



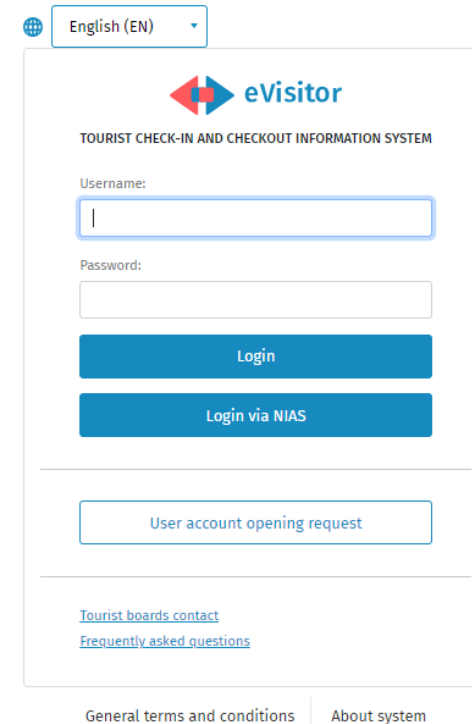
eVisitor

Filip Šimik

Croatian National Tourist Board

What is the eVisitor system?

- A system developed by Croatian National Tourist Board (CNTB)
- A system for guest registration and **tourist tax calculation**
- Mandatory since January 1, 2016, fully digital and real-time



The screenshot shows the eVisitor login interface. At the top, there is a language selector set to 'English (EN)'. Below this is the eVisitor logo and the title 'TOURIST CHECK-IN AND CHECKOUT INFORMATION SYSTEM'. The login form includes fields for 'Username:' and 'Password:', followed by 'Login' and 'Login via NIAS' buttons. A link for 'User account opening request' is also present. At the bottom, there are links for 'Tourist boards contact' and 'Frequently asked questions', and footer links for 'General terms and conditions' and 'About system'.

Regulatory Framework



- Guest registration is mandatory for all accommodation types.
- Managed at the national level with full legal compliance.
- Paperless and in real-time, enhancing efficiency and transparency.

Tradition since 1960

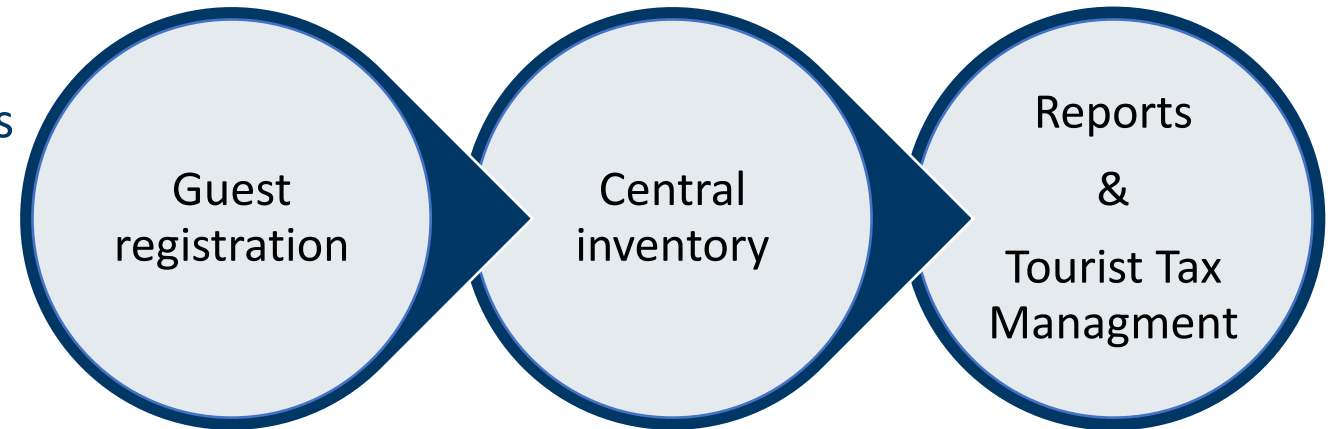
January 1, 2016
eVisitor **mandatory**

Ongoing updates
and compliance

Main Functionalities



- Guest registration for all accommodations (hotels, camps, private apartments, etc.).
- Central inventory of accommodation providers and their properties.
- Automated calculation and management of tourist tax.
- Statistical data, reports, and GDPR compliance.



