
Radisson Hotel Riyadh Airport



BEST AIRPORT HOTEL IN THE MIDDLE EAST
**Radisson Hotel
Riyadh Airport**

BEST BUSINESS HOTEL IN DUBAI
Four Seasons Hotel Dubai International Financial Centre



BEST BUSINESS HOTEL IN DUBAI
**Four Seasons Hotel
Dubai International Financial Centre**

BEST BUSINESS HOTEL IN ABU DHABI
Hilton Abu Dhabi Yas Island



BEST BUSINESS HOTEL IN ABU DHABI
Hilton Abu Dhabi Yas Island

BEST BUSINESS HOTEL IN NORTHERN EMIRATES
Waldorf Astoria Ras Al Khaimah



BEST BUSINESS HOTEL IN NORTHERN EMIRATES
**Waldorf Astoria
Ras Al Khaimah**

BEST BUSINESS HOTEL IN AMMAN
The Boulevard Arjaan by Rotana, Amman



BEST BUSINESS HOTEL IN AMMAN
**The Boulevard Arjaan
by Rotana, Amman**

BEST BUSINESS HOTEL IN BEIRUT
Radisson Blu Hotel, Beirut Verdun



BEST BUSINESS HOTEL IN BEIRUT
**Radisson Blu Hotel,
Beirut Verdun**

BEST BUSINESS HOTEL IN CAIRO
InterContinental Citystars Cairo



BEST BUSINESS HOTEL IN CAIRO
**InterContinental
Citystars Cairo**

BEST BUSINESS HOTEL IN MUSCAT
JW Marriott Hotel Muscat



BEST BUSINESS HOTEL IN MUSCAT
JW Marriott Hotel Muscat

BEST BUSINESS HOTEL IN DOHA
Fairmont Doha



BEST BUSINESS HOTEL IN DOHA
Fairmont Doha

WINNERS

BEST BUSINESS HOTEL IN KUWAIT
Waldorf Astoria Kuwait



BEST BUSINESS HOTEL IN KUWAIT
Waldorf Astoria Kuwait

BEST BUSINESS HOTEL IN BAHRAIN
Mövenpick Hotel Bahrain



BEST BUSINESS HOTEL IN BAHRAIN
Mövenpick Hotel Bahrain

BEST BUSINESS HOTEL IN RIYADH
voco Riyadh, an IHG Hotel



BEST BUSINESS HOTEL IN RIYADH
voco Riyadh - an IHG hotel

BEST BUSINESS HOTEL IN JEDDAH
Shangri-La Jeddah



BEST BUSINESS HOTEL IN JEDDAH
Shangri-La Jeddah

BEST BLEISURE HOTEL IN THE UAE
Rixos Premium Dubai JBR



BEST BLEISURE HOTEL IN THE UAE
Rixos Premium Dubai JBR

BEST LEISURE HOTEL IN THE UAE
Jumeirah Al Naseem



BEST LEISURE HOTEL IN THE UAE
Jumeirah Al Naseem

BEST LEISURE HOTEL IN THE MIDDLE EAST
Marriott Resort Palm Jumeirah, Dubai



BEST LEISURE HOTEL IN THE MIDDLE EAST
Marriott Resort Palm Jumeirah, Dubai

WINNERS



**BEST SERVICED APARTMENTS BRAND
IN THE MIDDLE EAST**
Ascott



BEST HOTEL LOYALTY PROGRAMME IN THE MIDDLE EAST
Marriott Bonvoy



BEST BUDGET HOTEL BRAND IN THE MIDDLE EAST
Rove Hotels



BEST LIFESTYLE HOTEL BRAND IN THE MIDDLE EAST
Radisson



BEST LUXURY HOTEL BRAND IN THE MIDDLE EAST
Jumeirah Hotels & Resorts



BEST HOTEL BRAND IN THE MIDDLE EAST
Rotana Hotels & Resorts

WINNERS



**BEST HOTEL BRAND WORLDWIDE
Marriott Hotels**



WINNERS

KEY DATES

FEBRUARY
EVENT LAUNCH
AND REGISTRATION OPENS

MARCH
VOTING OPENS AND CLOSES

APRIL
SHORTLIST ANNOUNCED

MAY
WINNERS ANNOUNCED
AND AWARDS CEREMONY



FOR EVENT SPONSORSHIP, TABLE BOOKINGS AND GENERAL ENQUIRIES
chahalshiny@motiveuae.ae | murad@motiveuae.ae

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PRINT ADS

UPFRONT

PIF to take 10 per cent stake in Heathrow

OUR HABITATS TO OPEN IN QATAR THIS MONTH

HOSPITALITY REPORT Our readers are open to the property in Qatar this month, it has partnered with Qatar Airways to debut in the Al Muroor, a new hotel from the PIF-owned Al Muroor Hotels. Our Habitat 100 features 40 villas, ranging from one to four bedrooms, all with private pools and large outdoor terraces overlooking the sea. The new property will also collaborate with Qatar Airways, Qatar Museums and other creative institutions to create immersive highlighting the region's history and its emerging talent. It is the hospitality firm's second opening in the Middle East, following that of the year's Al Muroor, Saudi Arabia, two years ago.



Radisson Hotel Group in Jordan

Radisson has opened a new Radisson in Jordan's capital, located approximately 20km from the city. The hotel has 100 rooms, 10 suites and 10 meeting rooms. The property is a significant addition to the country's tourism infrastructure. It is the first of the Middle East's most luxurious hotels to be built in Jordan. The hotel is a testament to the country's growing tourism industry and its potential to become a major destination for international visitors.

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REWARDING EXCELLENCE IN BUSINESS TRAVEL AND HOSPITALITY

REGISTRATIONS OPEN

SCAN TO REGISTER

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UPFRONT

Qatar Airways allows Privilege Club members to bid Arjos on experiences

Saudi carried more than 30 million passengers in 2023

VIRGIN TO INCREASE FLIGHTS TO DUBAI

Virgin Atlantic's route between Heathrow and Dubai, which resumed last October after a two-year hiatus, will increase to daily service from three times a week. The airline's new Boeing 747-800 aircraft will be used on the route, which will allow the airline to increase its capacity to 480 passengers. The airline's new route will be a significant boost for the region's tourism industry and its potential to become a major destination for international visitors.

OPINION

Adult-only flight zones

Creating child-free inflight zones offers a tempting proposition for many travellers. If hotels can do it, why can't airlines?

RICHARD TAYLOR

The idea of a child-free inflight zone is a tempting proposition for many travellers. It offers a quiet, peaceful environment for adults who are looking for a more relaxing flight experience. However, airlines are hesitant to implement such zones due to the logistical challenges involved. The cost of implementing such zones is high, and the potential for disruption is a concern. Airlines are also concerned about the impact on their revenue, as they may lose out on potential passengers who are looking for a more affordable flight experience.

Business Traveller AWARDS 2024

REWARDING EXCELLENCE IN BUSINESS TRAVEL AND HOSPITALITY

VOTING IS OPEN

SCAN TO VOTE

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COVER STORY

Qatar Airways

Qatar Airways has announced a new global alliance with the Middle East, joining the Oneworld network. The airline's new alliance will allow it to increase its capacity to 480 passengers. The airline's new route will be a significant boost for the region's tourism industry and its potential to become a major destination for international visitors.

