



**elite**  
TRAVEL

Travelife  
CERTIFIED  
Excellence in sustainability

# TRAVELIFE

## SUSTAINABILITY REPORT 2022

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AFFILIATION:

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**elite**  
RESPONSIBLE BUSINESS CONDUCT



# GRADUAL RECOVERY

The 2022 season brought a gradual recovery of business, although not yet in full volume, given that the pandemic crisis hit hardest the highest quality business segments, which require long-term planning and contracting. However, on the whole, we can say that the trends are encouraging and that the next two seasons will probably bring a complete recovery of business and a return to normal business volumes.

During the past period, we focused on protecting the health of employees and clients, reconstructing business management and creating acceptable procedures in the newly created circumstances. We used the time of reduced business activity for adjustments and partial reorganization that were already planned anyway.

Pandemic environment significantly disrupted our plans, especially plans related to staff education, which could have been implemented only to a limited extent and predominantly in virtual form.

Due to the reduced volume of operations and changes in the fleet, we were not able to fully implement the IACS project (improvement of the sustainability of short-haul cruises in the Adriatic - plastic free cruises), but we are pleased that we have been able to apply the main postulates of the project to ships that have been operationally active, improving our own knowledge through the SUSTOUR project in which we participate in the Plastic Waste Management program.

Elite Travel continues its commitment to the policy of sustainable business management, sustainable development and socially responsible business.

We joined ECTAA SUSTOUR project and our Managing Director has been appointed a member of the ECTAA Sustainability Committee.

# MANAGEMENT INTEGRATION

Sustainability and CSR are part of the declared company policy, not only included in our mission or vision statements, but understood as a matter of attitude in conducting the business. Actions, initiatives and ideas are being launched from all levels of the management and from the employees.

We welcome sharing of the ideas and proposals for improvement of environmental and social sustainability within the company and in the society. Size of the company give us an opportunity to discuss this issues in both formal and informal communication (mailing, office meetings, cloud, notice boards and Elite Extranet).

Sustainability activities were one of the topics of our regular Annual Meeting, usually at the end of November, which discusses business results and future planning and represents the company's first-class annual event. Due to the currently favorable epidemiological circumstances, we were able to hold the Annual Meeting predominantly live, while some of the dislocated participants joined the meeting virtually.

# SUSTAINABILITY TEAM

Due to employee turnover and leaving for new jobs, the Elite Travelife Team currently counts 19 members. At the same time, we are intensifying the familiarization of new employees with the principles of sustainable business and we expect some of them to join our team. In the past period, all team members, as planned, completed the Travelife education on Child Protection. During 2023, it is planned that all team members will complete the Travelife online education on the topic of Plastic Waste Management, which is one of the topics we are working on through the SUSTOUR project.

Sustainability coordination has been raised to the level of the Company's Assembly, so that the current coordinator is one of the Company's co-owners and stakeholders, and the current Managing Director is a member of the ECTAA Sustainability Committee, which ensures the full integration of the management in the sustainability improvement process.

After the process of checking and harmonizing the documentation, we completed the desk audit at the beginning of 2023 and expect an internal audit and renewal of the Travelife Certified certificate.

# MISSION STATEMENT

Elite Travel was established in 2001 with a mission of providing superior travel service to all our clients and business partners. Elite Travel performs a superb range of travel programs, offering facilities for all kind of travel interests. Among the many options, we believe, clients will find a travel program that meets their distinctive travel needs and budget. Elite Travel is committed to the crafting of experiences that foster appreciation and conservation of nature, local culture, customs and communities. We strive to ensure that every element of the organization conforms to a responsible tourism policy and continually monitor social, economic, and environmental impact of our operations. Our goal is to protect local community interests and create comfortable, productive and motivating environment for both our customers and employees.

