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General Info Package for CEEPUS incoming grant holders in Croatia

Non-teaching staff

Academic Year 2026/2027 – Winter Term

Dear CEEPUS scholarship holder,

we are pleased to inform you that your CEEPUS application has been successful and you have been awarded a CEEPUS grant from the Croatian Ministry of Science, Education and Youth and the Agency for Mobility and EU Programmes. Congratulations!

In this document you will find further information on what you are expected to do before, during and after your stay in Croatia. The main objective of non-teaching staff mobility in CEEPUS is capacity building of the CEEPUS network. You will get to know a partner institution from the CEEPUS network and learn by watching how colleagues from the partner institution administrate their job. In order to avoid any difficulties please read this document very carefully. If you have any questions, do not hesitate to reach out to us at ceepus@ampeu.hr

We wish you a pleasant and fruitful stay in Croatia!

[Ministry of Science, Education and Youth of Republic of Croatia](#)

[Agency for Mobility and EU Programmes](#)

[National CEEPUS Office Croatia](#)

ACCEPTANCE OF THE AWARDED CEEPUS MOBILITY GRANT

Step 1: CHECK YOUR CEEPUS APPLICATION AND ACCEPT IT ON THE CEEPUS PLATFORM (www.ceepus.info)

1. Please log in the CEEPUS system [here](#). Open your application and check the awarded period of mobility, host institution and your personal details (your name and e-mail). Please, make sure to check awarded, and not tendered mobility period.
2. If there is any mistake, **immediately contact** the Agency for Mobility and EU Programmes – National CEEPUS Office in Croatia (ceepus@ampeu.hr).
3. If all information is correct, please click on **Accept mobility** in your application. By clicking the accept button you will accept the [General Obligations of CEEPUS scholarship holders in non-teaching staff category](#).

Step 2: ACCEPT SPECIFIC OBLIGATIONS OF CEEPUS SCHOLARSHIP HOLDERS IN CROATIA

You must also accept the Specific Obligations of CEEPUS scholarship holders in Croatia by reading and agreeing to follow the instructions specified in the General Info Package document (this document).

Please read this document carefully and if you agree and accept its conditions send us an e-mail with the following text copied into the body of the e-mail:

*I (**INSERT YOUR NAME AND LAST NAME**) accept **the awarded CEEPUS Mobility grant** from the Ministry of Science, Education and Youth and the Agency for Mobility and EU Programmes within the framework of CEEPUS IV in the academic year 2026/2027.*

1. *I understand and accept Specific Obligations of CEEPUS scholarship holders in Croatia and agree to follow the instructions in this document.*
2. *I confirm I am NOT receiving any other international mobility grant for the same mobility period.*
3. *I confirm that the data in my CEEPUS application are correct and agree to notify the Agency for Mobility and EU Programmes of any changes or cancellation of mobility as soon as they occur.*
4. *I am aware that I have to fill out the [consent form](#) latest by **2nd of July 2026** in order to give permission or decline that my personal data is used for the purpose of statistical and promotional activities on the relevant web page or other media.*

Please copy the above text in the e-mail and send in to ceepus@ampeu.hr latest until **2nd of July 2026**.

VERY IMPORTANT - READ CAREFULLY!

If you do not send your acceptance e-mail within the stated deadline above, we will assume you do not accept the scholarship and your scholarship will be **cancelled**.

If you decline the scholarship you have to inform the National CEEPUS Office Croatia about your decision in the written form by e-mail to ceepus@ampeu.hr as soon as possible.

If you cancel your scholarship without sending a valid explanation or you don't show up without a prior notification to NCO-HR, all your further applications for CEEPUS grant in Croatia will be automatically declined.



INSTRUCTIONS AND FURTHER DETAILS ON YOUR STAY IN CROATIA

Step 3. VISA INFORMATION

For the most current information regarding entry and visa regulations between your country and Croatia, please enquire at the [Croatian Embassy in your country](#) or at the national ministry of foreign affairs. Any visa related costs are not covered by the scholarship grant.

Step 4. HEALTH INSURANCE AND MEDICAL CARE

During your stay in Croatia you must have health insurance. EU citizens are generally entitled to European Health Insurance Card while with some Non-EU country Croatia has signed bilateral agreements.

