

## MINISTRY FOREIGN AND EUROPEAN AFFAIRS

Pursuant to Article 275, paragraph 2 of the Foreigners Act (Official Gazette 133/20), the Minister of Foreign and European Affairs issues the following

**ORDINANCE ON VISAS****Contents****Article 1**

(1) This Ordinance establishes:

- the procedure and conditions for issuing airport transit and short-term visas to third-country nationals in diplomatic missions and consular posts of the Republic of Croatia (hereinafter: DM/CP) and on border crossings
- the procedure for extension short-term visas in police administrations or police stations (hereinafter: PA/PS) and
- the procedure and conditions for issuing long-term visas to third country nationals in DM/CP.

(2) This Ordinance ensures the implementation of Regulation (EC) No 810/2009 of the European Parliament and of the Council of 13 July 2009 establishing a Community Code on Visas (Visa Code) (OJ L 243, 15 September 2009), as last amended by Regulation (EU) 2019/1155 of the European Parliament and of the Council of 20 June 2019 amending Regulation (EC) No 810/2009 establishing a Community Code on Visas (Visa Code) (OJ L 188, 12 July 2019).

**Authorised official****Article 2**

- (1) An authorised official carrying out procedures set out in this Ordinance at a DM/CP, PA/PS and at border crossing points shall be a duly authorised diplomat of a DM/CP and an authorised police officer of a PA/PS.
- (2) In the absence of an authorised diplomat at a DM/CP, the head of the DM/CP shall authorise an official to perform the activities referred to in paragraph 1 of this Article.
- (3) In the absence of an authorised official of a PA/PS, the immediate superior officer shall designate an authorised substitute for the absent official to perform the activities referred to in paragraph 1 of this Article.

**Competence****Article 3**

- (1) A third-country national who requires a visa for the Republic of Croatia shall submit an application with the competent DM/CP based on the place of his/her residence abroad.
- (2) If a third-country national is not a national of the state in which the application is submitted, he/she shall provide evidence of his/her lawful term in that state.
- (3) If there is no DM/CP in a country, the third-country national may apply for a visa in:
  - the nearest DM/CP in another country or
  - in a DM/CP of another country with which the Republic of Croatia has a representation agreement for issuing visas.

**Article 4**

- (1) By way of derogation from the provisions of Article 3 of this Ordinance, the DM/CP may accept an application for an airport transit or short-term visa if a third-country national is found in its consular jurisdiction, provided that he/she is legally resident and there are justified reasons for the above.
- (2) The justified reasons referred to in paragraph 1 of this Article may be:
  - arrival at the invitation of a Croatian state authority
  - participation in an international conference in the Republic of Croatia
  - arrival at the summons of a court
  - urgent business visit to a legal person in the Republic of Croatia
  - humanitarian reasons
  - reasons of *force majeure* and
  - other justified reasons.
- (3) The humanitarian reasons referred to in paragraph 2 of this Article are:
  - if in need of urgent medical help
  - if donating organs
  - in the event of an unforeseeable event concerning close family members (serious illness, death, etc.) and
  - other justified cases from the circumstances of which it can be concluded that they are of a humanitarian nature.
- (4) The reasons of force majeure referred to in paragraph 2 of this Article are:
  - flight changes in air traffic (for example, due to weather conditions, strikes, etc.)
  - changes in other modes of transport due to objective technical difficulties or other force majeure, and
  - natural and other disasters.

***Obtaining the consent of the central state administration authority for visas*****Article 5**

- (1) The DM/CP shall request the prior consent of the ministry competent for foreign affairs before issuing a visa, except in the cases stipulated in Article 43 paragraph 3 of this Ordinance and Annex 4 to this Ordinance.
- (2) When an application is sent for prior consent, the visa referred to in paragraph 1 of this Article may be issued only after the consent is obtained.
- (3) After the consent is obtained, an authorised official shall decide whether to issue a visa, based on the submitted documentation and available information for each individual visa application.
- (4) If the authority referred to in paragraph 1 of this Article does not give its consent to the issuing of a visa, it shall provide arguments for its decision.

***Presence of the applicant*****Article 6**

- (1) A third-country national shall submit a visa application in person. By way of derogation, if there are justified reasons, a third-country national does not have to submit the application in person, but must appear in person at the invitation of the DM/CP.

- (2) By way of derogation from paragraph 1 of this Article, in order to reduce unnecessary efforts by an applicant to appear in person at the competent DM/CP, due to great distances and/or inadequate traffic connections in special regions or geographical areas, when there is an honorary consul of the Republic of Croatia in the place of his/her residence or in the vicinity, the applicant may appear in person at the consular post of the Republic of Croatia headed by an honorary consul for the purpose of identity verification by way of examination of his/her public document.
- (3) The applicant may be requested to schedule an appointment for submitting the application. As a rule, the appointment is scheduled within two weeks from the request for an appointment.
- (4) In justified cases of urgency, a DM/CP may allow applications to be lodged without an appointment or an appointment is scheduled immediately.
- (5) The applicant may not be required to appear in person at more than one place in order to submit an application.

#### ***Indirect submission of an application***

##### **Article 7**

By way of derogation from Article 6 of this Ordinance, a DM/CP may accept an indirect submission of an application:

1. by verified credible persons in accordance with Article 21 of this Ordinance
2. through an external service provider referred to in Article 8 of this Ordinance
3. through a commercial intermediary referred to in Article 9 of this Ordinance
4. by professional, cultural, sports or educational associations or institutions on behalf of their members, if a reputable and reliable authority can guarantee the credibility of persons from the group
5. by a person with a disability who cannot access the DM/CP in person, with proof of disability attached
6. in the case of other specially justified reasons.

