



customice

a brand of Tour Operator L.L.C.

Authentic Balkan Experiences.
MONTENEGRO – SERBIA – CROATIA
and more.



customice

We create seamless experiences for you.

Customice is a brand of Tour Operator L.L.C. - one of the region's leading Destination Management Companies specialized in travel to the Balkan countries and Southeast Europe.

Tour Operator LLC has two branch offices – one in Belgrade, Serbia (Serbia Tour Operator) and the second one in Boka Bay, Montenegro (Boccatto DMC Montenegro), representing the prime destinations of the region.

With two signature brands - Balkan&more, based on providing extraordinary private and small group experiences, combining the very gems of the region into tailor-made tours and Customice, tailored to meet the needs of business clients and offering a full spectrum of MICE services, from planning to execution, Tour Operator LLC is at the service of both leisure and business clients.



Our FAMILY OF BRANDS

Who WE ARE?

Customice is a brand of Tour Operator L.L.C. - one of the region's leading Destination Management Companies, specializing in travel to the Balkan countries and Southeast Europe. The Customice team provides a full spectrum of MICE services - customized itineraries, meetings and events, incentive programs and events, venue sourcing, VVIP tours, corporate travel and more. From project-based events to full-service, custom programs that include ground transportation, accommodation and entertainment, Customice team can organize any event from planning to execution. While covering the entire Balkan peninsula, with special focus on Serbia, Montenegro and Croatia, Customice offices can be found in **Belgrade** (Serbia) and **Herceg-Novi** (Montenegro).

What WE DO?

We plan the Customice experiences seamlessly with great attention to detail, from conception to execution. Our delivery is impeccable, with a saving for the client. The client's vision always comes first as we enjoy having tailor-made solutions rather than pre-fabricated concepts, which never suit all. The best value for your company's budget, cost reduction, highly personalized approach to your inquiry, trustful providers and the professional support of Customice are the key reasons for the rising demand in our services and our returning clients.

Our SERVICES

- Corporate travel
- Incentive tours
- Meetings & Events
- Destination management



Corporate travel management done right is a guarantee for cost-effective, safe and timely business trips for your employees. A Customice specialist will provide your company with a 24/7 personalized service ensuring the best rates for accommodation, transfer & airplane tickets (regardless of the business trip destination) and will match the level of complexity of the inquiry. Regular follow-ups, reminders, confirmations and financial reporting contribute to the success of your performance, travel costs reduction and increase of business efficiency.

Corporate TRAVEL



Meetings and events can be some of the most memorable and exciting experiences when organized right. That's where we come in to provide the expertise and resources to seamlessly plan and execute all phases of your next meeting or event. Customice carefully considers all of the details that are important to you, and translates them into an event that is unique and best represents your company's values. We help you shape your message into a story and remind your attendees why your company came to be. We always make sure that, no matter how big the scale and scope of your event is, your attendees are not passive observers, but they are rather playing an active role and interacting.

Meetings & EVENTS



Customice focuses on the operation of a wide range of leisure and business activities within the region. The primary goal of our in-office experts is learning about our clients' needs and elevating their traveling experience, whether that is leisure traveling or for business purposes. Beside our well-known partners, we work closely with exceptional local suppliers, which results in the creation of unique and authentic experiences, ones that cannot be found outside of the Balkans.

Destination MANAGEMENT



Thinking about investing in your team and setting off on a group business trip? Customice thoroughly creates unique incentive trips, impressive corporate travel and exclusive team buildings. We design them in a way that every participant is contributing to creating memories and stories, forging an even stronger connection to the brand. No matter your budget limit, the Customice team will prepare a custom-made incentive solution that will closely align with your business's mission and values, aiming to strengthen the company spirit in a relaxed and amusing atmosphere.

Incentive TRIPS

Incentive trips *examples*



Montenegro, Serbia, Croatia...and more.

