



BEST STAY 2018

www.beststayevent.com

November 8-9 2018 | Rixos Libertas Dubrovnik

November 10 2018 | Konoba Dubrava

An independently organised event by: **PROPER**
Events & Research

EVENT SPONSORS & PARTNERS



Welcome!



With focus on the practical side of latest hospitality trends, **Best Stay** is the event of the year for all hoteliers and tourism professionals who want to reach the top and stay there.

LEARN FROM THE BEST

Hear from and meet with the best-in-class professionals from **Radisson Hotel Group, Rixos Libertas Dubrovnik, Valamar Riviera, DO & CO Group, Maistra, Holiday Inn** to learn about how they reach maximum standards in guest experience.

WIN A BEST STAY AWARD

Best Stay Awards will now for the second year in a row, with its independent international panel of judges, award the *hotel star of the year, the best new hotel on the block, "simply the best" marketing campaign, the best hotel website, the coolest "out of the box" hotel, the best next gen tech for hotels, the #1 hotel dream team and first-class hotel app.*

NETWORK LIKE NEVER BEFORE

Benefit from concrete networking formats unique to Best Stay; from speed networking to the themed party, The Networker programme and hosted lunch tables.

Explore this brochure and the event website (www.beststayeve.com) for all the information you need and to book your place. Make sure you do so early as numbers are limited - with **spotlight on quality rather than quantity.**

See you in Dubrovnik for the hotel and tourism show of the year - **Best Stay 2018!**

Proper Events & Research team



ANJA PROFOZIĆ
Director



ANDREA DUNĐEROVIĆ
Conference Research &
Marketing Manager



VERONIKA ŠUVER
Sales Manager



IVANA JOSIPA STEPIĆ
Project Manager

BEST STAY is more than a conference - it's a thrilling 3-day experience where tourism professionals from all over Europe come to exchange experiences, share ideas, meet new business partners and learn what it takes to be the best in the business. Be part of the **BEST STAY** community and meet like-minded professionals who create positive changes in the industry for the benefit of the end-user - the guest.



Rixos Libertas Dubrovnik

NEW IN 2018

LOCATION

**Rixos Libertas
Dubrovnik**

Best Stay 2018 will take place at the 5* RIXOS LIBERTAS DUBROVNIK HOTEL - surrounded by the exciting and spectacular landscape of the Adriatic Sea and the mesmerising history of Dubrovnik, Rixos Libertas Dubrovnik combines comfort and luxury in a relaxing and peaceful experience.

THE NETWORKER Programme

Best Stay event delivers the most concrete networking opportunities for a B2B event, with networking drinks before the event, speed networking, 1-2-1 meetings, hosted lunch, party at the end of day one and **THE NETWORKER!** - read more about it all below.

HR WORKSHOP November 10

Your two-day conference ticket includes entry to Best Stay workshop on Saturday November 10 (you need to select this additional option when registering to secure your place), set outside the hotel in a special location (TBC). Please note that the workshop is limited to 50 places so make sure you register early to secure your seat!

What our speakers are looking forward to:

"Best Stay is the best professional industry conference that the region has to offer. It connects professionals with the same issues and opportunities and gives everybody the chance to learn from each other's experience. This, and all the panels and workshop, I am looking forward to the most. And it is for me a great honour to be part of the conference programme."

- Robert Gasser, General Manager, Courtyard by Marriott Belgrade City Center, Serbia



"It would be impossible to single out just one element of the conference as the programme is an excellent one and with the awards too I'm sure that it will be a fantastic few days. I'm looking forward to sharing and learning and finding solutions to tackle some of the challenges we face in the UK."

- Adam Rowledge, General Manager, Georgian House Hotel, United Kingdom



Programme

THURSDAY, November 8

09.00 - 10.00

Good morning sunshine - Grab your name badge & coffee

10.00 - 10.10

Welcome to Best Stay 2018

Anja Profozić, Director, **Proper Events & Research, Croatia**
Conference Moderator: Tina Odinsky Zec, Director, Innovation and Entrepreneurship Center, **ZSEM, Croatia**

WHAT'S A HOT TREND THAT ACTUALLY WORKS?