# SUSTAINABILITY POLICY

Environmental Sustainability Policy, amended by December 2020, aims to integrate a philosophy of sustainable development into all our activities and to establish and promote sound environmental practice within our operations. We consider sustainable business practice to be essential to our success in growing our business and creating lasting value that meets the expectations of all our stakeholders. Elite Travel is determined to contribute to the sustainable development that satisfies current needs without compromising the ability of future generations to meet their own needs.

Together with our colleagues and partners we acquire knowledge that contributes to an ecologically, economically and socially sustainable future. Elite Travel provides equal opportunities and treatment to eliminate discrimination based on race, color, sexual orientation, gender identity, religion, political opinion, nationality, social origin and status, indigenous status, disability, age or other status of an individual, unrelated to the individual's ability to perform work.



acceptable manner adjusted to the circumstances of the absence of business activities during the pandemic.

Elite Travel contract only vendors who pay their employees at least the minimum wage required by Law or the prevailing industry wage – when available, whichever is higher, and who provide all legally mandated benefits.

*\*Elite Travel recognize and respect the importance of indigenous cultures, heritage and traditional rights and supports the identification, recording, conservation, management and protection of indigenous heritage sites and culture.*

*\*Sustainability Policy is available to both employees and public; published on Elite Travel website, Elite Travel Extranet and on in-house notice boards. Sustainability Clause is incorporated in all supplier's contracts.*

## LAW AND INDUSTRIAL STANDARDS COMPLIANCE

Elite Travel is in full compliance with all international, national and local Law and regulations related to health, safety, work and environment protection. Elite Travel is also in full compliance with National Labor Law and the best industry practices, declared within our CSR policy, Sustainability Policy and company Rules on Work/Labor Act. Elite Travel postponed ISO 9001:2015 business quality standards recertification, which is agreed at UHPA level, as a part of acceptable cost cutting measures. We contract legal services of Iveković & Partners, law office from Zagreb, Croatia, as a supervisor of our internal acts, as well as for a legal representation before the court and authorities. Elite Travel is determined to avoid involvement in any kind of political activities, unfair competition, corruptive business behavior or violation of anti-trust legislation.

### **Achievements 2022:**

We successfully applied the Code of Ethics of the Croatian National Bank during the transition period of replacing the domestic currency with the Euro, and in this sense, there was no increase in our output prices. We also timely and fully adapted all internal documents and software and completed the transition period smoothly.

### **Tasks&Targets**

Continuous monitoring and implementation of law amendments and best industry practices, keeping the leading position in travel agency business in Croatia. Continue to apply the COVID protocols in accordance with the recommendations of the Croatian Institute for Public Health.

## TRAVELIFE TEAM

### **Certificates:**

Travelife Partner May 25 2018

Travelife Certified August 29 2018

Travelife Certified: January 04 2021, re-certified

**Achievements 2022:**

Our Travelife Team at the moment counts 19 members (slightly fewer than the previous year due to the pandemic fluctuation) with completed Travelife Basic education. All team members have also completed Child Protection training, while a large number of members have completed additional courses from the range of Travelife education.

**Tasks&Targets**

Team members have an obligation to complete Plastic Waste Management during 2023. We hope that after the business education and introduction of new employees into the business, we will find among them a sufficient number of people interested in joining our Travelife Team.

## HUMAN RESOURCES

Elite Travel applies all the provisions of the relevant National Law, Collective Agreement and the best social and human rights protection standards and practices. In accordance with National Law which prohibits forced labor, employees are free to enter the work and leave it upon their will, without penalties or restrictions. Employee status is determined by a formal written contract. Elite Travel ensure non-discrimination and equal opportunities for all employees and job seekers and is in full compliance with National Law, respecting all regulations of Labor Law and company's Rules on Work/Labor Act. Elite Travel is in full compliance with Labor Law of Croatia, Art. 19 and 20, which regulates prohibition of children work and child abuse. We promote open door policy with no barriers between employees and management at any level.

