



CUSTOMER HANDBOOK

YOUR GUIDE TO SERVICE, SUPPORT & SUCCESS

The background is a stylized illustration of a coastal town at sunset. The sky is a mix of dark blue and orange, with wispy clouds. A large, bright sun is partially obscured by clouds. In the distance, a town with red-roofed buildings and a prominent church spire is visible on a hill. The foreground shows a sandy beach with waves washing onto it, creating white foam. The overall style is painterly and atmospheric.

Real Estate & Tourist Agency (Property Management)

- Over 20 years of experience in tourism.
- We follow the latest trends in tourism.
- We use the most modern technology.

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OUR GOALS

- Maximum visibility of your property on 150+ booking platforms.
- We take care of your property, guest communication, and guest needs.
- We tailor our service to your requirements and wishes.
- We follow all trends in the tourism sector and use the latest technology to give your property an advantage over others.



STEPS TO COOPERATION

1. Agreement on services
2. Photography of the accommodation and price list arrangement
3. Publication of your accommodation



OWNERS PORTAL

We provide you with access to the reservation calendar, where you can view and track all your reservations, check-in and check-out dates, number of guests...

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STEPS TO A CONFIRMED RESERVATION

1. Guest makes a reservation
2. Reservation notification – to your email
3. From our side, the reservation confirmation arrives on the owner portal (platforms)
4. We communicate with the guests
5. We charge the guest and pay you
6. Guest reception

WE ADVERTISE YOUR PROPERTY ON 150+ BOOKING PLATFORMS!!!

Maximize the visibility and
occupancy of your accommodation.



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WHY US?

1. **Professionalism** – we perform our work with the highest level of professionalism.
2. **Security** – we ensure that guests pay for their accommodation in full before entering the property.
3. **Innovation** – we follow all developments in the tourism sector and use the most modern technology.

OUR CLIENTS



Julietta Kraus

2 reviews



★★★★★ 6 months ago

Beautiful location! Great nice owners.
I'll definitely be back!

Translated by Google · [See original \(German\)](#)



Cezi Cez

Local Guide · 42 reviews · 4 photos



★★★★★ 5 months ago

I highly recommend, very nice and helpful Mr. Patrick, very good communication in English, apartment arranged quickly and efficiently

Translated by Google · [See original \(Polish\)](#)



Erika Durante

Local Guide · 61 reviews · 10 photos



★★★★★ 4 months ago

prepared agency always available and open, flexibility of cheches, more convenient direct prices, advice for the Umag area is top

Translated by Google · [See original \(Italian\)](#)



Robert Miller

7 reviews · 5 photos



★★★★★ 2 years ago

Holiday | Family

Thank you for the quick service.

Rooms: 5/5 | Service: 5/5 | Location: 5/5

Translated by Google · [See original \(German\)](#)



Partner
REAL ESTATE & TOURIST AGENCY

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**LEAVE THE CARE OF YOUR
GUESTS TO US - AND RELAX!**

CONTACT US!

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