



## TOURIST ARRIVALS AND NIGHTS IN COMMERCIAL ACCOMMODATION, SEPTEMBER 2024

### In September 2024, there were less tourist arrivals and nights compared to September of the previous year

In September 2024, there were 2.3 million tourist arrivals and 11.2 million tourist nights in commercial accommodation establishments, which was a decrease of 4.5% in tourist arrivals and of 3.4% in tourist nights compared to September 2023. Concerning the structure of total realised tourist nights, 94.0% of them were realised by foreign tourists and 6.0% by domestic tourists.

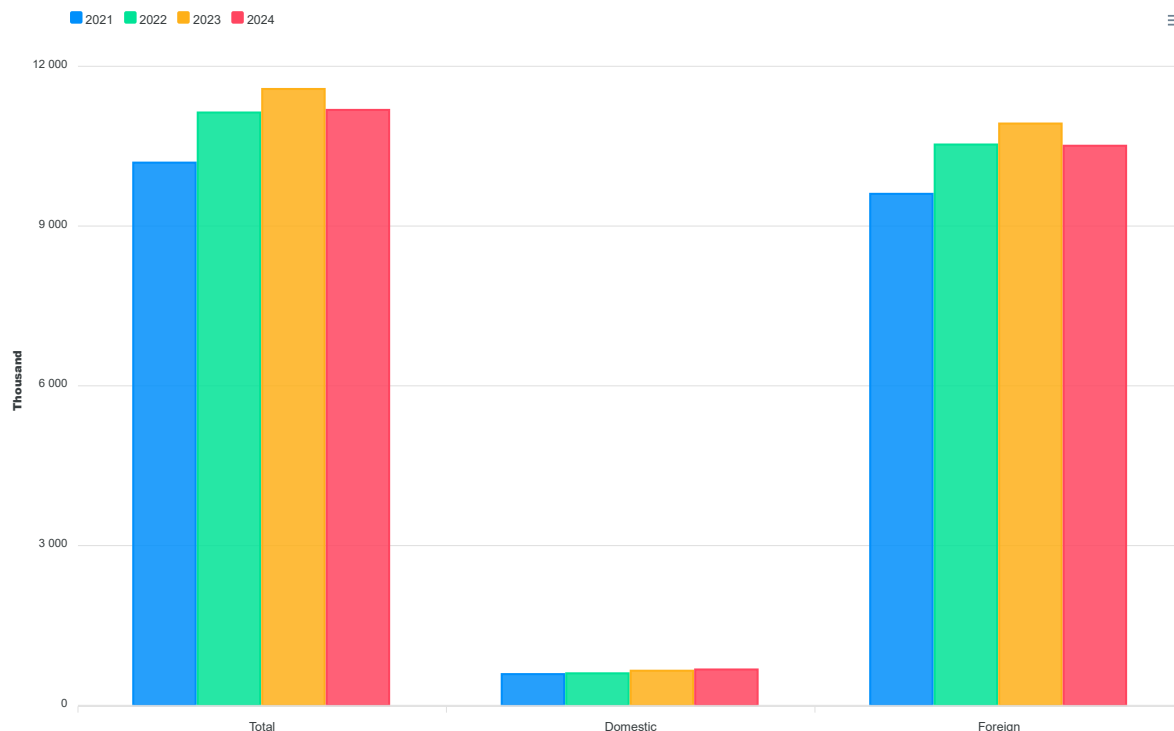
Domestic tourists realised 229 thousand arrivals and 673 thousand nights, which was 2.2% less arrivals, but 3.6% more nights than in September 2023.

Foreign tourists realised 2.1 million arrivals and 10.5 million nights, which was 4.8% less arrivals and 3.8% less nights compared to September 2023.

### Notice

Detailed monthly data are available on the website of the [Croatian Bureau of Statistics](#), under "PC-Axis databases", where it is possible to browse and print data in various forms. Databases are updated at the monthly basis.