#### ***Cooperation with an external service provider***

##### **Article 8**

- (1) For the purpose of mediation in the visa application procedure, when the need arises, cooperation of the DM/CP with an external service provider may be established. Such cooperation shall be based on a contract which must meet the conditions laid down in Annex 7 to this Ordinance.
- (2) When selecting an external service provider, its solvency and reliability shall be verified, including the necessary permits, entry in the register of companies, statutes of the legal person, banking contracts and the possible existence of a conflict of interest.
- (3) Consideration of visa applications, interviews (if necessary), decision-making on applications and printing and entry of visa stickers shall be carried out exclusively by the competent DM/CP.
- (4) An external service provider shall not have access to the Croatian Visa Information System (hereinafter: CVIS) under any circumstances. Access to the CVIS shall be provided exclusively to the authorised officials referred to in Article 2 of this Ordinance.
- (5) In the event of termination of cooperation with an external service provider, continued uninterrupted performance of services related to the receipt of visa applications shall be ensured.

**Cooperation with commercial intermediaries****Article 9**

- (1) For the purpose of mediation in the short-term visa application procedure, when the need arises, cooperation of DM/CP with commercial intermediaries may be established, except for the collection of biometric data. Such cooperation shall be based on the previously conducted accreditation procedure set out in Annex 7 to this Ordinance.
- (2) The collection of visa fees, consideration of applications, interviews (if necessary), decision-making on applications and printing and entry of visa stickers shall be carried out exclusively by the competent DM/CP.
- (3) The commercial intermediary shall not have access to CVIS.

**Visa application form****Article 10**

- (1) The application for an airport transit or short-term visa shall be submitted on the form set out in Annex 1.A to this Ordinance.
- (2) The application for a long-term visa shall be submitted on the form set out in Annex 1.B to this Ordinance.
- (3) The forms referred to in paragraphs 1 and 2 of this Article shall be completed in the Latin script and capital letters.
- (4) The persons listed in the applicant's travel document shall enclose a separate application form.
- (5) The forms referred to in paragraphs 1 and 2 of this Article shall be free of charge and available in the following languages:
  1. Croatian
  2. the official language/languages of the receiving state and
  3. in the case of representation, in the official language/languages of the state representing the Republic of Croatia.
- (6) The forms referred to in paragraphs 1 and 2 of this Article may also be available in a bilingual version, in Croatian and in a foreign language.
- (7) The forms referred to in paragraphs 1 and 2 of this Article may also be completed in electronic form. After filling in, the form must be printed and submitted with other prescribed documents:
  - to the competent DM/CP
  - through an external service provider referred to in Article 8 of this Ordinance, or
  - if applicable, through a commercial intermediary referred to in Article 9 of this Ordinance.
- (8) The content of the electronic versions of the forms referred to in paragraphs 1 and 2 of this Article is determined by Annexes 1A and 1B to this Ordinance.

**Applying for an airport transit and short-term visa****Article 11**

- (1) When submitting an application, a third-country national shall:
  1. fill in the form from Annex 1 A to this Ordinance, and sign it personally
  2. present a valid travel document in accordance with Article 25, paragraph 1 of the Foreigners Act (hereinafter: the Act)

3. present a colour photograph, scanned or taken at the time of submitting the application, 35x45 mm in size, in accordance with paragraph 2 of this Article
  4. attach documentation in accordance with Article 15 of this Ordinance and Annex 3 to this Ordinance
  5. if applicable, allow fingerprinting in accordance with Article 22 of the Act and
  6. pay the prescribed visa fee.
- (2) The photograph referred to in paragraph 1, item 3 of this Article must meet the following conditions:
1. the person must be shown with a neutral facial expression, eyes open and mouth closed on a frontal shot
  2. exceptionally, a blind person wearing sunglasses may attach a photograph of themselves photographed with sunglasses
  3. a photograph of a person wearing a head covering for religious or medical reasons must show cheeks, chin and forehead
  4. a child in the photo must be alone, and his/her face must be fully visible and eyes open
  5. in photographs, the person's head (from the tip of the chin to the top of the head) must occupy about 2/3 of the photograph, but must not be more than 36 mm in height. The head in the photo must be positioned in the centre of the photo. The distance between the eyes (from the middle of the left to the middle of the right eye) must be at least eight mm (optimally 10 mm) and
  6. the photo must be developed on high quality glossy and smooth paper without surface structure, of high print quality. The background must be light and monochromatic, without patterns and with sufficient contrast to the face and hair.
- (3) By way of derogation, a person traveling urgently for justified reasons may submit a photograph that does not meet the conditions referred to in paragraph 2, items 5 and 6 of this Article.
- (4) If the application is admissible in accordance with Article 23 of the Act, it shall be received and the data on the application shall be entered into the CVIS in accordance with the implementing regulation governing the CVIS.

***Receiving an application for a short-term visa  
in accordance with Article 23, paragraph 3 of the Act***

**Article 12**

The humanitarian reasons referred to in Article 23, paragraph 3 of the Act, pursuant to which an application for a short-term visa may be received even if it is not admissible, are:

1. if the third-country national needs urgent medical assistance
2. if the third-country national is donating organs
3. in the event of an unforeseen event concerning close family members (serious illness, death, etc.) and
4. other justified cases from the circumstances of which it can be concluded that they are of a humanitarian nature.