We accept with appreciation all constructive ideas, proposals and recommendations coming from our employees. Staff satisfaction survey is carried out every year in accordance with ISO 9001:2015 standards. Employee complaints and the resolution procedures are legitimated and prescribed by the Company's Rules on Work. Established procedures guarantee fair and objective treatment and protection of employee rights. Disciplinary procedures are prescribed by Rules on Work/Labor Act in accordance with National Labor Law. In accordance with the legislative framework for the protection of personal data of employees and other GDPR rules, personal data is actively protected and with the consent of employees used only for the most necessary analytics.

**Achievements 2022:**

The latest amendments to the Labor Act related to more precise regulation of working from home have been applied.

**Tasks&Targets**

Updating of valid company documents in accordance to the relevant legislation changes. Participation in Collective Agreement negotiations as a part of UHPA negotiation team.

## EDUCATION

After the pandemic, the education process is gradually returning to the usual framework. It should be noted that we have again started exhibiting at the most important tourism business events, workshops and fairs, which resulted in the possibility of additional education on the sidelines of events. The usual business education at professional live and online seminars in the country and abroad has also been renewed. We participate in the ECTAA project SUSTOUR, and through this aspect, we mentored and educated a number of our suppliers and partners to the level of Travelife Engaged.

### **Achievements 2022:**

All members of our Travelife Team have completed online training on Child Protection.

### **Tasks&Targets**

We will continue participation in numerous workshops on the sidelines of large tourist gatherings. All members of our Travelife Team are instructed to complete the Travelife online education on Plastic Waste Management by the end of 2023.

## HEALTH & SAFETY

In accordance with the recommendations of the Croatian Institute of Public Health, we have returned to regular office work, still maintaining the model of working from home where possible and presence in the office is not necessary.

We are in full compliance with all international, national and local legislation and regulations related to health and safety. In accordance with the National Law, Elite Travel appointed authorized employees trained for safe work supervision. All employees have completed safe work training and are in possession of valid certificate. Health, safety and security issues and threats are being properly communicated through Elite Travel Extranet and circular notices and the knowledge is being updated by training when and where applicable.

### **Achievements 2022:**

We actively monitored the epidemiological situation and recommendations, applied valid protocols and did not overlook nor registered any significant threat to staff and customer health or outbreaks of infection during our travel programs.

### **Tasks&Targets**

Monitoring and timely reaction to all possible challenges, especially in this period when the pandemic ceases to be the center of attention in the public eye. Training for safe work of new employees.

## CHILDREN PROTECTION

Protection of children's rights and prevention of any exploitation or abuse, especially illegal child labor and sexual abuse, is one of the fundamental determinants of our business.

Elite Travel is in full compliance with Labor Law of Croatia, Art. 19 and 20, related to prohibition of children work and children abuse. We are in full accordance with all national legislation

and acceptable business practices; sustaining from any kind of children exploitation or abuse, including sexual abuse and exploitation. Elite Travel applies the same principles in supplier selection.

**Achievements 2022:**

We have not registered any cases of child abuse on any grounds. All members of our Travelife Team have completed online training on Child Protection. We have evaluated suppliers compliance with Child Protection principles through the SUSTOUR Travelife Report (engaged level).

**Tasks&Targets**

Permanent listing and communication on children protection topics within the Personal Travel Advice scope of information for clients, where applicable.

## BIODIVERSITY PROTECTION

Elite Travel does not offer travel arrangements which include any interaction or participation of imprisoned wild animals. Travel arrangements which include live and protected animal species could be involved in our offer only if the animals were treated in legal and generally acceptable way, including appropriate accommodation standard, care, medical care and nutrition; in compliance with legal standards and best industry practices. Elite Travel respects National Law (Environment protection Law and other regulations) on wildlife protection. Elite Travel does not offer arrangements which will include or cause menace of flora and fauna. Elite Travel does not offer arrangements with significant impact on sustainability, life and behavior of animal population in wilderness. Tour leaders and production staff are provided regular trainings on outdoor guiding.

