



ESPLANADE ZAGREB
LUXURY HOTEL

Zagreb, 18th July 2013

PRESTIGIOUS ACKNOWLEDGMENTS FOR THE ESPLANADE ZAGREB HOTEL

In the last few days the hotel has received several acknowledgements and awards for its excellence in business, namely the ***Expedia Insiders' Select List 2013, the TripAdvisor Certificate of Excellence, HolidayCheck Quality Selection 2013 and the Great Rail Journeys Award.***

The Esplanade Zagreb Hotel has been included in the prestigious list of best hotels – the **Expedia Insiders' Select 2013** – this is an influential annual award, awarded by the Expedia company on the basis of customer experience, acknowledging the best hotels on the global market. Owing to more than a million reviews received from visitors by this leading and renowned global full-service internet travelling agency, the Esplanade Zagreb Hotel entered the top 100 list, joining a small circle of only 650 winners selected throughout the world.

'It is indeed a pleasure to see how our commitment to business reflected in our placement in the prestigious Expedia Insiders' Select list. The customers of the Expedia company have recognized the Esplanade Hotel as an institution that is consistent in providing superior service, an exceptional experience and high quality accommodation. We continually focus on offering added value to our guests, in order to provide them with an unforgettable travelling experience. We highly appreciate the value that the guests' positive experience is reflected in internet reviews,' said General Manager of the Esplanade Hotel **Ivica Max Krizmanic**.

'Expedia seeks to provide value to its travellers,' said **John Morrey, Vice President and General Manager of Expedia.com**, and added that *'The value reflects the everyday commitment to excellence. To these hotels, the satisfaction of their guests is of utmost importance, and when we publish the list of the best, we award the hotels by increasing their visibility on our website during the booking process. We are directed towards offering our travellers all the information and tools they need to be sure of their travelling decision.'*

Another recognition was received recently, from **TripAdvisor**, the world's largest tourist service for assessment of quality of tourist services. The hotel was awarded with the **Certificate of Excellence 2013 Winner for Accommodation and Services**, and the restaurants **Zinfandel's** and **Le Bistro** for their excellent achievement and positive guest reviews in the past 12 months. The Certificate of Excellence is awarded to the top 10% of the highest ranked facilities in the world.

In addition, the hotel also received a certificate from the leading European internet portal for assessment of accommodation quality – **HolidayCheck Quality Selection 2013**; the hotel was ranked among the best recommended by travellers. HotelCheck.com has 23 million monthly users who browse reviews to plan their journey.



ESPLANADE ZAGREB
LUXURY HOTEL

Among the series of awards, **Great Rail Journeys** should also be highlighted, as it has awarded the Esplanade Hotel with this year's prestigious award – this time for guests' complete satisfaction with the services provided.

Great Rail Journeys is a leading UK tourist agency that organizes train journeys, established 30 years ago. It brings travellers to Zagreb and Croatia, chiefly from the United Kingdom, but also from other parts of the world, and it specializes in organizing individual train journeys to more than 40 countries worldwide. Great Rail Journeys each year awards those partners and hotels whose services have been recognized particularly by their clients.

'These awards are a great acknowledgement of our striving towards excellence in providing superior service to our guests and they are truly a great achievement, especially since they reflect the true experience and satisfaction of our guests with the accommodation, food and the high quality of services. I am proud of my colleagues who deserve these acknowledgments for their dedicated work and the affection they give to this Zagreb hotel every day. Esplanade deserves it too,' added **Ivica Max Krizmanic, the hotel's General Manager.**

-END-

Hotel Information

The Esplanade Hotel, the most prestigious hotel in Zagreb, was built in 1925 with the aim of providing superior accommodation and services to passengers of the famous Orient Express, which operated on the Paris-Istanbul line. The Esplanade Hotel is one of the most elegant buildings in Zagreb, and since its inception it has been the venue of major social events in the capital. The hotel offered unprecedented grandeur to its guests, so that celebrities have always stayed in the Esplanade. The list of famous guests includes the famous Josephine Baker, Charles Lindbergh, Leonid Brezhnev and many others. After complete renovation, the hotel re-opened its doors on 18th May 2004, and emerged as a true hotel star in the region, as evidenced by the series of awards it has received, such as the *World Luxury Hotel Awards, the Condé Nast Traveller Gold List* and *Readers' Choice Awards, Expedia Insiders Select, World Travel Awards* etc.

Contact:

Sanda Sokol

PR & Marketing Manager

T. +385 1 4566 036

M. +385 91 4766 647

E. sanda.sokol@esplanade.hr

www.esplanade.hr