***Applying for a long-term visa***

**Article 13**

- (1) When submitting an application, a third-country national shall:
1. fill in the form from Annex 1.B to this Ordinance, and sign it in his/her own handwriting

2. present a valid travel document in accordance with Article 25 of the Act
  3. present a photograph, scanned or taken at the time of application in colour 35x45 mm in size, in accordance with Article 11, paragraph 2 of this Ordinance
  4. enclose proof of approved temporary residence or an issued residence and work permit in the Republic of Croatia
  5. attach proof of the means of travel
  6. present proof of possession of adequate and valid travel health insurance in accordance with Article 19 of this Ordinance
  7. if applicable, allow fingerprinting in accordance with Article 22 of the Act and
  8. pay the prescribed visa fee.
- (2) If the application is admissible in accordance with Article 38 of the Act, it shall be received and the data on the application shall be entered into the CVIS in accordance with the implementing regulation governing the CVIS.

***Minor third-country national and third-country national deprived of legal capacity***

**Article 14**

- (1) The application for a visa for a minor third-country national or a third-country national deprived of legal capacity shall be submitted by his/her legal representative and shall be accompanied by:
  - the birth certificate of the minor third-country national, if the parents are legal representatives or
  - the decision of the competent authority on the appointment of a legal representative.
- (2) For a third-country national referred to in paragraph 1 of this Article, the form referred to in Annex 1.A or Annex 1.B to this Ordinance shall be signed by the legal representative.
- (3) For a third-country national referred to in paragraph 1 of this Article traveling unaccompanied by a legal representative, the visa application shall be accompanied by a certified consent of the legal representative containing:
  1. personal data on the legal representative
  2. purpose and period of stay
  3. time of stay
  4. the period for which the approval is issued and
  5. signature of the legal representative.
- (4) By way of derogation from paragraph 1 of this Article, if a minor third-country national or a third-country national deprived of legal capacity is traveling in a group for the purpose of participating in cultural, educational or sporting events or for humanitarian reasons, and the application referred to in Article 3, paragraph 3 and Article 4 of this Ordinance could not be submitted in the country of habitual residence of the legal representative, the visa application may be submitted by the accompanying responsible person, by submitting the relevant documents.

***Documents attached to the application for airport transit and short-term visas***

**Article 15**

- (1) The application for an airport transit visa shall be accompanied by:
  1. proof of continuation of the journey to the final destination after the intended airport transit and
  2. documentation on the basis of which the applicant's intention not to enter the territory of the Republic of Croatia can be assessed.

- (2) The application for a short-term visa shall be accompanied by documentation proving:
  1. purpose and conditions of stay in the Republic of Croatia
  2. secured accommodation in the Republic of Croatia, or proof of sufficient funds to cover the costs of accommodation
  3. provided funds for subsistence expenses during the stay in the Republic of Croatia and for return to the home country or for travel to a third country where the applicant is certain to be accepted, or is able to legally obtain such funds
  4. means of travel and intention to return to the country of origin or to a third country in which the applicant is certain to be accepted and
  5. if applicable, adequate and valid travel health insurance in accordance with Article 19 of this Ordinance.
- (3) The number and type of documentation referred to in paragraph 2 of this Article depends on the possible risk of illegal migration and on the circumstances of each individual case.
- (4) The list of documentation proving the fulfilment of the conditions referred to in paragraph 2 of this Article is not final and is set out in Annex 3 to this Ordinance.

***Family members of Croatian nationals and nationals of Member States  
of the European Economic Area and the Swiss Confederation***

**Article 16**

- (1) By way of derogation from Article 11, paragraph 1, item 4 and Article 15, paragraph 2 of this Ordinance, family members of Croatian nationals or nationals of Member States of the European Economic Area (hereinafter: EEA) shall enclose proof of family relationship with a Croatian national or an EEA national with the application for a short-term visa.
- (2) The provision of paragraph 1 of this Article shall also apply to family members of nationals of the Swiss Confederation.

***Letter of guarantee***

**Article 17**

- (1) A third-country national coming to the Republic of Croatia:
  - on a private visit
  - on a business visit or
  - for the purpose of participating in scientific, educational, cultural, sports gatherings and eventsshall also attach to the short-term visa application a letter of guarantee in accordance with Annex 5 to this Ordinance.
- (2) A third-country national who is issued a short-term visa at a border crossing in accordance with Article 26 of the Act shall be required to present the original of the letter of guarantee, except in the case of humanitarian reasons.

***Invitation letter***

**Article 18**

- (1) By way of derogation from Article 17 of this Ordinance, a third-country national coming to the Republic of Croatia:
  - at the invitation of a Croatian state authority
  - to participate in an international conference of public interest, or

- to participate in an event held under the auspices of the Croatian Parliament, the President of the Republic of Croatia, or the Government of the Republic of Croatia shall attach to the short-term visa application the relevant invitation letter from the Croatian state authority, or the organizer of the international meeting or event.
- (2) The invitation letter referred to in paragraph 1 of this Article shall contain:
1. data on the third-country national - name and surname, date and place of birth, nationality, number of the travel document, place of issue and expiry date of the travel document
  2. purpose of arrival
  3. the period in which the third-country national will stay in the Republic of Croatia
  4. data on the accommodation of the third-country national in the Republic of Croatia
  5. information on who bears the costs of the stay of the third-country national in the Republic of Croatia and
  6. name and surname, duty (position, work post), address and telephone number of the contact person, from whom relevant information on the third-country national can be obtained.

