

Change in communication strategies during the pandemic Case study: CROATIA

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STRATEGY AND GOALS



Croatia's strategy and goal during the COVID-19 pandemic is to position itself as a well-prepared destination that can guarantee its guests a safe and quality stay, which was confirmed with our campaigns in 2020 and 2021 and the results we have achieved.



CAMPAIGN ADVERTISING 2020



CAMPAIGN TIMELINE 2020



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Communication channels: Offline (TV, Print, OOH, DOOH)

Online (Facebook, Instagram, Twitter, Youtube, display ads)

1. BRAND CAMPAIGN

CROATIA Full of life

Campaign duration :

January/March 2020

Markets:

Germany, UK, Austria Netherlands, Belgium, Norway, Hungary, France

Communication channels:

Offline (TV, Print, OOH, DOOH)
Online (Facebook, Instagram, Twitter,
Youtube, display ads)

Brand awareness and positioning Croatia as an attractive tourist destination.















CROATIA LONG DISTANCE LOVE

Campaign duration:

April/May 2020

Markets:

All

Communication channels:

Facebook, Instagram, Twitter

KEY VISUAL



#CroatiaLongDistanceLove was created as a virtual destination in the first lockdown period. The main goal was to "bring" Croatia into the homes of people not able to travel, and to maintain presence and communication with them.





Welcome Croatia to your home!

Soldiers and a formation appears providing to another the field of any power flower application, the extra low party and and of the field of the fie

#CrossistanaDiscovertor



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Your to-darlat for idland hoping serves and surprise a threated more store



ENJOY THE VIEW FROM CROATIA



Campaign duration:

May/August 2020

Markets:

All markets + paid promotion for Italy, Norway, Sweden, Ukraine, UK, Russia, Croatia

Communication channel:

Instagram

#EnjoyTheViewFromCroatia invites the travellers to dream about travel and inspires them to visit Croatia once it will be possible. The main goal of the campaign is to engage travellers in an emotional bond to Croatia.

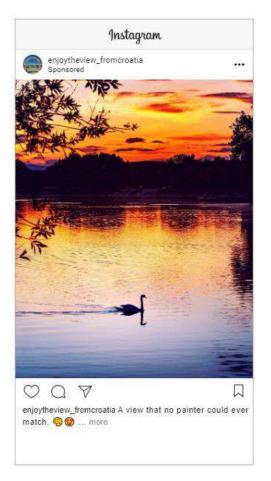
KEY VISUAL



ENJOY THE VIEW FROM CROATIA – CREATIVE EXAMPLES











COVID-19 – INFO CAMPAIGN



Campaign duration:

July/August

Markets:

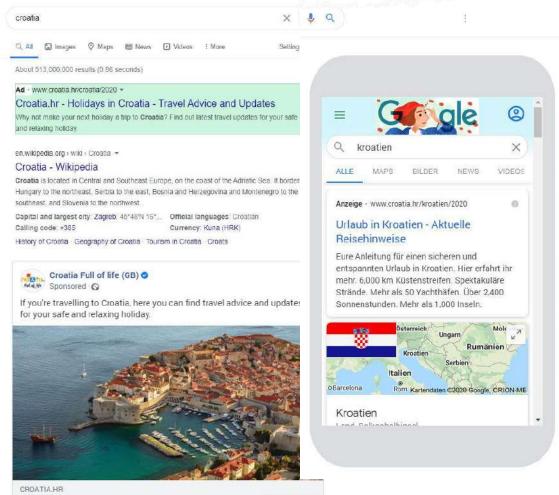
Germany, Austria, UK

Communication channels:

Facebook, Google Search



The main goal behind the campaing is to inform tourists planning to visit Croatia about the latest travel information.



Learn More

Croatia Welcomes You!

Latest updates for travellers

2. BRAND CAMPAIGN—THE VACATION YOU DESERVE



Campaign duration :

May 28 2020 – July 31 2020

Markets:

Austria, Slovenia, Germany, Hungary, Poland, Czech Republic, Slovakia, Italy, France, Netherlands, Belgium, Switzerland, UK

Communication channels:

- Social media (Facebook, Instagram, Youtube)
- Online portals (display ads)
- Offline media (TV, print, OOH/DOOH)

"The Vacation you deserve is closer than you think" was created as an answer to the change in travellers behavior.

The main goal was to position Croatia as a most desirable destination for summer vacation.