10.10 - 10.30

Case study: What is next for HR now?

Tuba Ersoy, Global Human Resources Director, **DO & CO Group, Austria**

10.30 - 10.50

Case study: How to attract guests 365 days a year

Ayhan Basci, General Manager, **Rixos Libertas Dubrovnik, Croatia**

10.50 - 11.10

Case Study Valamar: Perfect Wi-Fi for perfect guest experience

Vlastimir Ivančić, Director of the IT and User Support Sector, **Valamar Riviera, Croatia**
Tatjana Peček, Business Consultant, **Combis, Croatia**

11.10 - 11.50

SUPER Panel: Searching for the ROI in trends like local, digital, simple, individual, smart

Lovorka Struna, Hotel Manager, **Hotel Monte Mulini, Maistra, Croatia**
Antonio Piantanida, Complex General Manager, **HTP Orebić, Croatia**
Jelena Nikolić, Revenue Manager, **IN Hotel Belgrade, Serbia**
Olivier Si-Tahar, General Manager, **Holiday Inn Express Belgrade City, Serbia**
Jean-François Fontaine-Boullé, Director of Hospitality Sales - EMEA, **Cambium Networks, France**
Ninoslav Vidović, Director of Sales, **Hilton Prague Old Town, Czech Republic**

11.50 - 12.40

CROISSANTS & COFFEE BREAK - POWERED BY JULIUS MEINL



12.10 - 12.40

SPEED NETWORKING



12.40 - 13.00

Case study - The Posthotel Achenkirch awarded onboarding programme

Luisa Fath, Human Resource Manager, **Posthotel Achenkirch, Austria**

13.00 - 13.20

Presentation: Technologies for your hotel of the future

Krešimir Jusup, ICT Standard Proposition & Pricing Management Expert, **Hrvatski Telekom, Croatia**

13.20 - 14.40

LUNCH WITH HOSTED LUNCH TABLES

Pomalo - Take it easy with a glass of Merlot from Dalmacijavino



REWARDING YOUR GUESTS

14.40 - 15.00

Case study: Kempinski Discovery - Our story of local experience redemption

Petra Zierer, Marketing & E-commerce Executive, **Kempinski Palace Portorož, Slovenia**

15.00 - 15.40

Panel: Pricing, promotions and revenue management 2020

Yiorgos Peroutseas, General Manager, **Grace Mykonos, Greece**
Emina Sehalić, Director of Operations, **Swissotel Sarajevo, Bosnia & Herzegovina**
Enis Hadžimujić, Head of Sales Department, **Swissotel Sarajevo, Bosnia & Herzegovina**
Samra Softić, Sales & Marketing Manager, **Hotel President Sarajevo, Bosnia & Herzegovina**
Mihajlo Cakić, General Manager, **Hotel Tesla Smart Stay, Serbia**

15.40

Chill with Pipi (Boli me Pipi)



15.40 - 16.00

Case study: Building our brand new Revenue Management System for all Maistra hotels

Ivan Bilandžić, Head of Revenue Management, **Maistra, Croatia**

16.00 - 16.20

Personalized Customer Experience. Don't just impress, listen!

Krešimir Šuljak, Project Manager, **Asseco SEE, Croatia**

16.20 - 16.50

FRUIT & COFFEE BREAK - POWERED BY JULIUS MEINL



REWARDING YOUR STAFF

16.50 - 17.10

Case study: The successes of, and learnings from, the Radisson Blu internship programme

Michael Caspar, General Manager, **Radisson Blu Resort Split, Croatia**

17.10 - 17.50

SUPER Panel: How to cure the staffing headache in hospitality

Michael Caspar, General Manager, **Radisson Blu Resort Split, Croatia**
Adam Rowledge, General Manager, **Georgian House, United Kingdom**
Robert Gasser, General Manager, **Courtyard by Marriott Belgrade City Center, Serbia**
Julieta Serafimova, General Manager & Board Member, **Grand Hotel Sofia, Bulgaria**
Zafiris Lampadaridis, General Manager, **Mercure Belgrade Excelsior, AccorHotels, Serbia**
Kristina Kirova, HR Manager, **Aman Sveti Stefan, Montenegro**