### ***Travel health insurance***

#### **Article 19**

- (1) Travel health insurance may be individual or group.
- (2) The applicant for a short-term or long-term visa is obliged to take out travel health insurance with an insurance company in the country of residence. If this is not possible, travel health insurance in another country should be sought.
- (3) Travel health insurance must be valid for the territory of the Republic of Croatia and cover the entire period of the planned stay or transit. The minimum contracted sum insured must be in the kuna equivalent of EUR 30,000.00 (in writing: thirty thousand euros).
- (4) A natural or legal person from the Republic of Croatia, who invites the applicant, or some other natural person, may conclude a travel health insurance contract with an insurance company from the Republic of Croatia or another state for the benefit of the applicant. In that case, the conditions referred to in paragraph 3 of this Article shall apply.
- (5) Any claims against insurance companies must be collectible in the Republic of Croatia.

### ***Authenticity of documents***

#### **Article 20**

- (1) The documentation attached to the visa application may not be older than six months.
- (2) By way of derogation to paragraph 1 of this Article, if the authorised official can unequivocally establish the truthfulness of the data stated in the documentation referred to in paragraph 1 of this Article, he/she may also accept documentation older than six months.
- (3) If the authorised official cannot unequivocally determine the authenticity of the documentation referred to in paragraph 1 of this Article, he/she may request its legalization.
- (4) If the authorised official cannot unequivocally determine the content of the documentation referred to in paragraph 1 of this Article, due to the language or script in which it was issued, he/she may request the attachment of its certified translation into



Croatian or English if there is no certified court interpreter for the Croatian language in the receiving state.

**Reliable applicant**

**Article 21**

- (1) If the applicant for a short-term visa, according to the information available to the DM/CP and the authorised official, is reliable and acting in good faith or is a well-known and reputable person, he/she may be exempted from the obligation to submit a part of the documentation referred to in Article 15, paragraph 2 of this Ordinance.
- (2) The reliability of the applicant may reasonably be presumed on the basis of:
  - previously issued and legally used Croatian visas
  - issued Schengen visas
  - visas issued for Bulgaria, Cyprus, Ireland and Romania and
  - visas issued for Australia, Japan, Canada, the United States of America and the United Kingdom of Great Britain and Northern Ireland.
- (3) The decision on exemption from the obligation to enclose a part of the documentation shall be made by an authorised official, and a note to that effect shall be placed in the case file.

**Verification of the conditions for entry into the Republic of Croatia  
of the applicant for an airport transit and short-term visa**

**Article 22**

- (1) The examination of the application for a short-term visa shall determine whether the applicant meets the conditions for entry into the Republic of Croatia referred to in Article 47 of the Act.
- (2) In determining the conditions referred to in paragraph 1 of this Article, the following shall be checked in particular:
  - that the attached travel document is not false, counterfeit or forged
  - justification of the purpose and conditions of the intended stay
  - that the applicant has sufficient means of subsistence, both during the intended stay in the Republic of Croatia and for the return to the country of origin or residence, or for transit to a third country which accepts him/her, or that he/she is able to legally obtain those means
  - if necessary, that the applicant has not already stayed for 90 days during the current period of 180 days in the Republic of Croatia on the basis of a short-term visa, regardless of possible previous stays on the basis of a long-term visa or temporary residence permit or residence and work permit in the Republic of Croatia
  - whether the applicant is banned from entering the Republic of Croatia and staying in the Republic of Croatia, whether an alert has been issued in respect of him/her in the SIS for the purpose of an entry ban and whether he/she is covered by international measures restricting entry binding on the Republic of Croatia
  - that the applicant is not considered a threat to public policy, national security or public health in the Republic of Croatia, and
  - if necessary, that the applicant has adequate and valid travel health insurance covering the period of the intended stay or, if the application is submitted for the issue of a short-term visa for several entries, for the period of the first planned stay in the Republic of Croatia.

- (3) When considering the application for an airport transit visa, the following shall be checked in particular:
- that the attached travel document is not false, counterfeit or forged and
  - justification of the purpose and conditions of the intended airport transit.

***Verification of the conditions for entry into the Republic of Croatia  
for a long-term visa applicant***

**Article 23**

- (1) The examination of the long-term visa application shall determine whether the applicant meets the conditions for entry into the Republic of Croatia referred to in Article 47 of the Act.
- (2) In determining the conditions referred to in paragraph 1 of this Article, the following shall be checked in particular:
- that the attached travel document is not false, counterfeit or forged
  - the authenticity of the temporary residence permit or the issued residence and work permit in the Republic of Croatia
  - that the applicant has adequate and valid travel health insurance
  - whether the applicant is banned from entering the Republic of Croatia and staying in the Republic of Croatia, or has been issued a warning in the SIS for the purpose of an entry ban, and
  - that the applicant is not considered a threat to public policy, national security or public health of the Republic of Croatia.

