



1. Please provide a brief history of your company including date founded.
*The company was founded in 2010, originally with two offices, both of them in Trogir. Later on, in 2013, we opened one more office in Split so that we could meet the needs of our customers.
2. Where do your tours originate?
*Our tours originate in the wide area of Central Dalmatia, from Makarska in the south to Šibenik in the north. On group request we can organize tours to the whole territory of Croatia.
3. Do you have local ticket offices and/or redemption points?
*We have both local ticket offices and redemption points. We have two ticket offices in Trogir and one ticket office in Split and a wide net of redemption points in Trogir and Split thanks to our partners.
4. How long is your lease on the locations in #2 above?
*Five years.
5. When these locations were last renovated?
*Everything inside of our offices is new, from furniture to equipment. All of our offices are fully equipped to meet the needs of our customers.
6. Describe the guest experience when they arrive at your ticket booth or the start location of tour.
*When our guests come to our offices, they are warmly welcomed by our professional staff, which is at their disposal all the time. Our staff members help our guests to choose the tours that they want to do by informing them momentarily. Once our guests arrive on our meeting point they are welcomed by our guide or tour escort. They get basic information about the tour and our guide or tour escort checks the number of people through vouchers.
7. What are your customer service hours of operation?
*Our offices are opened all year long, with longer working hours during the season than in the off-season period.
8. What happens to calls/emails received after hours?
*They are answered right away regardless of the time we receive them.
9. Describe your process for handling and tracking guest complaints.
*We immediately put all our forces into finding out what exactly happened and where/why the problem occurred so that we can find the best solution for it. We respond to the problem within 24 hours offering our guests a satisfactory solution.
10. What is your minimum service level for responding to guest complaints/compliments?
*We respond to them immediately personally in the travel agency if possible, if not then we answer all the complaints and compliments via e-mail, social networks or trip advisor.
11. Explain your cancellation and/or refund policy.
*Our cancelation policy states that the tour has to be canceled at least 24h before it starts. If this policy is not respected by our guests and if they simply don't come to our meeting point, we do not refund the money. However, we always tend to listen to our guest and let them explain their reasons or circumstances so that we can offer them another solution that will be convenient for both parties.
12. Please comment on the most recent Trip Advisor postings on your company and tours.
*The last comment left on trip advisor was a compliment about the tour organization; people involved in it (driver, guide) and our sales and customer contact teams. It is always nice to hear that all our effort end in satisfaction of our customers, but even when the comments are not as flattering as this one, we try to make the best of it.
13. How many tours and activities are in the portfolio of products offered to your customers? How many of these do you operate vs. those operated by third party suppliers?



*The total number of tour and activities that we offer is 25, we operate 7 of these while the rest is operated by third party suppliers.

14. If you use third party suppliers, please provide detail on your contractual relationship with them, including liability insurance coverage, indemnification provisions, etc.

*All insurances are covered by organizers (our third party suppliers). We, as their subagents, take approximately 20% to 25% provision.

15. Please explain any extra services or unique aspects provided on your tour and activity offerings? Narration in foreign language, free box lunch, etc.

*Most of our tours have entrance fees (to churches, national parks, etc), transportation via highway included in price and all of them include english speaking guide.

16. Do you utilize driver/guide, driver + guide, or electronic narration for your tours? If it differs by language, tour or vehicle, please explain.

*For our tours we utilize both of these options depending on the number of people on our tour. For larger groups we utilize driver + guide option while for smaller groups we utilize driver/guide option. Currently we do not use electronic narration for our tours, partially because we think that a foreign language speaking guide along with its interpersonal skills and the ability to establish healthy conversational contact with our guests brings quality to our tours.

17. If you use electronic narration, is it driver or GPS triggered? If GPS, is it include bi-directional triggers?

*Currently we do not use electronic narration.

18. Do you currently operate HopOn HopOff services? If yes, please describe to include number, type and age of vehicles, number of stops, frequency, etc.

*No, currently we do not operate HopOn HopOff services.

19. What was your passenger count in in 2013, broken down by quarter?

*Our passenger count in 2013, in the period from April to October, was 10.000.

20. Were you profitable in 2013?

*Yes, we were profitable in 2013.

21. Please describe your safety and maintenance programs.

*All of our vehicles are regularly maintained. All of our vehicles are inspected and serviced by authorized service personnel two times a year, every year. All of the required insurances are regularly paid.

