

**ENTREPRENEURIAL LEARNING EXCHANGE INITIATIVE FOR SUSTAINABLE
HOSPITALITY SMEs IN THE BALKAN-MEDITERRANEAN REGION**

Subsidy Contract No. BMP1/1.3/2616/2017

Best-Practice Database

Sustainable Development Solutions for Hospitality SME

Company name: Kosovrasti resort&spa



Source: <http://bdcapa.com/en/>

Country/region of operation: Debar, FYRO Macedonia

Sustainability dimension: social/economic/environmental

Description of the enterprise/imitative: Kosovrast is a modern spa & hotel, with a total capacity of 75 rooms, all overlooking the Debar's Lake. Surrounded by a beautiful landscape, the lake and the canyon of river Radika, this hotel is the most appropriate place for relaxing walks and for those who seek adventure and challenges. The thermal-mineral water and its benefits on curing and treating many diseases, is known by local people for decades. The professional team of doctors apply traditional and conventional therapies. Special attention is paid to motivating patient for their continued active participation in the implementation of all planned activities. All the ingredients used in the spa contain natural mud and sulphur collected from thermal springs

Social/ community impact sought: employment of locals, local suppliers, wellness promotion

Stakeholders: local community, local business sector, suppliers

Approach applied: Spa and health tourism, wellness

Innovation applied: On-line reservation, web promotion and information

Social impact and business results achieved: economic, environmental and social dimensions,

Financial situation / sustainability of the business model: Placed in a great natural environment with modern and luxury accommodation facilities provides professional services.

Key success factors: Utilizing natural resources, professional medical personnel, quality service, affordable prices

Challenges and problems: increasing capacities, finding quality and motivated staff

Year when the enterprise was created: n/a

References (web-site, intent links, video, etc.):

<http://bdcapa.com/en/>; <http://vispoj.com.mk/mak/banja-banjishte-debarski-banji>;
<https://www.youtube.com/watch?v=YiE2M4oNflc>

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