### G-1 TOURIST NIGHTS IN SEPTEMBER, 2021 – 2024



### Almost one third of foreign tourist nights was realised by German tourists

In September 2024, tourists from Germany realised the most foreign tourist arrivals and nights, as many as 429 thousand arrivals and 3.3 million nights, which accounted for 20.9% of the total realised foreign tourist arrivals and 31.3% of the total realised foreign tourist nights. Although German tourists realised the most arrivals and nights in September 2024, they realised 11.2% less arrivals and 9.1% less nights than in September 2023.

These were followed by nights realised by tourists from Austria (10.2%), Poland (7.8%), Slovenia (6.2%), the United Kingdom (5.8%), the Czech Republic (5.2%), the USA (3.0%), Italy and Hungary (2.7% each) and the Netherlands (2.6%).

### The most tourist nights were realised in the group Holiday and other short-stay accommodation

The highest number of tourist nights in September 2024 was recorded in the group Holiday and other short-stay accommodation, as many as 5.2 million of them, which was 46.4% of the total realised nights. Compared to September 2023, there were 0.5% more tourist nights realised in this group.

These were followed by tourist nights realised in the group Hotels and similar accommodation, as many as 3.3 million of them, which was 29.9% of the total realised tourist nights. However, there were 3.1% less nights realised in this group compared to September 2023. Regarding the size of the accommodation establishments and the number of

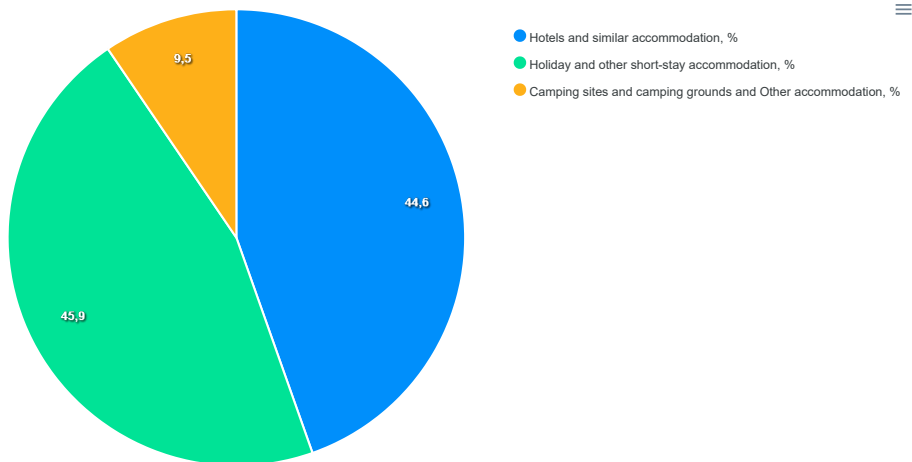
rooms, the highest number of nights in this group was realised in large accommodation establishments (establishments classified in the group Hotels and similar accommodation with 100 and more rooms), as much as 2.6 million nights, which accounted for 76.7% of total realised tourist nights in the group Hotels and similar accommodation.

As regards the group Camping sites and camping grounds, 2.7 million tourist nights were realised there, which accounted for 23.7% of the total realised tourist nights. As compared to September 2023, there were 10.5% less tourist nights realised in this group.

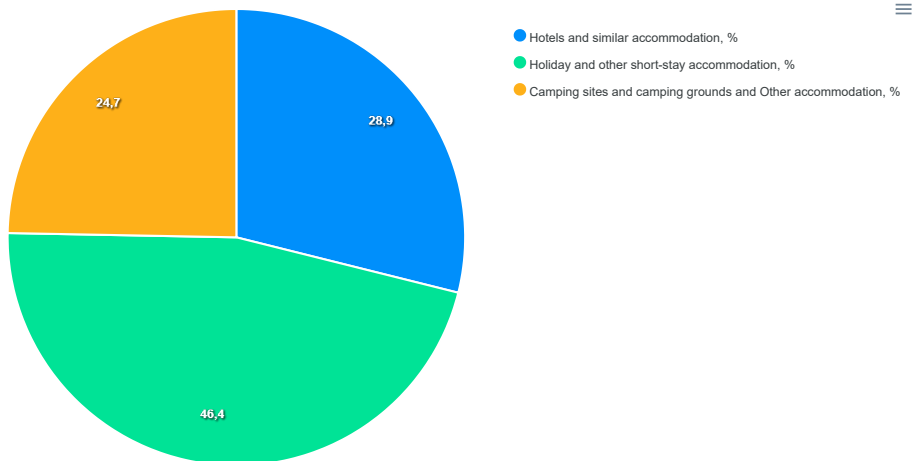
**The County of Istria recorded almost one third of all tourist nights, 30.4% to be exact**