22. Please explain the value proposition your company uses to differentiate itself in the market.

*We use more than one value proposition to differentiate ourselves from other companies on the market. For example we have guaranteed departures for all of our trips. We do not require a minimum number of passengers. We have a wide range of services offered in each of our tours, we have different routes that are proven to be interesting to our customers and, above all, our tour programs are essentially different than the ones that other companies on the market offer. Our services can cover everything a traveler might need in terms of planning a perfect vacation.

23. Please describe the team, including their roles, for each key contact operating the Gray Line business.

*Our team consists of several departments. Each person in our staff is highly qualified for the job position that they fill. In our ticket offices we have personnel in charge of selling tours, giving brochures and leaflets, informing guests and contacting them. Apart from them, another group that has a direct contact with our guests are drivers, tourist guides and tour escorts, who are in charge of the realization of our tours. In our back office we have an accountant who deals with bookkeeping. We also have a graphics department with an expert in charge of web design. We encourage all our staff members to be innovative and to come to us with new ideas on how to improve our offer or how to bring more profit to our company.



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24. How many brochures do you print each year? When are they printed? How are they distributed?
*We print approximately 150.000 brochures every year in March. We leave one part in our offices and the other part is distributed to our business partners and to different owners of private accommodation who, later on, help by distributing the material to their guests. Apart from that, we give out leaflets and brochures to potential customers in our offices and we also organize leafleting.
25. Who do you consider to be your biggest competitors and why?
*There is only one more company on the market in this area that has a similar extent of work as ours. That company and this company are the only qualitative organizers of tours in this area and we consider them to be our competitors primarily because of their volume of work. However, our agency has a lot bigger network of partners that participate in the booking of our tours since we work not only with other agencies, but also with hotels and private accommodation owners. That competitor is Portal Travel Agency Trogir.
26. How do you differentiate your products and service from your competitors?
* The differentiation between us and our competitors is in routes, tours and its organization, and we have a wide range of services offered. We offer different routes and all our trips are fully organized, from transport and tickets to professional guides, and in some cases, the equipment. We became an expert in meeting all requests of our clients. We are at disposal to our customers any time and on every question we replied as soon as possible. We work as a team, and together, we create new tours as well as constantly improving our knowledge. The main goal of our company is to keep all our clients happy and satisfied and to fulfill their wishes as best as we can. The most important is that our customers don't need to choose the type of vacation, they just share their wishes with us, and we make a perfect combination for their dream vacation.
27. Please provide a copy of the Terms and Conditions and the Privacy Policy from your web site. Do you maintain a database of travel agents, consumers or partners that have opted in to receive email communications from you?
*Our web does not have Terms and Conditions and the Privacy Policy because we don't have any need for it, at least not at the moment.
28. Are your promotional emails Can-Spam compliant?
*At the moment we are not sending any promotional emails because 99% of our business goes down via personal contact with guests currently visiting Split or/and Trogir.
29. Please provide a copy of the emails from your most recent email marketing campaigns.
*The following was sent this winter:

Estimated,

Travel agency Adriatic4you organizes its first official tour to Rome for the Season of Advent. From 19 of December to 24 of December, total of 6 days with following itinerary: Split-Ancona-Tivoli-Rim-Vatikan-Orvieto-Ancona-Split. Price 2.690,00kn, with a possibility to pay by installments!

Feel free to contact us to book or to get more information. Come to visit us in our offices in Split and Trogir, call us, send us e-mail, we are at your disposal.