System Users and Interfaces



Accommodation Providers:



Hotels, Hostels, Camps



Private accommodation owners



Nautical services

PMS (Property Management
Systems), API

Web/Mobile

eCrew

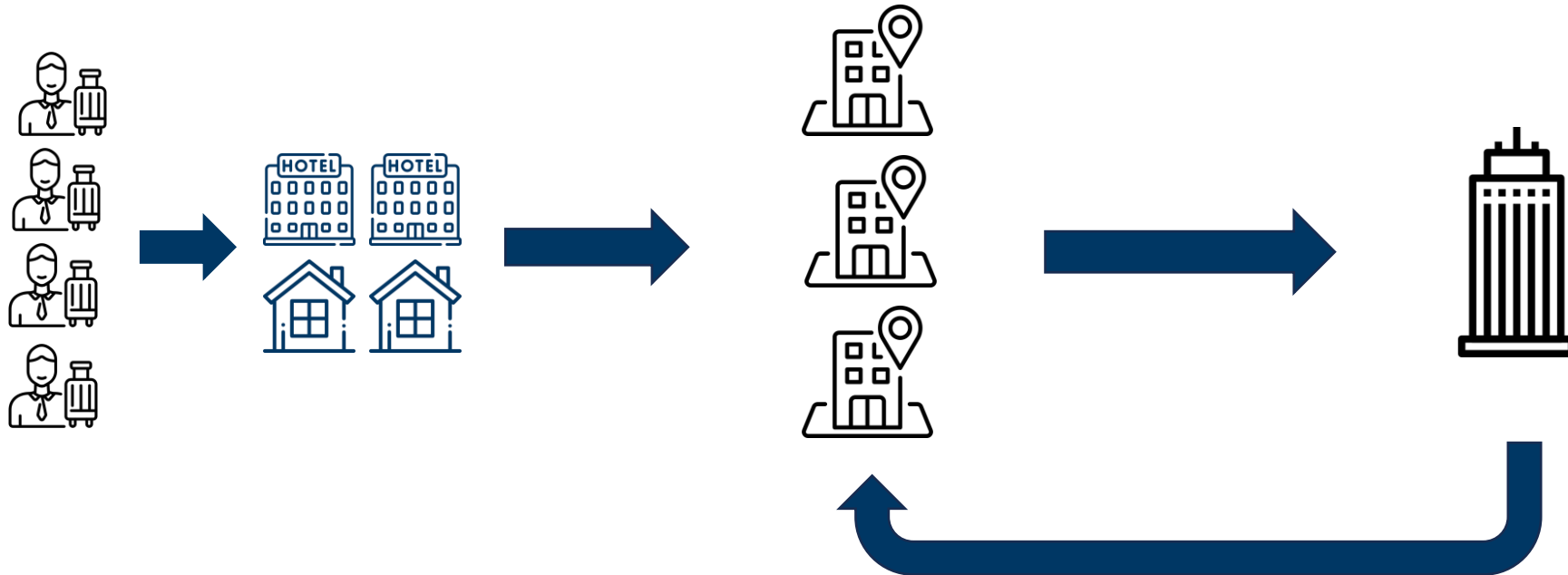
Tourist Offices:

- Local tourist offices manage and oversee registration.

Tourist Tax System

Key Points:

- The system supports two models for tourist tax:
 - Per guest and per night (for hotels and camps).
 - Flat rate (for private accommodations based on the number of beds)
- Collected and redistributed by the National Financial Agency.
- Rates vary depending on the type of season and location.