The highest number of tourist nights in September 2024 was realised in the County of Istria, as many as 3.4 million of them, which accounted for 30.4% of the total number of tourist nights realised in Croatia. Compared to September 2023, though, there were 8.1% less tourist nights realised in this County. The County of Split-Dalmatia followed with 2.4 million realised tourist nights and the County of Primorje-Gorski kotar with 1.8 million nights.

**G-2 STRUCTURE OF DOMESTIC TOURIST NIGHTS ACCORDING TO DIVISION 55 OF NKD 2007, SEPTEMBER 2024**



**G-3 STRUCTURE OF FOREIGN TOURIST NIGHTS ACCORDING TO DIVISION 55 OF NKD 2007, SEPTEMBER 2024**



**The most rooms and permanent beds were available in the group Holiday and other short-stay accommodation**

In September 2024, there were 373 thousand rooms, apartments and camping sites available to tourists, with a total of 975 thousand permanent beds available to tourists.

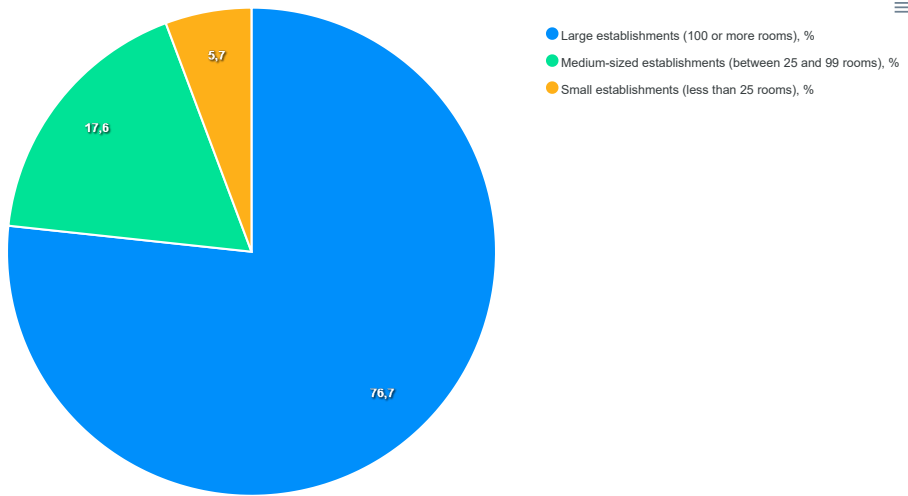
In the group Holiday and other short-stay accommodation, tourists had the most rooms, apartments and camping sites at their disposal, as much as 208 thousand of them (which was 55.7% of the total number of available rooms, apartments and camping sites), with 550 thousand permanent beds (which was 56.5% of the total number of available permanent beds).

In the group Hotels and similar accommodation, tourists had 81 thousand rooms and apartments at their disposal (which was 21.6% of the total number of available rooms and apartments), with 170 thousand permanent beds (which was 17.4% of the total number of available permanent beds). In September 2024, the average (net) occupancy rate of bedrooms was 72.0% and of permanent beds it was 67.5%.

**Tourists aged 55 to 64 realised the most nights**

In September 2024, tourists aged 55 to 64 realised the most nights, as many as 2.4 million of them (which accounted for 21.2% of the total realised nights). These were followed by tourist nights realised by tourists aged 65 years and over, with 2.2 million nights (which accounted for 19.3% of the total realised nights).

