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HORECA SECTOR

IN CROATIA

FLANDERS INVESTMENT & TRADE MARKET SURVEY



HORECA SECTOR in Croatia

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1 Croatia

1.1 General figures

International tourism is one of the most expanding fields of the world economy. Europe – particularly the Mediterranean region – still remains one of the most important tourist destinations and is a major tourist market. Tourists are intrigued by Croatia if they have the desire for rest and relaxation on the sea coast, natural attractions, gastronomy, and cultural sites. The main goal for the development of tourism in Croatia is to position the country as one of the high-quality tourist destinations on the Mediterranean, in Europe and in the whole world. Another goal regarding Croatia's tourism and hospitality industry is to increase the earnings made from tourism by increasing spending in tourism-related industries and by prolonging the tourist season. To accomplish these goals, it is important to create an industry that supports the development of new types of services and products, has a distinguished image for destinations and regions in Croatia, and to always have a goal-oriented attitude in offering the best quality of hospitality. While establishing these goals, ultimately the industry has intentions to continue to preserve Croatia's unique culture – an essential part of Croatia's competitive edge.

ISO country code	HR
Inhabitants	4,26 millions
Area	56,594 km ² (620 km ² water)
Land boundaries	1,982 km Bosnia and Herzegovina (932 km) Hungary (329 km) Serbia (241 km) Montenegro (25 km) Slovenia (455 km) Italy (border by sea)
Coastline	total: 5,835 km mainland: 1,777 km islands: 4,058 km
Islands	1,185

The capital of the country is Zagreb. Croatia also has three other main cities: Osijek, Rijeka and Split. It is divided into six distinct regions: Istria, Kvarner, Dalmatia, Central Croatia, Slavonia and Zagreb.

The climate is Mediterranean and continental; continental climate is predominant with hot summers and cold winters, while the winters are mild and the summers dry along the coast. The terrain is geographically diverse: flat plains along Hungarian border, and low mountains and highlands near the

Adriatic coastline and islands. Croatia has many natural resources, including: oil, coal, bauxite, low-grade iron ore, calcium, gypsum, natural asphalt, silica, mica, clays, salt and hydropower.

Croatia has nine sea ports, five inland waterway ports, twelve highways and eight main airports which accept some international and national air carriers: Brač Airport, Dubrovnik Airport, Osijek Airport, Pula Airport, Rijeka/Krk Airport, Split Airport, Zadar Airport and Zagreb Airport.

1.2 Overview of the economic facts and figures

Croatia is included in the group of countries with small and open economies, which are largely connected to other foreign markets. Listed as the basic features of Croatia's economy are industry, agriculture, forestry, fishing industry and food, drink, as well as tobacco production, construction, transport and communication, and trade.

The priority of Croatia's economic policy is the continuation of stable and strong market-oriented economy, competitive in the global market, the constant reinforcement of macroeconomic stability and the continuation of structural reforms for the purpose of securing stable and sustainable economic growth, increase in production – especially import and increase in employment. The particular emphasis is on creating a favorable business environment harmonized with the business environment prevalent in the European Union, further development of market economy, stimulation of private investments, promotion of international competitiveness, and entrepreneurial and market freedom. Furthermore, in terms of primary goals of economic policy of the Republic of Croatia, a special priority is given to foreign investments which are very important for the future development of the country and further restructuring and modernization of the economy.

Basic economic goals include export growth, quality standards introduction, meeting ecology requirements and achieving expenditure efficiency. Climate, relief, and soil diversity enables a wide agricultural range of products, while low level of pollution is good for the development of ecological production. Croatia, as one of the significant tourist destinations in the Mediterranean, has a long tourist tradition and big development prospects. During the past couple of years, Croatia has been classified as one of the European travel destinations with the highest growth rate. Construction restructuring trend in Croatia, relevant during recent years, is in accordance with modern European trends, where it is easier for small and medium companies to adapt to modern market requirements. An advantageous geographical position provides opportunities for the development of transport infrastructure as one of the important factors of the economic and social development of the country.

In July 2013, Croatia entered into European Union after several years of negotiations. It can be expected that this entrance will have a positive effect on the inflow of foreign capital and financial support for Croatian national projects. It is also expected that the membership of Croatia will subserve trade and business between Croatia and the other members.

However, Croatia is working on the entrance into the Schengen program. Negotiations will start in 2015.

The entrance of Croatia into the EU can be assimilated to a signal for all the Balkan countries.

GDP	\$57,524 billion
GDP – per capita:	\$13,552
GDP – real growth rate:	-1 %
GDP composition by sector:	agriculture: 5.4% industry: 26.4% services: 68.2%

Labor force:	1.682 million
Labor force (by occupation):	agriculture: 5% industry: 25.8% services: 69.2%
Unemployment rate:	18.6% (July 2014)
At-risk-of-poverty rate:	20% (2013)
Distribution of family income – Gini index:	0.33 (2014)

Investment (gross fixed):	18% of GDP
Taxes and other revenues:	37.8% of GDP
Budget surplus (+) or deficit (-):	-4.5% of GDP
Public debt:	67% of GDP (April 2014)
Inflation rate (consumer prices):	0.5%

Agriculture – products:	wheat, corn, sugar beets, sunflower seed, barley, alfalfa, clover, olives, citrus, grapes, soybeans, potatoes, livestock, dairy products
Industries:	tourism, chemicals and plastics, machine tools, fabricated metal, electronics, pig iron and rolled steel products, aluminum, paper, wood products, construction materials, textiles, shipbuilding, petroleum and petroleum refining, food and beverages
Exports:	\$12.42 billion
Exports – commodities:	transport equipment, machinery, textiles, chemicals, foodstuffs, fuels
Exports – partners:	Italy 13.9%, Bosnia and Herzegovina 13%,

	Germany 10.8%, Slovenia 7.5%, Austria 5.4% (2009)
Imports:	\$20.23 billion
Imports – commodities:	machinery, transport and electrical equipment, chemicals, fuels and lubricants, foodstuffs
Imports – partners:	Italy 12.5%, Germany 13.8%, Russia 9.3%, China 6.8%, Slovenia 11.5%, Austria 5%
Reserves of foreign exchange and gold:	\$17.719 billion (May, 2014)

Source of information:

- Government of the Republic of Croatia: Croatian Economy (as accessed on 13.9.2011) http://www.vlada.hr/en/about_croatia/information/croatian_economy
- Croatian National Bank <http://www.hnb.hr/>
- www.dzs.hr

1.3 Overview of the touristic regions

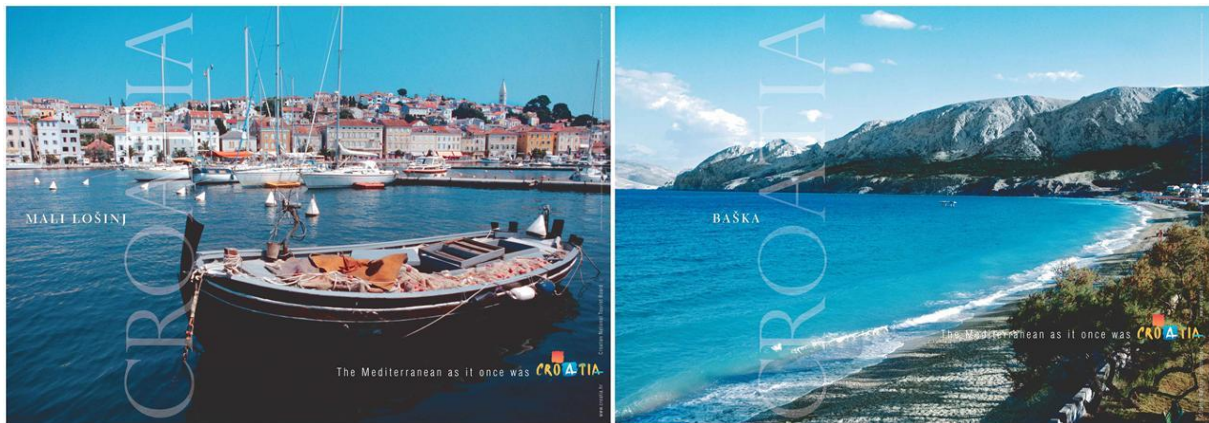
1.3.1 Istria



Istria is a peninsular area in Western Croatia, covering a total of 2,280 km² of land area. It is located in the North portion of the Adriatic Sea, with a coastal line totaling 445.1 km. The climate in Istria is a mild Mediterranean one, with warm and dry summers and mild (if windy) winters. It is one of the most popular tourist destinations in Croatia, as it is rich with attractive destinations and different cultural flavors – a claim supported by the fact that it was named one of the top ten most attractive destinations for summer holidays of 2011 by National Geographic. Furthermore, 27% of the total nights spent in Croatia in 2013 by tourists were in Istria. Agrotourism is a particularly flourishing segment at this point in time.

There are several towns which are popular tourist centers in Istria: Pula, the economic powerhouse of Istria; Pazin, the administrative seat of the region located inland; Poreč, home of the UNESCO World Heritage Site Euphrasian Basilica; and Rovinj, the second leading destination in terms of the number of realized overnights. Other places of interest include the National Park Brijuni and Nature Park Učka.

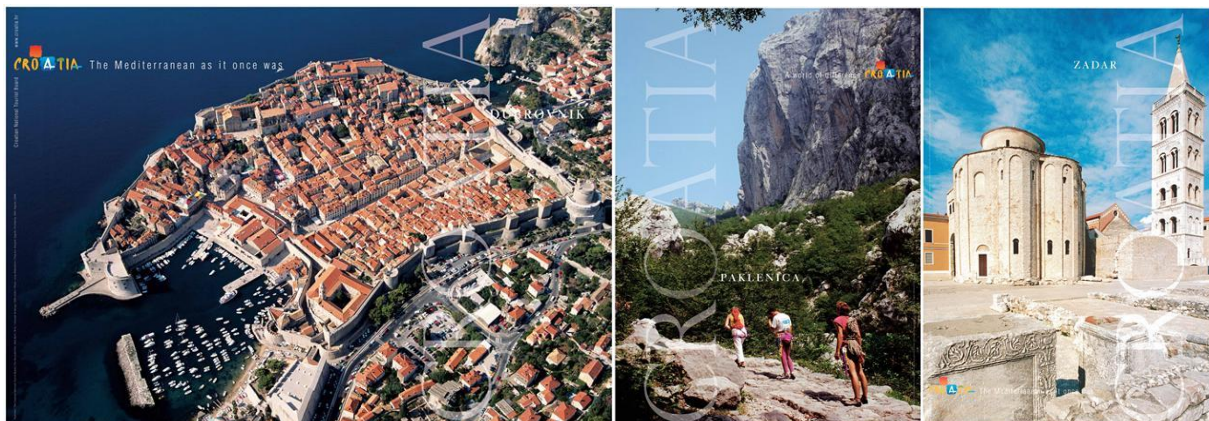
1.3.2 Kvarner



Kvarner Gulf is a sea-and-land area that includes several Northern Croatian islands, as well a part of the mainland coast. It is very popular among both foreign and domestic tourists, due to its versatility in content and beauty. The climate in Kvarner Gulf is a mild Mediterranean one, much like the climate found in Istria, and the land is rich in evergreen vegetation. The largest islands located in Kvarner Gulf are Krk, Cres, Lošinj and Rab. Rijeka is the largest city included in this area; it is one of the major port and transition cities in Croatia, as it provides many different options for traveling to the islands, along the coast and inland via bus, train and boat.

