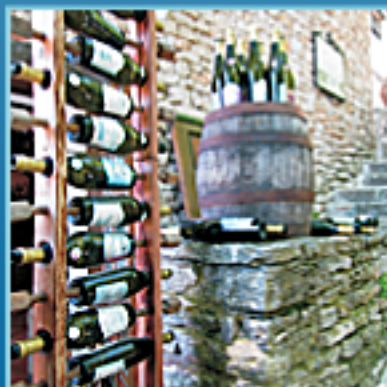


Renaissance TOURS BULGARIA



Credibility

Communication

Local expertise

Commitment

Insurance

Values

Quality

Sustainability

Scope

Appointed by

Guided by Experience



Founded in 1991 by Vladimir Karadzhov, Renaissance Tours is one of the pioneers in upscale travel on the Bulgarian Black Sea Coast. Since its very establishing the company has become the ground operator for eminent cruise lines calling in the ports of Varna and Nessebar. Our team of travel professionals have years of hands on experience designing new itineraries, putting up tour programs, coordinating shore operations, monitoring smoothness of operation and quality of service.



Guided by Experience

Communication

Our prime objective is to be available at all times. With direct communication to the people who design and operate the tour product, we are quick and flexible to react to urgent enquiries.



Local expertise

Our team is part of every step of the tour product development from vision, to plan, to experience, to memory. We study, research, test, prepare meticulously planned itineraries. We oversee the ground operation from disembarkation, visits, venues, entertainment to the safe return of the last group.



***Don't leave it to chance.
We don't!***

We do not “pray” traffic to be low or parking space to be available.
We liaise with port authorities, Police, local government officials to provide the smoothness and safety of operation our guests deserve.

Commitment



Insurance

Comprehensive insurance is imperative to shore excursion operations.

Renaissance Tours is the only Bulgarian tour operator to hold a complete insurance policy in line with all cruise line requirements –

Worldwide jurisdiction, A-rated insurer, US representative of the insurer, etc. Our team has established cooperation with Aon and so far, we have no records of claims or incidents.

The Aon logo is displayed in a bold, red, sans-serif font. It is positioned to the right of a large, light blue outline of the letter 'R' and above the Renaissance Tours logo. The background features a light gray stepped geometric shape on the right side.

Values

We have learned commitment to our staff and our clients' satisfaction is vital. With the lowest turnover of personnel and employees with many years of travel experience we have managed to maintain many long-term partnerships within the industry. With their trust in our expertise we remain devoted to sincere client care and confidently emphasize on personalized level of attention not just through cost but the added value that sometimes gets missed by our competitors.



Quality

We use top-class transportation and the most experienced professional guides, we choose highly reputable venues for lunches and refreshments and we tailor the most unusual requirements of the discerning cruise line public.



Sustainability

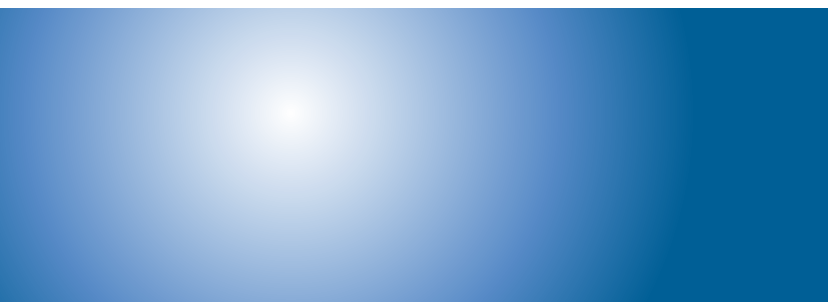
Renaissance Tours is the first shore excursion operator in Bulgaria to verify sustainability efforts through STEP certification. With the intention of providing quality experience to its clients, Renaissance is to engage customers, staff and local stakeholders to help reduce the pressure of tourism activities on local communities and environment for the long term.



Scope



For 24 years Renaissance Tours successfully operates the Bulgarian ports of Varna and Nessebar. With the opening of the passenger terminal in the Port of Burgas in 2013, we have the chance to offer smooth operation and improved facilities for bigger vessels calling in Bulgaria.



Appointed by

For the last 3 years the cruise companies below put their trust in our local expertise to deliver high quality shore excursion services to their distinguished clients.

- ✓ AIDA
- ✓ Azamara
- ✓ Celebrity Cruises
- ✓ Costa Cruises
- ✓ Cruise and Maritime Voyages
- ✓ Crystal Cruises
- ✓ Cunard
- ✓ Fred Olsen
- ✓ Holland America Line
- ✓ Norwegian Cruise Line
- ✓ Oceania Cruises
- ✓ Plein Cap Croisières
- ✓ Princess Cruises
- ✓ Regent Seven Seas Cruises
- ✓ Seabourn
- ✓ Swan Hellenic
- ✓ The World
- ✓ Viking Cruises
- ✓ Voyages of Discovery
- ✓ Voyages to Antiquity
- ✓ Windstar Cruises

Contacts

Head office
Renaissance Tours Ltd.
Avenue Center
Sunny Beach 8240
Bulgaria
P: +359 554 22313
M: +359 887 927638
E: office@renaissancetours.net
W: www.renaissancetours.net

Burgas branch
Renaissance Tours Ltd.
21 Alexandrovska Street
Burgas 8000
Bulgaria
P: +359 56 843683
M: +359 888 624422
E: vkardjov@renaissancetours.net
W: www.renaissancetours.net

