

Dragi gosti,

dobro došli u našu zemlju i naš grad i hvala vam što ste izabrali u njima provesti svoj odmor koji će vam, uvjeren sam, ostati u najljepšem sjećanju! Da biste izbjegli svaku neugodnost ili na nju reagirali na pravi način, pripremili smo za vas kratke upute, primjerice za slučaj gubitka ili krađe dokumenata, otuđenja vrijednih stvari iz automobila ili objekata u kojima boravite, ili pak prometne nesreće. Zagreb je, kao i Hrvatska, vrlo sigurna destinacija, ali oprez će dodatno pomoći da vaš odmor bude u skladu s vašim očekivanjima. Zato vas molim da odvojite nekoliko minuta te da pročitate ovaj letak!

Sretno i dobro došli!

Milan Bandić,
gradonačelnik Grada Zagreba

Dear guests,

welcome to our country and to our city; we thank you for choosing Croatia and Zagreb as your holiday destination, which will, I believe, endure as a beautiful memory for you all! To avoid any inconvenience and to react in the best possible way to any form of circumstance, we have prepared some simple guidelines for you to follow in case of, for instance: the loss or theft of documents; having valuables stolen from cars or places of stay; or even traffic accidents. Both Zagreb and Croatia are very safe destinations, but being cautious will further help your holiday travel live up to all your expectations. Therefore, we kindly ask that you take a few minutes to read this flyer!

Good luck and welcome!

Milan Bandić,
Mayor of the City of Zagreb

Što ako se dogodi prometna nesreća?

- u slučaju prometne nesreće u najkraćem roku obavijestite policiju na telefonske brojeve 192 ili 112
- ako u nesreći ima ozlijeđenih osoba, osim policije obavijestite hitnu medicinsku pomoć na telefonski broj 194 ili 112, a u slučaju požara vatrogasce na telefonski broj 193 ili 112
- ako je u prometnoj nesreći nastala samo materijalna šteta, uklonite vozila s ceste kako biste omogućili nesmetano odvijanje prometa
- za tehničku pomoć na cesti nazovite telefonski broj 1987
- u slučaju bilo kakve nužde nazovite telefonski broj 112

What if an traffic accident occurs?

- in case of a traffic accident, call the police telephone numbers 192 or 112 as soon as possible
- if you find yourself in a traffic accident where there are injured people, besides calling the police, immediately call the city ambulance for medical attention using the phone numbers 194 or 112, and in the event of a fire, call the fire department at 193 or 112
- if you find yourself in a traffic accident where there is only material damage, remove the vehicles from the road to allow the smooth flow of traffic
- for technical roadside assistance, call the number 1987
- in case of any emergency, call the phone number 112



Sigurni na odmoru

Osnovne informacije za goste grada Zagreba

Safe on vacation

Basic information for the visitors of city of Zagreb



GRAD ZAGREB



Vijeće za prevenciju Grada Zagreba
Prevention Council of the City of Zagreb

Turistička zajednica grada Zagreba i Policijska uprava zagrebačka
Zagreb Tourist Board & Zagreb County Police Administration

Što ako izgubim osobne dokumente?

- događaj treba prijaviti najbližoj policijskoj postaji, a nakon povratka u domovinu, odnosno mjesto prebivališta, s potvrdom pokrenuti postupak za izdavanje novoga dokumenta

What if I lose my identity papers?

- such an unfortunate event should be reported to the nearest police station, and after returning to your home country or place of residence, initiate the procedure for issuing a new document with the confirmation letter provided

Kako nadmudriti neželjene goste?

- vrijedne stvari pohranjujte u sefove u smještajnome objektu; ako nema sefa, ne ostavljajte ih na vidljivu mjestu i ne držite ih zajedno na jednome mjestu
- dokumente i kreditne kartice držite odvojeno od gotovine i drugih vrijednosti
- prije izlaska iz sobe dobro provjerite jeste li zatvorili i zaključali vrata i prozore

How to outsmart unwanted visitors?

- store your valuables within a safe at the place of your accommodation, and if there is no safe, do not leave them visible in the open and do not keep them all together in one place
- documents and credit cards should be kept separate from cash and other valuables
- before leaving your room, make sure all the doors and windows are locked

Mislite unaprijed – uživajte u izlasku!

