Protocol guide for diplomatic missions accredited to the Republic of Croatia

The Diplomatic Protocol of the Ministry of Foreign and European Affairs is the principal address for diplomatic missions accredited to Croatia. At the beginning of 2022, there were 56 resident embassies, 72 non-resident Embassies, 5 Consulates General, 8 international organizations, three bodies of the European Union, and 109 Consulates General / Consulates / Vice-consulates headed by honorary consuls in the Republic of Croatia.

In a constant effort to provide, in a timely fashion, quality support to diplomatic missions, diplomats and other members of missions, the Diplomatic Protocol is happy to present a brief guide for diplomatic missions with useful guidelines concerning ceremonies and visits, and privileges and immunities. The guide is meant for information purposes only and we hope it will help diplomatic missions and their members enjoy successful terms in office in Croatia.

Your

Diplomatic Protocol

CEREMONIES AND VISITS

1. ARRIVAL OF A NEWLY APPOINTED AMBASSADOR

When a newly appointed Ambassador arrives in the Republic of Croatia, the Diplomatic Protocol, Ceremonies and Visits Department, notifies the competent authorities of the Republic of Croatia. If the Ambassador arrives by a road border crossing, then the head of the Ceremonies and Visits Department will schedule the earliest convenient date for a visit to the newly appointed Ambassador at the official residence or the Embassy of the sending state. When the newly appointed ambassador enters the state territory of the Republic of Croatia for the first time at a border crossing at the Zagreb International Airport, his/her VIP treatment will have been arranged and, during office hours, he/she will be greeted by the head or a representative of the Ceremonies and Visits Department.

2. PRESENTATION OF CREDENTIALS

The Embassy sends a diplomatic note to the Diplomatic Protocol requesting a date for the presentation of credentials to the President of the Republic of Croatia and of copies of the credentials to the Head of the Diplomatic Protocol of the Ministry of Foreign and European Affairs of the Republic of Croatia. In communication between the Embassy and the Diplomatic Protocol further preparatory steps are arranged.

3. INAUGURAL AND FAREWELL VISITS

The Embassy sends a diplomatic note to the Diplomatic Protocol requesting an inaugural or a farewell visit to senior officials of the Republic of Croatia. The Ceremonies and Visits Department will arrange the meetings and notify the Embassy accordingly.

4. DEPARTURE OF AMBASSADOR

When an Ambassador is to depart from the Republic of Croatia, his/her Embassy will send a note to the Diplomatic Protocol advising of the date and time of his/her departure. The Ceremonies and Visits Department then notifies the competent authorities of the time and place of his/her departure from the state territory of the Republic of Croatia. VIP treatment at Zagreb International Airport will be arranged.

5. ARRANGING VIP LOUNGE AT THE ZAGREB INTERNATIONAL AIRPORT

When a newly appointed Ambassador is to arrive in the Republic of Croatia, as well as upon the departure of the Ambassador from the Republic of Croatia at the end of his / her term of office, the Diplomatic Protocol, Ceremonies and Visits Department, arranges the VIP treatment at the

Zagreb International Airport at the expense of the Ministry of Foreign and European Affairs of the Republic of Croatia.

In other cases, the VIP treatment may be arranged by an Embassy directly with the Zagreb International Airport, and the Embassy will then cover the expenses: https://www.zagreb-airport.hr/en/passengers/at-the-airport/facilities-services/vip-services-112/112

At the request of an Embassy pursuant to a diplomatic note, the Ceremonies and Visits Department can arrange the VIP treatment for the Embassy with the Zagreb International Airport, at the expense of the Embassy.

6. VISITS OF FOREIGN MINISTERS OF FOREIGN AFFAIRS TO CROATIA

An Embassy in the Republic of Croatia notifies the Diplomatic Protocol in a diplomatic note of the visit of a Minister of Foreign Affairs to the Republic of Croatia. All further details concerning the visit are conveyed to the Diplomatic Protocol in a diplomatic note. In the case of an official or working visit, the Ceremonies and Visits Department is responsible for the logistic support. The Ceremonies and Visits Department will in further communication with the Embassy in the Republic of Croatia arrange the details of the organization of the meetings requested. This includes accommodation in the previously agreed format, transport, protocol and security. At the proposal of the Ceremonies and Visits Department, or at the request of the Embassy, free time will be organized as well. If the proposal is accepted, the Ministry of Foreign and European Affairs will cover the expenses of the proposed part of the program.