17.50 - 18.10

Keynote: Operational trends in hospitality and the meaning of an exclusive guest's experience

Nicolino Grigio, General Manager & COO, **Hotel Villa Franceschi, Italy**

18.10 - 18.15

REVIEW OF THE DAY'S CONTENT VIA PHOTOS, TWEETS & COMMENTS

18.15 - 18.30

Wine o'clock with Dalmacijavino



Best Stay 2018 AWARDS



November 8, 18.30 - 19.00 | Powered by Festo sparkling wine | 

AWARD JUDGES:



Joze Tomaš
General Manager
HOTEL PARK SPLIT



Adam Rowledge
General Manager
GEORGIAN HOUSE HOTEL



Sophie Clarke
Social Media Manager
RADISSON HOTEL GROUP



Edwin Broers
Regional VP CE & EE
WYNDHAM HOTEL GROUP



Monika Moser
Distribution & Revenue Management Director
BEST WESTERN HOTELS & RESORTS



Martin Dochateau
General Manager
MADE IN LOUISE



Kai Dieckmann
General Manager
REGENT PORTO MONTENEGRO

APPLICATIONS ARE NOW CLOSED.

For all the information visit
beststayevent.com/awards

AWARDS CATEGORIES:

HOTEL STAR OF THE YEAR

BEST HOTEL WEBSITE

THE BEST NEW HOTEL ON THE BLOCK

THE BEST NEXT GEN TECH FOR HOTELS

"SIMPLY THE BEST" MARKETING CAMPAIGN

THE #1 HOTEL DREAM TEAM

FIRST-CLASS HOTEL APP

Best Stay 2018 Themed Party

21.00 | Lalezar, Rixos Libertas Dubrovnik

We are taking this year's Best Stay party to another level - expect the unexpected with Arabian Nights themed party and exciting surprises. (DJ & 3 drinks per person included)



FRIDAY, November 9

Finding and mastering your niche.

09.40 - 09.45

Flash-back to Day 1 - What did we learn yesterday?

Conference Moderator: Tina Odinsky Zec, Director, Innovation and Entrepreneurship Center, ZSEM, Croatia

09.45 - 10.00

How delivering a guest experience is no longer enough without a deeper emotional connection

Alan Williams, Owner, ServiceBrand Global Ltd, United Kingdom

10.00 - 10.20

Case study: Standing out in a crowded space through niche marketing

Adam Rowledge, General Manager, Georgian House, United Kingdom

10.20 - 11.00

Panel: All things smart and all things connected - Considering the usefulness of new trends in technology

Lora Vasileva, Employee Performance and Talent Development Manager, Grand Hotel Sofia, Bulgaria

Robert Gasser, General Manager, Courtyard by Marriott Belgrade City Center, Serbia

Elena Radulović, Marketing & Event Manager, Importanne Hotels & Resorts, Croatia

Stefan Baumann, Hospitality Partner Account Manager, Hospitality & MDU Solutions CE & EE, Ruckus Networks, Germany

11.00 - 11.20

Delighting each guest with a personalised entertainment experience

Keep an eye on the website beststayevent.com for latest speaker updates

11.20 - 12.10

COOKIES & COFFEE BREAK - POWERED BY JULIUS MEINL



11.40 - 12.10

SPEED NETWORKING



12.10 - 12.50

Panel: Guest transportation today vs. tomorrow - How to plan ahead to attract more guests in the future?

