Early Warning System

# EIB-20180358

## ISTRA CAMPING SITE MODERNISATION

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### Quick Facts

| | |
|---|---|
| **Countries** | Croatia |
| **Specific Location** | Istra camping site |
| **Financial Institutions** | European Investment Bank (EIB) |
| **Status** | Approved |
| **Bank Risk Rating** | U |
| **Voting Date** | 2019-12-30 |
| **Borrower** | VALAMAR RIVIERA DD ZA TURIZAM |
| **Sectors** | Industry and Trade, Water and Sanitation |
| **Investment Type(s)** | Loan |
| **Investment Amount (USD)** | $ 25.65 million |
| **Project Cost (USD)** | $ 62.45 million |

## Project Description

According to the Bank's website, this project finances the modernisation of the existing facilities of the Istra camping site. This is a follow-up operation of the Istrian Riviera project.

## Investment Description

- European Investment Bank (EIB)

| Private Actor 1 | Private Actor 1 Role | Private Actor 1 Sector | Relation | Private Actor 2 | Private Actor 2 Role | Private Actor 2 Sector |
|---|---|---|---|---|---|---|
| - | - | - | - | Valamar Riviera d.d. | Client | - |

## Contact Information

*No contact information available at time of writing.*

### ACCOUNTABILITY MECHANISM OF EIB

The EIB Complaints Mechanism is designed to facilitate and handle complaints against the EIB by individuals, organizations or corporations affected by EIB activities. When exercising the right to lodge a complaint against the EIB, any member of the public has access to a two-tier procedure, one internal - the Complaints Mechanism Office - and one external - the European Ombudsman. A complaint can be lodged via a written communication addressed to the Secretary General of the EIB, via email to the dedicated email address complaints@eib.org, by completing the online complaint form available at the following address: http://www.eib.org/complaints/form, via fax or delivered directly to the EIB Complaints Mechanism Division, any EIB local representation office or any EIB staff. For further details, check: http://www.eib.org/attachments/strategies/complaints_mechanism_policy_en.pdf

When dissatisfied with a complaint to the EIB Complaints Mechanism, citizens can then turn towards the European Ombudsman. A memorandum of Understanding has been signed between the EIB and the European Ombudsman establishes that citizens (even outside of the EU if the Ombudsman finds their complaint justified) can turn towards the Ombudsman on issues related to 'maladministration' by the EIB. Note that before going to the Ombudsman, an attempt must be made to resolve the case by contacting the EIB. In addition, the complaint must be made within two years of the date when the facts on which your complaint is based became known to you. You can write to the Ombudsman in any of the languages of the European Union. Additional details, including filing requirements and complaint forms, are available at: http://www.ombudsman.europa.eu/atyourservice/interactiveguide.faces

## Other Related Projects

- EIB-20160590 ISTRIAN RIVIERA DEVELOPMENT