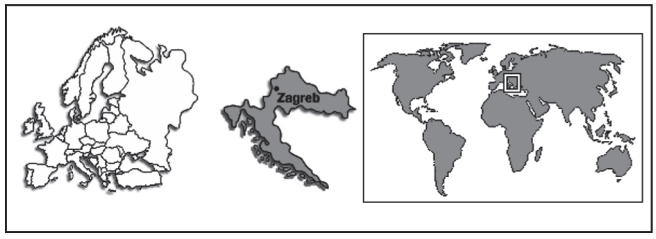
Croatia (HR)
Amounts shown are expressed in Euro (EUR)



0. General Information

- IATA Area : 2
- Capital : Zagreb (ZAG)
- Local Time : GMT + 1
- Daylight Saving Time : GMT + 2: Starts on the last Sunday in March and ends on the last Sunday in October.
- ☎ Country Code : + 385
- Local Currency : Kuna (HRK)
- Bank Information : Closed on Saturday afternoon and Sunday.
- Public Holidays :

Date
01 Jan 2015
06 Jan 2015
05 Apr 2015
06 Apr 2015
01 May 2015
04 Jun 2015
22 Jun 2015
25 Jun 2015
05 Aug 2015
08 Oct 2015
01 Nov 2015
25 Dec 2015
26 Dec 2015

- **Cargo Claims Information**
  The following Protocols / Conventions have been ratified:
  1. Warsaw Convention (1929)
  2. Hague Protocol (1955)
  3. Montreal Protocol MP4 (1975)
  4. Montreal Convention MC99 (1999)

  For further details, explanation and how to apply these Protocols / Conventions see paragraph 2.1.5. (General Rules) including list of countries.

- **E-freight and e-AWB status of airports**
  For e-freight and e-AWB implementation status of airports please refer to chapter 6.4.

- **E-Customs**
  Advance Electronic Information (AEI) requirements
  - Status: Live
  - System name: Import Control System (ICS) and Export Control System (ECS)
  - Pre-registration to file data: Required
  - Scope: Import, Export, Transit, Transhipment cargo
  - Party responsible for filing: For imports, the incoming carrier. For exports, when an Exit Summary Declaration (EXS) is required, the outgoing carrier.
  - Deadline - shorthaul (imports): For flights less than four hours, the deadline is before take-off from foreign airport
  - Deadline - longhaul (imports): At least four hours prior to arrival
  - Deadline (exports): At least 30 minutes prior to departure
  - How to submit information: For imports, an Entry Summary Declaration (ENS) is sent electronically through the ICS. For exports, an AEI transmission of data for security risk assessment of cargo may be incorporated into the export declaration. If the security data has not been included in the export declaration, an exit AEI declaration (EXS) is required.
  - Further information: http://ec.europa.eu/ecip/

  Note:
  if data are not sent in advance, goods have to be declared immediately on arrival at the border, which can delay the customs clearance of consignments at the border pending the results of risk analysis for safety and security purposes.

  E-Customs information and Advance Electronic Information requirements are subject to change. Readers should check for the latest information available from relevant country authorities.

  For additional information on E-Customs and Advance Electronic Information, please refer to chapter 6.5.

- **Security**
  ACC3
  (EC Regulation 185/2010 on Cargo Security)

  Since February 1, 2012, all air carriers carrying cargo or mail from a non-EU country to the EU must be designated as an ‘’Air Cargo or Mail Carrier operating into the Union from a Third Country Airport” (ACC3) by an EU Member State. A list of exempted countries is relieved from this requirement.

  In order to obtain ACC3 designation, a carrier should
  - Ensure its security program integrates necessary EU security requirements for cargo and mail loaded onto its aircraft at any third country airport for carriage into the EU.
  - Nominate a person who has overall responsibility for implementation of cargo and mail security.
  - Submit a “Declaration of Commitments” to the appropriate EU Member State authority.

  ACC3 designation is to be obtained for every non-EU airport station from which the air carrier flies cargo and/or mail into the EU, unless an exemption applies.

  Carriers are responsible for ensuring all cargo or mail is screened or comes from a secure supply chain regulated agent (RA), known consignor (KC), account consignor (AC) before entering EU airspace.