**Achievements 2022:**

Through 2022, we have re-established operations in Croatian national parks and reserves (Mljet, Kornati, Krka, Plitvice, Paklenica, Lokrum, Pantana, Brijuni and others), using the services of local guides and applying the best standards of minimal impact on the environment.

**Tasks&Targets**

We did not plan to introduce new programs based on biodiversity, until the existing ones reach a satisfactory load factor.

## SOUVENIRS

Elite Travel does not support, promote or sell neither prohibited nor any kind of souvenirs related to endangered species or artefacts. We promote only souvenirs from local, sustainable production and fair trade sources. We follow recommendations and prescriptions listed on Elite Travel/Souvenirs & Protection, Endangered Species / Red List Of Endangered Species.

**Achievements 2022:**

Information about locally and sustainably produced souvenirs has been re-introduced into the PTA (Personal Travel Advice) information set for clients.

**Tasks&Targets**

Communicate forbidden souvenirs topics through the Personal Travel Advice scope of information

for the clients. Introduce clients with authentic, locally and legally produced souvenirs, which purchase contributes to well-being of community members. Emphasize desirable practices and positive contribution possibilities. Provide clients an information about the origin of non-indigenous souvenirs, especially if unfair trade and inadequately paid work results in a lower price.

## COMMUNITY CONTRIBUTION

Elite Travel is recognized as a community contributor. We do not adversely affect provision of basic services, nevertheless, through successful consultations with local authorities we contribute to improvement of this functions. We have a good reputation and act in full compliance with National Law and local regulations.

Company properties were acquired legally, in honest manner, in good faith and with appreciation of community. Buildings are located in business areas, in accordance with urban space planning, architectural standards and harmonized with surroundings. We are in possession of all required permissions, licenses or certificates.

The current business activities and the overall crisis caused by the COVID 19 pandemic unfortunately resulted in a lack of donations to local projects. The cost reduction policy is currently not a favorable environment for donations and all efforts are focused on preserving jobs and revitalizing the business.

### **Achievements 2022:**

During the past period, unfortunately, we could not maintain the usual rhythm of local support and donations, but all efforts were devoted to the revitalization of business and the preservation of jobs.

### **Tasks&Targets**

We hope that we will be able to establish the usual frameworks of local grants and donations, and we are confident that we will also increase our contribution to the local community by increasing the volume of business.

## NATURE PROTECTION

We are committed to undertake all necessary steps to minimize our impact to the environment and the ambience in which we operate. Despite the fact that our business processes have very limited impact on ozone layer and we are still not legally bound, we calculate greenhouse gas emissions and invest appropriate offset amount in nature protection. Elite Travel also undertakes reasonable efforts to minimize noise and light pollution. Within the scope of our operations we don't produce neither erosion or humidity pollution nor air or water contamination from our buildings. We undertake all reasonable efforts to minimize our impact to nature by creating sustainable travel programs, whether by choice of most acceptable transportation vehicles or by applying appropriate procedures and improved technology standards to lower gas emissions. Elite Travel is determined to share awareness and promote a restriction on the use of single-use plastic items on our travel programs.

### **Achievements 2022:**

We continued to develop and improve our own IACS project (Improved Adriatic Cruises Sustainability - short haul) which aims to gradually phase out the use of disposable plastic on our ships. We participate in the ECTAA project SUSTOUR with the topics of Plastic Waste Management and Excursion Certification.

### **Tasks&Targets**

We will be active in the gradual establishment of full-scale ship operations and IACS project application procedure. Through the SUSTOUR project, we carry out mentoring, education and Travelife certification of a number of our suppliers, thereby improving both their and our sustainability performance.

## WASTE REDUCTION

Reducing the amount of waste, whether through more efficient use, saving or reuse procedures, is one of the key approaches to limiting the overexploitation of natural resources.

Elite Travel, as a socially responsible company, pays constant attention to waste reduction. The most notable negative impact we generate is coming from paper consumption, single use plastics disposal and CO2 emissions by operations of our suppliers. Therefore, our efforts are focused, not only, but to a significant extent to reduction of pollution from this sources.