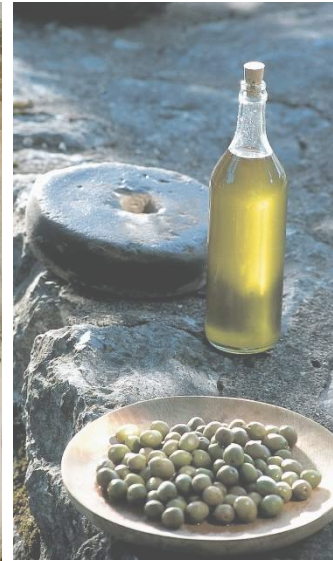
Whatever we do, we aim to first and foremost listen carefully to the ideas and demands of our clients. As we can always offer some ideas and program examples, each client presents a new journey for us and we are proud on our tailor-made programs.

While covering the entire Balkan region, here at Customice we always put extra effort into finding new adventures, ideas and suppliers which could help us make diverse itineraries, great for different teams and wishes. In addition to this region, we are able to organize events in the most popular incentive destinations – such as Tuscany, Sicily, Barcelona.

Here are some examples of successful team buildings and incentive trips we did already, to inspire you and show you our method of work. At the very end, you can find our tailor-made activities and experiences, an ever-growing list of things you can do and places you could visit, making a perfect combination for your team and business.

Boka Bay 5-day program

INCENTIVE TRIPS



DAY 1

Arrival to Tivat airport
Check-in at the 5* hotel
Welcome drinks and refreshments
Relax and SPA time
Dinner at the hotel

DAY 2

Breakfast at the hotel
Departure to Kotor
Old Town walking tour with a professional guide
Boka Bay Catamaran/Sailboat Cruise
Lunch at a local fish restaurant
Dinner at the hotel and socializing time

DAY 3

Breakfast at the hotel
Van or Speedboat transfer
Feel&Taste Luštica Tour
Cooking class with locals
Visit to the Luštica Bay with dinner
Return to the hotel and socializing

DAY 4

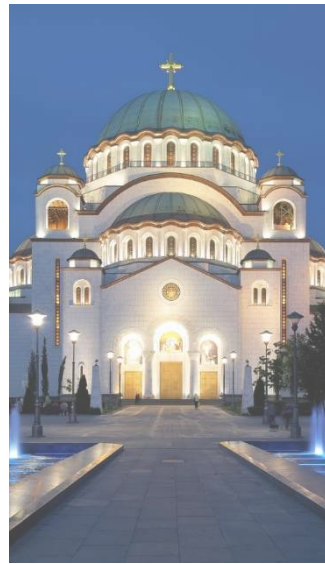
Breakfast at the hotel
Morning Tai-chi/yoga by the sea
Lovcen NP Jeep Safari
Lunch at Njegusi Village
Return to the hotel
Dinner and rest

DAY 5

Breakfast at the hotel
Check out
Porto Montenegro Sightseeing with Premium Lunch
Departure to the airport
End of program

Belgrade 5-day program

INCENTIVE TRIPS



DAY 1

Arrival to Belgrade airport
Check-in at the 5* hotel
Welcome dinner

DAY 2

Breakfast at the hotel
Belgrade Panoramic Tour
Taste Belgrade Tour
Skadarlija Bohemian Quarter
Dinner

DAY 3

Breakfast at the hotel
Scenic ride to Fruška Gora
National Park
Hiking in Fruška Gora
Picnic Lunch
Novi Sad Sightseeing
Visit to Petrovaradin
Return to the hotel

DAY 4

Breakfast at the hotel
Rakija Tasting
Lunch at local restaurant
Belgrade Rivers Cruising
Free time at the city center
Dinner at local restaurant
Return to the hotel

DAY 5

Breakfast at the hotel
Check out
Departure to the airport
End of program

CUSTOMICE(D) EXPERIENCES

Tailor made

ACTIVITIES & EXPERIENCES

ACTIVE & ADVENTURE HISTORY & HERITAGE HEDONISM & GOURMET



Mountain hiking
River Rafting
Canyoning
Off-road Jeep Safari
Quads Photo Safari
Cycling



Traditional evening
100% local
Museum tour
Old craftsmanship
introduction
Journey to the past



Gourmet session
Olive farm tour
Whiskey & Cigar
Session
Wine & Dine
Wine Cellar Tour
A Beer Lovers
Adventure

EXPERIENCE & LEARN LEISURE & RETREAT



Cooking class
Repaint the scenery
Panoramic Horse Riding
Cocktails Masterclass



All-in beach day
Trip to the
neighbourhood
Cruising
Rest and Mindfulness
Regatta

Thank you!



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