The European Health Insurance Card (EHIC)

Scholarship holders who have the European Health Insurance Card may use health care services upon presentation of the card and submission of the printout copy of the card, if other instructions are not given according to the Croatian legislation in force.

Citizens from Non-EU countries with health care agreements with Croatia

If there is a signed bilateral health care agreement between your home country and Croatia, ask for the bilingual form (*tiskanica*) to be filled in and stamped by your health insurance company. The form should then be presented at the Croatian Health Insurance Company (Hrvatski zavod za zdravstveno osiguranje, <http://www.hzzo.hr/en>), which will issue a health insurance document valid in Croatia (bolesnički list).

Croatia has entered into agreements on social security with the following non-EU countries participating in CEEPUS: Bosnia and Herzegovina, Macedonia, Montenegro and Serbia.

Countries without health care agreements with Croatia and without the European Health Insurance Card

Scholarship holders from countries that do not have bilateral health care agreements with Croatia or that do not use the European Health Insurance Card are obligated to organize and cover the costs of health care services by themselves. In the academic year 2026/2027 Kosovo, Albania and Moldova are in this category. Any health insurance expenses for scholarship holders from these countries are not covered by the scholarship grant. If you are coming from one of these three countries you can buy health insurance for mobility to Croatia from insurance companies in your home country.

Step 5: ACCOMMODATION

Accommodation should be organized separately, by the scholarship holder. Please contact your host coordinator in case of any questions or doubts.

There are no additional funds available for accommodation and the CEEPUS office of Croatia does not offer accommodation services.

Step 6: HOW TO GET SCHOLARSHIP FUNDS

The awarded scholarship includes an allowance of 200,00 EUR for mobilities lasting from 2 to 5 days.

TYPICAL PROCEDURE TO GET THE SCHOLARSHIP FUNDS

Agency for Mobility and EU Programs will transfer grant funds to your Host Institution in Croatia before the start of the semester and your Host Institution will transfer grant funds to your account upon your arrival. Please, contact your Host Institution at least one month before the start of your mobility and agree about the grant payment procedure, since it may vary from one institution to another. Network applicants should contact their CEEPUS coordinator and international relations office while freemover applicants should contact the person who signed the Letter of Acceptance during the application process and international relations office.

No matter which payment procedure has been agreed with your Host Institution, kindly note that in order to receive grant funds you must obtain a Personal Identification Number (OIB).

After you obtain your OIB, please contact your CEEPUS coordinator in Croatia via e-mail with the information about the OIB number.

It can usually take a few days after you send your bank account details to the CEEPUS coordinator at your host institution to get the scholarship funds, so we recommend you to secure sufficient funds to cover your needs for at least first few days of your stay in Croatia.

PROCEDURE FOR THE DETERMINATION AND ASSIGNMENT OF PIN (OIB)

More details and the application for the determination and assignment of the Personal Identification Number (OIB) is available by clicking here: [**PROCEDURE FOR THE DETERMINATION AND ASSIGNMENT OF PIN \(OIB\)**](#)

Grant holders who already have an OIB number don't have to submit their request again.

In Zagreb scholarship holders can obtain the OIB number at any of the 9 tax administration offices, preferably the one closest to your dorm/faculty or your home address:

- Tax Office Črnomerec, Trg Francuske Republike 15, phone: + 385 1 6628 070
- Tax Office Dubrava, Dubrava 49, phone: +385 1 6628 140
- Tax Office Maksimir and Trnje, Albrechtova 42, phone: +385 1 6628 440
- Tax Office Medveščak, Draškovićeve 15, phone: +385 1 6628 210
- Tax Office Novi Zagreb, Avenija Dubrovnik 12, phone: +385 1 6501 000
- Tax Office Peščenica, Zapoljska 1, phone: +385 1 6628 290
- Tax Office Sesvete, Trg Dragutina Domjanića 4, phone: +385 1 2386 600
- Tax Office Susedgrad, Sigetje 2, phone: +385 1 6628 351
- Tax Office Trešnjevka, Park stara Trešnjevka 2, phone: +385 1 6628 500

Working hours of all Zagreb tax offices are 08:00 – 15:00

In other cities students should contact their mentor/CEEPUS coordinator at the Faculty or the International Relations Office of their Faculty for further information on the location of Central TaxAdministration or find it at [Tax Administration Locations](#).