The attractions and offerings for travelers and tourists are rather diverse, depending on each island and town. For example, while island Lošinj is highly praised for its dolphin nature reserve and health tourism, Rab is well known for its cultural tradition and the annual Medieval Festival. Crikvenica is known to be a family-friendly tourist destination with content for each family member, while Opatija has many resorts and hotels popular among the senior tourists.

1.3.3 Dalmatia



Dalmatia is located in the Southern portion of Croatia, consisting of several Croatian counties (Zadar County, Šibenik-Knin County, Split-Dalmatia County and Dubrovnik-Neretva County). It is a region of largely mountainous terrain, as the Dinaric Alps stretch from North-West to South-East. While the climate is Mediterranean on the coast, it is moderate continental further inland, with typically hot and dry summers. Due to these conditions, grapes and olives are the most successful agricultural products of Dalmatia.

There are many diverse and attractive tourist locations in Dalmatia. The largest cities found in Dalmatia are Zadar, Šibenik, Split and Dubrovnik, each of which possesses its own set of attributes which make it a popular tourist destination. This is particularly true for Dubrovnik, which is known world-wide for its culture and architecture – it joined UNESCO’s list of World Heritage Sites in 1979. Those looking to party will find that the mainland city Vodice, as well as islands Pag and Hvar, will satisfy their needs during the summer season. Due to the Adriatic Sea’s high water quality and a large number of islands and channels, the entire region is particularly popular for nautical tourism. Dalmatia includes several national parks, as well: Paklenica, Kornati archipelago, Krka River rapids and Mljet Island.

1.3.4 Central Croatia



Central Croatia is located in the heart of Croatia. It consists of several counties, covering nearly a third of the total Croatian territory, with a mixture of continental, hilly and mountainous terrain. It also entails approximately one half of the Croatian population – as well as the country’s capital city, Zagreb (which will be examined in more detail in section 1.3.6.). The North portion of the region has a continental climate, while the other areas have semi-highland and highland climate. The summers are generally warm and dry, while the winters include low temperatures and plenty of snow.

Given the region’s location and size, it is an ideal destination for tourists who are not keen on beaches. Ecotourism, mountaineering, walking, hunting and skiing in the winter are popular activities for both visitors and locals alike. There are several national parks and areas which are interesting to the hospitality and tourism industry: Zagorje is known for its castles, while both Ogulin and Karlovac have an excellently preserved selection of historic buildings and a vast cultural heritage. Varaždin is renowned for its hot springs and Samobor for the scenic walks that can be taken near the town. Finally, it is important to mention Croatia’s most-visited national park, Plitvice Lakes. It is a beautiful complex of lakes and waterfalls, and is on the list of UNESCO’s World Heritage Sites.

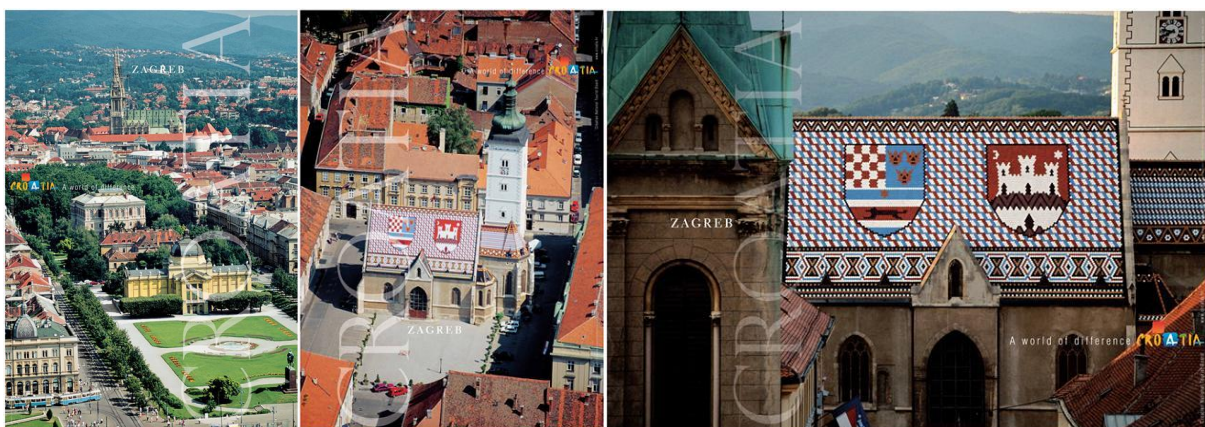
1.3.5 Slavonia



Slavonia is the region found in the most Eastern part of Croatia, thus bordering even three countries: Bosnia and Herzegovina, Serbia and Hungary. Due to this, it was the part of Croatia most heavily affected by the War of Independence. Furthermore, it is the most agriculturally-rich region due to excellent soil quality, with a high yield of wheat and maize. The Slavonian cuisine is one of the most mentioned aspects of the region, as the traditional pork dishes made once yearly at an annual festival (*kolinje*) are quite well known in Croatia and Europe. Although its food processing industry is still pulling most of the economic weight, Slavonia is attempting to repair the damage the war brought on to its economic and commercial sectors.

Tourism in Slavonia remains minimal in comparison to the coastal areas or Zagreb. However, this trend is showing signs of growth, brought on largely by ecotourism. English is not spoken by most locals. The largest city – and the one with a substantial tourist infrastructure – is Osijek. The other significant city is Vukovar, which bore a high significance in the War of Independence, and as such remains an important monument to an important part of Croatian history. Finally, the national park Kopački Rit is the largest remaining wetland in Europe, holding hundreds of different species of water birds and other animals.

1.3.6 Zagreb



Zagreb is the capital and the largest city of the Republic of Croatia. It is located in the NorthWest of the country, along the Sava River and at the base of the Medvednica Mountain. It covers a land area of 171 km², and according to the 2013 census, there are 790,000 citizens populating the area. In addition to being the economic powerhouse of Croatia, it is also the most content-rich city in Croatia, with numerous museums, galleries, theatres, shopping centers, cinema complexes, hotels,

restaurants and cafés. The nightlife scene is generous as well, with clubs and bars spread out in different locations in many parts of the city.

Although most tourists head straight to the coast upon arrival to Croatia, Zagreb must be taken into account when analyzing the state of the HoReCa sector in Croatia. It is the most densely populated Croatian city, with a local tradition that highly values the ‘coffee/café culture’ and eating in restaurants. In addition to that, there is a plethora of various accommodation to choose from – ranging from pricey hotels to low-budget hostels in the city centre.

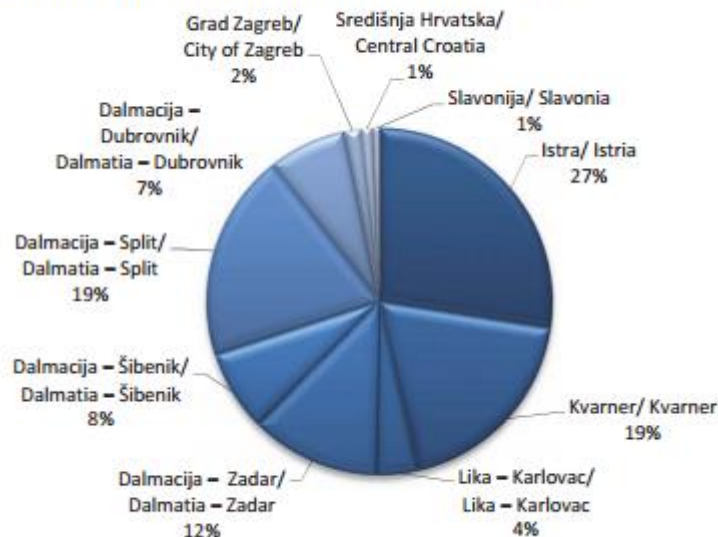
1.4 Overview of the hospitality industry: HoReCa

The hospitality industry is one of the most important aspects of Croatia’s culture and economy. It consists of a large number of hotels and other accommodation capacities, many restaurants ready to offer their guests an unforgettable experience of dining, and finally – a plethora of cafés scattered literally everywhere you look in cities and towns of almost any size.

Tourism is a well-developed industry in Croatia. Many tourists visit to experience the country's extensive coastline and the well-preserved coastal Renaissance towns. The country is currently being advertised under the motto “*The Mediterranean as it once was.*” by the Croatian National Tourist Board. Most commonly toured regions of Croatia are Istria, Dalmatia, Dubrovnik, and the capital city, Zagreb. While each of these regions attains their specific attractions, further development of their distinction is the focus of the country’s plan for the tourism industry.

Due to the total number of overnights per county in Croatia, Istria is on the first position with 27%, followed by the county of Split (19%). The others parts of Dalmatia are concentrating a large part of the tourists and the others regions of Croatia are hosting the rest of the tourists.

**Struktura smještajnih kapaciteta prema turističkim regijama/
Structure of accommodation facilities by tourist regions**



Source of information: Central Bureau of Statistics – CBS
Croatia.eu/tourism

1.4.1 The composition of tourists and accommodations

In 2013, Croatia hosted about 12.5 millions tourists (+5% than 2012).

The biggest parts of tourists coming in Croatia are from Europe. 22% of them are German, 10% are from Slovenia and 8% are from Austria. In Total, 92% of tourists are foreigners. The Local demand is about 8%. The average length of stay in 2013 was about 5.2 days.