### **Achievements 2022:**

The amount of waste was slightly higher than in the previous year, but still below usual values, i.e. proportional to the volume of business. The emission of greenhouse gases is gradually increasing with the revitalization of business and it is to be expected that it will soon reach the levels of 2019. We strive to achieve certain reductions through the inclusion of elements of public transport and the introduction of vehicles with more environmentally efficient engines.

### **Tasks&Targets**

We will continue to reduce the consumption of paper in favor of electronic publications, but we are approaching the moment when further savings will not be possible because paper as a medium for the production of marketing publications will be reduced to an absolute minimum. Some savings are also possible in office operations, but there are legal restrictions on keeping documents in printed form. We certainly intend to retain video conferencing and virtual meetings as the most acceptable model for exchanging information and initiatives, harmonizing attitudes and making decisions, thus reducing potential emissions resulting from regular office operations.

## WATER

We obtain water from public supply system and consumption is minimal. Water consumption is limited to our office operations requirements. We are charged proportionally (shared ownership buildings) and do not have exact insight in the consumption, but financial figures show stable, minimal consumption.

### **Achievements 2022:**

During the reconstruction of the toilets in the Head office building, more efficient, water-saving equipment was installed.



# GREENHOUSE GAS EMISSIONS

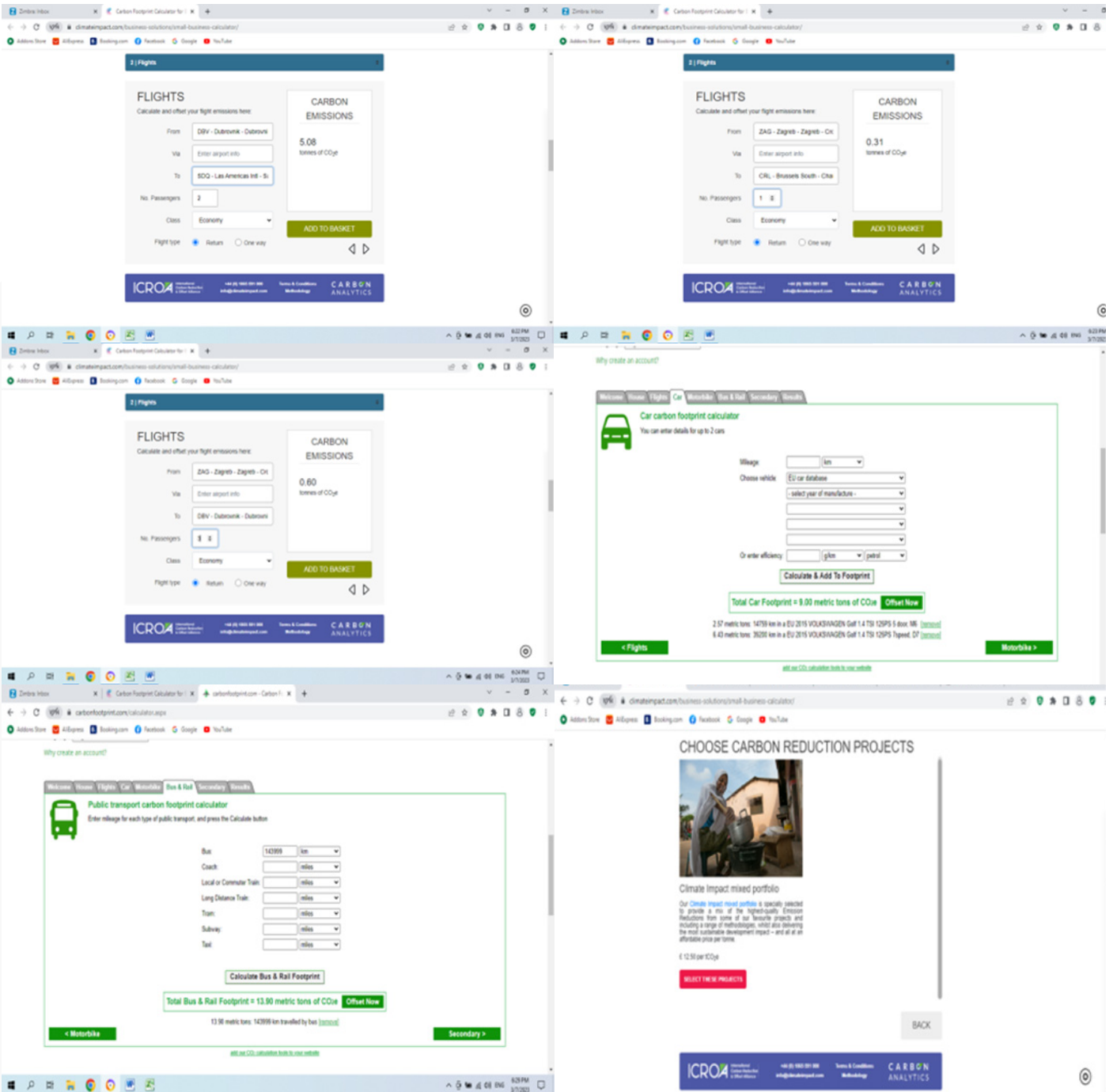
Despite the fact that it is not yet a legal obligation in Croatia, Elite Travel calculates our staff and business travel related emissions with intention to compensate emissions by funding sustainability improvement projects of our suppliers (Elite RBC project). Our greenhouse gas emissions are limited to the emissions from office operations and staff related travel. Elite Travel is focused on and invests in environmental improvement projects with our suppliers, especially in reduction of use of disposable plastics. The offset amount of 2022 will be added to the amount of previous years and spent for the purpose mentioned above. The amount will be used to support the continuation of the IACS project and improvement of the sustainability of cruising in the Adriatic (plastic free cruises).