Zafiris Lampadaridis, General Manager, Mercure Belgrade Excelsior, AccorHotels, Serbia

Elena Radulović, Marketing & Event Manager, Importanne Hotels & Resorts, Croatia

Nicolai Czepluch, Director of Guest Experience, The Chedi Luštica Bay, Montenegro

Davina Ljubičić Đirlić, Sales & Marketing Manager, Hotel Park Split, Croatia

12.50 - 13.10

Smart room & smart hotel concept: GPON - all in one hotel network infrastructure

Miki Bratanić, Hospitality Consultant & Solution Design Executive, Adria Electronic, Croatia

13.10 - 13.30

Case study: Creating exceptional guest experience in disability friendly hotels

Mario Ovsenjak, General Manager, Hotel Gotham, United Kingdom

13.30 - 14.20

LUNCH WITH HOSTED LUNCH TABLES

Pomalo - Take it easy with a glass of Merlot from Dalmacijavino



14.20 - 14.40

Case study: The synergy of sports events and tourism to boost guest experience

Keep an eye on the website beststayevent.com for latest speaker updates

14.40 - 15.00

IT as a source of unexpected new income in hotel business - how Croatia became the host of the largest international IT event in the region
Igor Grčić, Territory Manager for Romania, Croatia, Serbia, Slovenia, Bulgaria & CDG, Aruba Networks (a Hewlett Packard Enterprise Company), Croatia
CTO, Amadria Park, Croatia

15.00 - 15.20

Case study: Lešić Dimitri Palace & Korčula Town - an example of effective destination management

Ivana Pačić Unković, Marketing Director, Lešić Dimitri Palace, Croatia

15.20 - 16.10

BEST STAY PRACTICAL WORKSHOPS

Chill with Pipi (Boli me Pipi)



Choose your favourite topic (Marketing, Sales or Revenue Management) and join that group to discuss the topic and learn about it in detail. Drinks and refreshments will be served in conference rooms during workshops.

NEW MARKETING TRENDS IN HOSPITALITY

Sandra Koroljević, Consultant, Hauska & Partner, Croatia

HOW TO BE UNIQUE?

Toni Babić, Director, Praktikum, Croatia

REVENUE MANAGEMENT TRENDS IN HOSPITALITY

Ivan Bilandžić, Head of Revenue Management, Maistra, Croatia

16.10 - 16.20

The Best Networker Award & Best Exhibitor Award

For the first time at Best Stay, will be giving away 2 very special awards: One for the **Best Networker**, ie. a person who networked the most during the event, and one for the **Best Exhibitor**, a company that showcased their products or services in the best way, interacted with the audience most and impressed most of our speakers - **Read more about both of these below.**

16.20 - 16.30

Exhibitor giveaway prize draw

All hotel attendees will be given an exhibition passport for which they will collect stickers when they visit an exhibitor stand. During this prize draw, all passports which are filled with exhibitor stickers will enter the draw. The winners will be given special giveaways put together by the exhibitors - good luck!

16.30 - 17.10

Panel: What do we expect to see in the next five to ten years in hospitality? How to get the most out of what the future brings?

Veljko Antičić, Front Office Manager, Crowne Plaza Belgrade, Serbia

Martin Jones, Vice President F&B, Accor Hotels, Switzerland

Gürhan Sayar, General Manager, Lazzoni Hotel, Turkey

Leonardo Buzov, Director of Sales & Marketing, Sheraton Dubrovnik

Riviera Hotel, Croatia

17.10

END OF BEST STAY 2018 CONFERENCE PROGRAMME

The whole conference programme will be held in English and there will be no simultaneous translation.

BEST STAY PRACTICAL HR WORKSHOP

Attracting and retaining talent in hospitality,
with best practice examples, real-life exercises and focus on what works!