Business Traveller AWARDS 2024

REWARDING EXCELLENCE IN BUSINESS TRAVEL AND HOSPITALITY

SHORTLIST ANNOUNCED

SCAN TO VIEW


FOR EVENT SPONSORSHIP, TABLE BOOKINGS AND GENERAL ENQUIRIES
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EDM

EDMS WERE SENT OUT TO THE WHAT'S ON DUBAI, WHAT'S ON ABU DHABI, WHAT'S ON SAUDI ARABIA, GOLF DIGEST, MENA TECH, GULF BUSINESS, BUSINESS TRAVELLER DATABASES OF 80,000 SUBSCRIBERS



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THE CITY OF EARTH

SHORTLIST ANNOUNCED

Dear Kingsley,

You spoke (or rather voted!) and we listened. We have received an overwhelming number of votes to determine the shortlist of the Business Traveller Middle East Awards 2024.

You can view the entire shortlist here:

[VIEW HERE](#)


As a reminder, the five entities that received the maximum number of votes in each category have made it to the shortlist. The shortlist in each category is arranged alphabetically, and not in the order of the number of votes they received.

The winners will now be announced on 6 May, 2024 at a gala ceremony held at The Ritz-Carlton, DIFC.

For more information about the Awards, you can visit:

[FIND OUT MORE](#)

Also, for table bookings sponsorship opportunities and general enquiries, contact chaitali.khimi@motivate.ae or murali@motivate.ae.




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THE CITY OF EARTH

[DOWNLOAD THE MEDIA KIT HERE](#)

Regards,
Team Business Traveller Middle East

WHO WON IN 2023



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btme.ae #BTMEAwards

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VOTING OPEN

Dear Kingsley,

It's finally time: the nominations have now closed, and voting for the 23rd edition of the Business Traveller Middle East Awards has begun!

In less than two months, we'll gather for our annual opportunity recognize the most outstanding performers across categories spanning airlines, airports, and hotels in the region over the last 12 months, when the winners will be announced at a gala event on the evening of May 6th at The Ritz-Carlton, Dubai International Financial Centre.

But before we get there we need your help for the next stage of this journey: we need you to have your say in who you think should walk away with the top honours, by voting for who you think should be crowned winner!


You can vote across all 43 categories, with no restriction on how many categories each individual can vote for. But hurry – voting will only be open for 2 more weeks!

Be sure to get your votes in before voting closes on March 29, head to the voting page by clicking

[VOTE NOW](#)

For more information about the awards, visit our site by clicking

[FIND OUT MORE](#)



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[DOWNLOAD THE MEDIA KIT HERE](#)

If you are interested in table bookings, sponsorship opportunities and general enquiries, contact chaitali.khimi@motivate.ae or murali@motivate.ae, or for event enquiries pertaining to the awards ceremony, contact Rehman.Shahkh@motivate.ae

We look forward to seeing who you vote for!

Regards,
Team Business Traveller Middle East


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PRE-EVENT MARKETING

EDM

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From: Business Traveller Middle East Awards <btmeawards@motivate.ae>
Date: Monday, 6 May 2024 at 10:24 AM
To:
Subject: Business Traveller Middle East Awards 2024 - See You Tonight!

If you are having trouble reading this email, [read online](#).



REGISTRATIONS OPEN

Dear Stuart,

Welcome to the Business Traveller Middle East Awards 2024. The prestigious annual Awards, now in its 23rd edition, celebrate the very best across categories spanning airlines, airports and hotels.

The Awards ceremony will bring together C-suite business leaders and key decision makers to take stock of their industry's performance over the last 12 months and gather insights into what lies ahead.

Now, we want you to be a part of the process to determine the entities which should proceed to the voting stage across each category.

Registrations are open for the categories spanning airlines, airports and hotels. To nominate your chosen entity.

[REGISTER HERE](#)

There is no restriction on the number of categories for which you can nominate entities, and neither are there any restrictions on who is eligible to do so.

Remember, the registrations close on **15 March**.

Once they do, we will open the final round of voting to determine our shortlist.

For more information about the Awards.

[FIND OUT MORE](#)

Also, for sponsorship opportunities, table bookings and general enquiries, contact chaitali.khimji@motivate.ae or murali@motivate.ae.

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SEE YOU TONIGHT

IMPORTANT INFORMATION:

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DOORS OPEN: 7:30 PM

DRESS CODE: BUSINESS ATTIRE

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*TIMINGS ARE ALL APPROXIMATE

GUEST OF HONOUR

RAHA MOHARRAK
The youngest-ever Arab and first Saudi woman ever to have climbed Mount Everest



PHOTOGRAPHY

T&C: * I consent to the broadcast, photographing and video recording of me during the event by Motivate. I expressly release Motivate against any and all claims arising out of the consent herein granted.

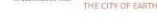
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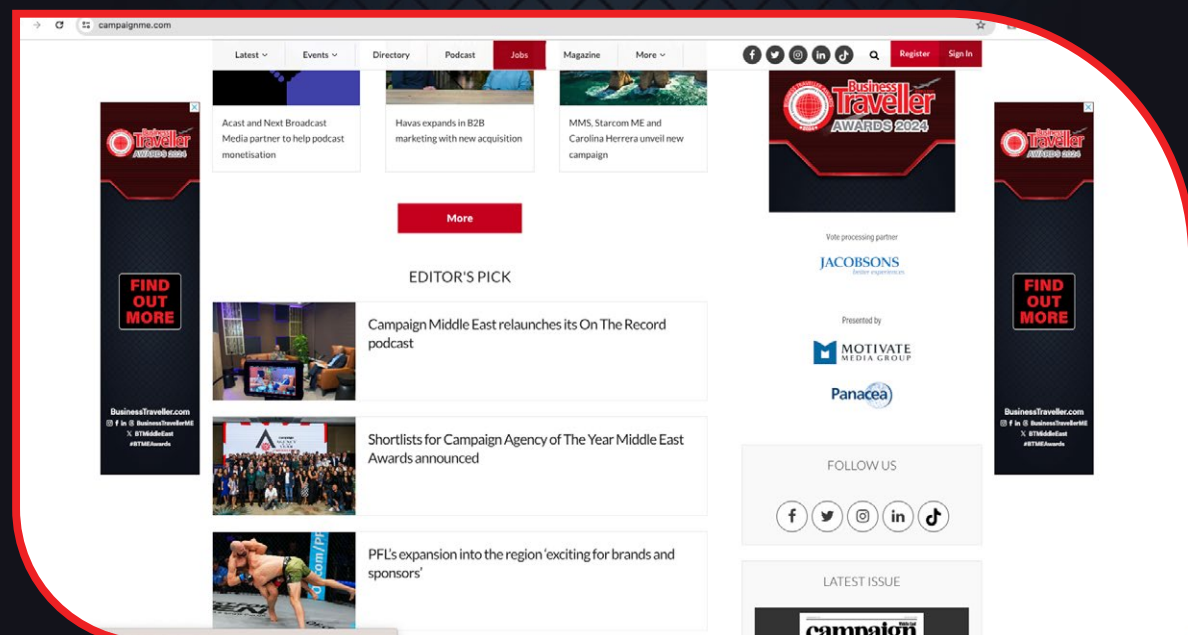
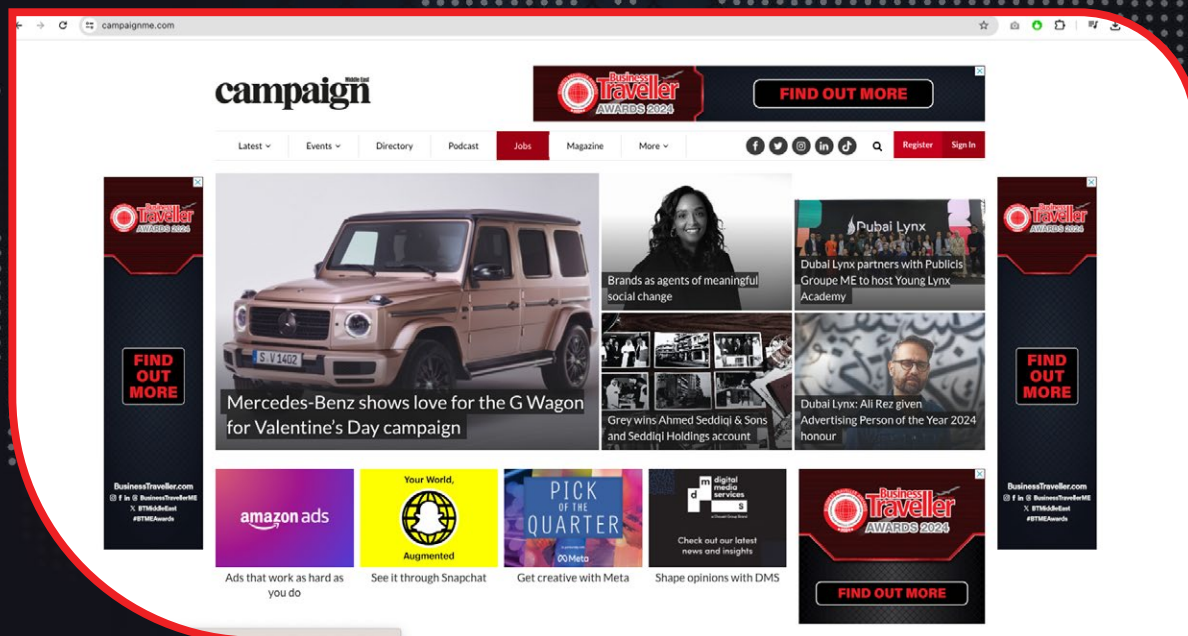