  For designation as ACC3, carriers should contact the appropriate authority, as follows:
  - For EU carriers - the Member State that issued the AOC.
  - For non-EU carriers - the Member State listed in the Annex to Regulation 394/2011 (ETS).
  - For non-listed carriers - the Member State in which you have your major base of operations in the EU.

  By July 1, 2014, air carriers need to
  - Ensure that on-site airport station verification of cargo and mail security measures has been carried out by an EU aviation security validator.
  - Ensure that its business relations with regulated agents and known consignors are independently validated by an EU aviation security validator, after which a database should be maintained with details of the RA, KC and AC they are accepting cargo from.
    This regulation includes additional measures for High Risk Cargo, defined as cargo originating from a list of specific countries.

  On-site validations will take place either at each airport from which the air carrier flies cargo or mail to the EU, or, with conditions applied, at a representative number of airports from which the air carrier flies cargo or mail to the EU. Each successful security validation will require revalidation on a 5 year cycle.

© International Air Transport Association, 2015. All rights reserved.

7.3. Import/Transit/Export Regulations

7.3.2. Countries Alphabetically Listed

1. Airport Information

1.1. Customs Airports

- **Brac - BWK**
  Tel.: +385 (0)21 559-711, Ground Handling
  +385 (0)21 559-701, Head Office
  Fax: +385 (0)21 559-722, Ground Handling
  +385 (0)21 559-709, Head Office
  E-mail: groundoperations@airport-brac.hr
  Website: http://www.airport-brac.hr
  SITA: BWKAPXH
- **Dubrovnik - DBV**
  Tel.: +385 (0)20 773-374, Cargo Handling
  +385 (0)20 773-300, Station Manager
  Fax: +385 (0)20 773-375, Cargo Handling
  E-mail: cargo@airport-dubrovnik.hr
  operations@airport-dubrovnik.hr
  Website: www.airport-dubrovnik.hr
  SITA: DBVAPXH, DBVFFXH
- **Losinj - LSZ**
- **Osijek - OSI**
  Tel.: +385 (0)31 514-451, Operating Centre
  +385 (0)31 514-442, Commercial/Cargo
  Fax: +385 (0)31 514-452, Operating Centre
  +385 (0)31 514-460, Commercial/Cargo
  E-mail: opc@osijek-airport.hr
  cargo@osijek-airport.hr
  Website: www.osijek-airport.hr
  SITA: OSIAPXH
- **Pula - PUY**
  Tel.: +385 (0)52 530 148 - Ground Handling
  +385 (0)52 530 106 - Commercial/Finance
  +385 (0)52 530 105 - Information desk
  +385 (0)52 530 148 - Duty officer
  +385 (0)52 530 131 - Load control
  +385 (0)52 530 147 - Passenger handling department
  +385 (0)52 530 149 - Baggage handling/lost and found
  Tel./Fax: +385 (0)52 530 195 - Cargo Department
  Fax: +385 (0)52 550 925 - Duty officer
  +385 (0)52 550 929 - Load control
  E-mail: operations@airport-pula.hr Duty officer
  cargo@airport-pula.hr
  load@airport-pula.hr - Load control
  Website: www.airport-pula.hr
  SITA: PUYAPXH
- **Rijeka - RJK**
  Tel.: +385 (0)51 842-134 - General Manager
  +385 (0)51 841-235 - Operating Centre
  +385 (0)51 545-213 - Ground / Cargo Handling
  Fax: +385 (0)51 842-032 - General Manager
  +385 (0)51 841-236 - Operating Centre
  +385 (0)51 842-236 - Ground / Cargo Handling
  E-mail: druzic@rijeka-airport.hr - Operations Manager
  operations@rijeka-airport.hr - Operating Centre
  druzic@rijeka-airport.hr Ground/Cargo Handling
  Website: http://www.rijeka-airport.hr
  SITA: RJKAPXH
- **Split - SPU**
  Tel.: +385 (0)21 203 501 - General Manager
  +385 (0)21 203 353 - Operating Centre
  +385 (0)21 203 509 - Commercial/Finance
  +385 (0)21 203 231 - Station Manager
  +385 (0)21 203 414 - Cargo Department
  Fax.: +385 (0)21 203 118 - Cargo Department
  E-mail: station.manager@split-airport.hr
  ground.ops@split-airport.hr
  cargo@split-airport.hr
  Website: www.split-airport.hr
  SITA: SPUAPXH, SPUFFXH
- **Zadar - ZAD**
  Tel.: +385 (0)23 205 832 (Ground Handling)
  +385 (0)23 205 842 (Cargo Department)
  Fax: +385 (0)23 205 831 (Ground Handling)
  +385 (0)23 205 831 (Cargo Department
  E-mail: groundops@zadar-airport.hr
  Website: http://www.zadar-airport.hr/en/
  SITA: ZADAPXH
- **Zagreb - ZAG**
  Cargo Manager
  Tel.: +385 1 4562650
  Fax: +385 1 6265412
  E-mail: okis@zagreb-airport.hr
  Cargo
  E-mail: cargohead@zagreb-airport.hr
  cargodoc@zagreb-airport.hr
  cargowhs@zagreb-airport.hr
  cargosales@zagreb-airport.hr
  cargodisp@zagreb-airport.hr
  SITA: ZAGFFXH