SATURDAY

November 10

09.30 - 10.00

Registration and coffee

10.00 - 10.20

How to identify, attract and evaluate the best staff for your business?
Martina Kessler, Senior HR Consultant / CEP Project Manager,
SELECTIO, Croatia

10.20 - 10.40

Employees and motivation as core of a balance score
Slavica Bogosavljević, General Manager, Holiday Inn Beograd, Serbia

10.40 - 11.00

Creating innovative educational programmes to bridge the gap from
unemployment to a hospitality career
Mirka Baničević Čelar, Director, Pučko otvoreno učilište „Obzor“, Croatia

11.00 - 11.30

Practice makes more perfect
Alan Williams, Owner, ServiceBrand Global Ltd, United Kingdom

11.30 - 12.00

Panel: How to perfect your HR strategy based on ideas from other
industries, markets and regions
Emina Sehalić, Director of Operations, Swissotel Sarajevo, Bosnia &
Herzegovina
Marinetta Molnar, HR Director, Buddha-Bar Hotel Budapest Klotild
Palace, Hungary
Ana Gazić, HR Generalist SEE/Italy, Falkensteiner Hotels & Residences,
Croatia
Besim Agušaj, Ph.D., Hospitality and Tourism Management program Area
Head, RIT Croatia, Croatia
Antonija Šarić, Human Resources, Dubrovnik Riviera Hotels, Croatia



Register for a two day
conference pass and
attend the **HR Workshop** on
November 10 for free.
Check out the last page
for more information
regarding ticket
prices.



Workshop location:
**KONOBA
DUBRAVA**



12.00 - 12.45

LUNCH: TIME FOR SOME GOOD FOOD AND DRINKS

12.45 - 13.45

Roundtables - Each presenter from the previous topic will lead a
roundtable discussion for a smaller group of attendees that want to
join that particular topic

TOP TIPS FOR HIRING THE RIGHT STAFF

Antonija Šarić, Human Resources, Dubrovnik Riviera Hotels, Croatia

HOW TO EFFECTIVELY MOTIVATE YOUR STAFF

Nina Stamenić, Hotel Manager, Solaris Resort, Serbia

**SUCCESSFUL TALENT MANAGEMENT STRATEGIES AND HOW THEY CAN
BE IMPLEMENTED**

Jurate Rudiene, General Manager, Park Inn by Radisson Kaunas,
Lithuania

13.45 - 14.00

Snapshots of what we've all learnt in Roundtables

14.00

END OF BEST STAY WORKSHOP AND 2018 EVENT

*"Such a delight being a part of Best Stay. Not only
was it a memorable experience, both professional
and personal, but it was also invaluable in
networking, learning and adding value to our
current skills and knowledge."*

Managing Director
Dubrovnik Event (Croatia)