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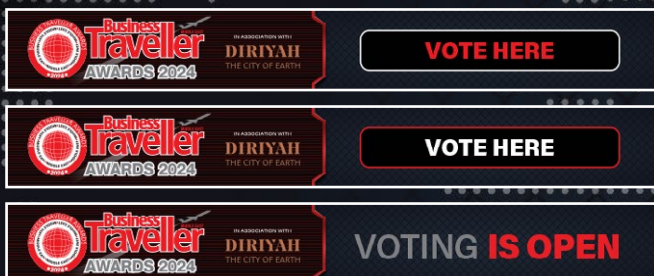
DIGITAL BANNERS

DIGITAL BANNERS WERE PLACED ON WHAT'S ON DUBAI, WHAT'S ON ABU DHABI, WHAT'S ON SAUDI ARABIA, GOLF DIGEST, MENA TECH, GULF BUSINESS, BUSINESS TRAVELLER 700,000 IMPRESSIONS WERE SERVED

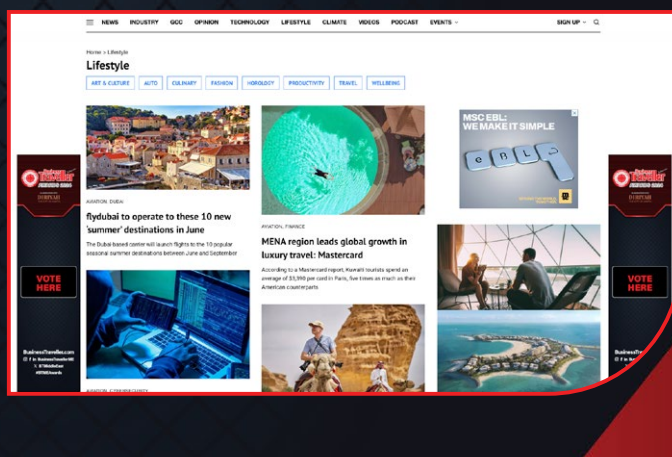
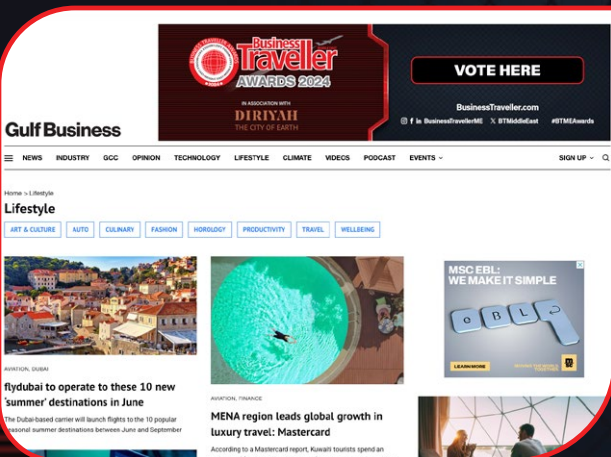
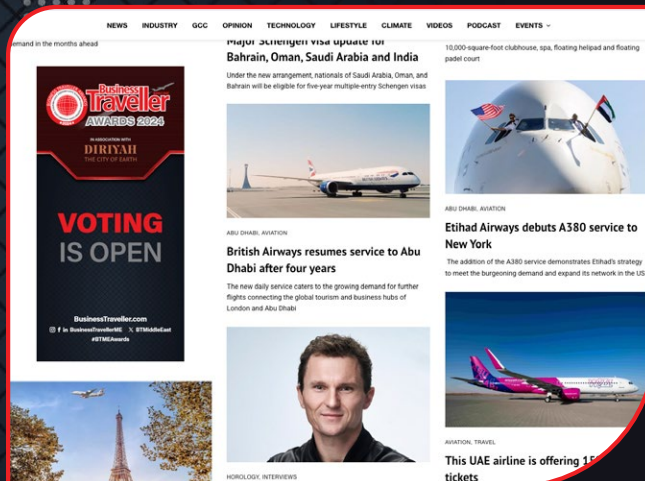
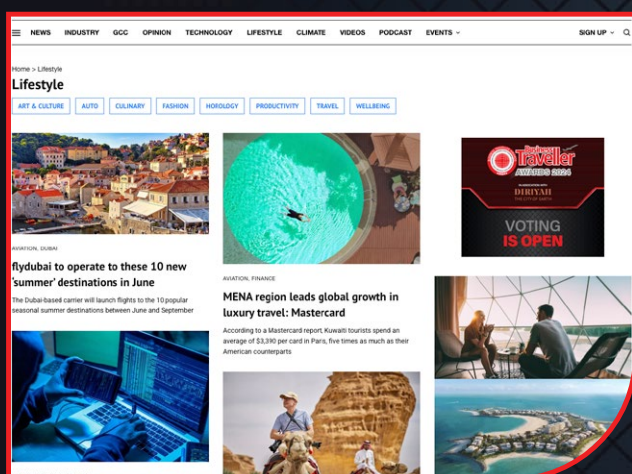