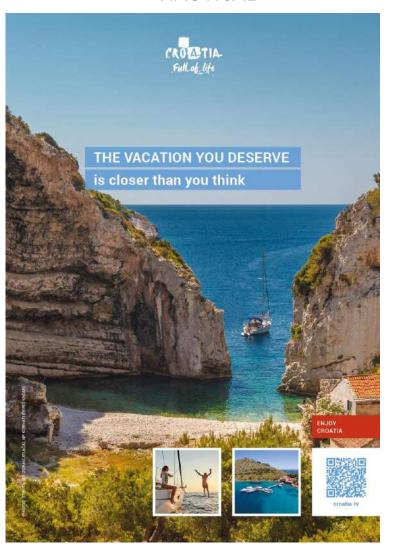
THE VACATION YOU DESERVE – KEY VISUALS



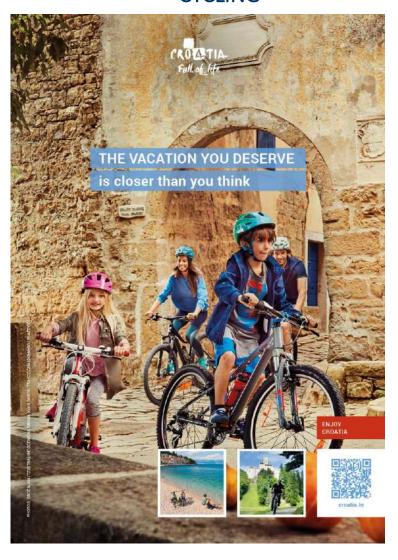
SUN AND SEA



NAUTICAL



CYCLING



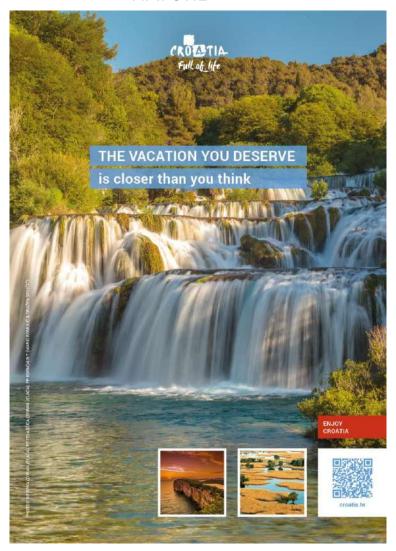
THE VACATION YOU DESERVE – KEY VISUALS



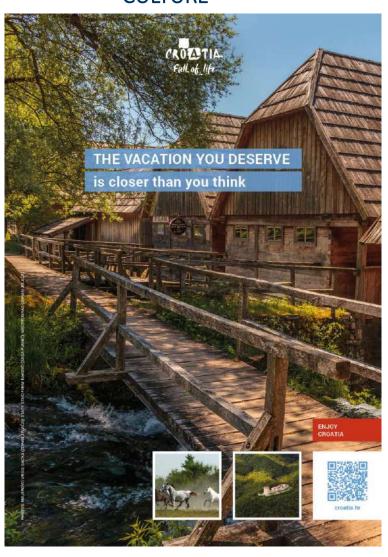
CAMPING

THE VACATION YOU DESERVE is closer than you think

NATURE

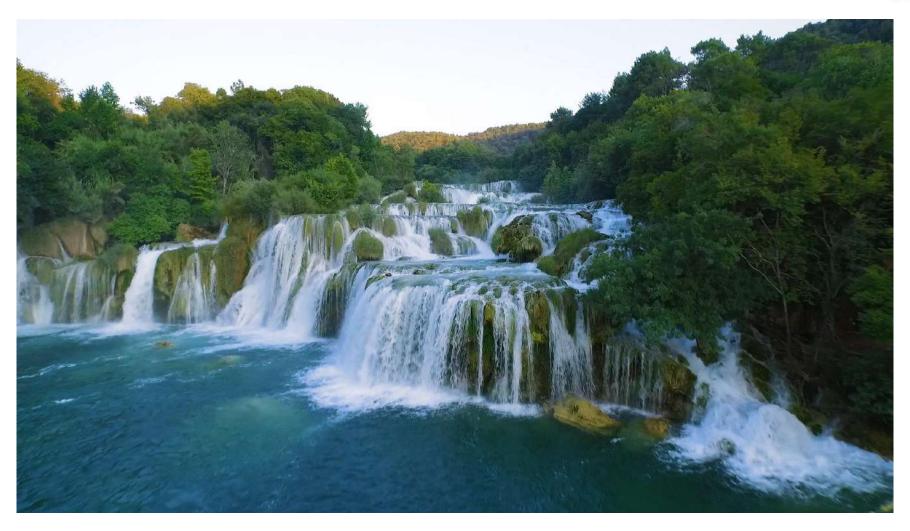


CULTURE



THE VACATION YOU DESERVE – VIDEO





https://www.youtube.com/watch?time_continue=2&v=Y2Si8oo4HDM&feature=emb_title

CAMPAIGN FOR THE DOMESTIC MARKET



"VACATION YOU DESERVE"

Campaign duration:

June/July 2020

Communication channels:

- Social media (Facebook, Instagram, Youtube)
- Online portals (display, content)
- Offline media (TV, print, radio, DOOH)

CNTB recognised the importance of communication with the domestic travelleres in the pandemic season. The main goal was to increase domestic travel and to inspire domestic tourist to stay in country.