A2. POTRAŽNJA PREMA VRSTAMA SMJEŠTAJA/ A2. TOURIST DEMAND BY TYPES OF ACCOMMODATION

Noćenja turista prema glavnim vrstama smještajnih kapaciteta*, I. - XII. 2013./ Tourist nights by main types of facilities* in period of I-XII 2013

	Hoteli i apart hoteli/ Hotels and apart hotels	Turistička naselja/ Tourist resorts	Apart- manski smještaj/ Apart- ments	Kampovi/ Camping sites	Privatni smještaj/ Private accommo- dation facilities	Ostalo/ Other facilities	Ukupno/ Total
Noćenja (u 000)/ Tourist nights (in 000)							
I - IV.	1.886	52	41	183	244	329	2.735
V. - VI.	4.079	626	287	3.157,8	2.392	1.005	11.547
VII. - VIII.	6.506	1.470	771	10.918	17.429	3.075	40.169
IX.	2.464	419	207	1.886,5	2.119	588	7.683
X. - XII.	1.816	42	26	116	355	338	2.694
Ukupno I. - XII./ Total I-XII	16.751	2.609	1.332	16.262	22.538	5.335	64.828
Struktura (u %)/ Structure (in %)							
I - IV.	69,0	1,9	1,5	6,7	8,9	12,0	100,0
V. - VI.	35,3	5,4	2,5	27,3	20,7	8,7	100,0
VII. - VIII.	16,2	3,7	1,9	27,2	43,4	7,7	100,0
IX.	32,1	5,5	2,7	24,6	27,6	7,7	100,0
X. - XII.	67,4	1,6	1,0	4,3	13,2	12,5	100,0
Ukupno I. - XII./ Total I-XII	25,8	4,0	2,1	25,1	34,8	8,2	100,0
Stopa promjene (I. - XII. 2013./ I. - XII. 2012.)/ Rate of change (I-XII 2013/ I-XII 2012)							
I - IV.	-1,3	-7,5	-58,8	-21,7	32,2	8,7	-1,9
V. - VI.	3,8	-3,9	-44,2	4,0	11,8	74,9	6,5
VII. - VIII.	1,3	-4,9	-55,8	1,5	1,7	99,5	2,6
IX.	-0,7	-7,1	-50,0	8,5	4,8	63,6	2,9
X. - XII.	2,1	22,2	-50,7	0,6	21,6	53,0	8,0
Ukupno I. - XII./ Total I-XII	1,4	-4,8	-52,8	2,4	3,5	77,9	3,3

Izvjешće: BIST – Sustav poslovne inteligencije u turizmu; www.iztg.hr/

Report: BIST – System of business intelligence in tourism; www.iztg.hr

Izvorni podaci DZS-a/ Original data from Croatian Bureau of Statistics

* Turistička naselja: hotelsko naselje, hotelsko-apartmansko naselje, turističko naselje/
Tourist resorts: hotel resorts, hotel-apartment resorts, tourist resorts

Tourist resorts: hotel resorts, hotel-apartment resorts, tourist resorts

Apartmanski smještaj: apartman, apartman tip studio, apartmani, apartmansko naselje, turistički apartman/
Apartments: apartments, studio type-suites and tourist apartments

Apartments: apartments, studio type-suites and tourist apartments

Kampovi: kamp, kamp odmaralište, kampiralište/ Camping sites: Camping sites, small camps and quickstop camping

2 Hotel Sector

2.1 Overview of the hotel sector in Croatia

The hotel sector is very important to Croatian economy, as it is the foundation of the tourism industry and as such strongly affects the employment rates, as well as the income and investment level. Tourism in Croatia is a strategic sector and thus potentially an essential impeller of investment and generator of national economic growth.

General characteristics of Croatia's hospitality industry are the following:

- the positioning strategy strongly focuses on presenting Croatia as a 'sea and sun' destination, while the key elements of the strategy include promoting beautiful nature (especially national parks and islands) and cultural heritage
- Croatia is among the top 20 destinations in the world regarding quality of the environment, openness to tourism and access to drinkable water.

The goals of the Croatian hospitality industry include becoming one of top 5 European travel destinations in regards to high-quality lifestyle travel, building a competitive and sustainable sector, creating added value for the visiting tourists and significantly increasing the number of quality hotels and resorts in the structure of total accommodation options in Croatia.

Accommodation and food service activities represented 56% of the tourism industries' turnover (compared with 35% for the EU-28), and accounted for 75% of the over 120 000 persons employed in tourism industries.

The average monthly gross earning per person in paid employment in legal entities in the Republic of Croatia for January 2014 amounted to €1,046 (8,007 kuna), while the average monthly paid off net earnings per person amounted to €726 (5,553 kuna).

The hotel sector in Croatia is currently marked by an inadequate level of international competitiveness, as well a slow rate of growth due to the fact that the sector focuses primarily on restoration of existing hotels rather than expansion and building of new ones. The reasons for this can be found primarily in the industry itself:

- A low percentage of hotels in the total accommodation capacity
- A strong marketing/positioning focus on the 'sun and sea' concept and a low level of product diversification, resulting on the sector's dependence on the summer season
- Investments focused primarily on restoring old hotel facilities and insufficient product innovation
- Insufficient personnel training.

Additionally, there are several legislative, organizational and institutional issues which are playing a role in restricting the sector's development:

- The general legislative situation in Croatia is unspecific and constantly shifts. As such, it does not provide a stable framework or a supportive business environment for the industry
- The taxation system creates an unsupportive environment for the hotel industry and makes it difficult for Croatia's hotel sector to compete with the hotel sector of other countries.

The strategy and the core plan for the development of Croatian tourism are not defined yet, showing the process of strategic planning slow.

2.2 Hotel categorization

According to the regulation of classification, accommodation facilities are classified into 6 different categories:

1. Heritage – must be in an old, original, traditional, historical, rural-urban structure and facilities, decorated and equipped in a traditional way.
2. Hotel – must provide services of accommodation and breakfast but may provide other catering services. Hotels can have up to four buildings. Accommodation in hotels can be rooms, suites and family rooms.
3. Apart-hotel – accommodation in apart-hotels can be rooms, studio apartments and apartments.
4. Tourist resort – made up of many individual buildings containing: reception, accommodation units, catering and other contents.
5. Tourist apartment – accommodation are studio apartments and apartments.
6. Boarding house – accommodation are rooms, family rooms, suites.

2.3 Private accommodation

There is a wide offer of private accommodation in Croatia, in all of the above mentioned regions. Private accommodation consists of apartments or rooms. They advertise mostly through the internet or in travel agencies and info centers, where the contact information can be found. Prices usually vary depending on the season, the quality of the accommodation, and whether it is a room with a bathroom and kitchen or an apartment.

3 Restaurant Sector

3.1 Overview of the restaurant sector in Croatia

When speaking in terms of the art and science of good eating, Croatia has a unique way of featuring gastronomy in its culture. Different traditional dishes have been prepared in both the continental and coastal regions. The titles and names of the entrees portray the various cultures and customs of the specific region. The atmosphere of restaurants often reflects the lifestyle and nature of the locals in the particular region. While the meat-based dishes are particularly common in continental Croatia, seafood of the usual point of gastronomical focus in the coastal regions.

Restaurants in Croatia are classified into 9 different categories:

1. Restaurant – facilities which mainly prepare and serve hot and cold dishes and drinks. The dishes are likely to require complex preparation. The restaurant can be a of a club variation.
2. Inn – facilities which prepare and serve predominantly quite common domestic hot and cold dishes, as well as prepare and serve drinks. The guests can also be provided with accommodation in rooms. Inns can have up to 7 rooms.
3. Zdravljak – facilities which prepare and serve mainly lactic hot and cold dishes and drinks, and also serve non-alcoholic drinks. They can prepare and serve desserts and dishes that do not require complex preparation. Alternatively, instead of using "zdravljak" as the classification, other commercial names can be used depending on the predominance of dishes that are prepared.

4. Diner – facilities in which food and drinks are prepared and served in front of the guests. As an exception, rather than using the name "diner" (zalogajnica), "snack" may be used as the commercial name.
5. Rotisseries – facilities which mainly prepare and serve cooked meals and can also prepare and serve drinks. As an exception, instead of using "rotisseries" (pečenjarnica) other commercial names such as "grill" may be used instead.
6. Pizzerias – facilities which prepare and serve mostly pizza and serve drinks, but can prepare and serve other pasta dishes as well.
7. Bistro – facilities which mainly prepare and serve simple cold and hot dishes, and also prepare and serve drinks.
8. Patisseries – facilities which prepare and serve desserts (cakes, ice cream, etc.) and can also prepare and serve drinks. Patisseries are also restaurants which prepare and serve only ice cream.
9. Fast food – facilities which prepare simple meals that are prepared and served in a simple and fast way and used for rapid consumption (ex. various types of burgers, salty and fried fish, fried calamari, warm and cold sandwiches, salads, fries, hot dogs, etc.), and can prepare and serve drinks, beverages and ice cream.

Source of information: Poslovni Savjetnik - "Pravilnik o razvrstavanju i minimalnim uvjetima ugostiteljskih objekata" (as accessed on 19.9.2011)

3.2 Recent trends in the restaurant sector

As with all industries which strongly cater to consumer tastes, the restaurant sector is highly susceptible to trends and shifts in demand. In Croatia, this fact is somewhat offset and stabilized by Croat's loyalty to the 'traditional domestic cuisine', which most restaurants tend to focus on in their menus. The food prevalent on the menu of the majority of restaurants in Croatia varies significantly according to the region the restaurant is located in, as the restaurants usually base their offer on the local specialties. While most restaurants carry common variants of the meat and pasta meals (such as chicken fillet, gnocchi, and spaghetti), a high majority of restaurants found in the coastal area and the islands center their menu on a selection of sea food. Similarly, most restaurants in Slavonia will carry a 'heavier' meat selection, with items on the menu consisting of various kinds of venison, veal, beef and meat sausages.

While the dedication to the classic, traditional menu selection is rather constant in Croatia, recent years have noted a change in the mindset of restaurants owners and chefs, an increasing awareness of global trends in the restaurant industry, and the resulting increase in product diversification. In particular, there are several elements that can be mentioned in order to summarize the restaurant trends in Croatia.

- *Theme diversification and greater attempts to service niche markets*
One of the main trends noticeable in the Croatian restaurant sector is a growing number of themed restaurants, usually focused on country-based décor and menu selection. Other than the 'usual' Italian, Mexican and Chinese restaurants, it is also possible to find restaurants which offer Greek, Arabian, Indian, Thai and Japanese-themed food. An even smaller niche focus may be possible: for example, a take-away sushi-only restaurant recently opened in Zagreb. When it comes to this trend, it is also worth mentioning that the larger the city, the more likely there is to be a wider selection of themed restaurants.