## CALCULATION:

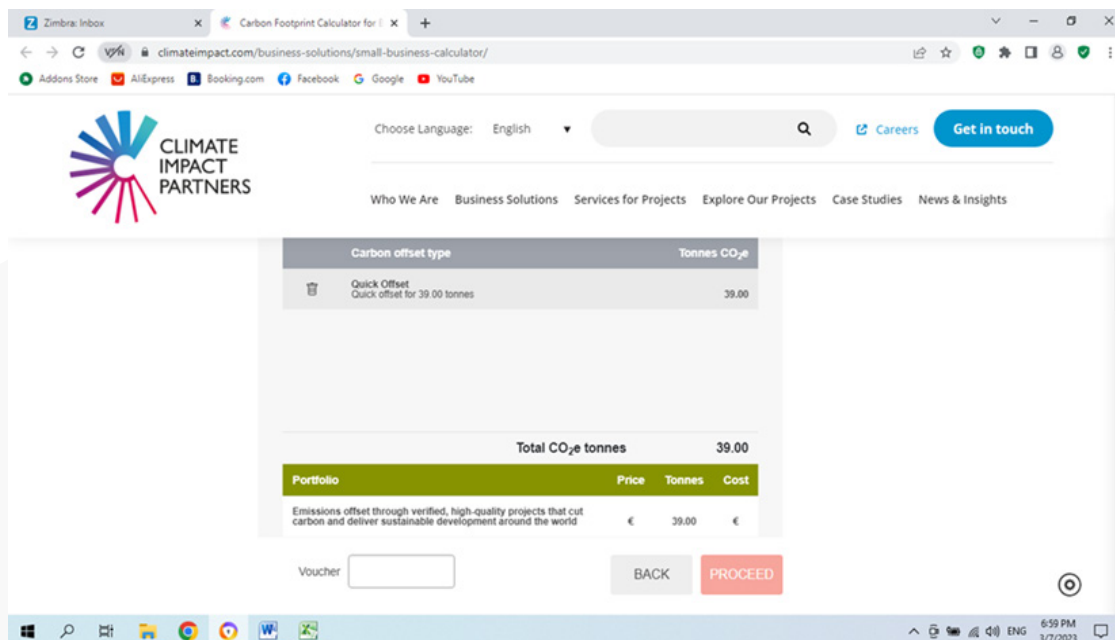
The screenshots show the following flight calculations:

