



ETOA, London, June 2019

Croatian National Tourist Board

eVisitor **Enthusiasts meet the tradition**

- How to register each tourist?
- Digitalization of traditional processes
- Who uses the information and how?
- 3rd prize for Research and Technology



Guest
registration

Tourist
tax

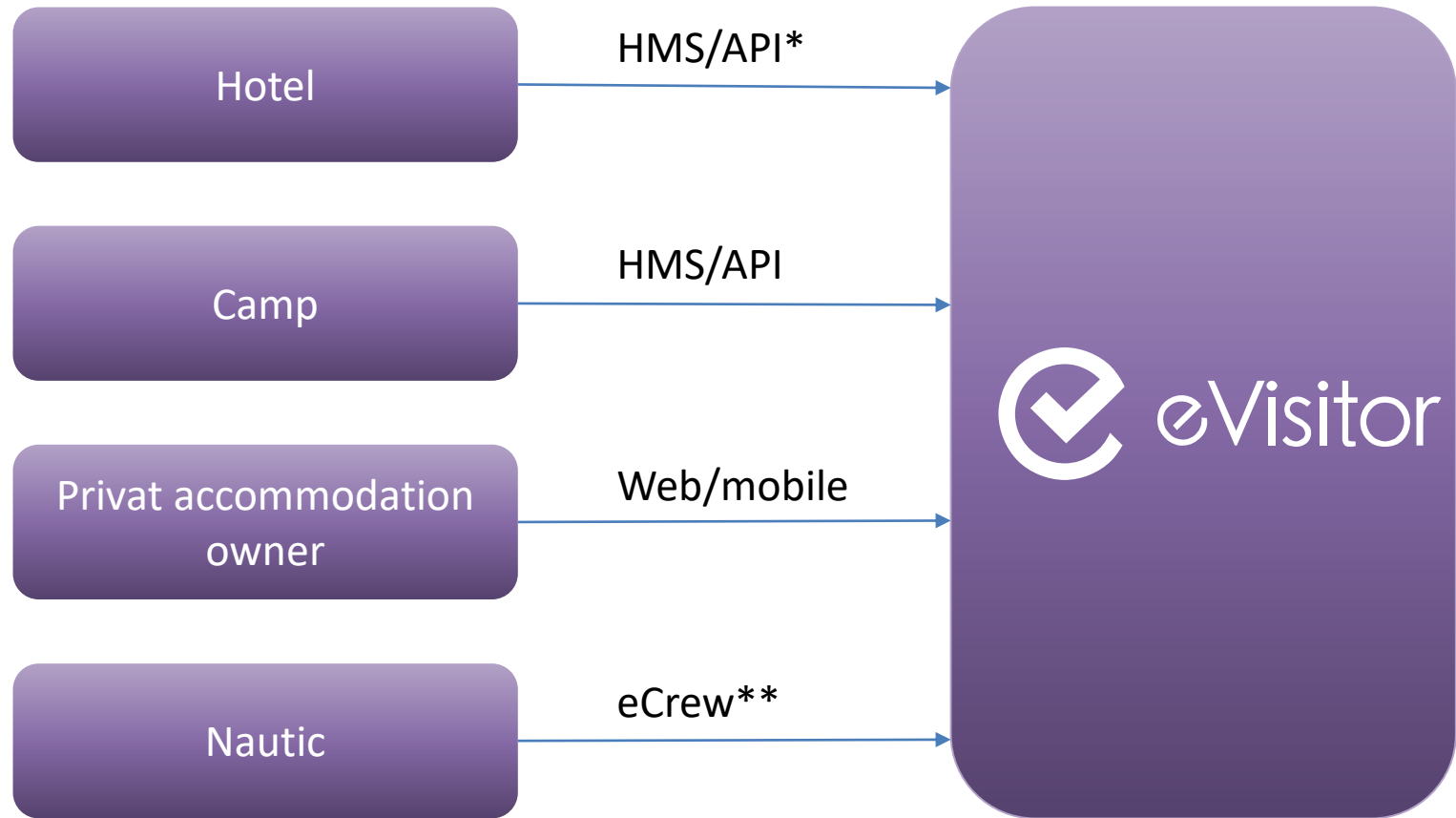
- Providing statistical data and reports
- Providing access to national institutions
- Providing support for users of the system
- Central inventory of all accommodation providers
- GDPR compliant