#### G-4 STRUCTURE OF TOURIST NIGHTS IN THE GROUP HOTELS AND SIMILAR ACCOMMODATION, BY THE SIZE OF ESTABLISHMENTS, SEPTEMBER 2024



#### In the first nine months of 2024, there were 18.3 million tourist arrivals and 88.4 million tourist nights

In the first nine months of 2024, there were 18.3 million tourist arrivals and 88.4 million tourist nights realised in commercial accommodation establishments, which was 3.2% more arrivals and 0.9% more nights compared to the same period of 2023. Concerning the structure of the total realised tourist nights, 91.4% were realised by foreign tourists and 8.6% by domestic tourists.

Domestic tourists realised 2.3 million arrivals and 7.6 million nights in the first nine months of 2024, which was an increase of 7.5% in tourist arrivals and 6.9% in tourist nights compared to the same period of 2023.

In the first nine months of 2024, foreign tourists realised 16.0 million arrivals and 80.8 million nights, which was 2.6% more arrivals and 0.4% more nights compared to the same period of 2023.

Tourists from Germany realised the most foreign tourist nights, as many as 20.1 million nights (which accounted for 24.8% of the total realised foreign tourist nights). They were followed by tourists from Slovenia (9.3%), Austria (8.8%), Poland (8.3%), the Czech Republic (5.7%), Italy and Hungary (4.4% each), the United Kingdom (4.3%) and Slovakia (3.8%). In the first nine months of 2024, as compared to the same period of 2023, less tourist nights were realised by tourists from Germany, Austria, the Czech Republic and Italy. Tourists from Slovakia, Slovenia, Poland, the United Kingdom and Hungary realised more tourist nights in the first nine months of 2024 compared to the same period of 2023.

#### 1 TOURIST ARRIVALS AND NIGHTS

	Arrivals				Nights			
	IX 2024	I – IX 2024	Indices IX 2024 IX 2023	Indices I – IX 2024 I – IX 2023	IX 2024	I – IX 2024	Indices IX 2024 IX 2023	Indices I – IX 2024 I – IX 2023
Total	2 282 852	18 270 670	95,5	103,2	11 181 195	88 363 570	96,6	100,9
Domestic tourists	229 432	2 269 296	97,8	107,5	673 104	7 556 906	103,6	106,9
Foreign tourists	2 053 420	16 001 374	95,2	102,6	10 508 091	80 806 664	96,2	100,4

