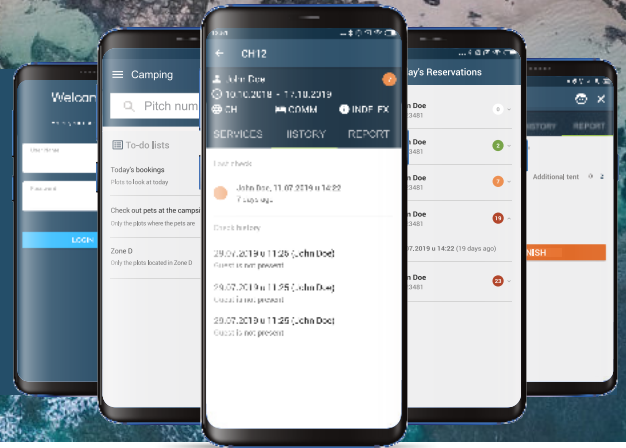


Increase engagement and visitor satisfaction

## Optimised campsite management



### Camping Adriatic by Valamar

With 16 resorts providing relaxation amongst pristine nature, picturesque islands, historic villages, and beautiful beaches, Valamar is Croatia's leading provider of outdoor experiences. Whether it's basic campsites or sunset glamping and themed villages with restaurants, bars, and aquaparks, Camping Adriatic has something for everyone.

### Approach

Simplify and streamline camp management with Campcierge, a concierge app designed to automate standard campsite processes, accelerate issue resolution, and increase revenue through personalised visitor engagement.

### Objective

Non-intrusively verify the accuracy of registration data across the entire campsite in real-time to promote camp experiences, ensure visitor satisfaction, and maximise revenue.

“*Infosit automated our workflow so we could give more attention to the most important factor—guest satisfaction!*”

Ornela, Camp Officer, Valamar

"Zajedno do fondova EU"



Europska unija  
Zajedno do fondova EU

Projekt i izradu ove brošure sufinancirala je Europska unija iz Europskog fonda za regionalni razvoj

[www.strukturalni fondovi.hr](http://www.strukturalni fondovi.hr)

## All-in-one campsite accounting and marketing

Campcierge: A functional, user-friendly application conceived, designed, and developed to simplify business processes and increase engagement.



Campcierge provides real-time digital communication between onsite camp officers and the campsite reception. The intuitive user interface allows camp officers to quickly compare the onsite situation to information recorded in the reservation system, identify and correct discrepancies and issues, and transmit up-to-date observations and issues to the reception.



Ensuring privacy through non-intrusive verification of facilities usage and billing enhances the visitor experience. Reducing reliance on paper forms with fast, accurate, and up-to-date communications between onsite camp officers and camp reception, site and guest concerns can be quickly assessed, prioritised, and reported for immediate resolution by qualified staff.

Personalised recommendations promoting camp activities and facilities can be made based on visitor needs. With regular, incremental updates and full lifecycle support, Campcierge enables Valamar to swiftly scale their campsite portfolio and experiences, build brand loyalty, and delight their customers.

### Benefits

- ✓ Increased visitor engagement and satisfaction
- ✓ Promoted and enhanced guest experiences
- ✓ Automated standard campsite processes
- ✓ Streamlined back-office tasks
- ✓ Improved front-office productivity
- ✓ Reduced campsite overheads
- ✓ Increased revenue through accurate records

### Technologies



„Sadržaj letka isključiva je odgovornost Infosit.d.o.o.“