eVisitor **Guest registration process**

- Legal obligation to register each guest in 24 hours for
- All hotels, camping sites, private owners, charter company's, ...
- Free online registration process – no paper work
- Digital guest book and tourist tax record



eVisitor Online registration



*Hotel managemet system/Application program interface

** Specialised application used by charter companies

eVisitor **Management and support**

Croatian National Tourist Board

- Implementation of new legal requirements
- Improvement and new functionalities

CNTB

Customer support

Customer support

- Phone and email support to TBO's

21 TBO

Regional level

Local TBO's

- Supporting accommodation providers

300 TBO's

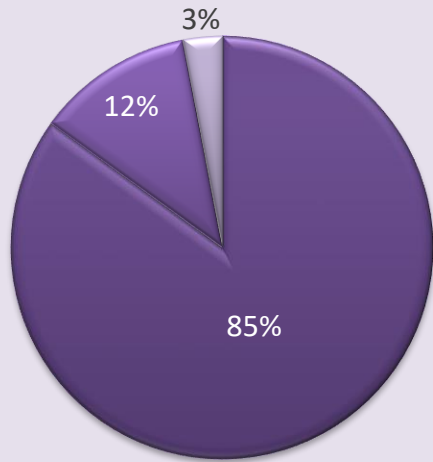
City and municipal level

Accommodation providers

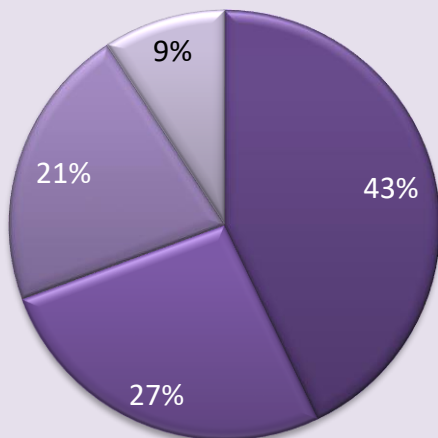
200.000+

- Centralized implementation of new regulation and functionalities
- Bottom up support for accommodation providers and local TBO's

eVisitor Tourist traffic/capacity in 2018



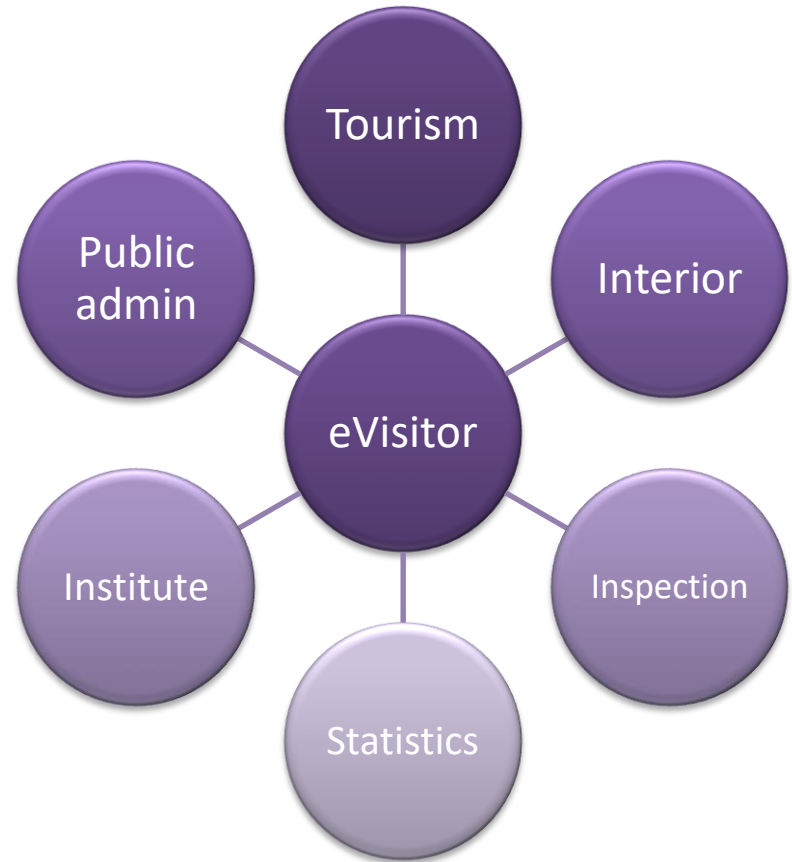
- Commercial
- Non commercial
- Nautic



- Private
- Hotels
- Camping
- Other

Providing access to tourist data:

