



# **CUSTOMER HANDBOOK**

**YOUR GUIDE TO SERVICE, SUPPORT & SUCCESS**



## 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.





# 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 PARTNERSHIP

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...

# 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.

home  
to go

Booking.com

Ferien  
haus  
miete

Vrbo

airbnb  
*Connection through certified partner*

agoda

Expedia®

traum  
ferien  
wohnungen

FeWo-direkt®  
Teil der HomeAway Familie

tripadvisor

casamundo

atraveo  
by e-domizil

e-domizil  
Holiday homes online

trivago



Partner  
REAL ESTATE & TOURIST AGENCY

## 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.



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# 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**

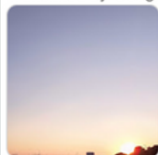
Local Guide · 42 reviews · 4 photos



★★★★★ 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 \(German\)](#)



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REAL ESTATE & TOURIST AGENCY

# Partner

REAL ESTATE & TOURIST AGENCY

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

**CONTACT US!**

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