## 2 TOURIST ARRIVALS AND NIGHTS, BY COUNTIES, SEPTEMBER 2024

		Total	Domestic	Foreign	Indices IX 2024 IX 2023		
					Total	Domestic	Foreign
Republic of Croatia	Arrivals	2 282 852	229 432	2 053 420	95,5	97,8	95,2
	Nights	11 181 195	673 104	10 508 091	96,6	103,6	96,2
County of Zagreb	Arrivals	18 076	4 281	13 795	106,5	96,6	110,1
	Nights	29 461	6 991	22 470	105,0	96,8	107,8
County of Krapina-Zagorje	Arrivals	18 175	7 451	10 724	100,5	99,9	101,0
	Nights	33 903	16 192	17 711	101,1	103,8	98,8
County of Sisak-Moslavina	Arrivals	2 757	1 205	1 552	101,4	112,8	94,0
	Nights	6 088	2 979	3 109	108,8	121,1	99,1
County of Karlovac	Arrivals	38 131	3 642	34 489	91,0	93,5	90,8
	Nights	60 548	6 413	54 135	90,2	100,1	89,1
County of Varaždin	Arrivals	9 911	4 194	5 717	95,1	101,2	91,1
	Nights	22 706	10 589	12 117	98,2	105,9	92,3
County of Koprivnica-Križevci	Arrivals	1 395	785	610	83,1	89,6	76,0
	Nights	3 307	1 597	1 710	90,9	99,6	84,0
County of Bjelovar-Bilogora	Arrivals	2 763	1 836	927	110,9	104,7	125,4
	Nights	7 457	4 863	2 594	107,4	99,1	127,3
County of Primorje-Gorski kotar	Arrivals	330 768	38 567	292 201	88,3	96,9	87,3
	Nights	1 775 237	128 601	1 646 636	92,5	106,2	91,6
County of Lika-Senj	Arrivals	82 905	6 218	76 687	93,4	83,4	94,3
	Nights	295 048	17 000	278 048	95,3	97,8	95,1
County of Virovitica-Podravina	Arrivals	1 903	1 334	569	106,9	111,1	98,1
	Nights	4 171	3 059	1 112	124,8	138,0	98,8
County of Požega-Slavonia	Arrivals	2 481	1 688	793	96,4	93,1	104,3
	Nights	6 578	4 533	2 045	106,6	101,9	118,6
County of Slavonski Brod-Posavina	Arrivals	5 018	1 885	3 133	118,2	120,1	117,0
	Nights	7 980	3 299	4 681	120,6	120,2	120,9
County of Zadar	Arrivals	204 035	19 985	184 050	100,5	91,8	101,5
	Nights	1 137 774	83 387	1 054 387	101,2	102,7	101,0
County of Osijek-Baranja	Arrivals	14 544	8 519	6 025	108,8	115,2	100,8
	Nights	28 769	14 920	13 849	98,0	112,1	86,3
County of Šibenik-Knin	Arrivals	103 034	15 123	87 911	100,4	111,2	98,8
	Nights	580 057	53 969	526 088	101,1	119,2	99,6
County of Vukovar-Srijem	Arrivals	11 022	7 992	3 030	101,2	92,2	136,5
	Nights	20 073	13 454	6 619	108,5	95,0	152,5
County of Split-Dalmatia	Arrivals	469 288	30 018	439 270	99,0	94,2	99,3
	Nights	2 350 250	109 366	2 240 884	99,9	102,7	99,8
County of Istria	Arrivals	522 710	35 376	487 334	87,3	94,9	86,8
	Nights	3 394 861	102 351	3 292 510	91,9	99,4	91,7
County of Dubrovnik-Neretva	Arrivals	291 589	13 843	277 746	105,1	95,1	105,7
	Nights	1 141 520	46 696	1 094 824	103,9	96,9	104,2
County of Međimurje	Arrivals	6 776	3 447	3 329	92,1	86,6	98,7
	Nights	14 264	6 051	8 213	88,6	79,9	96,4
City of Zagreb	Arrivals	145 571	22 043	123 528	105,4	110,7	104,5
	Nights	261 143	36 794	224 349	101,4	107,1	100,6

### 3 TOURIST ARRIVALS AND NIGHTS, BY THE SIZE OF ESTABLISHMENTS FROM THE GROUP 55.1 HOTELS AND SIMILAR ACCOMMODATION, SEPTEMBER 2024

	Number of rooms and apartments	Number of permanent beds	Arrivals			Nights		
			Total	Domestic	Foreign	Total	Domestic	Foreign
Republic of Croatia	80 836	170 043	937 186	127 193	809 993	3 339 738	299 949	3 039 789
Small establishments (less than 25 rooms)	6 411	13 552	80 969	11 635	69 334	191 211	20 741	170 470
Medium-sized establishments (between 25 and 99 rooms)	16 179	33 181	229 533	35 526	194 007	587 607	70 392	517 215
Large establishments (100 or more rooms)	58 246	123 310	626 684	80 032	546 652	2 560 920	208 816	2 352 104
Large establishments (between 100 and 249 rooms)	31 933	68 630	364 585	49 863	314 722	1 406 978	129 856	1 277 122
Large establishments (250 or more rooms)	26 313	54 680	262 099	30 169	231 930	1 153 942	78 960	1 074 982

## NOTES ON METHODOLOGY

### The purpose of the statistical survey

The purpose of the statistical survey Tourist Arrivals and Nights is to monitor the tourist activity realised in commercial accommodation establishments and to provide internationally comparable data in accordance with European standards for tourism statistics. The results of this survey ensure the basic indicators necessary for the analysis of tourism in the Republic of Croatia. The basic indicators are the following: tourist arrivals and nights by country of residence, types of accommodation establishments, tourists by sex and age groups, mode of arrival as well as the number of rooms and permanent beds.