7. TRANSIT

Croatian laws regulate the arrival, departure and transit of protected persons in the Republic of Croatia. The arrival of a protected person, delegation and security staff needs to be announced at least 48 hours prior to entering the territory of the Republic of Croatia.

Security staff may bring firearms into the Republic of Croatia, depending on the rank of the person they protect, specifically:

a) When accompanying a President or Head of State: max. 3 pieces of firearms plus ammunition;

b) When accompanying a Parliament Speaker or Prime Minister: max. 2 pieces of firearms plus ammunition;

c) When accompanying a Minister of Foreign Affairs or a Head of an International Organization and Institution: max. 1 piece of firearms plus ammunition, unless provided otherwise in a treaty, on the basis of the judgement of the security department in charge, or on the basis of reciprocity.

When announcing the arrival of a protected person, delegation and security staff, a detailed program of activities needs to be submitted with the following information:

- Times of arrival in and departure from the Republic of Croatia;

- The border crossing to be used for entering and exiting the state territory of the Republic of Croatia;
- Personal information including passport numbers of nationals of non-member states and ID numbers for citizens of EU Member States;
- Brand, type and serial number of firearms and quantity of ammunition that foreign security staff will be bringing into the Republic of Croatia.

Diplomatic Protocol contacts:

Telephone 00385 1 45 69 807 (office hours 8:00 - 17:00)

Fax 00385 1 45 69 975 (office hours 8:00-17:00) diplomatski.protokol@mvep.hr

Ministry of Foreign and European Affairs contact:

Telephone 00385 1 45 69 964 (outside office hours)

Fax 00385 1 45 51 795 (outside office hours)

PRIVILEGES AND IMMUNITIES

The office hours of the Diplomatic Protocol, Privileges and Immunities Department, to accept or issue settled applications concerning privileges and immunities (correspondence, forms, passports, VAT and excise tax return claims etc.) are Mondays and Thursdays from 10:00 h to 12:00 h, accessed by the side entrance to the Ministry at Trg N. Š. Zrinskog 8. Passports submitted for scrutiny within the office hours will be picked up the same day in the afternoon at the entrance to the Ministry at Đorđiceva ulica 4.

1. NOTIFICATION OF ARRIVAL

In accordance with Article 10 of the Vienna Convention on Diplomatic Relations and Article 24 of the Vienna Convention on Consular Relations, diplomatic missions and international organizations accredited to the Republic of Croatia are to notify the Ministry of Foreign and European Affairs, Diplomatic Protocol, of the arrival of a member of the mission, enclosing with the diplomatic note a copy of the passport of the respective person. When such a person assumes office, his/her passport is submitted to the Diplomatic Protocol to receive the following stamp: "Submitted for the scrutiny of the Ministry of Foreign Affairs and European Integration of the Republic of Croatia", with the date and the signature of the person in charge. Holders of diplomatic passports with such stamps, who show special IDs issued by the Ministry of Foreign and European Affairs, Diplomatic Protocol, are not required to have visas to enter the Republic of Croatia.

2. SPECIAL ID

2. SPECIAL ID Based on the notification, the Ministry of Foreign and European Affairs, Diplomatic Protocol, issues the appropriate special ID.

Special ID is issued to members of missions or consular posts, members of organizations of the United Nations and other specialized agencies of the United Nations, members of international organizations accredited to the Republic of Croatia, as well as their family members or members of their common household and private staff members.

To obtain a special ID, in addition to the above-mentioned diplomatic note on assuming office and a photocopy of the passport of the person in question, it is necessary to also enclose one photograph (size 30x35 mm) and a completed questionnaire.

On the back of the questionnaire, family members or members of the common household should be indicated. The questionnaire must be authenticated with the seal of the Mission and the signatures of the authorized person and of the applicant.

Special ID is not to be issued to family members of an Honorary Consul.

Special ID is to be issued to the children of the persons mentioned in the notification up to the age of 18 years old or, against a croatian school certificate, up to the age of 26 years old.

Special ID is issued for a period of four years or until the expiration date of the passport.