***Basic criteria for deciding on the application***

**Article 24**

- (1) The basic criteria for deciding on a visa application are: the security aspect, the migration policy and the prevention of illegal migration.
- (2) The decision on the application is based on the authenticity and reliability of the attached documentation and on the truthfulness and reliability of the applicant's statements.
- (3) The authorised official shall decide on the application on the basis of available facts and evidence and his/her own assessment, taken collectively and individually.
- (4) A previous refusal of a visa application shall not automatically lead to the refusal of a new application. The new application is assessed on the basis of all available information.

***Interview with the applicant***

**Article 25**

- (1) If necessary, the authorised official shall conduct an interview with the applicant in order to determine the facts relevant for deciding on the application.
- (2) If the arrival of the applicant would represent a disproportionate cost for the applicant, the interview may be conducted using appropriate electronic means of communication.
- (3) The authorised official shall enter in the case file a note on the course of the interview referred to in paragraph 1 of this Article and provide an assessment of the justification of the application, which may be positive or negative.

***Incomplete application*****Article 26**

- (1) In the event that during the procedure it is assessed that the visa application needs to be supplemented with additional documents or if an additional interview is required, the applicant shall be notified orally or in writing and a period of seven days shall be set for completing the application or appearing for an interview.
- (2) The notification referred to in paragraph 1 of this Article shall be an integral part of the case file in the form of an official note on the oral notification or a written notification sent to the applicant.
- (3) For the extension of the period of validity and/or duration of a short-term visa issued, the period referred to in paragraph 1 of this Article shall be seven days.
- (4) If the applicant does not supplement the application or does not respond to the interview within the given deadline, a note shall be entered in the case file, and the case shall be concluded in accordance with the established facts.

***Suspension of proceedings*****Article 27**

- (1) The procedure for issuing a visa and the procedure for extending the period of validity and/or duration of a short-term visa issued shall be suspended ex officio if during the procedure it is determined that:
  - the application was not admissible in accordance with Articles 23 and 38 of the Act
  - the applicant does not need a Croatian visa or
  - the applicant also has Croatian nationality.
- (2) In the case referred to in paragraph 1 of this Article, all documents attached to the applicant shall be returned, the collected biometric data shall be destroyed and the amount of the paid visa fee shall be reimbursed.
- (3) Data on the suspension of the procedure shall be entered into the CVIS in accordance with the implementing regulation governing the CVIS.

***Withdrawal of application*****Article 28**

- (1) The visa applicant may withdraw the application before a decision is made on it.
- (2) In the case referred to in paragraph 1 of this Article, the applicant shall notify the DM/CP of the withdrawal in writing.
- (3) Data on the withdrawal shall be entered in the case file and in the CVIS in accordance with the implementing regulation governing the CVIS.

***Deciding on the application for an airport transit and short-term visa*****Article 29**

- (1) The application for an airport transit and short-term visa shall be decided within the time limit referred to in Article 24 of the Act.
- (2) Except in the case referred to in Article 28 of this Ordinance, a decision shall be made on:
  1. issuing of an airport transit visa in accordance with Article 14 of the Act
  2. issuing of a short-term visa in accordance with Article 15 of the Act, or
  3. refusing to issue an air-transit or short-term visa in accordance with Article 32 of the Act.

- (3) The fact that it is not physically possible to take fingerprints in accordance with Article 22, paragraph 4, item 2 of the Act shall not affect the issue or refusal of a short-term visa.

***Issuing of a short-term visa with a longer validity period***

**Article 30**

- (1) A short-term multiple-entry visa for a validity period of six months to five years shall be issued with the duration of stay of 90 days.
- (2) If the applicant meets the conditions referred to in Article 25, paragraph 1 and Article 47 of the Act, a short-term multiple-entry visa shall be issued:
1. for a validity period of one year, provided that the applicant can prove the lawful use of at least three short-term visas issued by the DM/CP of the Republic of Croatia or a Member State of the Schengen Agreement within the previous two years from the application
  2. for a validity period of two years, provided that the applicant can prove the lawful use of a short-term visa with a validity period of one year issued in the DM/CP of the Republic of Croatia or a Schengen Member State within the previous two years from application
  3. for a validity period of five years, provided that the applicant can prove the legal use of a short-term visa with a validity period of two years issued in the DM/CP of the Republic of Croatia or a Schengen Member State within the previous three years.
- (3) By way of derogation from paragraph 2 of this Article, the validity period of a short-term visa issued may be shortened in individual cases if there is reasonable doubt that the entry conditions will be met for the entire period.
- (4) By way of derogation from paragraph 2 of this Article, a short-term multiple-entry visa valid for up to five years may be issued to an applicant who can prove the need or justified intention to travel frequently or regularly, provided he/she prove his/her integrity and reliability, in particular the lawful use of previous visas, his/her economic situation in the country of origin and his/her genuine intention to leave the Republic of Croatia before the expiry of the visa he/she applied for.

***Issuing of a short-term visa***

***referred to in Article 25, paragraph 2 and Article 32, paragraph 2 of the Act***

**Article 31**

- (1) The visa referred to in Article 25, paragraph 2 of the Act may be issued to an applicant in a travel document whose validity period is shorter than three months after the intended departure from the Republic of Croatia in justified cases of urgency such as:
1. humanitarian reasons
  2. reasons of *force majeure*
  3. arrival at the summons of a court
  4. arrival at the written request of a state authority
  5. the journey of the holder of the travel document returning to the country of nationality
  6. urgent and imperative business trip and
  7. other justified cases.
- (2) The humanitarian reasons referred to in paragraph 1 of this Article and referred to in Article 32, paragraph 2 of the Act are:
1. if in need of urgent medical assistance

2. if donating organs
3. an unforeseeable event concerning close family members (serious illness, death, etc.) and
4. other justified cases, the circumstances of which lead to the conclusion that they are of a humanitarian nature.