### Legal basis

The survey is implemented on the basis of the Official Statistics Act (NN, Nos 25/20 and 155/23) and the Regulation (EU) No 692/2011 of the European Parliament and of the Council concerning European statistics on tourism.

### Observation units

The observation units are all legal entities and natural persons that provide overnight accommodation services, as well as natural persons who provide hospitality services in households and on private family farms.

The Hospitality and Catering Industry Act (NN, Nos 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20 and 126/21) defines the manner and conditions under which legal entities and natural persons can provide overnight accommodation in an accommodation establishment.

### Sources and methods of data collection

The data source for the statistical survey on tourism activity (the number of tourist arrivals and nights) and accommodation establishments is the eVisitor system. The Croatian Bureau of Statistics takes over the data from the administrative source eVisitor system from the Croatian National Tourist Board on a monthly basis and further processes them statistically. Monthly data are downloaded on the seventh day of the month for the previous month.

All legal entities and natural persons that provide overnight accommodation services in an accommodation establishment, as well as natural persons who provide hospitality services in households and on private family farms, according to the Ordinance on the eVisitor system (NN, No 43/20), check in and check out tourists via the eVisitor system, as the central electronic system for checking in and checking out tourists in the Republic of Croatia.

### Coverage and comparability

This statistical survey covers accommodation establishments that are categorised in the groups Hotels, Camping sites and Other accommodation establishments pursuant to the Hospitality and Catering Industry Act (NN, Nos 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20 and 126/21). The Minister of Tourism prescribes the types of accommodation establishments within these groups in an ordinance.

According to the Ordinance on the Classification, Categorisation and Special Standards of Accommodation Establishments in the group Hotels (NN, Nos 56/16 and 120/19), the types of accommodation establishments are the following: hotels, heritage hotels, all-suite hotels, integral hotels, diffuse hotels, special-standard hotels, spa-type accommodation, tourist resorts, tourist apartments, boarding houses and guest houses.

According to the Ordinance on the Classification and Categorisation of Accommodation Establishments in the group Camping sites (NN, Nos 75/08, 54/16, 68/19 and 120/19), the types of accommodation establishments are the following: camping sites, glamping, small camps and quickstop camping.

According to the Ordinance on the Classification and Categorisation of Accommodation Establishments in the group Other accommodation establishments (NN, Nos 54/16 and 69/17), the types of accommodation establishments are the following: rooms, apartments, studio-type suites, holiday houses, overnight accommodations, vacation establishments for children, hostels, mountain lodges, hunting lodges, pupils' homes or students' homes or akademis and Robinson-type accommodation establishments.

According to the Ordinance on the Classification and Categorisation of Establishments Providing Hospitality and Catering Services in Households (NN, Nos 9/16, 54/16, 61/16, 69/17 and 120/19), accommodation establishments in households are the following: rooms, suites, studio-type suites, holiday houses, camping sites, quickstop camping and Robinson-type accommodation (quickstop camping – Robinson-type accommodation).

According to the Ordinance on the Classification and Categorisation of Establishments Providing Hospitality and Catering Services on Private Family Farms (NN, Nos 54/16, 69/17 and 120/19), these are the following: rooms, suites, rural holiday houses, camping sites, quickstop camping and Robinson-type accommodation (quickstop camping – Robinson-type accommodation).

Pursuant to Article 29 of the Hospitality and Catering Industry Act (NN, Nos 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20 and 126/21), this statistical survey also covers organised off-site camping sites. During sports, scout, cultural/artistic and similar events as well as during organised trips in canoes and similar vessels on sea, rivers and lakes, or by bikes etc., organised off-site camping is allowed on spaces provided for it.