- *Turning restaurants into 'all-day, all-purpose' spaces*
 One of the major trends in the Croatian restaurant sector is stepping away from the classic restaurant concept and attempting to satisfy a more diverse set of customer needs by modifying and expanding the restaurant's offer. This means offering restaurant guests a place to eat breakfast and drink coffee in the morning, eat lunch in the afternoon, dinner in the evening, and then prolonging their stay by turning the space from a restaurant into a lounge bar or a night club at night. The ideal location for these multi-purpose spaces are office buildings, as they provide the target guests (business people who do not want to travel far from work to eat or drink) and vacate at night, thus enabling longer working hours for the restaurant/lounge bar/night club. The most well-known and successful example of this business policy is People's Restaurant & Lounge Bar in Zagreb. There are several other restaurants which employ similar concept in Croatia, mostly found in larger coastal cities like Rijeka, Split and Dubrovnik.

- *Advertising via social networking services*
 Most individuals in the business of providing goods and services have become aware of the benefits derived from the free promotion that can be utilized through the use of social networking services (such as Facebook, which is the most popular website in Croatia). Restaurants are not different – many of them use their Facebook profiles, groups or fan pages to advertise their offer, special promotions and events, as well as provide general information about the restaurant.

- *Healthy fast food*
 Another trend noticeable in Croatia is opening 'stand and eat' restaurants whose positioning strategy is to offer a selection of healthy fast food: sandwiches, pre-packaged vegetable and fruit salads, croissants and other pastries, as well as light desserts. However, this trend has not proven successful in the past, mainly due to setting prices which are not compatible with the target clientele.

There is still much room for improvement in the modernization of the way the restaurant sector in Croatia functions. The primary step that is necessary in order to reach this goal is stepping away from the tried-and-true concept of offering traditional Croatian food, and employing novel concepts in running a restaurant and designing its menu. Furthermore, another essential aspect of improving the sector is to improve the chef training in Croatia, as most chefs are taught to prepare food in predefined ways which have been taught to chefs for generations. As innovation and experimentation is not encouraged in this environment, Croatia lacks a selection of chefs who will be able to contribute to menu design in an innovative, lucrative way. Finally, some development is needed in several other areas of the sector: a stronger emphasis on offering healthy and ethical food, technological advancement in order and delivery systems, as well as a higher transparency (putting calorie counts on the menu, for example).

[3.3 Legal regulations regarding smoking in restaurants](#)

Since introducing the Regulation of Tobacco Product Use Law in 2009, Croatia's legislative bodies have modified the original law several times.

At the moment, smoking is banned in all public closed spaces unless they have a certified smoking area – there are several other exceptions, but none relevant to the restaurant sector.

Regarding smoking in the smoking area, at the moment this is in no way applicable to restaurants, as one of the basic conditions a smoking area must satisfy to qualify for the necessary certificate is that **no** food is served in it.

For more details about the current situation regarding smoking in restaurants, please check the Regulation of Tobacco Product Use Law (*Zakon o ograničavanju uporabe duhanskih proizvoda*, NN 125/08) and all relevant modifications.

4 Café Sector

4.1 Overview of the café sector in Croatia

In the same way that the hotel sector is important to the Croatian economy, the café sector is essential to the Croatian culture. Cafés can be spotted on nearly every street of most cities and towns in Croatia, and they tend to be full at all times of the day – regardless of the time of the year. Outside terraces are especially popular during the spring and summer season, while Saturdays and Sundays are particularly popular days to visit cafés. As a matter of fact, a drink at a café in the late morning or early afternoon on those days is considered an excellent chance to catch up with one's friends and find out all the latest news and gossip. Even smaller business meetings can be conducted while sipping a beverage in a café.

Croatia is a country of coffee drinkers (Croats drink an average of 5 kilograms of coffee per person annually), not only because it was formerly part of the Austrian-Hungarian Empire, but also because it bordered the former Ottoman Empire. Traditional coffee houses similar to those in Vienna are located throughout Croatia. Much less popular but also present are tea houses, which serve a plethora of different teas. There are also beer houses, which specialize in procuring and serving beers from all over the world. The common aspect of all these facilities is that, as nearly all cafés in Croatia, they serve a mixture of beverages (regardless of the focus they might or might not have on a particular kind of beverage). Therefore, in Croatia's cafés the menus normally consist of hot beverages such as coffee, tea and hot chocolate, cold non-alcoholic beverages such as soda pop, juices and ice teas, and alcoholic beverages such as beer, and spirits/liquor.

The vast majority of café bars do not offer food or snacks.

Finally, it is important to further explain the café phenomenon in Croatia, and why venues such as Starbucks have not made a venture into this market. For Croatian people, the allure of having a drink at a café is usually not focused on the beverage itself, but rather on the socializing aspect. 'Coffee on the go' is still a very limited concept, as most people opt for sitting down and drinking their coffee/tea/beer etc. while relaxing either in company or as a solitary activity.

4.2 Legal regulations regarding smoking in cafés

Since introducing the Regulation of Tobacco Product Use Law in 2009, Croatia's legislative bodies have modified the original law several times. At the moment, smoking is banned in all public closed spaces unless they have a certified smoking area – there are several other exceptions, but none relevant to the café sector.

Regarding smoking in cafés, the café owner has two options:

- a) to have a designated smoking area in the café, or
- b) to declare the café a smoking area

In case of having a designated smoking area in or adjacent to the café, several conditions must be met. First and foremost, no food or drinks can be served in this area. No polluted air can leak into other rooms, and the area must not be smaller than 10m² or exceed 20% of the area of the café.

Furthermore, the smoking area must be clearly marked, must state how many persons can be inside at one time, and must be equipped with ventilation and filtering equipment. In case of equipment malfunction, a sign stating “Smoking forbidden due to the malfunction of the ventilation system” must appear automatically. For more technical details about the necessary characteristics of the ventilation and filtering system, please check the corresponding articles of the said law.

In case of declaring the café a smoking area, the first and foremost condition that must be met is that no food can be served in the café. Additionally, the café must install a ventilation system which has a complete air turnover at least 10 times in the space of 60 minutes. The ventilation mechanism used for channeling the polluted air into an open space must contain a filtering system. Finally, the café must contain materials which clearly state the harm smoking can do to health.

In order to have a functional smoking area or to declare the café a smoking area, the café must apply for an official certificate.

For more details about the current situation regarding smoking in restaurants, please check the Regulation of Tobacco Product Use Law (*Zakon o ograničavanju uporabe duhanskih proizvoda*, NN 125/08) and all relevant modifications.

<http://www.zakon.hr/z/80/Zakon-o-ograni%C4%8Davanju-uporabe-duhanskih-proizvoda> (legislation updated in July 2014).

5 Calendar of Events

A large number of potential tourist visitors consider Croatia an appealing destination. Hotels and restaurants which are undergoing reconstruction and re-equipping – along with promotion and marketing of recognizable gastronomy – have become one of the strategic development guidelines of Croatian tourism. In line with the demands and interests of the market, Zagreb Fair launched a new specialized fair project in 2005 – Hotel and Gastroteh. Hotel and Gastroteh is dedicated to exhibitors displaying hotel and catering equipment, as well as the gastronomy (HoReCa) program of food products. Additionally, it serves as an opportunity to showcase to the professional public, such as hotel and restaurant managers, investors in the field of tourist trade, all entrepreneurs and people employed in gastronomy and tourism.

Hotel and Gastroteh is organized in parallel with three other thematically compatible fairs that connect enogastronomy and tourism:

1. inGA - International Fair of Food, Drinks and Gastronomic Innovations (take place in february, before the tourist season)
2. VINOVITA - International Fair of Wine and Equipment for Viticulture and Viniculture (take place in November 14 to 16 2014)
3. CroTOUR - International Tourism Fair (It take place in February, before the tourist season)

Hotel and Gastroteh is intended for:

- Exhibitors: manufacturers and distributors of hotel and restaurant equipment and the gastronomy program of foodstuffs and drinks, financial and consulting companies, trade associations

- Professionals: hotel and restaurant managers, investors in the tourism sector, all entrepreneurs and people employed in gastronomy and tourism.

Hotel and Gastroteh aims at creating a favorable business setting for all participants to exchange their expertise and experience and to generate new business opportunities.

6 Related Organizations and Associations

The Association of Employers in Croatian Hospitality (UPUHH)

An association that is strongly related to the HoReCa sector is The Association of Employers in Croatian Hospitality (Udruga poslodavaca u hotelijerstvu Hrvatske – UPUHH). The mission of this association is to be a professional business association which brings together executives, professionals and entrepreneurs. As such, it has the task of major significance to the general interest of the hotel sector in Croatia.

Association of Employers in Croatian Hospitality

Address: Izidora Kršnjavoga 1, 10000 Zagreb

Phone: +385 1 4836 166

Fax: +385 1 4836 072

E-mail: info@upuhh.hr

Web: www.upuhh.hr

Croatian Employers Association (HUP)

Based on the principle of voluntary membership, the Croatian Employers Association (Hrvatska udruga poslodavaca – HUP) is the legitimate representative of the rights and interests of employers in its relations with the government and the unions, the executive and legislative authorities and international integration.

Croatian Employers Association

Address: Ulica Pavla Hatza 12, 10000 Zagreb

Phone: +385 1 4897 555

Fax: +385 1 4897 556

E-mail: hup@hup.hr

Web: www.hup.hr

Association of Catering and Tourism (Udruga ugostiteljstva i turizma - UUT)

Contact: Mirela Gudan

Phone: +385 1 4897 589

E-mail: mirela.gudan@hup.hr

Caterers Association Zagreb (Udruženje ugostitelja Zagreb)

Address: Radauseva 3, 10000 Zagreb

Phone: +385 1 2360 202

Fax: +385 1 2360 203

E-mail: zg-ugostitelj@zg-ugostitelj.hr

Web: www.zg-ugostitelji.hr

Wellness and Fitness Association of Croatia (WUH)

The Wellness and Fitness Association of Croatia (Wellness i Fitness Udruga Hrvatske – WUH) is the national organization that provides its members with the possibility of continuous development and training in areas of common interest, with the aim of improving working conditions and spreading awareness about the impact of wellness and fitness.

The association often participates in many specialized fairs and events through its promotional activities, allowing its members to present and promote their own products and services.

Wellness & Fitness Association of Croatia (WUH)

Address: Hrgovići 63, 10000 Zagreb

Phone: +385 1 3832 750

Gsm: +385 98 279 509

E-mail: wuh@wuh.hr

Web: www.wuh.hr

7 General Supplier Information

7.1 Gastro Grupa

In 2009 Gastro Grupa was declared the most successful Croatian Cluster, a leading supplier of complete range of HoReCa channel and a cluster that connects thirty Croatian companies.

Gastro Grupa is composed of 50 wholesale facilities and 190 retail outlets. Their annual turnover of HRK is 2.5 billion. They have 1800 employees, 550 delivery vehicles, more than 10,000 customers in the HoReCa sector and 12,000 customers in total.