#### ***Issuing of a short-term visa at the border crossing***

##### **Article 32**

- (1) In exceptional cases, a short-term visa may be issued at a border crossing, if the applicant meets the conditions referred to in Articles 27 and 28 of the Act, and Article 15, paragraphs 2, 3 and 4 and Article 17, paragraph 2 of this Ordinance.
- (2) If travel health insurance cannot be obtained at the border crossing, or this is required by humanitarian reasons, the applicant may be exempted from the obligation to provide it.

#### ***Filling in the visa sticker***

##### **Article 33**

- (1) The visa sticker shall be completed before affixing to the travel document, in the manner specified in Annex 6 to this Ordinance.
- (2) The information in the boxes on the visa sticker shall be printed. Manual corrections may not be made to the printed visa sticker, nor may the data entered on the printed visa sticker be altered in any other way.
- (3) Exceptionally, in case of technical difficulties caused by *force majeure*, the visa sticker for single entry may be filled in manually. The visa sticker filled in manually must not be altered.
- (4) When the visa sticker is filled in manually in accordance with paragraph 3 of this Article, this fact shall be entered in the case file and in the CVIS.

#### ***Technical invalidation of a completed visa sticker***

##### **Article 34**

- (1) In case of an error while filling in, the visa sticker must be technically invalidated.
- (2) In the event that the visa has not yet been affixed to the travel document, the technical invalidation of the visa sticker shall be performed by crossing the visa sticker with permanent ink.
- (3) If the visa has already been affixed to the travel document, it shall be invalidated in the manner described in paragraph 2 of this Article, and a new visa shall be affixed to the travel document.

#### ***Affixing the visa sticker to the travel document***

##### **Article 35**

- (1) After the visa sticker has been filled in correctly, it shall be affixed to the first blank page of the travel document provided for visas, which may not bear any stamps or other marks.
- (2) The visa sticker shall be affixed in such a way that its left and lower edges (machine-readable zone) are aligned with the outer edges of the travel document page.
- (3) The visa sticker shall be certified in DM/CP by the signature of the authorised official and the dry stamp referred to in Article 49 of this Ordinance, and in PA/PS by the signature of the authorised official and the seal of PA/PS.

- (4) The authorised official shall sign on the right side of the "Remarks" section, above the space for the machine-readable zone, so that the signature partly covers the page of the travel document on which the visa was entered.
- (5) The dry stamp shall be stamped and the stamp shall be printed on the right-hand side of the "Remarks" box, above the area for the machine-readable zone, so that it partly covers the page of the travel document on which the visa was entered.
- (6) Exceptionally, in the case referred to in Article 33, paragraph 3 of this Ordinance, a stamp or a seal may be placed in the space provided for the machine-readable zone in order to additionally indicate that it is unusable.
- (7) The provisions of this Article shall also apply accordingly when the visa sticker is affixed to the form for affixing the visa. If more than one person is entered in a travel document which is not recognized by the Republic of Croatia, individual stickers shall be entered in the forms for affixing the visa (one sticker per form).
- (8) Data on the issued visa shall be entered into the CVIS in accordance with the implementing regulation governing the CVIS.

#### ***Refusal of an application for airport transit and short-term visa***

##### **Article 36**

- (1) An air-transit and short-term visa shall be refused in the case there are reasons referred to in Article 32, paragraph 1 of the Act.
- (2) The decision to refuse the visa referred to in paragraph 1 of this Article and the reasons on which it is based shall be submitted to the applicant on the form set out in Annex 2.A to this Ordinance.
- (3) The applicant shall confirm by signature the receipt of the decision referred to in paragraph 2 of this Article, on a copy kept by DM/CP or PA/PS and placed in the case file.
- (4) If the applicant is not available, and has previously requested the delivery of the decision referred to in paragraph 2 of this Article electronically, the delivery shall be done electronically, in accordance with Article 94 of the General Administrative Procedure Act (Official Gazette 47/09).
- (5) The delivery referred to in paragraph 4 of this Article shall be deemed to have been made at the moment when it is recorded in writing on the server for receiving such messages. The printed message with the delivered decision referred to in paragraph 2 of this Article and the indication that it has been received shall be deposited in the case file.
- (6) The data on the refused visa referred to in paragraph 1 of this Article shall be entered into the CVIS in accordance with the implementing regulation governing the CVIS.

#### ***Refusal of an application for a long-term visa***

##### **Article 37**

- (1) A long-term visa shall be refused in the case of existence of the reasons referred to in Article 41, paragraph 1 of the Act.
- (2) The decision to refuse a visa referred to in paragraph 1 of this Article and the reasons on which it is based shall be submitted to the applicant on the form set out in Annex 2. B to this Ordinance and in accordance with Article 36 paragraphs 3, 4 and 5 of this Ordinance.
- (3) The data on the refused visa referred to in paragraph 1 of this Article shall be entered into the CVIS in accordance with the implementing regulation governing the CVIS.