Best Stay 2018

SPEAKERS



TINA ODINSKY ZEC

Director, Innovation and Entrepreneurship Center, ZSEM, Croatia



MARTINA KESSLER

Senior HR Consultant / CEP Project Manager, SELECTIO Croatia



AYHAN BASCI

General Manager Rixos Libertas Dubrovnik Croatia



TATJANA PEČEK

Business Consultant Combis Croatia



VLASTIMIR IVANČIĆ

Director of the IT and User Support Sector Valamar Riviera, Croatia



ROBERT GASSER

General Manager, Courtyard by Marriott Belgrade City Center, Serbia



LOVORKA STRUNA

Hotel Manager Hotel Monte Mulini, Maistra Croatia



ANTONIO PIANTANIDA

Complex General Manager HTP Orebić Croatia



JELENA NIKOLIĆ

Revenue Manager IN Hotel Belgrade Serbia



OLIVIER SI-TAHAR

General Manager, Holiday Inn Express Belgrade City Serbia



NINOSLAV VIDOVIĆ

Director of Sales Hilton Prague Old Town Czech Republic



LUISA FATH

Human Resource Manager Posthotel Achenkirch Austria



TUBA ERSOY

Global Human Resources Director DO & CO Group Austria



KREŠIMIR JUSUP

ICT Standard Proposition & Pricing Management Expert Croatian Telecom, Croatia



PETRA ZIERER

Marketing & E-commerce Executive, Kempinski Palace Portorož, Slovenia



YIORGOS PEROUTSEAS

General Manager Grace Mykonos Greece



SLAVICA BOGOSAVLJEVIĆ

General Manager Holiday Inn Beograd Serbia



ENIS HADŽIMUJIĆ

Head of Sales Swissotel Sarajevo Bosnia & Herzegovina



SAMRA SOFTIĆ

Sales & Marketing Manager Hotel President Sarajevo Bosnia & Herzegovina



MIHAJLO CAKIĆ

General Manager Hotel Tesla Smart Stay Serbia



IVAN BILANDŽIĆ

Head of Revenue Management Maistra Croatia



KREŠIMIR ŠULJAK

Project Manager Asseco SEE Croatia



MICHAEL CASPAR

General Manager Radisson Blu Resort Split Croatia



ADAM ROWLEDGE

General Manager Georgian House Hotel United Kingdom



JULIETA SERAFIMOVA

General Manager & Board Member Grand Hotel Sofia Bulgaria



ZAFIRIS LAMPADARIDIS

General Manager, Mercure Belgrade Excelsior, AccorHotels Serbia



KRISTINA KIROVA

HR Manager Aman Sveti Stefan Montenegro



NICOLINO GRIGIO

General Manager & COO Hotel Villa Franceschi Italy



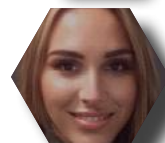
ALAN WILLIAMS

Owner ServiceBrand Global Ltd United Kingdom



LORA VASILEVA

Employee Performance and Talent Development Manager, Grand Hotel Sofia, Bulgaria



ELENA RADULOVIĆ

Marketing & Event Manager Importanne Hotels & Resorts Croatia



STEFAN BAUMANN

Hospitality Partner Account Manager, Hospitality & MDU Solutions CE & EE, Ruckus Networks, Germany

**GÜRHAN SAYAR**

General Manager
Lazzoni Hotel
Turkey

**NINA STAMENIĆ**

Hotel Manager
Solaris Resort
Serbia

**ANA GAZIĆ**

HR Generalist SEE/Italy
Falkensteiner Hotels & Residences
Croatia

**NICOLAI CZEPLUCH**

Director of Guest Experience
The Chedi Luštica Bay
Montenegro

**VELJKO ANTIČIĆ**

Front Office Manager,
Crowne Plaza Belgrade
Serbia

**BESIM AGUŠAJ, PH.D.**

Hospitality and Tourism
Management program Area Head
RIT Croatia, Croatia

**DAVINA LJUBIČIĆ ĐIRLIĆ**

Sales & Marketing Manager
Hotel Park Split
Croatia

**MARINETTA MOLNAR**

HR Director, Buddha-Bar
Hotel Budapest Klotild Palace
Hungary

**JURATE RUDIENE**

General Manager
Park Inn by Radisson Kaunas
Lithuania

**IVANA PAČIĆ UNKOVIĆ**

Marketing Director
Lešić Dimitri Palace
Croatia

**MARTIN JONES**

President F&B
Accor Hotels
Switzerland

**NINA STAMENIĆ**

Hotel Manager
Solaris Resort
Serbia

**MARIO OVSENJAK**

General Manager
Hotel Gotham
United Kingdom

**ALEXANDER ORLANDINI**

Owner
Orlandini Consulting
Austria

**IGOR GRČIĆ**

Territory Manager for Romania, Croatia,
Serbia, Slovenia, Bulgaria & CDG, Aruba (a
Hewlett Packard company), Croatia

**SANDRA KOROLJEVIĆ**

Consultant
Hauska & Partner
Croatia

**MIKI BRATANIĆ**

Hospitality Consultant &
Solution Design Executive
Adria Electronic, Croatia

**TBC**

CTO
Amadria Park
Croatia

**LEONARDO BUZOV**

Director of Sales & Marketing
Sheraton Dubrovnik Riviera
Hotel, Croatia

**MIRKA BANIČEVIĆ ČELAR**

Director
Pučko otvoreno učilište „Obzor“
Croatia

**ANTONIJA ŠARIĆ**

Human Resources
Dubrovnik Riviera Hotels
Croatia

**TONI BABIĆ**

Director
Praktikum sustavi
Croatia

**EMINA SEHALIĆ**

Director of Operations
Swissotel Sarajevo
Bosnia & Herzegovina

**JEAN-FRANÇOIS FONTAINE-BOULLÉ**

Director of Hospitality Sales - EMEA,
Cambium Networks, France

*"Excellent conference with
interesting participants and the
possibility for establishing
new contacts between
colleagues, with insight
into most recent topics."*