1.2. Airport Facilities

1.2.1 Loading/Unloading Equipment

Dubrovnik
2 × Highloader, capacity max. 7,000 kg.
Forklifts, capacity max. 2,000 kg.
Elevators, capacity max. 2540 kg.

Osijek
Cargo loader capacity 7,000 kg.
Maindeck highloader, capacity max. 18,000 kg.
Forklift max. 3,000 kg.
Elevators, capacity max. 250 kg.

Pula
2 × Highloader, capacity max. 7,000 kg.
Forklifts, capacity max. 2,000 kg.
Elevators, capacity max. 250 kg.

Rijeka
Maindeck loader, capacity max.5,500 kg.
Highloader, capacity max. 7,000 kg.
Forklifts, capacity max. 4,500 kg.
Elevators, capacity max. 250 kg.

Split
Maindeck-highloader, capacity 7,000 kg.
Highloader-transporter, capacity 3,500 kg.
Forklifts, capacity max. 5,000 kg.
Elevators, capacity max. 400 kg.
All auxiliary equipment for loading / unloading pallets and container cargo.

Zadar
Highloader-transporter, capacity 3,500 kg.
Forklifts, capacity 3,000 kg.

Zagreb
Maindeck-highloader, capacity max. 7,000 kg.
Maindeck loader, capacity max. 20,000 kg., 20 feet container.
Highloader, capacity max. 7,000 kg.
Highloader-transporter capacity max. 3,500 kg.
Forklifts, capacity max. 7,000 kg.
Elevators, capacity max. 250 kg.
All auxiliary equipment for loading/unloading pallets and container cargo.

1.2.2. Storage

Dubrovnik
All imported goods must be cleared within 20 days after arrival. In case of non-compliance the legal action are as follows:

1. The holder of the goods (Carrier) should be charged with the duties/taxes, and all relevant terminal and warehouse handling charges, which will be redebited to the shipper, or
2. The goods can be auctioned by Customs Authorities, or
3. Destroyed (the goods without selling value)

The payment of duties/taxes may also be avoided, if goods are reexported within the respective period.

Time limit of 20 days in the Airport customs bonded warehouse may be extended on application, if reason for extension is acceptable to Customs Authorities (e.g. missing Import Permit, Invoice etc)

Safe for valuables: Available
Room for live animal/plants: Not available
Room for human remains: Not available
Cold storage: Refrigerator available for small sized packages. Acceptance possible only on 24 hours previous arrangement and confirmation by DBV.
Deep freeze storage: Not available
Room for dangerous goods: Not available
Embargo for dangerous goods acceptance.
Room for radio-active material: Not available

© International Air Transport Association, 2015. All rights reserved.