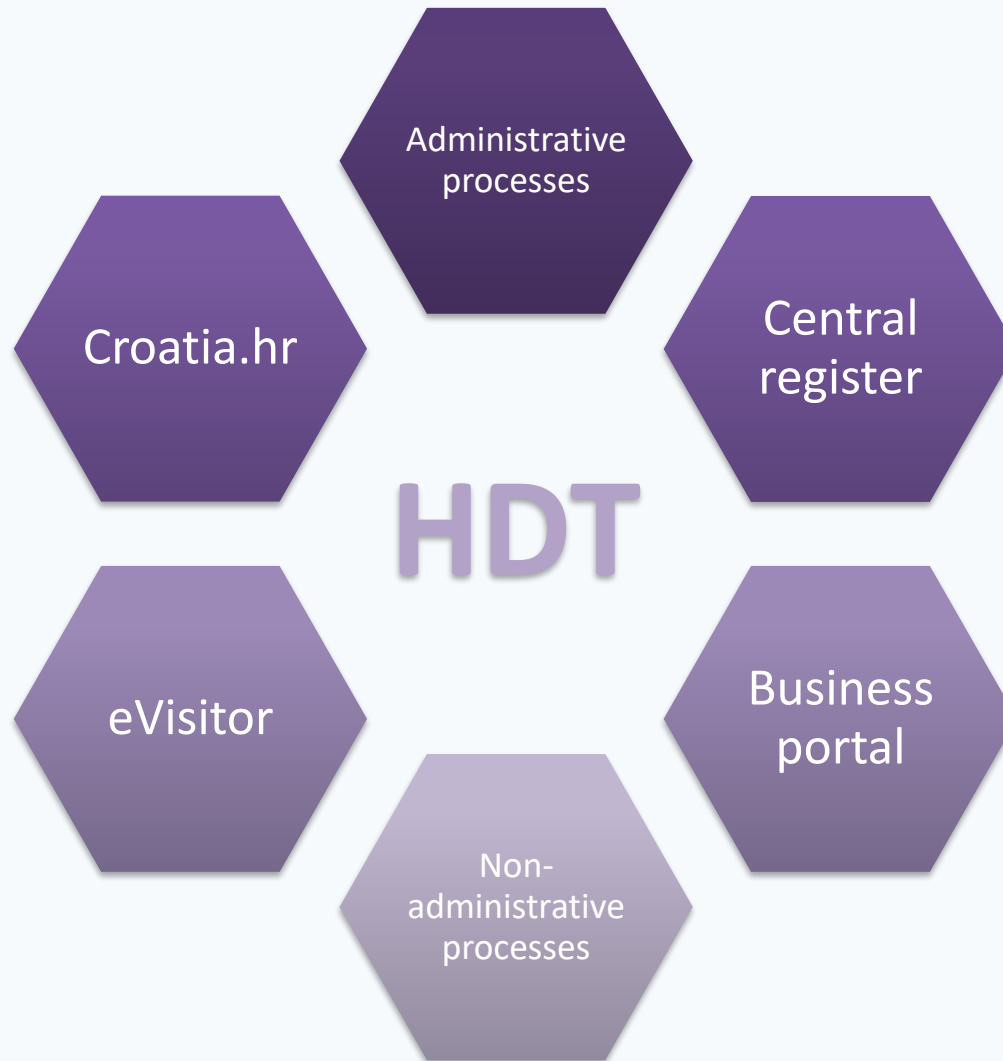
- In real time
- Standard and customized reports
- Collaboration



 **eVisitor** **Benefits of the system**

- Single place for guest registration
- Automated guest book with email notifications
- Simple integration with Hotel Management Systems
- Simple and unified collection of data on registered tourists
- Near real time and custom reports with tourism indicators

 **eVisitor** **Croatian digital tourism project**



Financed by the ERDF and ESF funds

Tourism capacity study on Split - Dalmatia county area

- Tourist/resident ratio
- Recommendation
- Infrastructure and tourist workers



CROATIA

Full of life