PRE-EVENT MARKETING

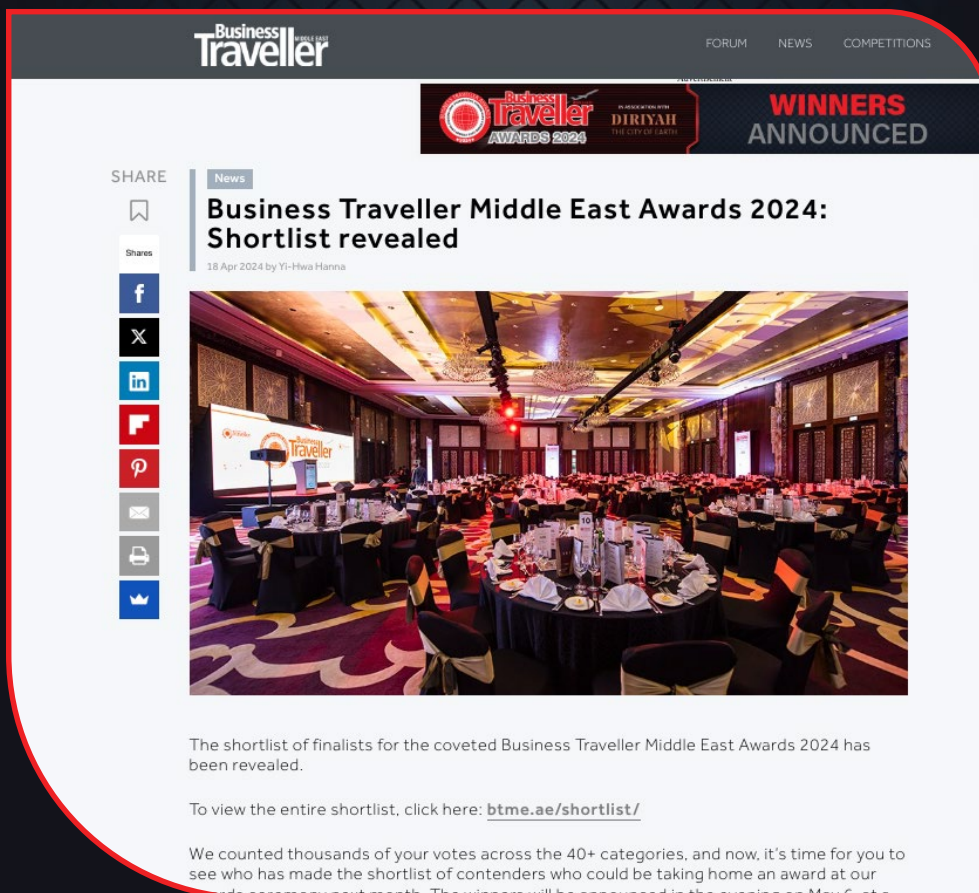
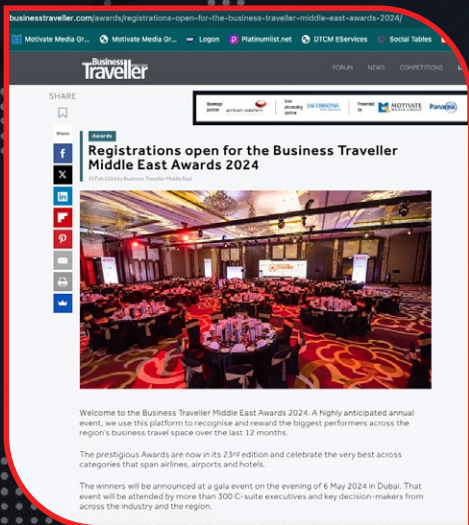
EMAIL SIGNATURES