- pri izlasku ne nosite sa sobom veliku svotu novca
- dokumente i novac ne nosite u istome džepu
- u noćnim klubovima obratite pozornost na cjenik i visinu cijena te odmah platite naručeno
- novac mijenjajte u bankama, poštama ili drugim novčarskim ustanovama; razlika u tečajevima koje nude nelegalne mjenjačnice toliko je neznatna da se ne isplati riskirati
- mobitel ne nosite na uzici oko vrata, u džepu je sigurniji
- novčanik držite u prednjim džepovima ili u torbici sprijeda
- plaćajte novčanicama u manjim apoenima kojima ste se opskrbili prije izlaska

- na otvorenim prostorima kao što su parkovi i športsko-rekreacijski centri te na manifestacijama kao što su izložbe, priredbe i koncerti na otvorenome bez nadzora ne ostavljate vrijedne stvari poput mobitela, tableta, fotoaparata i kamera

Think ahead – enjoy your outing!

- when going out, do not carry a large amount of money with you
- do not put your documents and money in the same pocket
- when in nightclubs, pay attention to the prices on the menu and the total amount of money to be paid; once you order, pay the full amount immediately
- exchange money in banks, post offices, or other financial institutions; any difference in the exchange rate at illegal bureau de change is almost insignificant and it is not worth the risk
- do not wear your mobile phone on a string around your neck, it is safer in your pocket
- keep your wallet in your front pocket and hold your purse from the front
- pay bills in smaller denominations, with which you can equip yourself before going out
- if in open spaces such as parks, and sports and recreation centres, or at events which include exhibitions, concerts, and other manifestations out in the open, do not leave valuables such as mobile phones, tablets, photo and video cameras unattended

Kako se zaštititi od provale u vozilo?

- svoje vozilo parkirajte na čuvanome parkiralištu
- u parkiranome vozilu ne ostavljajte vrijedne stvari na vidljivu mjestu – ponesite ih sa sobom ili ih pohranite u prtljažni prostor ili ispod sjedala
- ako u vaše vozilo nije ugrađen alarmni i/ili drugi sustav protiv krađe, parkirajte ga na vidljivu, prometnu i dobro osvijetljenu mjestu

How to protect yourself against a break-in into your car?

- park your car in a guarded parking lot
- do not leave any valuables in plain sight within the parked vehicle - take them with you or store them in a luggage compartment, glove box or under a seat
- if your vehicle is not fitted with an alarm and/or other anti-theft system, park it in a visible, busy and well-lit area

Promet – polako, na odmoru ste!

- ne vozite u alkoholiziranu stanju, opasno je i kažnjivo
- tijekom vožnje vozač se smije koristiti mobitelom samo uz tzv. *handsfree* uređaj
- tijekom vožnje u ljetnome razdoblju preporuča se uporaba kratkih ili dnevnih svjetala, u zimskome razdoblju ta je uporaba obvezna
- uporaba sigurnosnoga pojasa obvezna je za vozača i za putnike
- pri vožnji motociklom ili mopedom obvezna je uporaba zaštitne kacige za vozača i suvozača; pri vožnji bicikla kaciga je obvezna za sve vozače mlađe od 16 godina, a preporuča se i ostalima
- izbjegavajte vožnju i parkiranje u užemu centru grada, koristite se javnim garažama
- u slučaju nepropisno parkiranoga vozila gradska uprava i policija ovlašteni su premjestiti vozilo na za to određeno parkiralište o vašemu trošku; provjerite u Zagrebačkome holdingu d.o.o. – Podružnica Zagrebparking, telefon +385 1 6421888

Driving – slow down, you are on vacation!

- do not drink and drive, it is dangerous and punishable
- while driving, the driver may use a mobile phone only with a hands-free device
- while driving in the summer, it is recommended to use short or daytime running head lights; this is compulsory during winter
- all passengers including the driver must wear seat belts; this is obligatory
- when riding a motorcycle or moped bike, it is legally paramount that the driver and passenger wear a helmet, if riding a normal bike, wearing a helmet is mandatory for all those under the age of 16, whilst it is also recommended for those older too
- avoid driving and parking in the city centre, use public garages
- in case of improperly parked vehicles, the city administration and police are authorised to move the vehicle to a designated parking lot at your own expense; contact Zagreb Holding Ltd. – a Subsidiary of Zagrebparking phone +385 1 6421888 for verification of your vehicle