7.3. Import/Transit/Export Regulations

7.3.2. Countries Alphabetically Listed

Osijek
Time limit 20 days for uncleared goods at the airport customs bonded warehouse. The period of 20 days may be extended on application, after which uncleared goods must be cleared or re-exported, otherwise the goods will be auctioned by Customs Authorities.
Cold storage: not available.
Safe for valuables: available.
Room for radio-active material: not available.
Room for live animals/plants: not available.
Room for human remains: not available.

Pula
Time limit 20 days for uncleared goods at the airport customs bonded warehouse. The period of 20 days may be extended on application, after which uncleared goods must be cleared or re-exported, otherwise, the goods will be auctioned by Customs Authorities.
Cold storage: Available
Safe for valuables: Available
Room for radio-active material: Not available
Room for live animals/plants: Not available
Room for human remains: Not available

Rijeka
Time limit 20 days for uncleared goods at the airport store. The period of 20 days may be extended on application, after which uncleared goods must be cleared or re-exported, otherwise the goods will be auctioned.
Cold storage: Not available
Safe for valuables: Available
Room for radio-active material: Not available
Room for live animals/plants: Not available
Room for human remains: Not available

Split
Time limit 20 days for uncleared goods at the airport store. The period of 20 days may be extended on application, after which uncleared goods must be cleared or re-exported, otherwise, the goods will be auctioned by Customs Authorities.
Cold storage: Available
Safe for valuables: Available
Room for dangerous goods: Available
Room for radio-active material: Not available
Room for live animals/plants: Not available
Room for human remains: Not available

Zadar
Time limit 20 days (perishable goods 3 days) for uncleared goods at the airport customs warehouse. The period of 20 days may be extended on application, after which uncleared goods must be cleared or re-exported.Otherwise, the goods will be auctioned by Customs Authorities.
Cold storage: Available (on 24 hours pre-warning)
Safe for valuables: Available
Room for radio-active material: Not available
Room for live animals/plants: Not available
Room for human remains: Not available

Zagreb
Time limit 20 days in Customs warehouses or Customs open storage. The storage period for ordinary merchandise can be extended for another 15 days, after which uncleared goods must be cleared or re-exported within 2 days, otherwise the goods will be auctioned.
Cold storage: Available
Deep-freeze storage: Available
Room for radio-active material: Available
Room for live animals: Available for small animals
Room for human remains: Available
Safe for valuables: Available. *Acceptance of valuable cargo* without previous arrangement possible at Zagreb Airport between 08.00-20.00 hrs.

1.2.3. Clearance

Dubrovnik
At the airport by the consignee or his broker.
Osijek
At the airport by the consignee or his broker.
Pula
At the airport by the consignee or his broker.
Rijeka
At the airport by the consignee or his broker.
Clearance by prior arrangements.
Split
Monday through Friday 07.00 - 15.00 hrs.
Clearance outside Customs hours possible for live animals, perishables, human remains and urgent shipments after previous arrangements and payment of overtime fee.
Zadar
At the airport by the consignee or his broker.
Zagreb
At the airport by the consignee or his broker.

1.2.4. Customs Hours

Dubrovnik
Monday through Friday 07.00 - 15.00 hrs. Saturday, Sunday and holidays closed. Clearance outside Customs hours possible for baggage shipped as cargo and for all urgent nature shipments after previous arrangement and payment of overtime fee.
Osijek
Monday through Friday 07.00 - 15.00 hrs. For goods in transit Monday through Sunday 07.00 - 19.00 hrs. Clearance outside Customs hours possible after previous arrangements and payment of overtime fee.
Pula
Monday though Friday 07.30 - 15.30 hrs., Saturday, Sunday and holidays closed.
Rijeka
Customs hours on prior arrangements.
Split
Monday through Friday 07.00 - 15.00 hrs.
Clearance outside Customs hours possible for live animals, perishables, human remains and urgent shipments after previous arrangements and payment of overtime fee.
Zadar
Monday through Friday 08.00-14.00
Zagreb
Monday through Friday 07.30 - 15.30 hrs. Saturday, Sunday and holidays closed.
Clearance outside Customs hours possible for live animals, perishables and urgent shipments after previous arrangements and payment of overtime fee.