Their mission is to become recognized as a reliable partner to their customers, suppliers, employees and local communities with continuous improvements in the distribution.

Gastro Grupa d.o.o.

Address: Ulica Grada Vukovara 271/6, 10000 ZAGREB

Phone: +385 1 60 62 700

Fax: +385 1 60 62 701

E-mail: info@gastro-grupa.hr

Web: www.gastro-grupa.hr

7.2 Furnishing for HoReCa sector

A&A INTERIOR d.o.o.

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Phone: +385 1 481 2737

Fax: +385 1 481 2736

E-mail: aa@interior.hr

Web: www.interior.hr

ADAX INTERIJER d.o.o.

Address: Prigorska 45, 10363 BJELOVAR

Phone: +385 1 204 2096

Fax: +385 1 201 4878
E-mail: info@adax-interijer.hr
Web: www.adax-interijer.hr

ADRIA-IMPEX d.o.o.

Address: Mostarska 23, 22000 ŠIBENIK
Phone: +385 22 218 836
Fax: +385 22 216 241
E-mail: adria-impex@si.t-com.hr
Web: www.adria-impex.hr

AGS GASTRO SISTEMI d.o.o.

Address: Samoborska cesta 253, 10000 ZAGREB
Phone: +385 1 346 0999
Fax: +385 1 346 0783
E-mail: hr@ags-gs.net
Web: www.ags-gs.hr

AROX d.o.o.

Address: Zagrebačka cesta 181, 10000 ZAGREB
Phone: +385 1 379 4102
Fax: +385 1 379 4102
E-mail: arox@zg.t-com.hr
Web: www.arox.hr

ART RASVJETA

Address: Ozaljska 73, 10000 ZAGREB
Phone: +385 1 369 7901
Fax: +385 1 369 7902
E-mail: ozaljska@art-rasvjeta.hr
Web: www.art-rasvjeta.hr

ATAS d.o.o.

Address: Antice Gašparini 4, 52452 FUNTANA
Phone: +385 52 445 319
Fax: +385 52 445 329
E-mail: atas@atas.hr
Web: www.atas.hr

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Fax: +385 21 230 105
E-mail: attento.kastela@gmail.com
Web: www.attento.hr

AUGURES d.o.o.

Address: Mlinska bb, 52240 POREČ

Phone: +385 52 453 060
Fax: +385 52 453 060
E-mail: augures@augures.hr
Web: www.augures.hr

BIJELI SVIJET d.o.o.

Address: Kranjčevićeva 50, 10000 ZAGREB
Phone: +385 1 3091 870
Fax: +385 1 3091 871
E-mail: info@bijelisivijet.hr
Web: www.bijelisivijet.hr

BODULDIP FAMILY DRIJD d.o.o.

Address: Strossmayerova 12, 51000 RIJEKA
Phone: +385 51 371 104
Fax: +385 51 371 156
E-mail: boduldip@hi.t-com.hr
Web: www.boduldip.hr

BREZA

Address: Odranski Obrež 73, 10020 NOVI ZAGREB
Phone: +385 1 653 8078
Fax: +385 1 653 8078
E-mail: breza@breza.com.hr
Web: www.breza.com.hr

CAB-ITALIAMOBILI d.o.o.

Address: Mihajla Hamzića 39, 20000 DUBROVNIK
Phone: +385 20 436 212
Fax: +385 20 436 181
E-mail: cab-italiamobili@du.t-com.hr

CONCORDIA NAMJEŠTAJ d.o.o.

Address: Škorpikova 11, 10000 ZAGREB
Phone: +385 1 346 4522
Fax: +385 1 346 4522
Web: www.concordia.hr

D.I.J.O. TRGOVINA d.o.o.

Address: Karlovačka cesta 58a, 10020 ZAGREB
Phone: +385 1 614 1890
Fax: +385 1 614 1890
E-mail: dijo@dijo.hr
Web: www.dijo.hr

DEGA d.o.o.

Address: Međimurska 28, 42000 VARAŽDIN

Phone: +385 42 290 422
Fax: +385 42 290 436
E-mail: dega@dega.hr
Web: www.dega.hr

DELTADU d.o.o.

Address: Anina 55, 10000 ZAGREB
Phone: +385 1 386 3064
Fax: +385 1 386 2114
E-mail: deltadu@zg.t-com.hr

DUKA INTERIJERI d.o.o.

Address: Vojvodići 23, Novaki, 10 431 SVETA NEDJELJA
Phone: +385 1 333 5333
Fax: +385 1 333 5260
E-mail: info@duka-interijeri.hr
Web: www.duka-interijeri.hr

ELECTROLUX HRVATSKA d.o.o

Address: Slavonska avenija 3, 10000 ZAGREB
Phone: +385 1 6323 353
Fax: +385 1 6323 300
Web: www.electrolux.hr

ERGOMOBILI d.o.o.

Address: Resnik bb (P.P. 58), 10040 ZAGREB
Phone: +385 1 249 8500
Fax: +385 1 249 8501
E-mail: info@ergomobili.hr
Web: www.ergomobili.hr

EUROGAST d.o.o.

Address: Industrijska Ul. 3, 10431 SVETA NEDJELJA
Phone: +385 1 337 0544
Fax: +385 1 337 0545
E-mail: eurogast@eurogast.hr
Web: www.eurogast.hr

EUROSHOP PRODAJNI CENTAR d.o.o.

Address: Ruđera Boškovića 16, 21000 SPLIT
Phone: +385 21 471 021
Fax: +385 21 471 017
E-mail: prima3@euroshop.hr
Web: www.euroshop.hr

GINCOPS d.o.o.

Address: Vinogradska 98, 48000 KOPRIVNICA
Phone: +385 48 240 150

Fax: +385 48 240 156
E-mail: gincops@kc.t-com.hr
Web: www.gincops.hr

HALILOVIĆ GRADNJA d.o.o.

Address: Lozica bb, 20235 ZATON
Phone: +385 20 448 395
Fax: +385 20 448 395
E-mail: dusko.kusijanovic@du.t-com.hr

HO KOM d.o.o.

Address: Trakošćanska 4/2, 10000 ZAGREB
Phone: +385 1 382 0042
Fax: +385 1 382 0046
Web: www.ho-kom.hr

INTALJO UGOSTITELJSKA OPREMA

Address: Sv. Martin 117, 21213 PODSTRANA
Phone: +385 21 735 310
Fax: 385 21 757 042
E-mail: intaljo-oprema@st.t-com.hr
Web: www.intaljo.hr

INTERLINK GASTRO d.o.o.

Address: Babonićeva 96, 10000 ZAGREB
Phone: +385 1 561 5439
Fax: +385 1 668 8288
E-mail: info@interlink-gastro.hr
Web: www.interlink-gastro.hr

INTERMOD d.o.o.

Address: Biogradska 70, 23000 ZADAR
Phone: +385 23 342 940
Fax: +385 23 340 544
E-mail: adam.mracic@intermod.hr
Web: www.intermod.hr

IR LUKS d.o.o.

Address: Vinkovačka 52, 32000 VUKOVAR
Phone: +385 32 432 194
Fax: +385 32 432 194
E-mail: irluks@irluks.hr
Web: www.ir-luks.hr

KANICO d.o.o.

Address: Ognjena Price 30, 42000 VARAŽDIN
Phone: +385 42 232 522

Fax: +385 42 232 359
E-mail: info@kanico.hr
Web: www.kanico.hr

KINGTRADE d.o.o.

Address: Vladimira Nazora 3, 21300 MAKARSKA
Phone: +385 21 679 400
Fax: +385 21 690 901
E-mail: kingtrade@kingtrade.hr
Web: www.kingtrade.hr

KLIMAVENT

Address: Gornji Kraj 38, 10430 SAMOBOR
Phone: +385 1 336 6568
Fax: +385 1 336 6717
E-mail: klimavent@klimavent.hr
Web: www.klimavent.hr

KOMIS d.o.o.

Address: Pavla bb, 21212 Kastel Sucurac
Phone: +385 21 246 520
Fax: +385 21 246 521
E-mail: komis@komis.hr
Web: www.komis.hr

KONČAR - UGOSTITELJSKA OPREMA d.d.

Address: Fallerovo šetalište 22, 10000 ZAGREB
Phone: +385 1 365 5555
Fax: +385 1 366 7602
E-mail: info@koncar.hr
Web: www.koncar.hr

KONTURA NOVA

Address: Pasarićeva 12, 10000 ZAGREB
Phone: +385 1 382 0581
Fax: +385 1 382 0585
E-mail: konturaprojekt@gmail.com
Web: www.kontura-nova.hr

KOPIN d.o.o.

Address: Zametska 100a, 51000 Rijeka
Phone: +385 51 264 171
Fax: +385 51 631 737
E-mail: kopin@kopin.hr
Web: www.kopin.hr

LAPIBUS

Address: Pleška 45, 10410 VELIKA GORICA

Phone: +385 1 626 5262
Fax: +385 1 626 5262
E-mail: info@lapibus.hr
Web: www.lapibus.hr

LINEA COD d.o.o.

Address: Zavnoh-A 1, 40000 ČAKOVEC
Phone: +385 40 312 111
Fax: +385 40 312 666
E-mail: linea-cod@linea-cod.hr
Web: www.linea-cod.hr

LIVELLO d.o.o.

Address: Ivana Gundulića 36a, 31000 OSIJEK
Phone: +385 31 213 007
Fax: +385 31 213 008
Email: livello@livello.hr
Web: www.livello.hr

M INTERIJER

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Phone: +385 52 421 383
Fax: +385 52 421 383
E-mail: robert@m-interijer.hr
Web: www.m-interijer.hr

MEBLO TRADE d.o.o.

Address: Remetinečka 137, 10000 ZAGREB
Phone: +385 1 659 6400
Fax: +385 1 656 9406
E-mail: uprava@meblo.hr
Web: www.meblo.hr

METAL-MONT d.o.o.

Address: T. Koščeca 13, 10370 DUGO SELO
Phone: +385 1 275 3727
Fax: +385 1 275 4400
E-mail: metal-mont@metal-mont.hr
Web: www.metal-mont.hr

METRO-TRADE d.o.o.

Address: Karlovačka cesta 201, 10250 ZAGREB
Phone: +385 1 653 0016
Fax: +385 1 653 0016
Web: www.metrotrade.hr

OPAL d.o.o.

