



uniline®

# Company Profile



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Destination Management Company

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## Message from Chairman of the Board

**BORIS ŽGOMBA**

Since it was founded in 1996, travel agency Uniline has reached the status of one of the leading destination management companies in Croatia and the region. Thanks to the results achieved over the years, as well as an extensive network of business partners, today Uniline has a significant market share in the region and has made a significant step forward into emerging markets globally.

Uniline's great success is based on incoming tour operating, offering accommodation, excursions, rent-a-car, transfers, individual and group travel, organization of sports events, congresses and many other tourist services. We offer an extensive range of products and services designed to meet the needs of our clients at all levels. Recently we have launched the outgoing segment, which was a big success. In the upcoming years we plan a step forward in all business areas with a vision to become the leading destination management company in the region.

Our company is being developed with knowledge, business passion, vision and enthusiasm. Driven by a strong desire for success, Uniline has achieved significant results primarily thanks to our professional and experienced staff and long-term cooperation with our business partners around the world.

Uniline is available 24/7 to all its clients and business partners. We will be delighted to make your trip perfect in every sense of the word, to show you every corner of the world and to take you on a journey from your dreams. We know how and we'll be more than happy to do it for you.

***BORIS ŽGOMBA***

A handwritten signature in black ink, appearing to be 'Boris Žgomba', written in a cursive style.

# ABOUT US

Uniline's business story began eighteen years ago following a strategic plan based on incoming tour operating business, aiming to become the leading destination management company in Croatia and the region. It started as a small office project, led by a few highly motivated people who invested their knowledge, enthusiasm and great love for tourism driven by business passion and desire for success.

Over the years of continuous growth, our business gradually developed different kinds of tourist services. Today Uniline is a company that offers a complete tourist product: accommodation, transfers, excursions, bus tours, congresses, incentives, charter operations, sport events and programs for individual guests and groups.

We also encourage partnerships through:

- B2B system
- Affiliate system
- XML system

All the results achieved so far and the ones ahead of us are happening thanks to great will, persistence and professional competences of our team. In a short period of time, Uniline managed to build trust and loyalty among customers and business partners. Striving for success, better position on the market, with a clear goal to have satisfied customers is still on the run. Our employees are dedicated to meeting the clients' needs and business partners' expectations, using modern business methods and latest technology with online reservation system in 13 languages.

Today Uniline team consists of almost 200 employees in ten branch offices in Croatia, offices in Bosnia and Herzegovina, Slovenia, Serbia, China (Shanghai) and representatives in Japan, Korea and Thailand.

# OUR BUSINESS GOALS

- Providing efficient and high quality service in organizing business and leisure travel
  - Offering complete and innovative tourist services at competitive prices
- Building trust, reliability and long-lasting business relations
- Following and continually improving corporate social responsibility and sustainable development strategies

## EUROPCAR – RENT A CAR

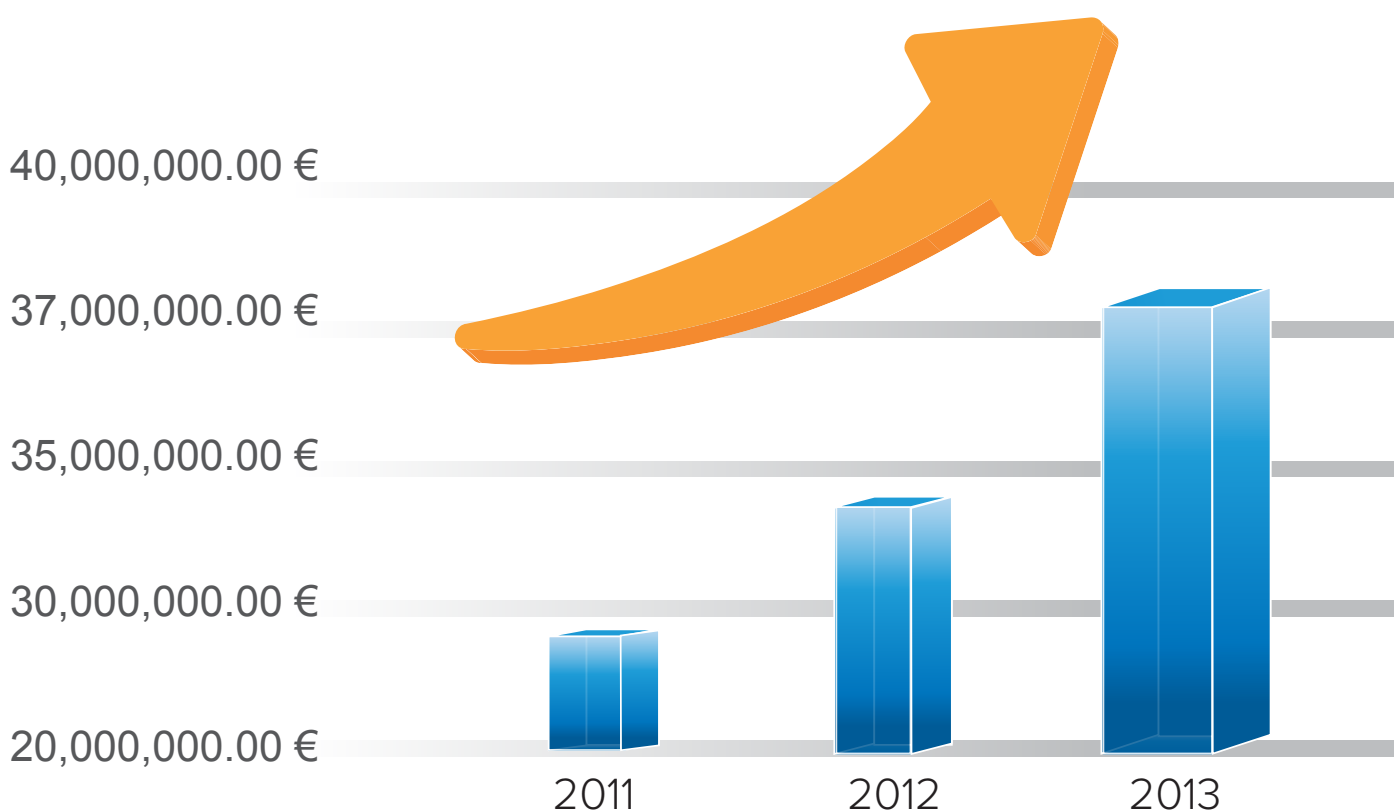
Uniline is the exclusive holder of the Europcar franchise for Croatia, the leading car rental company in Europe. Our rental fleet consists of 700 vehicles of all categories. In the past year we have achieved the number of 45,000 passengers, which is almost 13% more than in the previous year.