PPS CAMPAING - DISCOVER THE COLOURS OF CROATIA



Campaign duration:

October 9 – November 30 2020

Markets: Germany, Austria, Italy, Poland, UK, Czech Republic, Hungary

Communication channels:

- Online portals (display, native ads, advertorial, articles, micro web sites)
- Social networks (Facebook, Instagram, YouTube)
- Print advertising (print ads, advertorial)
- Project collaboration with Lonely Planet and National Geographic

Key visual



#DiscoverTheColoursOfCroatia was created with the intention of maintaining the visibility of Croatia in the most important European markets in the off-season.

CAMPAIGN ADVERTISING 2021



CAMPAIGN TIMELINE 2021



Markets	January February			March	April			May		Ju	ıne		July		August		Septem	ber	October			November	Decer		
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Communication channels: Offline (TV, Print, OOH, DOOH)

Online (Facebook, Instagram, Youtube, Display ads, Google search, Twitter)

WISHLIST



croatiafulloflife Sponsored

Campaign duration :

January/February 2021

Markets:

Germany, Slovenia, Austria, Italy, Poland, UK, Czech Republic, Hungary, France, Netherlands, Slovakia, Sweden, Switzerland, Belgium, Norway

Communication channels:

Online (Facebook, Instagram)





because only experienced sailors come to these distant islands. Fairytale scenes of Skrivena luka or romantic coves will recharge your batteries for new challenges!



Instagram

The main goal of the campaign was to maintain the visibility and to inspire travellers to put Croatia on the destination wishlist.

CROATIA, YOUR NEW OFFICE



Campaign duration:

March/April 2021

Markets:

USA, UK, Canada

Communication channels:

Online (Facebook, Twitter)



The main goal of the campaign was to start the communication with the new types of travellers, and to position Croatia as an attractive and well-prepered destination for digital nomads.



#DeskUpgrade courtesy of Dubrovnik. With views like this, why not make Croatia your new office with our 12month Digital Nomad permit?



Apply for your Digital Nomad permit today!



#DeskUpgrade courtesy of Trakošćan Castle. Make Croatia your new office with our new Digital Nomad permit.



CROATIA.HR

Upgrade your views

Apply for your permit today!

LEARN MORE

SAFE STAY IN CROATIA



Campaign duration:

March/May 2021

Markets:

Germany, Austria, Italy, Poland, UK, Czech Republic, Hungary, France, Slovakia

Communication channels:

Online portals (display, native advertorial, video)
Social media (Facebook, Youtube)

In order for tourists to feel safe and protected, the intention of this campaign is to educate and acquaint them with the protocol measures implemented at all levels of tourism offer, offering them a pleasant and safe stay in Croatia.



SAFE STAY IN CROATIA – KEY VISUALS









SAFE STAY IN CROATIA – FACEBOOK ADS





odkrycia!

Croatia Full of life (PL - Polish) Sponsored · @

Od malowniczych wysp po skarby ukryte na

kontynencie. W Chorwacji jest tak wiele do

Croatia Full of life (DE - German, AT)

Sponsored · @

Die Sicherheit unserer Einwohner und Besucher steht immer an erster Stelle - für Ihren erholsamen und angenehmen Aufenthalt!



Od kulinářských delikates po kulturní poklady, Chorvatsko je na vás připraveno a čeká, až bude správný čas na vaši návštěvu.



Dbamy o Twoje bezpieczeństwo



SAFESTAYINCROATIA.HR Ihre Sicherheit ist unsere Priorität

LEARN MORE



SAFESTAYINCROATIA.HR Užijte si bezpečnou dovolenou

LEARN MORE

SAFESTAYINCROATIA.HR

LEARN MORE

SAFE STAY IN CROATIA – VIDEO





https://www.youtube.com/watch?v=zML2k6qKDDg

TRUST ME I'VE BEEN THERE



Campaign duration:

May/July 2021

Markets:

Germany, Slovenia, Austria, Italy, Poland, UK, Czech Republic, Hungary, France, Netherlands, Slovakia, Russia

Communication channels:

Offline (display, native advertorial, TV, print, OOH)
Online (Facebook, Instagram Youtube, Display & Video 360)

The concept of a recommendation is ideal in pandemic times, the recommendation is more appreciated and trusted! The main goal for this campaing was to tell a story about Croatia through the experience of real visitors.