CEO
HTP Korčula (Croatia)






NETWORKING


Opportunities



SPEED NETWORKING - short meetings, like "speed dating" but in a business context. This means that during part of the morning break on one of the conference days, you will meet 15-20 potential hoteliers/suppliers (opposite to you) for 3 minutes each, one after another.




1-2-1 MEETINGS are 30 minutes long and organised in advance between hoteliers and suppliers. If you select this option, we will contact you a few weeks before the event and check who you'd like to meet with from our confirmed partners and attendees (hoteliers meet with suppliers).



THE NETWORKER PROGRAMME - Specifically designed for attendees from hotels who would like to meet other hoteliers. Choose who you'd like to meet from our attendee list of hoteliers and our staff managing the Networker programme will personally introduce you to at least 5 of the chosen individuals during the event. The Networker Programme also includes a competition with a significant prize for the Networker who collects the most business cards during the event!



Exhibition & Networking



Conference programme



1-2-1 Meetings



Lunch

Registration



AND RELEVANT INFORMATION

BEST STAY 2018 FOR GROUPS OF 5+ AND PARTNERS

ONE DAY PASS

1,000 KN / €150

TWO DAY PASS + WORKSHOP

1,800 KN / €255

VAT (25%) IS NOT INCLUDED.

BEST STAY 2018

ONE DAY PASS

1,500 KN / €215

TWO DAY PASS + WORKSHOP

2,700 KN / €375

VAT (25%) IS NOT INCLUDED.

3 ways to register

1. By phone: +385 51 580 730
2. By e-mail: info@proper.com.hr
3. Online: www.beststayevent.com/registration

If you are interested in sponsorship or exhibition options contact Veronika at veronika@proper.com.hr

Get 4 for 3 - register 4 attendees from the same company and only pay for 3 conference tickets.

HOW TO BOOK A ROOM DURING BEST STAY 2018

The cost of accommodation is not included in your conference ticket, however, you can book discounted accommodation just for conference attendees at Rixos Libertas Dubrovnik. Price for one night in a single room is €90 and double room is €110 including buffet breakfast, Wi-Fi, parking, pool, sauna and fitness club, VAT (PDV). To book a room, follow these instructions:

- Visit [Accor Website](#) - choose Rixos Libertas Dubrovnik Hotel
- Click on the additional criteria and insert discount code - **BS2018**
- Make sure you select the SUPERIOR ROOM which we secured for Best Stay 2018 attendees.



See you in Dubrovnik at

BEST STAY 2018!

PAYMENT TERMS

The organiser of Best Stay 2018 (hereby Event) is Proper Events & Research (hereby the Organiser), Limited Company registered for event production, consultancy services, travel agency (Proper d.o.o., OIB 15091068569, Primorje 50, 51222 Bakar, Croatia).

FEE

The price includes entry to the conference, lunch and other meals (as listed on the programme) and presentation materials from the conference. Accommodation is not included. All fees are subject to 25% tax rate (VAT).

PROGRAMME

The organiser holds the right to modify the programme in any way and is not responsible in the event that one or more speakers cancel their participation.

HOW TO PAY

Please contact us by telephone or e-mail and we will send you a registration form which needs to be

returned to info@proper.com.hr. Within 48 hours you will receive an invoice with payment instructions. The funds should be paid within 8 days from the date of invoice, otherwise you will not be registered for the conference or have the right to participate. Registration fee currency is HRK, for payment in other currencies you will be charged an administration fee. For all terms and conditions visit: www.beststayevent.com