Step 7: FINAL REPORTING

At the end of your mobility all CEEPUS grant holders must fill out two reports available in the **CEEPUS system (available in your application)**:

- 1) Mobility Report - a short questionnaire about the mobility which is visible only to scholarship holders and National CEEPUS Offices and are not visible to the host institutions. Please, make sure to share the most important details and impressions of your mobility in this report – we are reading them 😊
- 2) Letter of Confirmation – official confirmation by the Host Institution and scholarship holder that the mobility has been carried out successfully.

The reports will be available 4 days before the awarded end date of your mobility and not before. The reports will not be visible if you haven't accepted your mobility previously in the CEEPUS system, by clicking the "Accept" button.

After you fill in both of the reports, the report Letter of Confirmation should be printed, signed and stamped by the host institution and signed by the teacher (you).

Following this, either you or the CEEPUS coordinator at the host institution should upload signed and stamped Letter of Confirmation again, via CEEPUS software, at www.ceepus.info. The document has to contain two signatures - grant holders (yours) and CEEPUS coordinators the stamp of the Host Institution. **If any of signatures/stamp is missing, the document is invalid and your mobility can't be considered completed.**

After you generate, fill out and print forms of both documents at www.ceepus.info, please, don't make any more changes in the forms at the website. Even the slightest change will change the QR code and you won't be able to upload the documents, because the QR code will be different from the one on the printed version.

Documents should be uploaded 14 days after the end of your mobility at the latest. **If you don't upload final documents in due time, your mobility won't be considered completed and you will need to return grant funds to your Host Institution.**

CHECK LIST OF TO-DOS (to help keep you on track):

Before your arrival:

- accept your CEEPUS grant in the CEEPUS online software, by clicking the "accept" button in your application as described in Step 1 of this document
- if you agree with the terms and conditions of the awarded scholarship, send the e-mail confirmation as described in Step 2 of this document
- fill out the consent form as described in Step 2 of this document
- enquire at the Croatian Embassy in your country or at the national Ministry of Foreign Affairs for the most current information regarding entry and visa regulations between your country and Croatia (non EU citizens)
- verify the status of health care agreement between Croatia and your home country (non EU citizens) take all necessary steps in order to have a health insurance during your CEEPUS mobility to Croatia
- contact your CEEPUS coordinator/mentor at the host institution, agree about the programme of your mobility and request further instructions for the payment of the grant, obtaining the PIN number (OIB) or Work Certificate Application Issuance

During the mobility:

- submit a request for assigning a Personal Identification Number (OIB) at the local Tax Administration Office and send your OIB number and the account details to your contact person/CEEPUS coordinator at the host institution

- if necessary, open a bank account in Croatia

At the end of your stay:

- fill in the Mobility Report online at www.ceepus.info
- fill in the Letter of Confirmation online at www.ceepus.info, print it out and sign it and have it signed and stamped by your host institution and upload it at www.ceepus.info and mark your application as "Completed" in the CEEPUS system

National Holidays in the Republic of Croatia in the academic year 2025/2026:

01/11 All Saints` Day	28/03 Easter
18/11 Remembrance Day for the Victims of the Homeland War	29/03 Easter Monday
25/12 Christmas	01/05 Labour Day
26/12 St. Stephen`s Day	27/05 Corpus Christi
01/01 New Year	30/05 Statehood Day
06/01 Epiphany	22/06 Anti-Fascism Day

For further information on living and studying in Croatia, please look at the following web sites:
Study In Croatia: <https://www.studyincroatia.hr/>

Contact for your stay in Croatia

Agency for Mobility and EU Programmes, National CEEPUS Office
Frankopanska 26 HR-10000 Zagreb
Phone: +385 (0)1 5005 635

What to do in case of **emergency**:

Emergency service phone number: 112
Ambulance phone number: 194
Police phone nr: 192
Fire department phone nr: 193