Management and Support



Croatian National Tourist Board

- New legal requirements
- New functionalities

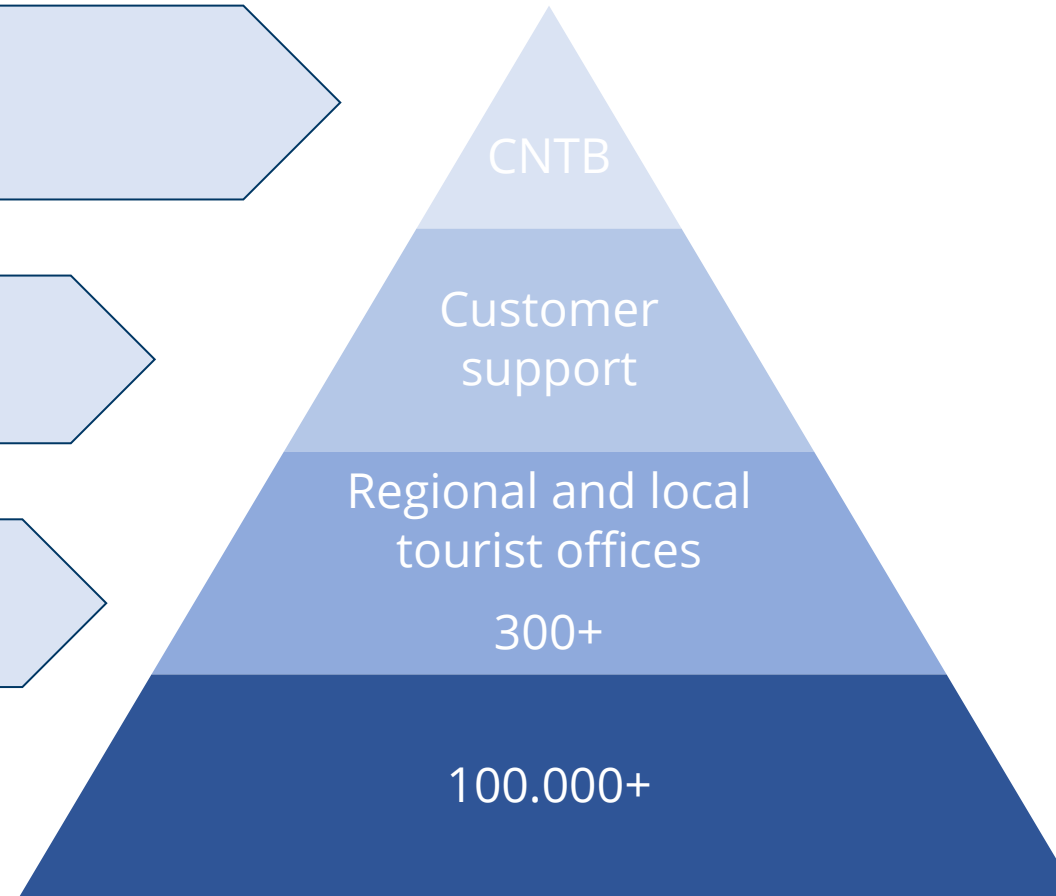
Customer support team

- Phone and email support

Regional and local TO provide

- First level support

Accommodation providers



Streamlined guest registration:

- eVisitor simplifies and automates the process for all accommodation providers.

Enhanced accuracy and compliance:

- Ensures real-time data accuracy and compliance with national regulations.

Comprehensive tourist management:

- Centralized system for managing accommodation, guest records, and tourist tax.

Valuable insights through data:

- Provides detailed statistical reports for better decision-making in tourism.

Future-proof and scalable:

- Continuously updated to meet evolving legal and technological requirements.

Q&A



Filip Šimik
CROATIAN NATIONAL TOURIST BOARD
Head of eVisitor department
filip.simik@htz.hr



THANK YOU


CROATIA
Full of life

Photos by: Zoran Jelača, Luka Esenko