Address: Marmontova 7, 21000 SPLIT

Phone: +385 21 315 530

Fax: +385 21 458 756

E-mail: opal@vip.hr

Web: www.opal.hr

TANTUM

Address: Mediteranskih igara b.b., 21000 SPLIT

Phone: +385 21 380 619

Fax: +385 21 384 016

Web: www.namjestaj-tantum.hr

NIRS d.o.o.

Address: Dračevac 11, 21000 SPLIT

Phone: +385 21 453 930

Fax: +385 21 453 941

E-mail: info@nirs.hr

Web: www.nirs.hr

PADOVAN d.o.o.

Address: Bočac 84, 51550 MALI LOŠINJ

Phone: +385 51 232 810

Fax: +385 51 232 810

E-mail: info@padovan.hr

Web: www.padovan.hr

PAF COMFORT d.d.

Address: Mirka Viriusa 10, 10000 ZAGREB

Phone: +385 1 377 7813

Fax: +385 1 377 7815

E-mail: paf@pafcom.hr

Prestige trade d.o.o.

Address: Cira Carica 1, 20000 Dubrovnik

Phone: +385 20 438 738

Fax: +385 20 435111

E-mail: prodaja@prestige-trade.hr

Web: www.prestige-trade.hr

PRIMAT RD d.o.o.

Address: Zastavnice 11, 10251 ZAGREB

Phone: +385 1 659 3444

Fax: +385 1 659 3490

E-mail: uprava@primat-rd.hr

Web: www.primat-rd.hr

REDOX d.o.o.

Address: Lanište 24, 10000 ZAGREB
Phone: +385 1 654 6500
Fax: +385 1 654 7086
E-mail: info@redox.hr
Web: www.redox.hr

RIST d.o.o.

Address: Radnicka cesta 177, 10000 ZAGREB
Phone: +385 1 2406 888
Fax: +385 1 2406 888
E-mail: rist@zg.t-com.hr
Web: www.rist.at

RENIC-CONTACTO d.o.o.

Address: Bukovac gornji 88, 10000 ZAGREB
Phone: +385 1 2342 200
Fax: +385 1 2340 888
E-mail: info@renic-contacto.hr
Web: www.renic-contacto.hr

RIGO GRUPA d.o.o.

Address: Škorpikova 11, 10000 ZAGREB
Phone: +385 1 376 4460
Fax: +385 1 376 4460
E-mail: rigo-grupa@mail.inet.hr

SLAVONIJA DI d.o.o.

Address: Svetog Lovre 75, P.P. 523, 35001 SLAVONSKI BROD
Phone: +385 35 213 100
Fax: +385 35 213 113
E-mail: slavonija-di@slavonija-di.hr
Web: www.slavonija-di.hr

SOKOL INTERIJERI d.o.o.

Address: Dubrovačka 39, 21300 MAKARSKA
Phone: +385 21 695 380
Fax: +385 21 695 390
E-mail: interijeri.sokol@st.t-com.hr

STUDIO CROKER

Address: Malogorička 76, 10431 SVETA NEDJELJA
Phone: +385 1 338 8253
Fax: +385 1 338 8253
E-mail: croker@croker.hr
Web: www.croker.hr

SUNKO d.o.o.

Address: R. Frangeša Mihanovića 8, 10000 ZAGREB
Phone: +385 1 386 1900
Fax: +385 1 386 1900
E-mail: info@sunko.hr
Web: www.sunko.hr

UGO GRUPA d.o.o.

Address: Savska cesta 165, 10000 ZAGREB
Phone: +385 1 6191 770
Fax: +385 1 6191 769
E-mail: uprava@ugo-grupa.hr
Web: www.ugo-grupa.hr

VOLUMEN METAL d.o.o.

Address: Ivana Pavla II/54, 21212 KAŠTEL SUĆURAC
Phone: +385 21 225 094
Fax: +385 21 225 017
E-mail: volumen.metal@st.t-com.hr
Web: www.volumen-metal.hr

7.2.1 Restaurant**Ezerka Promet d.o.o.**

Importer and wholesaler of cookware, glassware and decorative fabrics
Address: Vlaska 58/IV, 10000 Zagreb
Phone: +385 1 4638 100
Fax: +385 1 4638 101
E-mail: info@ezerka-promet.hr
Web: www.ezerka-promet.hr

Finesa d.o.o.

Paper and plastic ware
Address: Bruno Valenti 34, 52440 Porec
Phone: +385 52 452 115
Fax: +385 52 428 523
E-mail: finesa2@pu.t-com.hr

Ital-Invest d.o.o.

Representative and importer of utensils
Address: Turanjska cesta 15, 10000 Zagreb
Phone: +385 1 6594 660
Fax: +385 1 6552 090
E-mail: ital-invest@zg.t-com.hr
Web: www.ital-invest.hr

Ivmar d.o.o.

Representative and importer of glass, ceramics, inox, porcelain and cristal
Address: Gospodarska 16a, 10255 Donji Stupnik

Phone: +385 1 6593 840
Fax: +385 1 6535 771
E-mail: info@ivmar.hr
Web: www.ivmar.hr

MI-VA d.o.o.

Importer and seller of Czech porcelain, crystal, crystalline-free, Simax fireproof dish, decorative ceramics, Italian glass and the high quality sculpture, Chinese porcelain and ceramics, Zenker cake tins and small utensils, enameled ware and RF cutlery.

Address: Antolovecki put 7, 10000 Zagreb
Phone: +385 1 2922 918
Fax: +385 1 2922 920
Web: www.mi-va.hr

Regge d.o.o.

Furniture: chairs and tables

Address: Krizine 13a, 21000 Split
Phone: +385 21 460 168
Fax: +385 21 460 169
E-mail: regge@st.htnet.hr
Web: www.regge.hr

Ri-Almar d.o.o.

Plastic ware

Address: Srdoci 15, 51000 Rijeka
Phone: +385 51 624 545
Fax: +385 51 625 996
E-mail: ri-almar@ri.t-com.hr

Simona d.o.o.

Address: J. Trdine 2/IV, 51000 Rijeka
Phone: +385 51 335 434
Fax: +385 51 331 339
E-mail: simona@simona.hr

St-oprema d.o.o.

Production and selling furniture

Address: Trg Hrvatske bratske zajednice 1/13, 21000 Split
Phone: +385 21 481 250
Fax: +385 21 481 250
E-mail: stoprema@gmail.com

Zip d.o.o.

Distributor of kitchen utensils

Address: Vodovodna 1, 10431 Samoborski Novaki
Phone: +385 1 337 3330
Fax: +385 1 337 3955

E-mail: zip-trgovina@zip-trgovina.hr

Web: www.zip-trgovina.hr

7.2.2 Kitchen

Alexandercommerce d.o.o.

Representative and distributor of kitchen equipment

Address: Prilaz Vladislava Brajevca 14, 10000 Zagreb

Phone: + 385 1 6556 562

Fax: +385 1 6590 159

E-mail: info@alexandercommerce.hr

Web: www.alexandercommerce.hr

Apfel d.o.o. (Group Gastro Grupa)

Wholesale and distributor of kitchen equipment

Address: Dubrovacka 35, 21300 Makarska

Phone: +385 21 695 960/962

Fax: + 385 21 695 963

E-mail: info@apfel.hr

Web: www.apfel.hr

Comet d.o.o.

Importers and distributors of kitchenware

Address: Zagrebacka 53/1, 51500 Krk

Phone: +385 51 520 164

Fax: +385 51 222 333

E-mail: comet@ri.t-com.hr

Web: www.comet-krk.hr

Dagmar d.o.o.

Importers and wholesalers of kitchenware

Address: Miroslava Krleze 16, 43500 Daruvar

Phone: +385 43 335 690

Fax: +385 43 335 690

E-mail: dagmar@bj.t-com.hr

Web: www.dagmar.hr

Emmeco d.o.o.

Wholesaler of kitchen inventory

Address: Buzetska ulica 5, 52470 Umag

Phone: +385 52 742 435

Fax: +385 52 720 402

E-mail: info@emmeco.hr

Web: www.emmeco.hr

Eurogast d.o.o.

Kitchen equipment

Address: Industrijski odvojak 3, 10431 Sveta Nedjelja - Novaki

Phone: +385 1 3370 544/546
Fax: +385 1 3370 545
E-mail: eurogast@eurogast.hr
Web: www.eurogast.hr

Fiser d.o.o.

Seller of kitchen equipment

Address: Antunovac 25, 10000 Zagreb
Phone: +385 1 3773 032
Fax: +385 1 3773 045
E-mail: info@fiser.hr
Web: www.fiser.hr

Fusio d.o.o.

Distributor of kitchen equipment for hotel & restaurant

Address: Industrijska zona Buici 60, 52440 Porec
Phone: +385 52 429 130
Fax: +385 52 429 140
E-mail: info@fusio.hr
Web: www.fusio.hr

Inpro Zagreb d.o.o.

Address: Trg Bana Josipa Jelacica 1, 10000 Zagreb
Phone: +385 1 4890 000
Fax: +385 1 4617 788
E-mail: info@inpro-zagreb.hr
Web: www.inpro-zagreb.hr

Kordun d.d.

Production of kitchen utensils

Address: Matka Laginje, 47000 Karlovac
Phone: +385 47 645 066
Fax: +385 47 645 569
E-mail: kordun@kordun.hr
Web: www.kordun.hr

Project-Trade d.o.o

Production, sales & servicing, production of kitchen equipment for professionals, wholesale of kitchen equipment

Address: Av. Dubrava 46, 10040 Zagreb
Phone: +385 1 2910 893
Fax: + 385 1 2910 907
E-mail: info@project-trade.hr
Web: www.project-trade.hr

Robot Commerce d.o.o.

Wholesaler of kitchen equipment

Address: Put Vrbovnika bb, 21311 Stobrec
Phone: +385 21 430 200
Fax: +385 21 430 223
E-mail: marketing@robot.hr
Web: www.robot.hr

Royal d.o.o.

Kitchen utensils

Address: Dubrovacka 5a, 34000 Pozega
Phone: +385 34 272 305
Fax: +385 34 271 251
E-mail: royal@po.t-com.hr

7.2.3 Swimming pool

VODOTEHNIKA d.d.

Distributor of the pools Floorgres

Address: Koturaska 49, 10000 Zagreb
Phone: +385 1 6165 999
Fax: +385 1 6165 956
E-mail: vodotehnika@vodotehnika.hr
Web: www.vodotehnika.hr

TROMONT d.o.o.

Specialization in hydroinstallation

Address: Smiljaniceva 2, 21000 Split
Phone: +385 21 541 410
Fax: +385 21 541 425
E-mail: tromont@tromont.hr
Web: www.tromont.hr

PAP-PROMET d.o.o.