**Extension of a short-term visa****Article 38**

- (1) The applicant for the extension of the validity period and/or duration of stay of the issued short-term visa shall be obliged to:
  1. fill in the form from Annex 1.A to this Ordinance, and sign it in personally
  2. present a valid travel document in accordance with Article 25, paragraph 1 of the Act
  3. enclose documentation proving the existence of the reasons referred to in Article 31, paragraph 4, items 1 or 2 of the Act
  4. present proof of possession of sufficient means of subsistence for an additional period of stay and
  5. present proof of travel health insurance for an additional period of stay.
- (2) The period of validity and/or duration of stay of of the issued short-term visa shall be extended if the visa holder proves that he/she meets the conditions referred to in Article 31, paragraph 4, items 1 or 2 of the Act.
- (3) The humanitarian reasons referred to in Article 31, paragraph 4, item 1 of the Act are:
  - a sudden serious illness of the applicant due to which he/she is unable to travel
  - an unforeseeable event concerning close family members living in the Republic of Croatia (serious illness, death, etc.) and
  - organ donation.
- (4) Serious personal reasons referred to in Article 31, paragraph 4, item 2 of the Act are:
  - exacerbation of the illness of a family member who has undergone surgery and is not allowed to leave the hospital and
  - arrival in the Republic of Croatia on business, for the purpose of negotiations with a Croatian company (for example, negotiations last longer than planned).
- (5) The total duration of stay on the basis of an issued and extended short-term visa may not exceed 90 days in any period of 180 days.
- (6) An extended short-term visa is issued by the PA/PS in which the request for extension is received. PA/PS is obliged to submit the request for extension to the Ministry of the Interior, which decides on the request.
- (7) The extension of a short-term visa shall be affixed to the travel document in the form of a new visa sticker.
- (8) The applicant for extension of the validity period and/or duration of stay of the issued short-term visa may withdraw his/her application or the procedure may be suspended before the decision on extension is made.
- (9) The extension of the period of validity and/or duration of stay of an issued short-term visa shall be refused in accordance with Article 32, paragraph 1 of the Act.
- (10) The decision on refusal to extend the validity period and/or duration of stay of the issued short-term visa and on the reasons on which it is based shall be served to the applicant on the form provided in Annex 2.A to this Ordinance.
- (11) Data on the extended validity period and/or duration of stay of the issued short-term visa, on the refused application for extension of the validity period and/or duration of stay of the issued short-term visa, on the withdrawal of the application for extension and suspension of the procedure shall be entered in CVIS in accordance with the implementing regulation governing CVIS.

***Annulment and revocation of airport transit and short-term visas*****Article 39**

- (1) Failure of the holder of an airport transit or short-term visa to present one or more supporting documents referred to in Article 15 of this Ordinance at the border crossing shall not automatically lead to the annulment or revocation of the visa.
- (2) In case of annulment or revocation of an airport transit and short-term visa, the stamp "ANNULLED" or "REVOKED" shall be stamped on the visa sticker, and the optically variable element of the visa sticker, security element "with hidden effect" and the term "visa" shall be crossed out and thus annulled.
- (3) The holder of an airport transit or short-term visa shall be informed of the decision on annulment or revocation of the visa and of the reasons on which it is based by means of the form set out in Annex 2.A to this Ordinance.
- (4) Data on an annulled or revoked airport transit or short-term visa shall be entered into the CVIS in accordance with the implementing regulation governing the CVIS.

***Annulment and revocation of a long-term visa*****Article 40**

- (1) A long-term visa shall be annulled or revoked by stamping the visa sticker "ANNULLED" or "REVOKED", and the optically variable element of the visa sticker, the security element "with the effect of hidden display" and the term "visa" shall be crossed out and thus annulled.
- (2) The holder of a long-term visa shall be informed of the decision on annulment or revocation of the visa and of the reasons on which it is based by means of the form referred to in Annex 2.B to this Ordinance.
- (3) Data on an annulled or revoked long-term visa shall be entered into the CVIS in accordance with the implementing regulation governing the CVIS.

***Lodging an appeal*****Article 41**

- (1) An appeal against the decision on refusing, annulling or revoking an airport transit or short-term visa and the decision to refuse to extend the validity and/or duration of stay of the issued short-term visa may be lodged to the competent DM/CP within 15 days from the date of delivery of the decision.
- (2) An appeal against the decision on refusing, annulling or revoking a long-term visa may be lodged to the competent DM/CP within 15 days from the date of delivery of the decision.
- (3) The appeal referred to in paragraphs 1 and 2 of this Article shall be lodged exclusively in writing, in the Croatian language.
- (4) By way of derogation from paragraph 3 of this Article, an appeal may also be lodged in English if there is no certified court interpreter for the Croatian language in the receiving state.
- (5) When lodging an appeal, a fee shall be charged in accordance with the legal regulation governing administrative fees.



**Handling appeals****Article 42**

- (1) Upon receipt of the appeal referred to in Article 41, paragraphs 1 and 2 of this Ordinance, the DM/CP shall check whether it is admissible, timely and submitted by an authorised person.
- (2) If the appeal is not permissible, timely or has not been filed by an authorised person, the DM/CP shall reject the appeal by a decision.
- (3) A permissible, timely and an appeal submitted by an authorised person DM/CP shall be submitted, with a statement on the conducted procedure and a copy of the case file, to the ministry competent for foreign affairs.
- (4) Only an appeal shall be submitted to the ministry competent for foreign affairs in the event that:
  - the visa has been refused, annulled or revoked by the PA/PS or another DM/CP and
  - the application for extension of a short-term visa and/or the duration of stay of the issued visa was refused.