- Screenshot 1:** Total Flights Footprint = 2.88 metric tons of CO<sub>2</sub>e. Includes a summary table:

0.80 metric tons	2 x Economy class direct return flight from DBV to PAR
1.03 metric tons	2 x Economy class direct return flight from DBV to LON
0.75 metric tons	3 x Economy class direct return flight from DBV to IST
- Screenshot 2:** From DBV - Dubrovnik - Dubrovnik, To PAR - All Airports - Paris - Fr, Carbon Emissions: 0.88 tonnes of CO<sub>2</sub>e.
- Screenshot 3:** From DBV - Dubrovnik - Dubrovnik, To LON - All Airports - London, Carbon Emissions: 1.06 tonnes of CO<sub>2</sub>e.
- Screenshot 4:** From DBV - Dubrovnik - Dubrovnik, To IST - Istanbul - Istanbul - Tur, Carbon Emissions: 0.83 tonnes of CO<sub>2</sub>e.
- Screenshot 5:** From DBV - Dubrovnik - Dubrovnik, To LVS - Las Vegas Mars - Las, Carbon Emissions: 5.75 tonnes of CO<sub>2</sub>e.
- Screenshot 6:** From DBV - Dubrovnik - Dubrovnik, To LIS - Lisboa - Lisbon - Ports, Carbon Emissions: 1.46 tonnes of CO<sub>2</sub>e.



**TOTAL GHG EMISSIONS: 39 TONS  
 OFFSET: 487.50 GBP OR 550.14 EUR**



### Achievements 2022:

The increase in the emission of GHG gases is in line with the increase in the volume of business, more days spent in the office, as well as the increase in the volume of our business travel.

### Tasks&Targets

Compensation amount for greenhouse gas emissions will be spent on supporting the replacement of existing single-use plastic products with more environmentally friendly ones and on upgrading shipboard waste separation systems. (IACS project). Ongoing efforts to reduce the carbon footprint through the use of new, more environmentally friendly technologies. Funding of IACS project (plastic free cruises).

## CHEMICALS

We have completely abandoned the use of chemical cleaning agents for the benefit of ecologically acceptable cleansers from bio-production. We use only cleaning materials for office and toilette cleaning. Dangerous or aggressive materials and liquids are not in use, except for ordinary use of office equipment, if applicable.

### Achievements 2022:

We had no waste which contain chemicals or other aggressive materials to dispose of. Disposable toners previously used for office appliances were replaced with refillable and reusable toners.

### Tasks&Targets

Continuous use of eco-friendly cleansers (100% ecological cleaners from bio-production - PeroBio). Continuous monitoring of technical waste disposal amount.

# RISK MANAGEMENT

Emergency Procedures have been distributed to all suppliers who will participate in the SUSTOUR/ Certified Excursions project.

Production team and production manager, as well as the contracting managers, are involved in every program development and supervised by sustainability coordinator, whose guidelines and approval are mandatory for the final program approval.

As a part of the ISO 9001:2015 standard evaluation process we use the procedure RP-04/ Disconformities Management. Sustainability performance is monitored through Travelife Action Plan. We evaluate our portfolio of high-risk excursions followed by proposals of relevant procedures and activities aiming to improve the safety of operations and to reduce our impact on the environment. We determine Code of Conduct/PTA as an integral segment of program approval. Tour leaders and production staff are provided with regular trainings on outdoor guiding and company quality standards. We regularly communicate risk issues to the customers through the Personal Travel Advice scope of information for the clients.