Issuing special ID to non-resident members of the Mission

A special ID for non-resident members of diplomatic missions covering the territory of the Republic of Croatia is issued to the Head of Mission and one more diplomat, and their family members.

2. NEW SPECIAL ID

A new special ID is issued:

1. When a previously issued special ID has expired, following the same procedure as in notification;

2. When a special ID has been lost, and the loss has been reported to the Ministry of Foreign and European Affairs, enclosing a proof (receipt) that the loss of the ID has been publicly announced in the Official Gazette of the Republic of Croatia;

3. When a special ID has been damaged to the extent that it can no longer serve its purpose;

4. When data has changed that is integral part of the content of the special ID. Any change in the data indicated in the special ID needs to be notified to the Diplomatic Protocol.

3. NOTIFICATION OF DEPARTURE

Diplomatic missions and international organizations accredited to the Republic of Croatia are to notify to the Ministry of Foreign and European Affairs, Diplomatic Protocol, the departure if its members or the cessation of their functions with the mission.

4. RETURN OF SPECIAL IDs

With the mentioned notification, diplomatic missions are to return to the Diplomatic Protocol the special ID of the member whose departure is notified and the IDs of his family members and members of his private staff. If this provision is not observed, a special ID may not be issued to a new member of the diplomatic mission until the ID of the previous member has been returned.

5. PERSONAL IDENTIFICATION NUMBER (OIB)

The personal identification number (OIB) is a permanent identification of every natural and legal person resident in the Republic of Croatia. It is determined and issued by the Ministry of Finance, Tax Administration.

Determining and issuing the personal identification number (OIB) for diplomatic missions, international organizations, their members and members of their families is voluntary and free of charge.
The application for OIB for diplomatic missions, international organizations, their members and members of their families, is filed through the Diplomatic Protocol, enclosing the following documents:

Foreign natural persons:

PRIVILEGES AND IMMUNITIES

1. OIB application form
2. Copy of the passport

Foreign legal persons:

1. OIB application form
2. Founding document

OIB application form in Croatia:
zahtjev-OIB.pdf (porezna-uprava.hr)
OIB application form in English:
PINrequest.pdf (porezna-uprava.hr)

6. TAX EXEMPTION

Tax exemption procedure is prescribed in the Tax Exemption Rules for Diplomatic Missions and Consular Posts, Institutions and Bodies of the European Union and International Organizations (Official Gazette of the Republic of Croatia 81/2015), as well as in Ammendments of the Tax Exemption Rules for Diplomatic Missions and Consular Posts, Institutions and Bodies of the European Union and International Organizations (Official Gazette of the Republic of Croatia 1/2017) as well as in Ammendments of the Tax Exemption Rules for Diplomatic Missions and Consular Posts, Institutions and Bodies of the European Union and International Organizations (Official Gazette of the Republic of Croatia 126/2019).

According to the Rules, the exemption from the payment of tax on the delivery of goods or services is effected by filing an application with the Diplomatic Protocol for a tax refund. The application is filed for the calendar quarter.

The Rules also provide for direct exemption, notably for the delivery of motor vehicles and fuel for motor vehicles, for the properties that are subject to VAT under the VAT Act, and for the services of lease or rental of office space intended for official use.

Direct exemption is effected on the basis of the prescribed forms that are to be submitted to the Diplomatic Protocol for endorsement. For more information and the forms see:
Obrasci (porezna-uprava.hr)

Diplomatic Protocol contacts:

Telephone 00385 1 45 69 807 (office hours 8:00-17:00)

Fax 00385 1 45 69 975 (office hours 8:00-17:00)

diplomatski.protokol@mvep.hr

Privileges and Immunities Department contacts:

Telephone 00385 1 48 96 309 (office hours 8:00-17:00)

Fax 00385 1 45 97 491 (office hours 8:00-17:00)

imuniteti.privilegije@mvep.hr

Ministry of Foreign and European Affairs contacts:

Telephone 00385 1 45 69 964 (outside office hours)

Fax 00385 1 45 51 795 (outside office hours)

Ministry of the Interior, Department for Security and Protection of Diplomatic Missions and Consular Posts:

Telephone: 00385 1 65 66 910, 00385 1 65 66 920