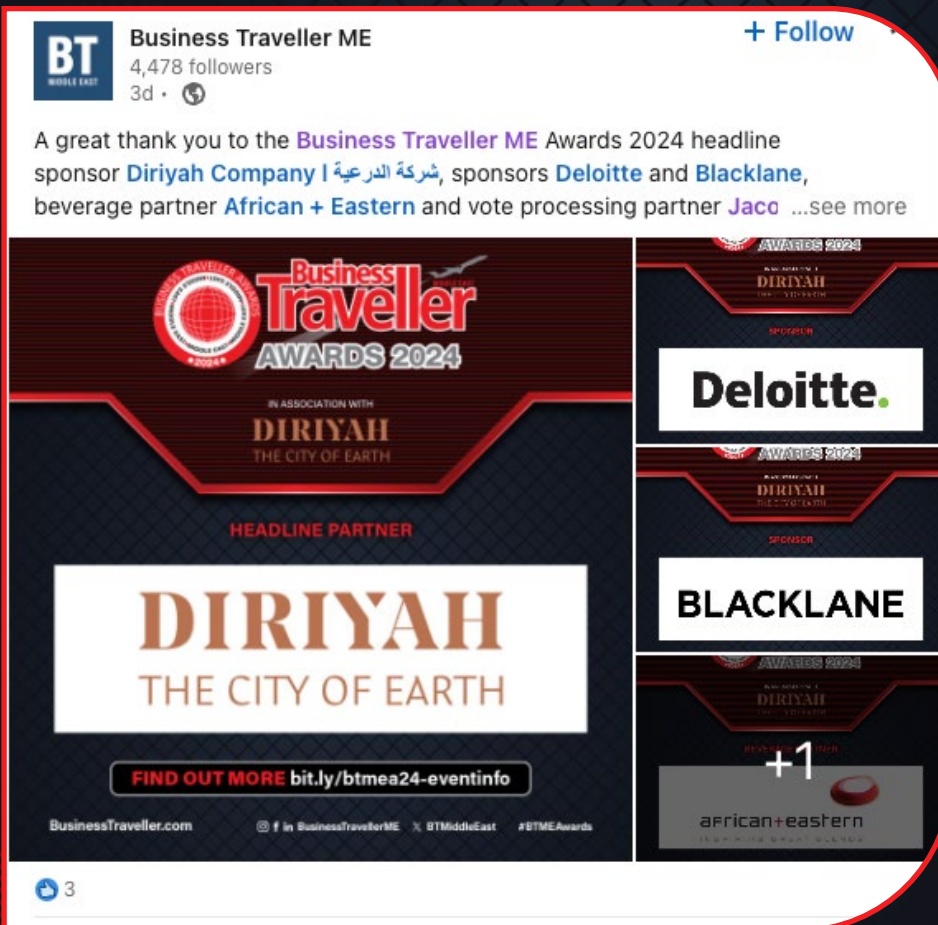
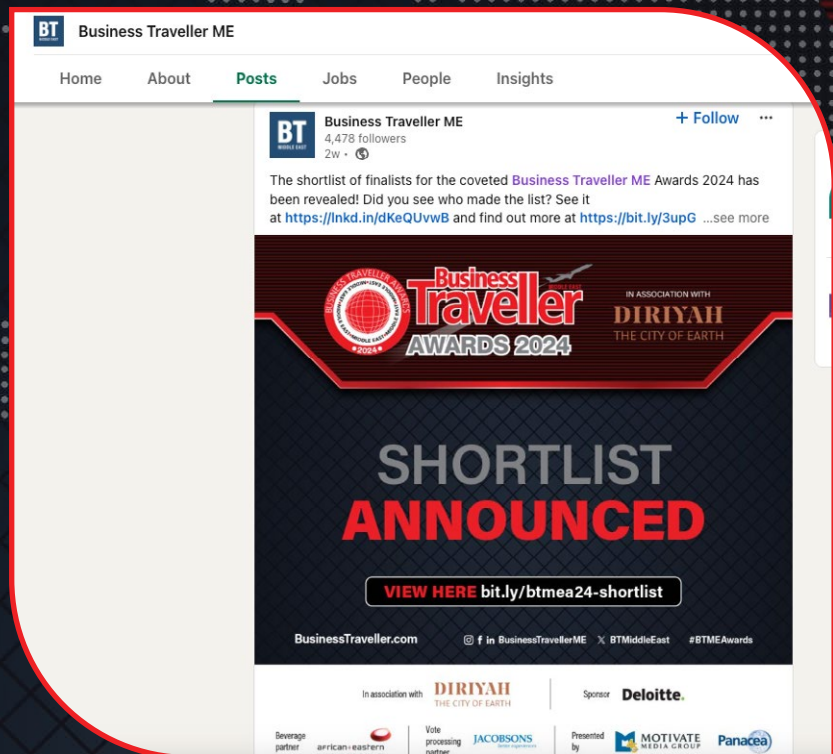
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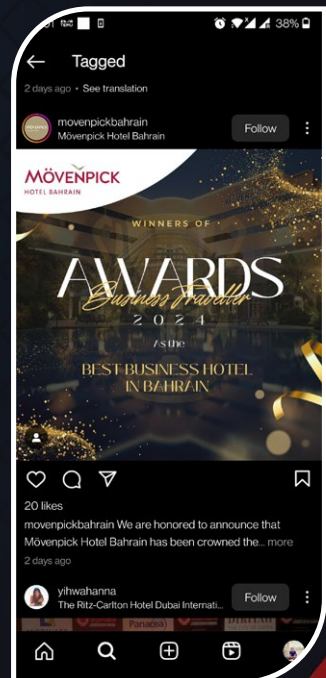
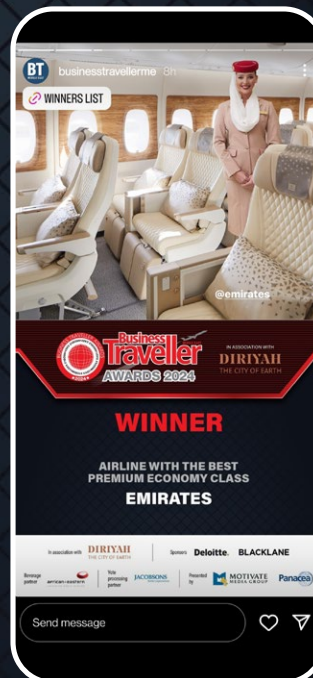
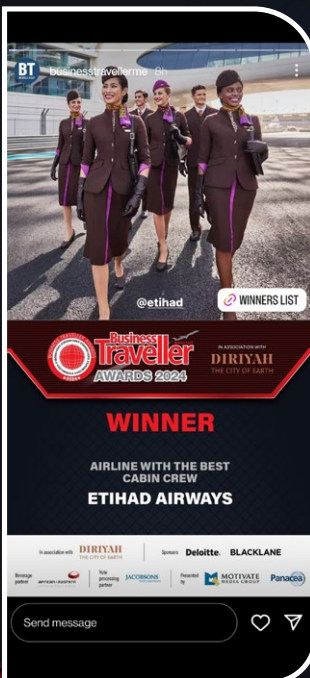
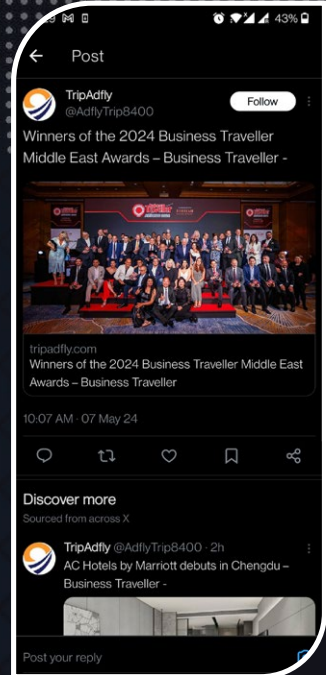
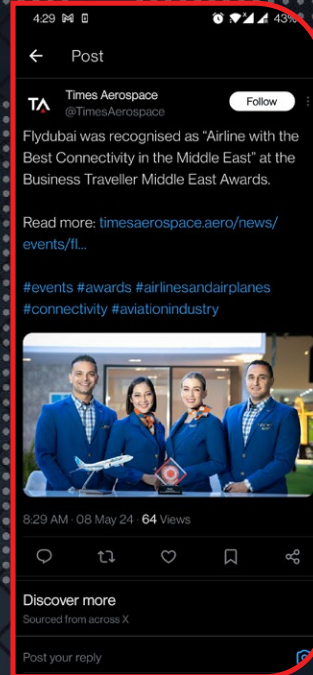
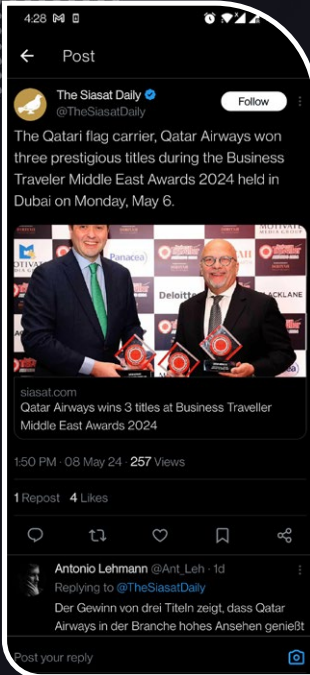
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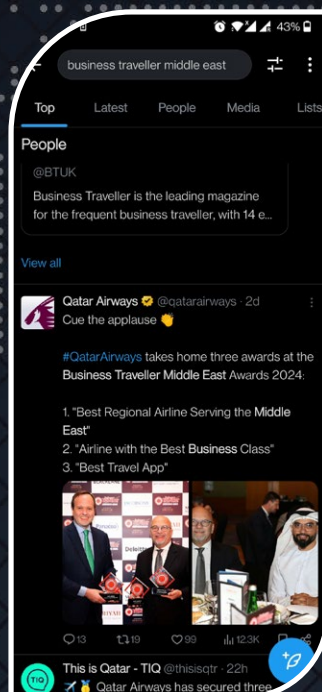
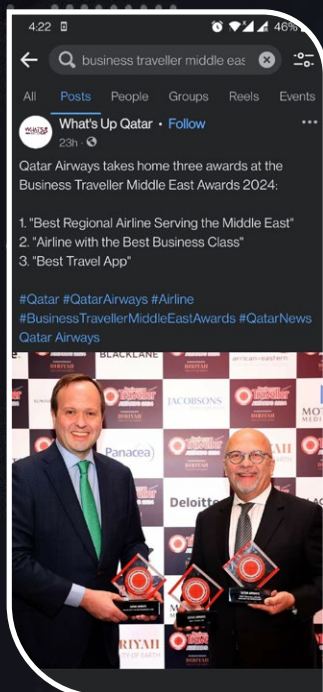


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A NEW CHAPTER

*Meet the winners of the 2024
Business Traveller Middle East Awards*

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POST-EVENT COVERAGE

BUSINESS TRAVELLER MIDDLE EAST MAGAZINE — EDITORIAL COVERAGE
JUNE 2024 (READERSHIP 100,000)

BUSINESS TRAVELLER MIDDLE EAST AWARDS



14

The 23rd edition of the Business Traveller Middle East Awards celebrated the power players transporting the Middle East travel industry to the future

In a jubilant celebration of inspiring achievements, forward-thinking vision, and exceptional achievements, the 2024 Business Traveller Middle East Awards was held on 6 May at a high-profile gala ceremony at The Ritz-Carlton, Dubai International Financial Centre.

More than 350 guests attended, including a distinguished crowd of industry heavyweights spanning the hotel, aviation, and tourism industries. We honoured leaders in business travel and tourism, with 42 award categories across three main divisions.

The Guest of Honour was Raha Moharrak. A keynote speaker and renowned adventurer – who is the youngest-ever Arab and the first Saudi woman to have climbed Mount Everest – Raha inspired attendees with her boundary-breaking journey, and presented the first set of awards.



The highly-anticipated ceremony celebrated the companies at the forefront of business travel.