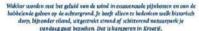
TRUST ME I'VE BEEN THERE — CREATIVE EXAMPLES











HOORD-DALMATIE – RAMPEREN TUSSEM NATIONALE PARKEN EN EXUNENOUDE CESCHIEDENIS

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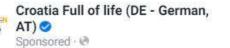




TRUST ME I'VE BEEN THERE – FB and IG ADS



Facebook



Wie ist eine Reise nach Kroatien? Erfaren Sie mehr zu Kroatien-Reisen im letzten Jahr und warum Christian wiederkommen wird!



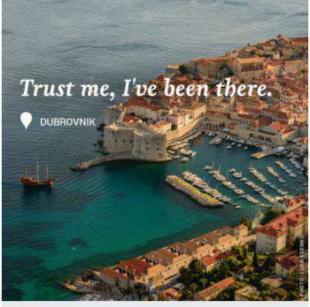
CROATIA.HR

Glauben Sie mir, ich war dort!
Echte Bewertungen von echten M...

LEARN MORE



Find your next true adventure in Croatia, a place that will make you feel at home the moment you arrive.

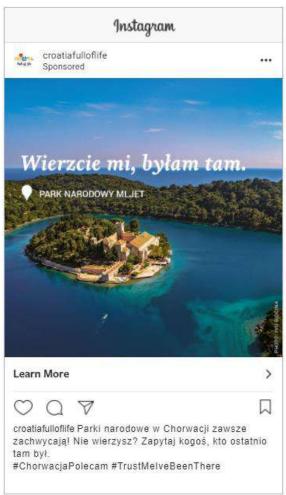


CROATIA.HR
Your next adventure in
Croatia

LEARN MORE

Instagram





THANK YOU



Distribution score

69 comments 46 shares

A Share

Campaign duration :

October 2021

Markets:

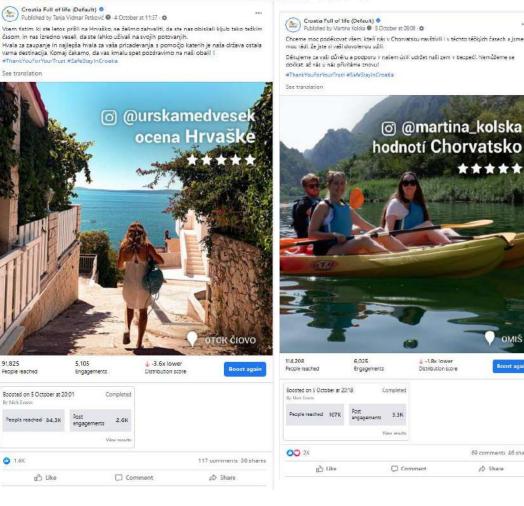
Germany, Slovenia, Austria, Italy, Poland, UK, Czech Republic, Hungary, France, Netherlands, Slovakia, Sweden, Belgium, Norway

Communication channels:

Online (Facebook)

After a great season, Thank you campaign was a way to extend the brand communication and to thank all those who visited Croatia.





GOOGLE – HEARTS & CRAFTS



Campaign duration :

October/November 2021

Markets:

Germany, Austria, France, Belgium, Spain

Communication channels:

Online (Facebook, Youtube)

The main goal is to present Croatia's rich culture and heritage and to promote the collaboration with Google Arts&Crafts platform.

Landing page





https://artsandculture.google.com/project/croatia-intangible-heritage

FALL IN LOVE WITH CROATIA



Campaign duration:

October/November 2021

Markets:

All

Communication channels:

Online (Facebook, Twitter, Pinterest, TikTok)

Maintaining the visibility and promotion of Croatia as a tourist destination with an interesting offer in the autumn, ie with the aim of highlighting the rich autumn beauties and attractions of Croatian destinations.

Key visual



FALL IN LOVE WITH CROATIA - ADS

CROATIA. Full of life

Facebook



Autumn hues and stunning views, Croatia is beautiful in the fall! Visit Vukovar Srijem Share your favourite seasonal photos with us using #FALLinLoveWithCroatia for a chance to be featured!





Instagram





CROATIA - WINTER WONDERLAND



Campaign duration:

November/December 2021

Markets:

Germany, Slovenia, Austria, Italy, Poland, UK, Czech Republic, Hungary, France, Netherlands, Slovakia, Sweden, Belgium, Norway

Communication channels:

Online (Facebook, Instagram)





The key objectives of this campaign were to showcase Croatia's beautiful seasonal offerings to inspire consumers, and to involve our community to grow engagement and build destination advocates.