# RESULTS

The results that Uniline has achieved over the last few years are impressive. In the last three years, Uniline has reached the status of the fastest growing company in the tourism sector across the region. Total turnover in 2013 was 37.63 million euros, which is 9,49% more than in 2012.

In 2013, we have reached a total of 360,000 domestic and foreign tourists who have used the services of our company.



# TRAVEL SERVICES THAT WE PROVIDE



## TRAVELS

Uniline offers a wide range of tailor-made services, regardless of the destination and the concept. Top offers, a wide range of innovative products and services and professional staff are fundamental in building the trust of our clients.

Uniline is a guarantee that you will spend your vacation exactly as you wish.

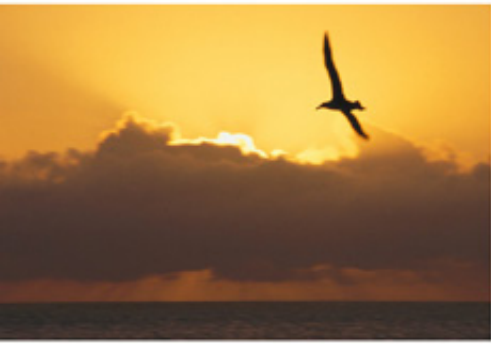


## CROATIA – Adriatic coast and continent

One of the main goals of Uniline is the promotion of Croatia as a destination, its cultural heritage and beautiful nature. Our mission is to deliver high quality service and constantly increase the quality of our products and services to achieve a greater number of tourist arrivals. Thanks to development of destination management and to the new, innovative customized services, Uniline extends the tourist season in Croatia and the region, making it last whole year long.

Wide range of all types of accommodation, along with our friendly staff, gastronomic and enological specialties and a great selection of additional programs, will make our customers' stay in Croatia an unforgettable experience.





## MEDITERRANEAN VACATION

Uniline offers a wide range of destinations throughout the Mediterranean. Discover its beaches and rich cultural heritage. Each destination offers a new and unique experience, special as well as authentic. For those who want to learn about the new culture the best way is to travel abroad. Spending holidays in the Mediterranean is the perfect choice for travelers who want a combination of peaceful vacation and new insights.



Clients have the opportunity to relax in luxury villas in Istria, along the Adriatic coast, Montenegro, Slovenia ... We offer our clients beauty and cleanliness of the Adriatic sea, rich continental flavors, scents and beautiful landscape. Fulfilling the clients' desires and needs is a challenging job for Uniline team but we always succeed to create a perfect vacation by paying attention to the slightest details.



## CORPORATE TRAVEL, MICE, SPORTS EVENTS

Our experts will organize for you either a small business gathering or a large business summit for thousands of participants across the region. We will make sure that every detail is carefully planned because we are dedicated to organize a perfect event for you.

Uniline also organizes all kinds of sports events and we are proud to be the official travel agency of KHL Medvescak, Swimming club Medvescak, Swimming club Mladost and many Croatian national sports federations such as Croatian Handball Federation, Croatian Water Polo Federation, Croatian University Sports Federation, Croatian School Sports Federation, Croatian Olympic Committee, Croatian Karate Federation, Croatian Taekwondo Federation, Croatian Athletics Federation.



## SKIING WITH UNILINE

Holidays in winter and winter sports are becoming a must-do on a vacation wish list. It is a type of vacation that has outgrown the spheres of ski enthusiasts and snow sport lovers.

Uniline offers a large number of the most popular destinations in Europe, as well as tailor-made options in luxury ski resorts around the world. In Uniline's winter vacation offer you can find popular ski season openings, ski schools, animation program for the children, New Year and weekend packages and many more!



## TRAVEL SERVICES THAT WE PROVIDE:

- All types of accommodation: hotels, resorts, private accommodation, camps, hostels
- Excursions
- Group and FIT travel
- Bus tours
- MICE
- Theme travel
- Tailor-made programs
- Cruising
- Fly & drive programs
- Wellness programs
- City breaks
- Rent a car
- Transfers
- Charter operations
- Guide services
- Airport assistance
- Organization of sport events
- Skiing

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make a wish



Europcar  
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# CONTACTS

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## BRANCHES

- Poreč
- Rovinj
- Rabac
- Zadar
- Split
- Dubrovnik
- Zagreb
- Sarajevo
- Celje
- Beograd
- Shanghai