1.2.5. Delivery

Dubrovnik
Cleared goods to Dubrovnik (DBV) can be delivered to consignee or his agent at airport cargo office during Customs hours. Delivery outside customs hours possible on request.
Osijek
Cleared goods at airport office during Customs hours, outside Customs hours possible on request.
Pula
Cleared goods at airport office during Customs hours.
Rijeka
Cleared goods at airport office on prior arrangements.
Split
Cleared goods at airport office during Customs hours.
Zagreb
Cleared goods: consigned to other places within Croatia, possible by road, parcel post or by air.
Uncleared goods: in bond possible by air, road, or parcel post to any of the Customs warehouses in Croatia.
Cleared goods to Zagreb (ZAG) can be delivered to consignee or his agent at airport cargo office during Customs hours. Delivery outside customs hours possible on request.

1.2.6. (Re)-Forwarding

Dubrovnik
Cleared goods:
Possible by mail, truck to any place in Croatia.
Uncleared goods: in bond possible by air, trucks to any of the Customs warehouses in Croatia.
Osijek
Cleared goods:
Possible by air, truck, railway or mail to other places within Croatia.
Uncleared goods:
In bond possible by air, truck, railway or mail to any of the Customs warehouses in Croatia.
Pula
Possible by truck to any place in Croatia.
Rijeka
Possible by truck to any place in Croatia on prior arrangements.
Split
Cleared goods:
Possible by air, truck, railway or post to other places within Croatia.
Uncleared goods:
In bond possible by air, truck, railway or post to any of the Customs warehouses in Croatia.
Zagreb
Cleared goods: consigned to other places within Croatia: possible by road, parcel post or by air.
Uncleared goods: in bond possible by air, road or parcel post to any of the Customs airports within Croatia.

© International Air Transport Association, 2015. All rights reserved.

7.3. Import/Transit/Export Regulations

7.3.2. Countries Alphabetically Listed

2. Import

2.1. General

2.1.1. Packing

Veterinary health certificate for all live animals, animal products and hay and straw.

2.1.4. Language on Documents

English, French or German or Croatian (obligatory for Veterinary health certificate.

2.1.5. Other Requirements

1. Importation of goods may only be effected by registered trade organizations.
2. Dutiable goods temporarily imported (except for finishing and repairing) the deposit for duties and/or taxes is not necessary if an international CARNET ATA (Admission Temporaire/Temporary Admission) from local Chamber of Commerce in country of export is present.

2.2. Documentary Requirements

2.2.1. Commercial Consignments

- 2 Commercial Invoices, containing: (besides usual details) country of origin, full description of goods, marks and numbers, weights, shipper's signature.
- Import Licence and Certificate of Origin for certain goods.
- Foreign Exchange Permit.

2.2.2. Sample Consignments

2 Pro Forma Invoices, duty free.

2.2.3. Gift Consignments

2 Pro Forma Invoices giving exact details of the contents of the consignment and the value of each article. Customs duties must be paid for all products.

2.2.4. Unaccompanied Baggage

Should be accompanied by a "Declaration of Contents" and must not contain new items but only used personal belongings, which are a Customs declaration. All baggage will be inspected after arrival.

2.3. Restrictions

2.3.2. Live Animals

For imports into Croatia, import veterinary inspection is possible at Airport Zagreb only.

Zagreb

Live animals are subject to veterinary inspection check upon arrival in Croatia.
Import of the live animals is approved from the countries which are authorized for import into European Union.
In case of imports of live animals, the importer submits a request for the issuance of a decision on veterinary health conditions for imports (Import Licence) Import Licence is issued by the Veterinary Inspections Directorate.
Veterinary health certificate is issued by the official veterinary authorities of the place of departure.
For pet animals Import Licence is not required up to 5 animals (dogs, cats, birds....).

Dubrovnik

Prohibitions:
According to Government Regulation from September 2007, Dubrovnik Airport is not approved veterinary border inspection port of entry for live animals, animals products and animal food. Import of above mentioned, to DBV final destination, is only possible via ZAG routing.
For additional information contact Border Veterinary Inspector at BIP Airport Zagreb, phone number +385 1 6265330.

Restrictions:

Dubrovnik Airport is only permitted for importation of PETS for noncommercial movements, accompanied by owner or person authorised by owner, not intended for sale or handover/delivery to another owner.