Selling and installation of pools

Address: Dr. Franje Tudmana 77, 10431 Sveta Nedelja
Phone: +385 1 3369 500
Fax: +385 1 3373 734
E-mail: info@pappromet.com
Web: www.pappromet.com

MAKRO 5 d.o.o.

Installation and architecture of pools

Address: Gospodarska ulica 14, 52460 Buje
Phone: +385 52 725 640
Fax: +385 52 725 665
E-mail: makro5@makro5.hr
Web: www.makro5.hr

AQUACHEM d.o.o.

Address: Industrijska cesta 12, 10310 Ivanic-Grad
Phone: +385 1 2888 580
Fax: +385 1 2888 889
E-mail: info@aquachem.hr
Web: www.aquachem.hr

KERATEK d.o.o.

Distributor of ceramic pool
Address: Lavoslava Ruzicke 48, 10000 Zagreb
Phone: +385 1 6198 229
Fax: +385 1 6198 231
E-mail: keratek@keratek.hr
Web: www.keratek.hr

NIVETO d.o.o.

Address: Suskoviceva 76, 10040 Zagreb
Phone: +385 1 4818 362
Fax: +385 1 2986 460
E-mail: niveto@niveto.hr
Web: www.niveto.hr

JERKIĆ d.o.o.

Representative office of Piscine Desjoyaux (FR)
Address: Prisavlje 2, 10000 Zagreb
Phone: +385 1 6196 093
Fax: +385 1 6195 585
E-mail: jerkic@jerkic.hr
Web: www.jerkic.hr

ECOSYS doo

Address: Put Vrbovnika bb, 21 311 Stobrec
Phone: +385 21 549 275
Fax: +385 21 537 761
E-mail: ecosys.bazeni@ecosys.hr
Web: www.ecosys.hr

Bazenska tehnika d.o.o.

Wholesaler & distributor of swimming pool equipment, installation, disinfection and products for treatment of swimming pool water. Distributor of WEDA POOLCLEANER, ASTRAL products
Address: Industrijska Zona Labinci 35, 52464 Kastelir
Phone: +385 52 463 136
Fax: +385 52 463 137
E-mail: bazenska.tehnika@hi.htnet.hr
Web: www.bazeni.info

Vojta Plan

Distributor of accessories for pools, pools covers

Address: Majstorska 5, 10000 Zagreb

Phone: +385 1 2410 070

Fax: +385 1 2410 071

E-mail: vojta-plan@vojta-plan.hr

Web: www.vojta-plan.hr

Eleg d.o.o

Construction of swimming pool and pool maintenance

Address: Mihatovići 28, 52446 Nova Vas

Phone: +385 98 872 598

Fax: +385 52 421 486

E-mail: eleg@eleg.biz

Web: www.eleg.biz

Apolon bazeni d.o.o

Construction and maintenance of pools

Address: Koludrt 0, 20263 Lumbarda, Otok Korcula

Phone: +385 20 712 217

Fax : +385 20 712 123

E-mail: prodaja@apolonbazeni.hr

Web: www.apolonbazeni.hr

Spiritus koncept d.o.o.

Distributor of pool covers, control panel & sauna accessories

Address: Jana Sibeliusa 2, 10000 Zagreb

Phone: +385 1 5618 872

Fax: +385 1 5599 766

E-mail: info@spiritus-koncept.hr

Web: www.spiritus-koncept.hr

Padova Istra.KEM d.o.o.

Address: Radosi 30, 52440 Porec

Phone: +385 91 5636 189

Fax: +385 52 865 169

E-mail: info@bazeni-istra.com

Web: www.bazeni-istra.com

Adria Pools d.o.o

Seller of pools & equipment

Address: Regi 43, 52203 Medulin

Phone: +385 52 576 229

Fax: +385 52 576 229

E-mail: info@adriabazeni.com

Web: www.adriabazeni.com

Bazeni Fontane

Pool and fountain maintenance

Address: Stjepana Lacka 32b, 10000 Zagreb

Phone: +385 1 2917 953

Fax: +385 1 2949 206

E-mail: bazeni-fontane@zg.htnet.hr

Web: www.bazeni-fontane.com

BAZENSKA TEHNIKA d.o.o.

Seller of swimming pool equipment, disinfection equipment, cleaning robots and sauna

Address: Kraj 53, 21232 Dicmo

Phone: +385 21 837 906

Fax: +385 21 600 837

E-mail: prodaja@bazeni.biz.hr

Web: bazeni.biz.hr

Hobby bazeni d.o.o.

Distribution, construction, installation, design and maintenance of pool

Address: P.Preradovića 3, 10410 Velika Gorica

Phone: +385 1 6226 848

Fax: +385 1 6252 253

E-mail: hobby-bazeni@zg.htnet.hr

Web: www.bazeni.hr

E-grupa d.o.o. - Eurostil

Spa and pool seller

Address: Bernarda parentina 19, 52440 Poreč

Phone: +385 52 451 314

E-mail: eurostil@eurostil.hr

Web: www.eurostil.hr

Axa d.o.o.**Aquaqroup**

Seller of pools, specialized in the treatment of water pool

Address: Ive Vojnovica 31, 51000 Rijeka

Phone: +385 51 687 028

Fax: +385 51 687 029

E-mail: axa1@ri.t-com.hr

Web: www.bazeni.com.hr

7.2.4 Sanitary

Stil-ker d.o.o.

Address: Ilica 429, 10000 Zagreb

Phone: +385 1 3436 480

Fax: +385 1 3436 483

E-mail: stil-ker@zg.htnet.hr

Web: www.stil-ker.hr

7.3 Technical equipment for HoReCa sector

7.3.1 Food preparation

Majic d.o.o.

Seller of technical equipment: showcases, dishwashers, furnace, coffee machines, icemakers

Address: Vinogradska 35, 21000 Split

Phone: +385 21 316 918

Fax: +385 21 316 920

E-mail: majic.oprema@st.t-com.hr

Web: www.majic-oprema.hr

7.3.2 Drink preparation

Deltadu d.o.o.

Seller of coffee machines and icemakers

Address: Listopadska 11, 10000 Zagreb

Phone: +385 1 3862 114

Fax: +385 1 3863 064

E-mail: deltadu@zg.t-com.hr

Eluss d.o.o.

Address: Trg I.Perkovca 29, 42000 Varaždin

Phone: +385 42 242 100

Fax: +385 42 242 101

E-mail: info@eluss.hr

Web: www.eluss.hr

Gincops d.o.o.

Address: Vinogradska 98, 48000 Koprivnica

Phone: +385 48 240 150

Fax: +385 48 240 156

E-mail: gincops@kc.t-com.hr

Web: www.gincops.hr

Oprema-Radman d.o.o.

Cookers, boilers

Address: Velikopoljska 29, 10010 Zagreb

Phone: +385 1 6238 623

Fax: +385 1 6238 624

E-mail: oprema-radman@zg.t-com.hr

Web: www.oprema-radman.hr

Promac d.o.o.

Seller of coffee machines, icemakers and dishwashers

Address: Dragutina Golika 38, 10000 Zagreb

Phone: +385 1 3667 777

Fax: +385 1 3667 736

E-mail: promac@promac.hr

Web: www.promac.hr

7.3.3 Cooling equipment

ARPUGO d.o.o.

Address: Svilno 89, 51 219 ČAVLE

Phone: +385 51 250 929

Fax: +385 51 545 403

E-mail: arpugo@ri.t-com.hr

Web: www.arpugo.hr

ASTING d.o.o.

Address: Trakošćanska 4/3, 10000 ZAGREB

Phone: +385 1 38 36 275

Fax: +385 1 38 37 017

E-mail: asting@zg.t-com.hr

Web: www.asting.hr

BAREGEL d.o.o.

Address: Cesta Sv. Martina 91, 21312 PODSTRANA

Phone: +385 21 383 590

Fax: +385 21 383 308

Web: www.baregel.hr

BASTRA d.o.o.

Address: Držićeva 11, 21210 SOLIN

Phone: +385 21 244 226

Fax: +385 21 245 386

E-mail: info@bastra.hr

Web: www.bastra.hr

BOVER d.o.o.

Address: Jušići 50, 51211 MATULJI

Phone: +385 51 742 410

Fax: +385 51 742 420

Web: www.bover.hr

FREE TECHNICS d.o.o.

Address: Lužine 1, 51000 RIJEKA

Phone: +385 51 675 195

Fax: +385 51 678 752

E-mail: free@free-technics.hr

Web: www.free-technics.hr

FRIGODEN d.o.o.

Address: Medulinska cesta 3, 52100 PULA

Phone: +385 52 506 797

Fax: +385 52 381 542

E-mail: frigoden@pu.t-com.hr

Web: www.frigoden.hr

GASTRONOVA d.o.o.

Address: Nikole Šopa 2, 10410 VELIKA GORICA

Phone: +385 1 660 7046

Fax: +385 1 660 7287

E-mail: info@gastronova.hr

Web: www.gastronova.hr

INTERLINK GASTRO d.o.o.

Address: Babonićeva 96, 10000 ZAGREB

Phone: +385 1 561 5439

Fax: +385 1 668 8288

E-mail: info@interlink-gastro.hr

Web: www.interlink-gastro.hr

INTERUGOS d.o.o.

Address: Pretoki bb, 10380 ZAGREB

Phone: +385 1 206 0001

Fax: +385 1 206 0001

E-mail: info@interugos.hr

Web: www.interugos.hr

KANICO d.o.o.

Address: Ognjena Price 30, 42000 VARAŽDIN

Phone: +385 42 232 522

Fax: +385 42 232 359

E-mail: info@kanico.hr

Web: www.kanico.hr

KLANJČIĆ d.o.o.

Address: Obrtnička 1, 10431 SVETA NEDJELJA

Phone: +385 1 337 2740

Fax: +385 1 337 2740

E-mail: kresimir1@klanjicic.hr

Web: www.klanjicic.hr

NOVAL d.o.o.

Address: Dubravkin trg 7, 10000 ZAGREB

Phone: +385 1 618 4963

Fax: +385 1 618 4972

E-mail: noval@noval.hr

Web: www.noval.hr

PEGAZ d.o.o.

Address: Mile Budaka 1, 35000 SLAVONSKI BROD

Phone: +385 35 492 922

Fax: +385 35 492 922
E-mail: info@pegaz.hr
Web: www.pegaz.hr

SERVER MARK d.o.o.

Address: Joze Marinovića 9, 10000 ZAGREB
Phone: +385 1 386 0048
Fax: +385 1 381 7153
E-mail: server-mark@server-mark.hr
Web: www.server-mark.hr

TEHNO GRUPA d.o.o.