Emirates' outstanding work was recognised with five prestigious awards, including 'Best Airline Worldwide', 'Airline with the Best

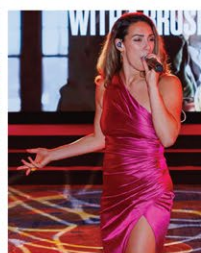
ABOVE: Together with co-host Julian Gregory of Panacea Publishing, and Guest of Honour Raha Moharrak, Ian and Jan Fairservice celebrated Motivate Media Group's 45th anniversary, along with other VIP guests

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Business Traveller
AWARDS 2024

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CLOCKWISE FROM TOP: More than 350 guests attended the celebratory gala dinner; Singer Lexie lit up the stage; Jan and Ian Fairservice, Colm and Breeda McLoughlin, Raha Moharrak, and David Fairservice; Emirates Skywards' Dr. Nejjib Ben-Khedher, Marriott International's Sandeep Wahila, and team Marriott; Guest of Honour Raha Moharrak inspired attendees



Premium Economy Class', 'Airline with the Best First Class', 'Airline with the Best Frequent Flyer Programme', and 'Best Airport Lounge in the Middle East'. Its hub, Dubai International Airport (DXB), was named 'Best Airport in the Middle East', while Dubai Duty Free won 'Best Duty Free Shopping in the Middle East'. Fellow Dubai-based carrier flydubai – which celebrates its 15th anniversary this year – took home the trophy for 'Airline with the Best Connectivity in the Middle East'.

From Abu Dhabi, Etihad Airways was crowned 'Airline with the Best

Cabin Crew' and 'Airline with the Best Economy Class' – while from neighbouring Qatar, Qatar Airways was awarded 'Airline with the Best Business Class', 'Best Regional Airline serving the Middle East', and 'Best Travel App'. From the wider global network, Singapore Airlines won 'Best Asian Airline Serving the Middle East',

Singapore Changi Airport was deemed 'Best Airport in the World', and Turkish Airlines won 'Best European Airline Serving the Middle East'.

Hotels and hospitality brands from across 28 categories were also recognised. Marriott Hotels had one of the most sparkling accolades of the evening with the title of 'Best Hotel Brand Worldwide', while Rotana Hotels & Resorts won 'Best Hotel Brand in the Middle East'. Jumeirah Hotels & Resorts won 'Best Luxury Hotel Brand in the Middle East', while Rove Hotels was designated 'Best Budget Hotel Brand in the Middle East' – and Marriott Bonvoy won 'Best Hotel Loyalty Programme in the Middle East'. Meanwhile, Ascott received the title of 'Best Serviced Apartments Brand in the Middle East'.

Bleisure was introduced as a new category this year, with Rixos Premium Dubai JBR taking home the inaugural 'Best Bleisure Hotel in the UAE' trophy. Under leisure and lifestyle, Jumeirah Al Naseem won 'Best Leisure Hotel in the UAE', and Marriott Resort Palm Jumeirah won 'Best Leisure Hotel in the Middle East'. Radisson won the award for 'Best Lifestyle Hotel Brand in the Middle East'.

"This year's Business Traveller Middle East Awards was, once again, a celebration of excellence for the region's travel, tourism, and hospitality industries. As the Middle East readies itself for a new chapter of innovation and growth, we are honoured to be able to acknowledge the commitment, vision, expertise, and hard work of these regional and global brands. Congratulations, again, to all of the nominees and winners," said Ian Fairservice, Managing Partner and Group Editor-in-Chief at Motivate Media Group.

Read on to discover the full list of winners! ➔

The Business Traveller Middle East Awards is based on nominations and votes cast online by our valued readers. The shortlist, highly-commended names, and winners are determined through a rigorous and impartial process.

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BUSINESS TRAVELLER MIDDLE EAST AWARDS

AIRLINES

A diverse mix of regional and global airlines competed for the 11 awards under this category. The winner in each is revealed below.

AIRLINE WITH THE BEST CABIN CREW

★ Etihad Airways

AIRLINE WITH THE BEST ECONOMY CLASS

★ Etihad Airways

AIRLINE WITH THE BEST PREMIUM
ECONOMY CLASS

★ Emirates

AIRLINE WITH THE BEST BUSINESS CLASS

★ Qatar Airways

AIRLINE WITH THE BEST FIRST CLASS

★ Emirates

AIRLINE WITH THE BEST FREQUENT FLYER
PROGRAMME

★ Emirates Skywards

BEST REGIONAL AIRLINE SERVING THE
MIDDLE EAST

★ Qatar Airways

BEST ASIAN AIRLINE SERVING THE MIDDLE EAST

★ Singapore Airlines

BEST EUROPEAN AIRLINE SERVING THE
MIDDLE EAST

★ Turkish Airlines

AIRLINE WITH THE BEST CONNECTIVITY IN THE
MIDDLE EAST

★ flydubai

BEST AIRLINE WORLDWIDE

★ Emirates



CLOCKWISE FROM LEFT:

Raha Moharrak presented the award for "Airline with the Best Economy Class" to Etihad Airways, which was also named "Airline with the Best Cabin Crew"; Francois Oberholzer and Rashid Al Bashri of flydubai received the trophy for "Airline with the Best Connectivity in the Middle East"; Emirates won "Airline with the Best Frequent Flyer Programme" for Skywards; Yi-Hwa Hanna presented the award for "Best European Airline Serving The Middle East" to Osman Nurettin Sen from Turkish Airlines



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RIGHT: Singapore Airlines was named "Best Asian Airline Serving the Middle East"

BELOW: Raha Moharrak presented the award for "Airline with the Best Business Class" to Alan Lee from Qatar Airways



17

ABOVE: Emirates won "Airline with the Best First Class"

LEFT: Nancy Clark and Adil Al Ghaith from Emirates, and Dr. Nejib Ben-Khedher from Emirates Skywards, were presented with the award for "Best Airline Worldwide" by Ian Fairservice

BELOW: Qatar Airways won "Airline with the Best Business Class"



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BUSINESS TRAVELLER MIDDLE EAST AWARDS

AIRPORTS

There were five awards in the airports category, with several thousand votes cast in this group alone. The winner in each category is revealed below, shining a light on these regionally- and globally-renowned hubs.

BEST TRAVEL APP

★ Qatar Airways

BEST AIRPORT IN THE MIDDLE EAST

★ Dubai International Airport

BEST DUTY FREE SHOPPING IN THE MIDDLE EAST

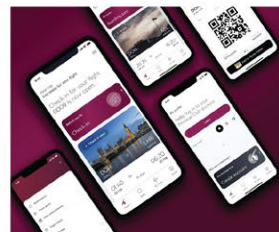
★ Dubai Duty Free

BEST AIRPORT LOUNGE IN THE MIDDLE EAST

★ Emirates First Class Lounge, Dubai International Airport

BEST AIRPORT IN THE WORLD

★ Singapore Changi Airport



CLOCKWISE FROM LEFT: Dubai International Airport received the trophy for "Best Airport in the Middle East"; Ian Fairservice presented the award for "Best Duty Free Shopping in the Middle East" to Colm McLoughlin, Sinéad El Sibai, and Salah Tahlak from Dubai Duty Free; Qatar Airways won "Best Travel App"; Emirates First Class Lounge was named "Best Airport Lounge in the Middle East"; Terminal 2 at Singapore Changi Airport; "Best Airport in the World" was presented to Kenny Ang from Singapore Changi Airport



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BUSINESS TRAVELLER MIDDLE EAST MAGAZINE — EDITORIAL COVERAGE JUNE 2024



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HOTEL BRANDS

There were seven awards for hotel brands. The winner in each category is revealed below.