This statistical survey also covers the following establishments providing accommodation services: spas, inns offering accommodation services and uncategorised establishments.

Pursuant to the Regulation (EU) No 692/2011 of the European Parliament and of the Council concerning European statistics on tourism, data on tourist arrivals and nights in the Republic of Croatia according to the NKD 2007, division 55, groups 55.1 Hotels and similar accommodation, 55.2 Holiday and other short-stay accommodation and 55.3 Camping sites and camping grounds are submitted to the Eurostat on a monthly basis. Data submitted for the group 55.1 Hotels and similar accommodation also include information on occupancy rates of permanent beds and rooms (net). The mentioned data are published on the Eurostat's website <http://ec.europa.eu/eurostat> and are comparable to EU Member States data.

Pursuant to the Decision of the Government of the Republic of Croatia on the Introduction of Temporary Protection in the Republic of Croatia for Displaced Persons from Ukraine of 7 March 2022, the citizens of Ukraine are granted temporary protection in accordance with the Act on International and Temporary Protection (NN, Nos 70/15, 127/17 and 33/23). Persons from Ukraine who have not requested temporary protection in the Republic of Croatia use the service of accommodation in a short-stay accommodation establishment and pay for the accommodation service. Therefore, they are registered in the eVisitor system and are considered tourists.

**The data do not include non-commercial tourist traffic** (the stay of owners and their relatives and friends in apartments and holiday houses as well as of tourists in other establishments where accommodation service is not charged, e.g., when they are accommodated by citizens of a tourist town/municipality). Non-commercial tourist traffic is covered by a separate statistical survey.

## Confidentiality

Aggregate data for which there are reasons for keeping their confidentiality in line with the Official Statistics Act (NN, Nos 25/20 and 155/23) and with the Regulation (EC) No 223/2009 of the European Parliament and of the Council concerning European statistics are treated as confidential and are not published.

## Definitions

**Tourism** means the activity of visitors taking a trip to or staying in a main destination outside their usual environment for less than a year, for the purposes of leisure, business or other personal purposes other than to be employed by a resident entity in the place visited.

**eVisitor** is the central electronic system for checking in and checking out tourists that serves to link all tourist boards in the Republic of Croatia. It is available via internet with no need for any additional software installations.

The tourist registry in the eVisitor system is kept separately for each individual legal entity and natural person offering accommodation services as part of the hospitality and catering activity (boarding houses, hotels, hostels, etc.), or on a sea vessel as part of the nautical tourism (charter, cruising), as well as accommodation services in households and rural households.

Checking in and checking out the tourists who are entered into the eVisitor system is authorised on the basis of a secure access to the eVisitor authentication protocol which ensures the conditions for a safe and correct electronic check-in and check-out.

Establishing and running the eVisitor system is the responsibility of the Croatian National Tourist Board (CNTB).

**CNTB** is a national tourist organisation founded in order to create and promote the identity and reputation of Croatian tourism, to plan and implement a common strategy and concept of its promotion, to propose and perform promotional activities of mutual interest for all entities in tourism in the country and abroad, as well as to raise the overall quality of the entire tourist offer in the Republic of Croatia. The head office of the CNTB is situated in Zagreb. The duties of the President of the Croatian National Tourist Board are undertaken by the Minister of Tourism.

**Tourist** is any person who, outside his/her place of usual residence, spends at least one night in a hotel or some other tourist accommodation establishment for reasons of rest, recreation, health, study, sport, religion, family, business, public missions or meetings. Excluded are persons residing at a place for longer than 12 consecutive months, persons whose main reason for visiting is an activity that is financed from the place of visit, persons who travel to their work place or an education institution on a daily or weekly basis, persons coming into or going out of the country as migrants, frontier workers, diplomats, consular representatives and military force members on their regular duties, displaced persons, nomads and persons in transit.