**Holders of diplomatic and official passports****Article 43**

- (1) A short-term visa shall be issued to the holder of a diplomatic and service passport upon request sent by a note of the Ministry of Foreign Affairs of a foreign state or diplomatic mission or consular office of the state of the person for whom the visa is requested.
- (2) If the holder of a diplomatic and service passport is travelling officially and has an appropriate invitation or request from:
  - a Croatian state authority
  - an international organization
  - foreign DM/CP accredited in the Republic of Croatia or
  - the ministry of foreign affairs of a foreign statehe/she shall be exempted from submitting other documentation referred to in Article 15, paragraph 2 of this Ordinance.
- (3) A short-term visa shall be issued to the holder of a diplomatic and service passport without the prior consent of the ministry competent for foreign affairs, except in the case referred to in Article 44 of this Ordinance.

**Assuming duty in the Republic of Croatia****Article 44**

- (1) A third-country national assuming duty as a member of:
  - a diplomatic mission or consular post accredited in the Republic of Croatia
  - United Nations organisations and other specialised United Nations institutions accredited in the Republic of Croatia, or
  - international organisations accredited in the Republic of Croatia
  - and members of their family, or members of a joint household, holders of diplomatic, official, special and ordinary passports, shall be issued a short-term visa unless otherwise provided for by an international treaty.
- (2) The visa referred to in paragraph 1 of this Article shall be issued upon request sent by a note of a diplomatic mission or consular office accredited in the Republic of Croatia.

- (3) The persons referred to in paragraph 1 of this Article shall be released from the obligation to submit the documentation referred to in Article 15, paragraph 2 of this Ordinance.
- (4) The visa referred to in paragraph 1 of this Article shall be issued for several entries, with a validity period of up to 90 days and an approved stay of 30 days.

#### **Case file**

##### **Article 45**

- (1) The case file of the visa application shall contain:
  - a completed visa application form with a photograph of the applicant, with the receipt stamp and the class mark under which the item was entered in the database
  - a copy of the applicant's travel document (page with personal data, pages with all entered visas that are valid, or residence permit, pages with possibly previously issued Croatian visas, pages with special marks - sign prohibiting entry into third countries, etc.)
  - attached documentation or a copy of the attached documentation
  - if applicable, proof of payment of the fee
  - a copy of the issued visa and
  - if necessary, other acts related to the case.
- (2) The authorised official shall put a note in the case file on the oral statements of the applicant and other important actions in the procedure that are not recorded in the relevant documentation.
- (3) The case file of the application in paper form shall be kept for two years from the date of the decision on the application.
- (4) The case file of the application in electronic form shall be kept in the CVIS in the manner determined by the implementing regulation governing the CVIS.

#### **Closing the case**

##### **Article 46**

The visa application is concluded:

1. when the procedure has been carried out, the visa has been issued and the travel document has been served to the applicant
2. when the procedure has been carried out and the visa has been refused, the applicant has been informed of the reasons for the visa refusal and the time limit for appeal has expired
3. when the procedure was carried out and the visa was refused, the applicant submitted an appeal and it was rejected
4. if the applicant has not responded to the invitation for an interview or to supplement the application within seven days from the day of receipt of the notification
5. if the applicant has not responded to the invitation for an interview or to supplement the application for visa extension and/or duration of stay of the issued visa within seven days from the day of receipt of the notification
6. if the applicant withdraws the application and
7. if the procedure has been carried out and the visa can be issued, and the applicant, after being informed of the period of 30 days in which he/she is obliged to collect the visa, fail to do so without a particularly justified reason.

**Visa database****Article 47**

The collection of data on visas is kept in the CVIS in the manner determined by the implementing regulation governing the CVIS.

**Collection of data on issued and invalidated visa stickers****Article 48**

The DM/CP shall keep a collection of data on issued and invalidated visa stickers in the manner specified in Annex 8 to this Ordinance.

**Dry stamp****Article 49**

The dry stamp of the DM/CP certifying the visa is circular, 25 mm in diameter and contains the following:

1. along the upper edge is the text "EMBASSY OF THE REPUBLIC OF CROATIA" or "CONSULATE GENERAL OF THE REPUBLIC OF CROATIA" or "CONSULATE OF THE REPUBLIC OF CROATIA"
2. along the lower edge is the name of the city where the DM/CP is located and
3. in the centre is the coat of arms of the Republic of Croatia.

**Stamp "Annulled"****Article 50**

The "Annulled" stamp is rectangular in shape, measuring 70 x 30 mm, contains the word "ANNULLED", in Croatian and English, and is printed in red ink.

**Stamp "Revoked"****Article 51**

The "Revoked" stamp is rectangular in shape, measuring 70x30 mm, contains the word "REVOKED", in Croatian and English, and is printed in red ink.

**Article 52**

Annexes 1 to 8 are printed along with this Ordinance and form an integral part thereof.

Annexes 4 and 8 are confidential and shall not be published in the Official Gazette.

**Article 53**

On the day this Ordinance enters into force, the Ordinance on visas (Official Gazette 7/13 and 5/18) shall cease to be valid.

**Article 54**

This Ordinance shall be published in the Official Gazette and shall enter into force on 1 November 2021.

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Zagreb, 27 September 2021

Minister  
**Gordan Grlić Radman**