ADVENT U RIMU

19.12.2013 - 24.12.2013

Tip putovanja: Putovanje brodom Broj dana 6

program putovanja

- 1. dan: Split – Ancona**
Sastanak putnika u Splitu ispred zgrade Jadrolinije u 19:00 h. Upoznavanje s vodičem grupe i upute za ukrucavanje na trajekt, osnovne informacije. Polazak trajektom iz Splita u 21:00 h. noćna plovidba.
- 2. dan: Ancona- Tivoli- Rim**
Dolazak u Anconu u jutarnjim satima te nastavak putovanja prema Rimu. Na putu do Rima zaustavljanje u Tivoliju. Slobodno vrijeme za razgledavanje grada i njegovih znamenitosti uz mogućnost organizirane šetnje s pratiteljem. Slobodno vrijeme za ručak. U popodnevnom satima nastavak puta prema Rimu. Odlazak na prijavu u hotel. Slobodna večer (ili večernja šetnja s pratiteljem).
- 3. dan: Rim**
Doručak u hotelu. Polazak u grad s pratiteljem te razgled antičkog dijela Rima: Forum Romanum, Colosseum, Pantheon. Slijedi slobodno vrijeme za ručak te nastavak razgledavanja, Piazza Venezia, fontana di Trevi, Piazza Navona, Campo de Fiori, Trastevere, mauzolej Imperatora Augusta itd. Slobodna večer.
- 4. dan: Vatikan**
Doručak u hotelu. Odlazak u Vatikan. Razgled Vatikana s lokalnim vodičem. Posjet Andeoskoj tvrđavi. Slobodno vrijeme za ručak. Posjet bazilici sv. Petra, katalombama, i Vatikanskim muzejima. Slobodna večer.
- 5. dan: Rim- Orvieto- Ancona**
Doručak u hotelu. Odlazak u Orvieto. Slobodno vrijeme za razgledavanje grada i njegovih znamenitosti uz mogućnost organizirane šetnje s pratiteljem. Slobodno vrijeme za ručak. Nastavak puta prema Anconi. Ukrucavanje na trajekt u Anconi u 21:00 h. Noćna plovidba.
- 6. dan: Ancona- Split**
Dolazak u Split u jutarnjim satima (oko 07:00).

2.690,00 kn




* mogućnost plaćanja na rate




Cijena uključuje:
Prijevoz brodom na relaciji Split- Ancona- Split na avio sjedalima, prijevoz s turističkim autobusom na relaciji Ancona- Tivoli- Rim- Orvieto- Ancona, turističkog pratitelja, 3 noćenja s doručkom u hotelu s 3* u Rimu u dvokrevetnim sobama, razgled prema programu, lokalne vodiče u Rimu, troškove organizacije putovanja, obveznu policu osiguranja od posljedica nesretnog slučaja.

Cijena ne uključuje:
Doplatu za jednokrevetnu sobu/ kabinu, doplatu za dvokrevetnu kabinu, ulaznice za muzeje i druge objekte/ lokalitete koji se posjećuju, te javni prijevoz, skretanja s rute koje nisu navedene u rubrici „cijena uključuje“ i osobne putne troškove, policu zdravstvenog osiguranja i osiguranja od rizika putovanja

Važne informacije za putovanja u Rim:
- ovo je grupno putovanje pa agencija zadržava pravo dogode termina polaska ili otkaza putovanja zbog nedovoljnog broja prijavljenih. U ovom slučaju putnike obavještavamo o statusu putovanja najkasnije 7 dana prije predviđenog polaska.
- putovanje se organizira pod uvjetima definiranim „općim uvjetima organizacije turističkih aranžmana“ turističke agencije Adriatic4you.
- fakultativni izleti organiziraju se na bazi min 30 prijavljenih ako nije drugačije navedeno.
- u slučaju značajnog porasta cijena na svjetskom tržištu ili promjene tečaja iznad 1 euro= 7, 6 HRK, a od datuma objave aranžmana agencija zadržava pravo korekcije cijene.

Preporuka:
Kako u paketu nisu uključene cijene ulaznica u muzeje i atrakcije preporučujemo Roma Pass koja uključuje besplatni javni (Metro, autobus) prijevoz, besplatan ulaz u prve dvije atrakcije, besplatan ulaz u neke određene muzeje, reducirane cijene ulaznica za ostale atrakcije, mapu koja uključuje turističke informacijske punktove, Metro stanice, muzeje. Dodatne informacije dostupne na šalteru agencije ili pri rezerviranju putovanja.

Glavni organizator putovanja: Adriatic4you
Rok za prijavu: 10 dana prije puta
Minimalan broj putnika: 30

Adriatic4you Team
split@adriatic4you.com
www.adriatic4you.com
+385 91 610 8513
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30. Please describe the training curriculum/process for your drivers, guides, sales and customer contact teams.

*We have chosen our employees according to their previous experience, education and field of their expertise. In our company, most of the employees are younger people, but we also have older with more experience, so they train and assist to younger employees. Every month, we have a meeting where we discuss about innovations and things to improve our business. We also learn new things every day, passing through different kinds of situations and meeting different kinds of people. Every single employee of our company is unique, with different knowledge about the business. Together we are the perfect team, and we do business very successfully. We are currently in a process of obtaining ISO 9001:2008 Quality management systems standards.