## **Achievements 2022:**

We had no cases of compromising customer safety or compromising the environment as a result of conducting of our operations.

## **Tasks&Targets**

Annual evaluation of the portfolio of high-risk travel programs and adaptation to performance conditions in the post-pandemic period. Attention should continue to be focused on the implementation of the program in pandemic circumstances, with prompt monitoring of the valid recommendations of the Croatian Institute for Public Health.

# CUSTOMER RELATIONS

Elite Travel communicates only reliable and veritable, non-deceptive and non-misleading facts, providing timely and accurate information in accordance to own knowledge.

Elite Travel provides our clients and partners with information about travel programs, features and curiosities, cultural and natural heritage of the destination, through our website, other electronic media and promotional materials and formal and informal communication. We deliver at least the same what we promised. All assertions on product sustainability and sustainable business conduct are completely accurate. Clients are in ability to gain more information on our sustainability policy and practices within our web site.

Elite Travel is in full compliance with GDPR and National Law and in accordance with proclaimed Elite Travel GDPR Policy which excerpts are published on our web site (Entering and transferring of personal data, Personal data gathering, Protection and use statement).

Elite Travel performs marketing campaigns in accordance and with full compliance to National Law, GDPR legislation and industry standards, providing precise and accurate information to the client.

We provide our partners and clients with the contacts of the emergency Officer on duty at the destination. Officer on duty is available 24 hours a day for any counsel, dispute or nonconformity resolution. We also provide clients with public emergency service contacts at the destination. Travel representatives, operational and commercial staff in charge of specific operation are available in the office during duty time and on cellphone 24 hours/day. Customers are being

provided with contacts upon arrival.

Elite Travel practice clients satisfaction surveys as an integral part of business process, in accordance with ISO 9001:2015 standard requirements. We have incorporated sustainability aspect within our client satisfaction survey questionnaires. Elite Travel applies predefined procedures for disputes and complaints resolution in accordance to National Customer Protection Law and ISO 9001:2015 standards. Procedures are listed within our Terms & Conditions document, together with Contacts, available at [www.elite.hr](http://www.elite.hr) (Dispute Resolution in Terms & Conditions chapter).

#### **Achievements 2022:**

No recorded objections regarding the protection of personal data (GDPR). The Sustainability Clause, which includes the protection of personal data, is an integral part of any contract with suppliers and partners.

#### **Tasks&Targets**

Emphasis is given on unified application of Personal Travel Advice. Maintain existing communication models and surveys through internet based media. Perform customer satisfaction surveys on selected travel programs according to ISO 9001:2015 requirements. Share survey results with our partner tour operators and foresee improvements.

## REPORTING & COMMUNICATION

This Report will be submitted to the Elite Travel Management and available to all interested parties on our website [www.elite.hr/Sustainability Policy/News & Achievements](http://www.elite.hr/Sustainability Policy/News & Achievements) and all other electronic media under our influence.

Elite Travel regularly communicate sustainability efforts and achievements to our partners and clients through e-mail and other messaging forms, public statements, social media, newsletter and web sites, including our current activities. Travelife Certified, RBC, Stay Safe in Croatia and Safe Travels logos are incorporated as an identity tag in all our visuals.

#### **Achievements 2022:**

Annual Travelife Report 2022 submitted and published in electronic media and social networks. Updates on IACS project on social networks.

#### **Tasks&Targets**

Acquaintance of the public, where applicable and the opportunity arises, with the SUSTOUR project and our activities within its framework. Submit an Annual Travelife Report by mid-March 2024 and publish it on electronic media and social networks according to our influence, with the aim of presenting our activities and raising awareness of the importance of sustainable business management and sustainable development. Promote IACS project (Improved Adriatic Cruise Sustainability - plastic free cruises). Publish Travelife Certified, RBC, Stay Safe in Croatia and Safe Travels logo on all promotional materials.

Elite Travel of Croatia  
Travelife Team  
Sustainability Coordinator  
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