**Domestic tourist** is any person permanently residing in the Republic of Croatia who spends at least one night in a hotel or some other tourist accommodation establishment outside his/her place of permanent residence.

**Foreign tourist** is any person permanently residing outside the Republic of Croatia who temporarily resides in the Republic of Croatia and who spends at least one night in a hotel or some other tourist accommodation establishment.

**Tourist arrival** is the number of persons (tourists) who were registered and stayed overnight in an accommodation establishment. Consequently, in case tourists change the accommodation establishment they stay in, they are re-registered, which results in data ambiguity. Statistics thus registers the number of tourist arrivals and not the number of tourists.

**Tourist nights** refer to every registered overnight stay of a person (tourist) in an accommodation establishment.

**Residence** is the place where a person settles with the intention of a permanent stay.

**Age group of tourists** is presented according to the years of age at the time of stay in a tourist accommodation establishment.

**Accommodation capacities** are presented as the number of rooms, apartments and camping sites, and the number of permanent beds. The application of the Regulation (EU) No 692/2011 of the European Parliament and of the Council concerning European statistics on tourism means that the capacity of an accommodation establishment presented is taken over from the month when it reached its maximum.

**Permanent beds** are those that are regularly available to guests.

**Occupancy rate of permanent beds (net)** in the reference period is obtained by dividing the total number of nights by the number of beds on offer and the number of days when the beds are actually available for use during the reference period. The data is expressed as a percentage.

**Occupancy rate of bedrooms (net)** in the reference period is obtained by dividing the total number of bedrooms used during the reference period by the number of bedrooms available for use during the reference period. The data is expressed as a percentage.

**Occupancy rate of permanent beds (gross)** in the reference period is obtained by dividing the total number of nights by the number of beds on offer and the number of days in the month. The data is expressed as a percentage.

According to Regulation (EU) No 692/2011 of the European Parliament and of the Council concerning European statistics on tourism, the criterion for determining the size of a tourist accommodation establishment from the group Hotels and similar accommodation is the number of rooms and apartments (accommodation units). Tourist accommodation establishments from the group 55.1 Hotels and similar accommodation are classified according to the number of rooms and apartments into:

– small establishments: less than 25 rooms

– medium-sized establishments: between 25 and 99 rooms

– large establishments: 100 or more rooms, sub-divided into two groups: between 100 and 249 rooms, and 250 or more rooms.

**Division 55 of the NKD 2007** includes the provision of short-stay accommodation services to tourists. Particular units may only provide accommodation services, while others may combine the services of accommodation, catering and/or recreation equipment. Tourist accommodation establishments listed in this division are broken down into four groups.

Group 55.1 Hotels and similar accommodation includes the following types of accommodation establishments: hotels, heritage hotels, all-suite hotels, integral hotels, diffuse hotels, spa-type accommodation, special standard hotels, tourist resorts, tourist apartments, boarding houses and guest houses.

Group 55.2 Holiday and other short-stay accommodation includes rooms, apartments, studio-type suites, summer houses, rural summer houses, hostels, spas, overnight accommodation, vacation establishments for children, inns offering accommodation services, mountain lodges, hunting lodges, pupils' homes or students' homes and Robinson-type accommodation establishment.

Group 55.3 Camping sites and camping grounds include camping sites, glamping, small camps, quickstop camping, quickstop camping in households – Robinson-type accommodation, quickstop camping on private family farms – Robinson-type accommodation, and organised off-site camping sites.

Group 55.9 Other accommodation includes uncategorised establishments.

## Territorial constitution

Data by counties, cities and municipalities are given by the territorial constitution according to the Act on County, City and Municipality Areas in the Republic of Croatia (NN, Nos 86/06, 125/06, 16/07, 95/08, 46/10, 145/10, 37/13, 44/13, 45/13 and 110/15).

## Abbreviations

EU	European Union
Eurostat	Statistical Office of the European Union
NKD 2007	National Classification of Activities, 2007 version
NN	Narodne novine, official gazette of the Republic of Croatia
UK	United Kingdom
USA	United States of America

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