FROM TOP: Rania Apthorpe of Panacea Publishing (second from right) presented the award for "Best Hotel Loyalty Programme in the Middle East" to team Marriott; Ian Fairservice and Raha Moharrak handed team Rotana the trophy for "Best Hotel Brand in the Middle East"; Radisson was presented with "Best Lifestyle Hotel Brand in the Middle East" by Rania Apthorpe; David Fairservice presented the award for "Best Serviced Apartments Brand in the Middle East" to team Ascott; The title for "Best Luxury Hotel Brand in the Middle East" was presented to team Jumeirah; Rania Apthorpe presented the award for "Best Budget Hotel Brand in the Middle East" to Rove Hotels



BEST SERVICED APARTMENTS BRAND IN THE MIDDLE EAST
★ Ascott

BEST HOTEL LOYALTY PROGRAMME IN THE MIDDLE EAST
★ Marriott Bonvoy

BEST BUDGET HOTEL BRAND IN THE MIDDLE EAST
★ Rove Hotels

BEST LIFESTYLE HOTEL BRAND IN THE MIDDLE EAST
★ Radisson

BEST LUXURY HOTEL BRAND IN THE MIDDLE EAST
★ Jumeirah Hotels & Resorts

BEST HOTEL BRAND IN THE MIDDLE EAST
★ Rotana Hotels & Resorts

BEST HOTEL BRAND IN THE WORLD
★ Marriott Hotels

19

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BUSINESS TRAVELLER MIDDLE EAST AWARDS

HOTELS

There were 18 awards for individual hotels (apart from the Overall Best Business hotel), and each also had a Highly Commended award, which was for the property that secured the second-highest number of public votes. Here are the winners.

BEST NEW BUSINESS HOTEL IN THE MIDDLE EAST

★ The St. Regis Riyadh
HC: Raffles Doha

BEST REFURBISHED HOTEL IN THE UAE

★ Pullman Dubai Downtown
HC: Jumeirah Mina A'Salam

BEST AIRPORT HOTEL IN THE MIDDLE EAST

★ Radisson Hotel Riyadh Airport
HC: Dubai International Airport Hotel

BEST BUSINESS HOTEL IN DUBAI

★ Four Seasons Hotel Dubai International Financial Centre
HC: JW Marriott Marquis Hotel Dubai

BEST BUSINESS HOTEL IN ABU DHABI

★ Hilton Abu Dhabi Yas Island
HC: Rosewood Abu Dhabi

BEST BUSINESS HOTEL IN THE NORTHERN EMIRATES

★ Waldorf Astoria Ras Al Khaimah
HC: InterContinental Ras Al Khaimah Mina Al Arab Resort & Spa

BEST BUSINESS HOTEL IN AMMAN

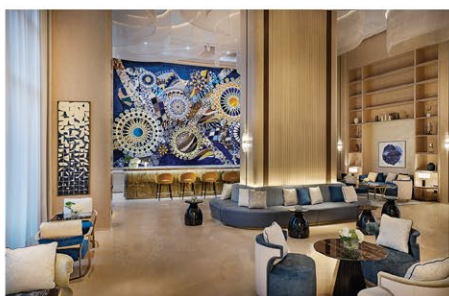
★ The Boulevard Arjaan by Rotana, Amman
HC: The Ritz-Carlton, Amman

BEST BUSINESS HOTEL IN BEIRUT

★ Radisson Blu Hotel, Beirut Verdun
HC: Gefinor Rotana Beirut

BEST BUSINESS HOTEL IN CAIRO

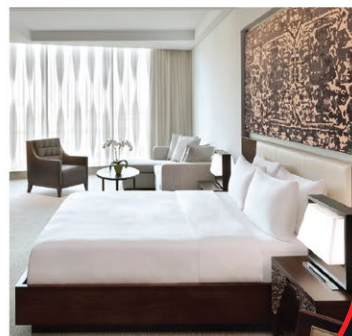
★ InterContinental Citystars Cairo
HC: Radisson Blu Hotel, Cairo Heliopolis



CLOCKWISE FROM BELOW: Hassan Malik from Deloitte (right) presented the award for "Best Hotel Brand in Bahrain" to Benoit-Joseph Metanowski from Mövenpick Hotel Bahrain; Hilton Abu Dhabi Yas Island was named "Best Business Hotel in Abu Dhabi"; Nicolas Soucaille from Blacklane (middle) presented the award for "Best Airport Hotel in the Middle East" to Caroline Jonsson and Basel Talal from Radisson; The St. Regis Riyadh won "Best New Business Hotel in the Middle East"



CLOCKWISE FROM RIGHT: Nicolas Soucaille presented the award for "Best Business Hotel in Dubai" to Ghath Adnan from Four Seasons Hotel Dubai International Financial Centre; JW Marriott Hotel Muscat won "Best Business Hotel in Muscat"; David Fairservice presented the award for "Best Leisure Hotel in the UAE" to team Rixos Premium Dubai JBR, as well as the award for "Best Leisure Hotel in the Middle East" to team Marriott Resort Palm Jumeirah, Dubai



BUSINESS TRAVELLER MIDDLE EAST MAGAZINE — EDITORIAL COVERAGE JUNE 2024



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CLOCKWISE FROM LEFT: "Best Business Hotel in Riyadh" was awarded to voco Riyadh - an IHG Hotel; Nicolas Soucaille presented the award for "Best Refurbished Hotel in the UAE" to team Pullman Dubai Downtown; Hassan Malik presented the award for "Best Business Hotel in Jeddah" to Philma Gomes-Ellis from Shangri-La Jeddah; The Boulevard Arjaan by Rotana, Amman received the title of "Best Business Hotel in Amman"



BEST BUSINESS HOTEL IN DOHA

- ★ Fairmont Doha
- HC: Radisson Blu Hotel, Doha

BEST BUSINESS HOTEL IN KUWAIT

- ★ Waldorf Astoria Kuwait
- HC: Grand Hyatt Kuwait

BEST BUSINESS HOTEL IN BAHRAIN

- ★ Mövenpick Hotel Bahrain
- HC: The Diplomat Radisson Blu Hotel, Residence & Spa, Manama

BEST BUSINESS HOTEL IN MUSCAT

- ★ JW Marriott Hotel Muscat
- HC: Jumeirah Muscat Bay

BEST BUSINESS HOTEL IN RIYADH

- ★ voco Riyadh - an IHG Hotel
- HC: Four Seasons Hotel Riyadh at Kingdom Centre

BEST BUSINESS HOTEL IN JEDDAH

- ★ Shangri-La Jeddah
- HC: InterContinental Jeddah

BEST BLEISURE HOTEL IN THE UAE

- ★ Rixos Premium Dubai JBR
- HC: InterContinental Dubai Festival City

BEST LEISURE HOTEL IN THE UAE

- ★ Jumeirah Al Naseem
- HC: The WB Abu Dhabi, Curio Collection by Hilton

BEST LEISURE HOTEL IN THE MIDDLE EAST

- ★ Marriott Resort Palm Jumeirah, Dubai
- HC: The Chedi Katara Hotel & Resort - A GHM Hotel

OVERALL BEST BUSINESS HOTEL IN THE MIDDLE EAST

- ★ Fairmont Doha



CLOCKWISE FROM LEFT: Ashley Jacobs from Jacobsons (right) presented the award for "Best Business Hotel in Cairo" to Khaled Zaki and Wael Sami from InterContinental Citystars Cairo; David Fairservice presented the award for "Overall Best Business Hotel in the Middle East" to Anna Olsson from Fairmont Doha; Waldorf Astoria Kuwait won "Best Business Hotel in Kuwait"

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**BUSINESS TRAVELLER MIDDLE EAST MAGAZINE — EDITORIAL
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BUSINESS TRAVELLER MIDDLE EAST AWARDS

Soaring with distinction

What does it mean to win an award from Business Traveller Middle East? We hear directly from a few of our winners on how the recognition has positively impacted them and the brands they lead



22

“Winning the best hotel brand in the region for the eighth year is a source of immense pride for us at Rotana. “I am delighted to witness our properties being recognised across the region. These wins are a true testament to the dedication of our team and their relentless pursuit of delivering quality service. It is not just a celebration of Rotana’s success but also a testament to the vibrancy of the hospitality industry. As we embark on our expansion journey, we remain steadfast in our commitment to providing a treasured time to our guests worldwide.”

