

Travel documents

A valid passport or some other identification document recognized by international agreement; for certain countries a personal identity card is sufficient (i.e. a document which testifies to the identity and citizenship of the bearer).

Information:

Diplomatic missions and consular offices of the Republic of Croatia abroad or the Ministry of Foreign Affairs and European Integration of the Republic of Croatia. Tel: +385 1 4569 964; E-mail: stranci@mvp.hr ; www.mvp.hr

Customs regulations

Customs regulations of the Republic of Croatia are harmonised with the standards of E.U. member states, but the value of objects of non-commercial character for personal use allowed to be brought into the country without tax duty or PDV is limited to 300 HRK.

The permitted amount of meat and milk products which can be brought in without special veterinary inspection is limited to 3 kg, while the amount of wine is limited to 5l.

Foreign currency may be freely taken in and out of the country; local currency up to an amount of 15.000 Kuna, but any amount brought in or taken out of the country (whether foreign currency or HRK) in an amount exceeding a value of 40.000 HRK, must be declared to the customs officers.

More valuable professional and technical equipment must be declared at the border.

Refund of tax when leaving the country is made to foreign nationals for individual goods purchased in Croatia for amounts in excess of 500 Kuna, on presentation of a "Tax-cheque" form. This form is provided on request by a sales assistant, when items are purchased.

Pets (dogs, cats and animals of the marten family) which are either travelling through the Republic of Croatia in the company of their owners, or which are staying in the country on a temporary basis, must, prior to entering the country, be fitted with a microchip or be clearly and legibly marked with a number prior to being entered in the international certificate issued in accordance with legislation valid in the Republic of Croatia.

After the first vaccination against rabies carried out at the age of three months, animals must be vaccinated at least six months and no more than one year prior to undertaking the journey, and in the case of subsequent vaccinations (boosters) the period between vaccination and the journey undertaken shall not be greater than one year.

No import into, or temporary residence in, the Republic of Croatia shall be permitted in the case of possibly dangerous dogs of the terrier breed, of the bull terrier type, which have not been entered in the register of the International Kennel Club (FCI) (pit bull terriers) or their cross-breeds.

Information:

Customs Administration, Republic of Croatia. Tel: +385 1 6102 333 www.carina.hr

Veterinary services

There is a network of veterinary clinics and centres in Croatia.

E-mail: veterinarstvo@zg.t-com.hr , www.veterinarstvo.hr

Health services

There are hospitals and clinics located in all the larger towns and cities, while smaller centres have dispensaries and chemist's.

Foreign visitors are not obliged to pay for medical services if a contract on Social Security has been signed between Croatia and visitors' country of origin. Health care (including transport) is used for emergency cases in the manner and according to regulations valid for Croatian citizens covered by Social Security. Persons coming from countries with which no such contract has been signed bear the costs of health services rendered personally. For patients in a life-threatening situation, emergency air transport (helicopter) and sea transport is available (speedboat).

Public holidays

- 1 January - New Year's Day
- 6 January – Epiphany
- Easter Sunday & Easter Monday
- 1 May - Labour Day
- Corpus Christi
- 22 June - Anti-Fascist Resistance Day
- 25 June - Statehood Day
- 5 August - Victory Day and National Thanksgiving Day

- 15 August - Assumption Day
- 8 October - Independence Day
- 1 November - All Saints' Day
- 25-26 December - Christmas Holidays

Shops and public services working hours

Most shops are open from 8 a.m. until 8 p.m. on weekdays and until 2 or 3 p.m. on Saturdays. Some shops work a split-shift system: from 8 a.m. to 12 p.m., and again from 4 p.m. to 8 p.m. Many shops stay open until 10 p.m., even on Sundays, especially in summer, while certain shops in the larger cities are open for business 24 hours a day. Public services and business offices work from 8 a.m. until 4 p.m., Mondays to Fridays.

Post and telecommunications

Post offices are open from 7 a.m. to 7 p.m. on weekdays, in smaller centres from 7 a.m. until 2 p.m.; some offices work a split shift. In most towns and tourist centres, on-duty post offices are open on Saturdays and Sundays until 9 p.m.

Postage stamps may also be purchased from newspaper and tobacco kiosks

Phone cards are used in all public telephones and may be purchased from post offices and from newspaper and tobacco kiosks. International calls may be made directly from public telephones.

Power supply

220 V, 50 Hz

Our UK guests should note that power outlets in Croatia are the Continental two-pin type and that a socket adapter is therefore required.

Water

Tap water is potable in all parts of Croatia.

Environmental protection

Protection of biodiversity complies with valid E.U. regulations. As regards bathing, the sea at the Croatian Adriatic is of high quality, again according to E.U. criteria.

In case of pollution on land or at sea, please advise the Centre 112 at the tel. no. 112, or e-mail address dc112@dzus.hr , which is included into the network of international organizations of the same level.

For additional information regarding the environment please contact the Ministry of Environmental Protection, Physical Planning and Construction, Administration for the Protection of the Environment, Tel: +385 1/3782-111, e-mail address:

zastita.okolisa@mzopu.hr ; www.mzopu.hr

Fire prevention

Check that you have undertaken all the necessary measures to prevent fire!

Do not throw burning objects or inflammable objects into the environment!

If you notice a fire, please alert other persons in your surroundings; immediately inform the fire service on telephone number 93 or 112; attempt to extinguish the fire before the arrival of the fire brigade, but do not place yourself or others in danger!

Observe the signs forbidding the lighting of fires!

Take care that your parked vehicles do not obstruct fire-fighting approaches and access roads.

Search and rescue

In the event of accident on land or at sea, call Centar **112** on Tel: 112.

Important telephone numbers

- Police: 92
- Fire Brigade: 93
- Ambulance: 94
- Roadside vehicle assistance: 987; 987@hak.hr (when calling from abroad or by mobile phone, call +385 1 987)
- National Search and Rescue Centre: 9155.
- A single countrywide number for all emergency situations: 112
- General information: 981
- Information local and intercity numbers: 988
- Information international numbers: 902
- Weather forecast and road conditions: 060 520 520
- Croatian Automobile Club (HAK): +385 1 46 40 800 Internet: www.hak.hr ; e-mail: info@hak.hr

CROATIAN ANGELS

CROATIAN ANGELS a single telephone number throughout Croatia from which tourist information can be obtained:

062 999 999. If calling from abroad, dial +385 62 999 999.

This information service is available in Croatian, English, German and Italian.

Radio news in foreign languages during the tourist season

Croatian Radio broadcasts on several frequencies programmes in foreign languages designed for tourists in Croatia. A daily programme is broadcast at 20.05h on channel one, in English in a duration of up to 10 min. On channel two of Croatian Radio, along with regular news, HAK provides reports on road conditions in English, German and Italian and, several times each day, information for sailors.

In the summer season, channel two of Croatian Radio, also broadcasts every hour on the hour, news and reports on the condition of the roads are broadcast directly from the studios of: the Third Programme of Bavarian Radio, the Third Programme of Austrian Radio, RAI Uno and British Virgin Radio, Radio Prague and the International programme of Croatian Radio – Voice of Croatia. Once each day during the summer reporters of Radio Prague inform their compatriots via regional radio stations: Radio Split, Radio Dubrovnik and Radio Rijeka.