

## **Our overall concept**

Since the founding of Cilentano, our enterprise philosophy has been environmentally-sensitive and responsible travelling. In our opinion, harmony between tourism and the nature and culture of a region is a must-be. As a member of *forumandersreisen* (diverse travel forum), we aim at a sustainable form of tourism which, in the long run, is ecologically acceptable, economic and ethically as well as socially fair; this is our concern in the way we act within our and as an enterprise:



### **Individual accommodations**

We focus on small, individual and authentic-style accommodations, not on mass and package tourism. Thus, during their holidays, our guests have got the opportunity to get to know a still largely authentic Southern Italy and to delve into the locals' normal everyday life.

### **Local partners**

We cooperate solely with local property owners, our structures are not part of either international or national chains. Our travel guides are either locals or people who have been living onsite for a very long time. They are acquainted with both nature and culture which they deal with in a responsible way.

### **Customer satisfaction**

We set great store by the satisfaction of our customers. Therefore, we offer personal assistance as well as detailed information on our website. Moreover, quality control is one of our main concerns; we ask for our customers' opinions and keep close contact with the owners. Several times per year, we travel to Southern Italy, we check on and choose each accommodation personally and we expand our offer to include new tips and recommendations.

### **Environmentally friendly**

We recommend an environmentally friendly journey by train. As many of our customers travel by plane, we call their attention to the initiative *atmosfair*, a possibility to compensate for the environmentally unfriendly emissions caused by planes.

### **Working as a team**

We work both in a self-responsible way and in dialogue with each other, we set great store by an open and communicative atmosphere.