PHILIP BARNES
Chief executive officer
Rotana Hotels & Resorts

“Receiving the Business Traveller Middle East Award for Best Leisure Hotel reflects the incredible dedication and hard work of our team. It confirms that our commitment to creating memorable guest experiences, guided by our Wonderful Hosts, resonates with our guests and the broader industry. This accolade highlights our efforts in blending industry-leading facilities with thoughtful service, something Marriott is known for globally. This recognition motivates us to keep pushing boundaries, ensuring that our guests enjoy not just comfort and refinement but also responsible and sustainable hospitality.”

GERRIT SCHMIT
General manager
Marriott Resort Palm Jumeirah Dubai



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“Being recognised as the overall best business hotel in the Middle East and in Doha is a proud moment for Fairmont Doha, highlighting not only our team’s dedication but also the exceptional features and amenities our hotel offers. From luxurious accommodations to state-of-the-art facilities, we strive to provide a distinguished experience for business travellers that sets us apart in the heart of Doha’s hospitality landscape.”

ANNA OLSSON
Executive commercial director
Fairmont Doha



23



“We were truly excited to have won the Business Traveller Middle East Award for Best Business Hotel in Kuwait. This is a great testament to all of the hard work and dedication that our team have put in. Our hotel is equipped with so much technology and so many amenities for the business traveller, where we always work hard to find ways to give more time back to people, so they can focus on their work while we take care of the rest. I’m really proud to receive such an award.”

KEMAL SIRTIKIRMIZI
General manager
Waldorf Astoria Kuwait

JUNE 2024

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News

Revealed: Winners of the 2024 Business Traveller Middle East Awards

7 May 2024 by Yi-Hwa Hanna

The Middle East region's leading multi-platform content producer, **Motivate Media Group**, has revealed the winners of the **2024 Business Traveller Middle East Awards** at a high-profile gala ceremony staged at **The Ritz-Carlton, Dubai International Financial Centre** last night (May 6).

With more than 350 guests in attendance – including a high-profile crowd of industry heavyweights, thought leaders, key decision-makers, High Net Worth Individuals (HNWIs), and C-Suite executives spanning the hotel, aviation, tourism, travel, and related industries – the renowned BTME Awards, organised by Motivate publication *Business Traveller Middle East*, honoured leaders in business travel and tourism, with the winners of 42 award categories spanning three main divisions including airlines, airports and hotels announced.

Among the event's many distinguished guests was **Raha Moharrak**, a keynote speaker and renowned alpinist who is the youngest-ever Arab and the first Saudi woman to have climbed Mount Everest. The **Guest of Honour** for the evening, Moharrak inspired attendees with her boundary-breaking journey, and presented five of the coveted awards to their winners.

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Emirates recognised for excellence with nine wins at the 2024 Business Traveller Awards, World Travel Awards and International Loyalty Awards 2024

الاتحاد ETIHAD AIRWAYS

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Abu Dhabi, United Arab Emirates – Etihad Airways, the national airline of the UAE, picked up a double award scoop for its esteemed Cabin Crew, on the opening day of the Arabian Travel Market in Dubai this week, among a sweep of awards taken home by the airline.

The Business Traveller ME Awards took place during an elegant ceremony at The Ritz, Dubai, among an audience of travel industry leaders and media professionals. At the gala, Etihad took to the stage to receive the award for the Best Cabin Crew for the fourth consecutive year, as well as Best Economy Class.

The winners were decided by votes cast online by travellers and readers of Business Traveller Middle East magazine and independently verified.

Also on Monday, the World Travel Awards announced its Middle East Leading Airlines with Etihad Airways again tipping the top spot for its leading Cabin Crew. The airline also secured the title of Middle East's Leading Airline for Customer Experience, recognising the overall hospitality and experience for all guests flying with Etihad.

Etihad has also been recognised with the best Economy Class, best Inflight entertainment and best First Class Lounge at Zayed International Airport.

Warm hospitality is the hallmark of Etihad Airways guest experience, which is inspired by traditional Emirati hospitality. The airline is currently recruiting new Cabin Crew globally to join its team based in Abu Dhabi. Following a thorough selection process, cabin crew will be trained to the highest standards of safety, service and hospitality.

Antonoaldo Neves, Chief Executive Officer at Etihad Airways, said: "Our people are our most important asset, and I couldn't be prouder of our team at Etihad Airways. We are honoured to receive these awards which are a testament to the hard work, passion and commitment of our people."

"On behalf of the Etihad family, I would like to express our sincerest thanks to our guests, our partners and the travel and tourism industry."

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Revealed: Winners of the 2024 Business Traveller Middle East Awards

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Dubai Duty Free takes honors at 2024 Business Traveller Middle East Awards

By: Hilah Noor

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Dubai Duty Free Executive Vice Chairman & CEO, Colin McCaughey (third from left) along with Sarah Saliba, Joint COO and General Manager, YIP - Marketing, receiving the Business Traveller ME Award for Best Duty Free Shopping in the Middle East from Sam Farankee, Managing Partner and Group Editor-in-Chief of Middle East Media Group.

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Qatar Airways awarded at the Business Traveler Middle East Awards 2024 at Dubai ATM

Monday May 6, 2024, during a glittering ceremony in the heart of the Arabian Travel Market (ATM) in Dubai, Qatar Airways was awarded not one, but three major distinctions at the Business Traveler Middle East Awards 2024. This evening awards recognized the airline as the "Best Regional Airline Serving the Middle East", as well as the "Best Business Class Airline" and praised its travel app as the "Best Travel App".

Deserved Recognition

These prestigious titles are the result of Qatar Airways' unwavering commitment to excellence and innovation. With a remarkable presence in nearly 170 destinations across the globe, including a significant number in the Middle East, the company offers travelers unparalleled travel experiences, strengthening global and regional connectivity.

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Qatar Airways Dominates Business Traveller Middle East Awards 2024 with Triple Triumph at Arabian Travel Market Dubai

Tuesday, May 7, 2024



Qatar Tribune

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QA grabs three titles at Business Traveller Middle East Awards 2024

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flydubai wins "Airline with the Best Connectivity in the Middle East" award at the 2024 Business Traveller Middle East Awards

Published on May 7, 2024

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Revealed: Winners of the 2024 Business Traveller Middle East Awards

The winners of the 2024 Business Traveller Middle East Awards have been announced! Discover the full list of winners and highly-commended names here

7 May 2024

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chaitali.khimji@motivate.ae | murali@motivate.ae

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Dear Kingsley,

It's official: the winners are in! You spoke up, you voted, and the winners have been crowned, with their names called out and awards handed out at our gala event that took place on the evening of May 6th, at The Ritz-Carlton, Dubai International Financial Centre.

Thank you to all who joined us for this momentous occasion, and to all of you who voted. We hope that it was as special for you as it was for us. It was a ceremony to remember, and we are proud to be able to recognise the most outstanding performers across categories spanning airlines, airports, and hotels in the region over the last 12 months.

You can view the list of winners:

[VIEW HERE](#)

Here's to another fantastic year ahead for the industry, with plenty of exciting new projects, launches, and developments to come our way over the next 12 months, when we'll reunite to celebrate the next year.

In the meantime, if you'd like to learn more about how you can collaborate with us throughout the year ahead, contact chaitai.khimji@motivate.ae or murali@motivate.ae.



Regards,
Team Business Traveller Middle East

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