Address: Stenjevečka 28, 10000 ZAGREB
Phone: +385 1 390 8720
Fax: +385 1 390 8730
E-mail: info@tgs.hr
Web: www.tgs.hr

7.3.4 Cleaning and maintenance

Eurodelta d.o.o.

Representative for selling and maintenance of machinery

Address: Radiceva 36, 51000 Rijeka
Phone: +385 51 218 780
Fax: +385 51 431 636
E-mail: eurodelta@ri.t-com.hr
Web: www.eurodelta.hr

MMC d.o.o.

Service, installation, transportation and sale of catering equipment

Address: Vranciceva 1, 21000 Split
Phone: +385 21 457 052
Fax: +385 21 457 051
E-mail: mmc.ugostoprema@hi.htnet.hr

Tehnoinvest Zagreb d.o.o.

Importer and distributor of Winterhalter professional dishwashers

Address: Hrastovicka 70, 10250 Lucko
Phone: +385 1 6531 600
Fax: +385 1 6531 605
E-mail: info@winterhalter.hr
Web: www.winterhalter.hr

7.3.5 Hardware and software

Brid Extra d.o.o.

IT equipment

Address: Trg Republike 6/II, 40000 Cakovec
Phone: +385 40 310 177

Fax: +385 40 310 178/179
E-mail: brid-extra@ck.t-com.hr
Web www.brid-extra.hr

7.4 Food and beverages

Agrokor d.d.

Production, export, import

Address: Trg Drazena Petrovica 3, 10000 Zagreb

Phone: +385 1 4894 111

Fax: +385 1 4894 080

E-mail: agrokor@agrokor.hr

Web: www.agrokor.hr

Billa d.o.o.

Chain of hipermarkets

Address: Jadranska avenija 2, 10000 Zagreb

Phone: +385 1 6595 100

Fax: +385 1 6595 101

E-mail: billa@billa.hr

Web: www.billa.hr

Dinova-Diona d.d.

Import, distribution

Address: Donje Svetice 127, 10000 Zagreb

Phone: +385 1 2394 777

Fax: +385 1 2394 704

E-mail: jasminka.kos@dinova-diona.hr

Web: www.diona.hr

Getro d.o.o. (part of Mercator-H d.o.o.)

Cash & carry

Address: Ljudevita posavskog 5, 10360 Sesvete

Phone: +385 1 2001 208

Fax: +385 1 2008 255

E-mail: getro@zg.htnet.hr

Web: www.getro.hr

HIPERMARKETI COOP d.o.o.

Chain of hipermarkets

Address: Skorpikova 34/2, 10000 Zagreb

Phone: +385 1 3441 700

Fax: +385 1 3457 247

E-mail: martina.sekol@hipermarketi.coop

Kerum d.o.o.

Chain of supermarkets

Address: Zrinsko-Frankopanska 68, 21000 Split

Phone: +385 21 409 111
Fax: +385 21 409 124
E-mail: kerum@st.t-com.hr

Mercator-H d.o.o.

Chain of hipermakets

Address: Ljudevita posavskog 5, 10360 Sesvete

Phone: +385 1 6572 000

Fax: +385 1 6572 227

E-mail: goran.trupina@mercator.hr

Web: www.mercator.hr

Metro C&C d.o.o.

Cash & Carry

Address: Jankomir 31, 10000 Zagreb

Phone: +385 1 3444 221

Fax: +385 1 3444 222

E-mail: info@metro-cc.hr

Web: www.metro-cc.hr

Plodine d.o.o.

Chain of supermarkets

Address: Ruziceva 29, 51000 Rijeka

Phone: +385 51 352 800

Fax: +385 51 374 184

E-mail: plodine@plodine.hr

Web: www.plodine.hr

Tim Zip d.o.o.

Address: Bani 100, 10010 Buzin

Phone: +385 1 6608 030

Fax: +385 1 6608 040

E-mail: timzip@timzip.hr

Web: www.timzip.hr

Velpro Konzum d.d.

Address: M. Cavica 1a, 10000 Zagreb

Phone: +385 1 2412 846

E-mail: konzum@konzum.hr

Web: www.velpro.hr

7.5 Wellness and cosmetics

Alerion

Address: Hecimoviceva 7, 10000 Zagreb

Phone: +385 1 6388 000

Gsm: +385 91 6776 000

E-mail: dusko@alerion.hr

Web: www.alerion.hr

LPG EndermoSpa

Address: Ulica grada Vukovara 269, 10000 Zagreb

Phone: +385 1 6189 424

Fax: +385 1 6189 423

Gsm: +385 95 777 55 67

E-mail: info@lpg-endermospa.hr

Web: www.lpg-endermospa.hr

7.6 Gift shop

Mestrov d.o.o.

Showcases

Address: Trnjanska cesta 105, 10000 Zagreb

Phone: +385 1 6115 210

Fax: +385 1 6154 934

E-mail: mestrov@mestrov.hr

Web: www.mestrov.hr

8 Hotels of Croatia

BJELOVARSKO-BILOGORSKA ŽUPANIJA

TURIST d.d. (CENTRAL)**

Address: Vatroslava Lisinskog 2, 43000 BJELOVAR

Phone: +385 43 243 133

Fax: +385 43 244 708

E-mail: turist@turist.hr

Web: www.turist.hr

DARUVARSKÉ TOPLICE (TERMAL SPA)

Address: Julijev park 1, 43500 DARUVAR

Phone: +385 43 623 000

Fax: +385 43 331 956

E-mail: daruvarske-toplice@bj.htnet.hr

Web: www.daruvarske-toplice.hr

BRODSKO-POSAVSKA ŽUPANIJA

ĐURO ĐAKOVIĆ STAN d.o.o. (SAVUS**)**

Address: Dr. Ante Starčevića 2a, 35000 SLAVONSKI BROD

Phone: +385 35 405 888

Fax: +385 35 405 880

E-mail: info@savus-hotel.com

Web: www.savus-hotel.com

HOTEL KRALJ TOMISLAV (KRALJ TOMISLAV*)**

Address: Trg K.Tomislava 3, 35400 N. GRADIŠKA

Phone: +385 35 362 722

Fax: +385 35 362 720

E-mail: hotel@hotel-kralj-tomislav.hr

Web: www.hotel-kralj-tomislav.hr

DUBROVAČKO-NERETVANSKA ŽUPANIJA

HOTEL DUBROVNIK PALACE d.o.o. (DUBROVNIK PALACE ***)**

Address: Masarykov put 20, 20000 DUBROVNIK

Phone: +385 20 430 000

Fax: +385 20 430 100

E-mail: info@dubrovnikpalace.hr

Web: www.dubrovnikpalace.hr

HOTEL EXCELSIOR d.d. (EXCELSIOR ***)**

Address: Frana Supila 12, 20000 DUBROVNIK

Phone: +385 20 353 353

Fax: +385 20 353 295

E-mail: info@hotel-excelsior.hr

Web: www.hotel-excelsior.hr

HOTELI KOLOČEP d.d. (VILE KOLOČEP*)**

Address: Donje Čelo bb, 20221 KOLOČEP

Phone: +385 20 757 025

Fax: +385 20 757 027

E-mail: sales@kolocep.com

Web: www.kolocep.com

HOTELI CROATIA d.d. (CROATIA*** / SUPETAR***)**

Address: Šetalište Kralja Zvonimira 39, 20000 DUBROVNIK

Phone: +385 20 434 444

Fax: +385 20 434 885

E-mail: sales@grandhotel-park.hr

Web: www.grandhotel-park.hr

GRAND VILLA ARGENTINA d.d. (GRAND VILLA ARGENTINA***)**

Address: Frana Supila 14, 20000 DUBROVNIK

Phone: +385 20 440 555

Fax: +385 20 440 533

E-mail: sales@gva.hr

Web: www.gva.hr

HILTON IMPERIAL d.d. (HILTON IMPERIAL DUBROVNIK***)**

Address: Marijana Blažića 2, 20000 DUBROVNIK

Phone: +385 20 320 320
Fax: +385 20 320 220
E-mail: sales.dubrovnik@hilton.com
Web: www.dubrovnik.hilton.com

HOTEL BELLEVUE d.d. (BELLEVUE***)**

Address: Pere Čingrije 7, 20000 DUBROVNIK
Phone: +385 20 330 000
Fax: +385 20 330 100
E-mail: welcome@hotel-bellevue.hr
Web: www.hotel-bellevue.hr

ADRIASTAR HOTELS AND RESORTS (WATERMAN SVEPTRVS RESORT - Supetar / GRAND HOTEL OREBIĆ** - Orebić / HOLIDAY VILLAGE SAGITTA*** - Omiš / HOTEL VILLA VILINA**** - Lopud)**

Address: Obala Stjepana Radića 2, 20000 DUBROVNIK
Phone: +385 20 362 820
Fax: +385 20 362 821
E-mail: info@adriastar-hotels.hr
Web: www.adriastar-hotels.hr

HOTEL KOMPAS d.d. (KOMPAS*)**

Address: Šet. K. Zvonimira 56, 20000 DUBROVNIK
Phone: +385 20 352 000
Fax: +385 20 352 146
E-mail: sales@hotel-kompas.hr
Web: www.hotel-kompas.hr

HOTEL LAPAD d.d. (LAPAD*)**

Address: Lapadska obala 37, 20000 DUBROVNIK
Phone: +385 20 455 555
Fax: +385 20 417 230
E-mail: sales@hotel-lapad.hr
Web: www.hotel-lapad.hr

HOTEL LERO d.d. (LERO*)**

Address: Iva Vojnovića 14, 20000 DUBROVNIK
Phone: +385 20 341 333
Fax: +35 20 332 123
E-mail: info@hotel-lero.hr
Web: www.hotel-lero.hr

IMPORTANNE RESORT d.o.o. (IMPORTANNE SUITES*** / NEPTUN***)**

Address: Kardinala Stepinca 31, 20000 DUBROVNIK
Phone: +385 20 440 100
Fax: +385 20 440 200
E-mail: info@importanneresort.com
Web: www.importanneresort.com

DUBROVNIK BABIN KUK d.d. (DUBROVNIK PRESIDENT** / TIRENA*** / ARGOSY*** / VALAMAR CLUB DUBROVNIK***)**

Address: Ćira Carića 3, 20000 DUBROVNIK

Phone: +385 20 448 249

Fax: +385 20 435 622

E-mail: sales.department@babinkuk.com

Web: www.valamar.com

UZEL TURIZAM d.o.o. (THE PUCIĆ PALACE***)**

Address: Ulica od Puča 1, 20000 DUBROVNIK

Phone: +385 20 326 222

Fax: +385 20 326 223

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