Osijek

Live animals are subject to veterinary inspection check upon arrival in Croatia.
Import of the live animals is approved from the countries which are authorized for import into European Union.
In case of import of live animals, the importer submits a request for the issuance of a decision on veterinary health conditions for imports (Import Licence). Import Licence is issued by the Veterinary Inspections Directorate. Veterinary health certificate is issued by the offical veterinary authorities of the place of departure.

2.3.3. Plants and Plant Material

Plants and plant products which are subject to phytosanitary control (plants intended for planting and seedling, living plants and living parts thereof, fruits, tubers, isolated bark, wood, grain, soil and growing medium) can be imported only via Zagreb Airport and must be accompanied by phytosanitary certificate and other relevant documents.
There are some import prohibitions and restrictions for certain plants and plant products, depending of their country of origine.
Further detail informations may be obtained from orderly phytosanitary inspectors:

Phytosanitary Inspection Zagreb Airport
box 48
10150 Zagreb-Airport
Phone: +385 1 626 52 19
+385 1 626 52 55
+385 1 626 52 59
+385 1 626 52 18
Fax: +385 1 626 54 18
Email: fitoinspekcija.zagreb@mps.hr

2.3.4. Arms, Ammunition and Explosives

Dangerous Goods: Permitted to Zagreb as the final destination only.

2.3.6. Human Remains

- For non-cremated human remains, a special document/letter ("Sprovodnica") issued in Croation language by official authorities of Republic of Croatia (Embassy or Consulate). This special document/letter is not needed for cremated human remains.
- Death Certificate and if cremated, additional Certificate of Cremation.
- Human remains must be accompanied by a document issued by official authorities enabling identification, if necessary (such as passport or personal identification card or drivers licence etc.).

2.3.7. Pharmaceutical and Chemical Products

Pharmaceutical products, medicines, cosmetics and biological products: Prior to importation these articles must be examined by Institute for Analysis and by Board of Health. For this purpose samples should be sent in advance.

2.3.8. Medicines and Vaccines

See 2.3.7.

2.3.15. Others

Textiles: Each article or the attached label must show: description of article, manufacturer's name, trademark, country of origin, colour, weight, date of manufacture, any weaving fault, directions for cleaning, washing (temperature, washing preparation, etc.) or ironing.
Cosmetics: See 2.3.7.

3. Transhipment/Transit

3.3. Restrictions

3.3.2. Live Animals

For transit through territory of the Republic of Croatia Import Licence is not required. Animal must be accompanied by veterinary health certificate. Transit of the animals is approved from the countries which are authorized for import into European Union.
Person responsible for consignment must supply proof that the third country to which the animals are being sent, unconditionally accept the consignment.

3.4. Prohibitions

There are some import prohibitions and restrictions for certain animals and products of animal origin depending of their country of origin and establishment of origin.
For additional information, border veterinary inspector is available.

3.5. Charges

3.5.2. Handling

Zagreb

Regular handling of transhipment/transfer cargo is charged in according to the Zagreb Airport Price List for Cargo Service. Price List is available on web-site or will be sent on request.

Osijek

Regular handling of cargo is charged according to Osijek Airport Price List for Cargo Services.

© International Air Transport Association, 2015. All rights reserved.

4. Export

4.5. Charges
4.5.9. Taxes and Duties
Croatian Civil Aviation Agency Tax (CCAA Tax) Export/Outbound.

Republic of Croatia - Ministry of Maritime Affairs, Transport and Infrastructure has introduced, Tax to be paid for conducting the activities of the Croatian Civil Aviation Agency (CCAA).

The CCAA Tax is collected by first carriers in outbound (in departure) scheduled and charter air transportation, calculated per kilo based on the actual weight of the cargo.

CCAA Tax, per kg 0.02

Excepted from payment of this tax are transit shipments and shipments of service cargo. The CCAA Tax is exempted from Value Added Tax (VAT.)
CCAA Tax is interlinable.
The CCAA Tax will be shown in the “Other Charges” Box of The Air Waybill (Box 23) under charges code “GTC”.

© International Air Transport Association, 2015. All rights reserved.