SERBIA HANDBOOK

Military Family Services Europe / MFS(E)
Riga-Remote Team
MFSE.RigaRemote@cfmws.com
www.cafconnection.ca / www.connexionfac.ca

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GREETINGS FROM
YOUR MFS(E) RIGA-REMOTE TEAM

Your Military Family Services Europe / MFS(E) team wishes to congratulate you and your family on your OUTCAN posting. We would like to be the first to welcome you all to Europe! Did you know that your MFS(E) Riga-Remote team supports more than 350 members, spouses, and children posted to 16 countries throughout Europe?

MFS(E) is here to facilitate a smooth integration for you and your family into your new posting, whatever your family unit may look like. We serve everyone from single members to blended families, so please make sure to ask us how we can best help you.

As you and your family begin the transition to Europe, MFS(E) is here to assist you along the way. Throughout your posting, you can expect phone calls, e-mails, virtual programming, as well as workshops for your spouse and children. We also send crafts and packages in the mail!

This Thriving in Guide is a living and dynamic document. Once you are settled, we would welcome your input in order to keep it relevant and current. We would like to extend our sincerest THANK YOU to our volunteers, for providing us with most of the information and for sharing their experiences and suggestions as to how to make the location guides as complete as possible.

Our website (www.cafconnection.ca) can be a useful resource for your transition overseas, as it provides information that is location and country specific and provides links to current MFS(E) newsletters, programming, and even overseas job postings for spouses.

Current MFS(E) programs include, but are not limited to:

- Virtual presentations ranging from the PSP Chalet Program and Europe Christmas Markets (to name a few)
- Crafts For Kids Mailings (for children 3-9 years old)
- Birthday Cards for Children (up to 18 years of age)
- Youth Employment Preparation (YEP) Program (13 to 18 years old)
- Youth Connect (helping incoming youth connect to Canadians youth already in Europe)
- Youth Leadership Conference (annually for teens 13 – 18 years old)
- Family Separation & Reunion Services
- Host Language Training & Virtual Language Training (ask us about a Rosetta Stone license for your dependents)
- Virtual Workshops (Including Community Demo and Virtual Travel Forums)
- Virtual Book Club through Facebook
- Virtual Coffee mornings
• **Friends on a Journey program for kids**
• …And so much more!

This is your opportunity to connect with other Canadian families going through a similar transition to Europe. If there is any wisdom we can pass along to you from the get go, is we encourage you and your family to build a strong support network while you are in Europe. MFS (E) is your key resource to getting in contact with others and to share your experiences and your insight.

Once you have arrived and settled at your new location, MFS(E) will provide you with a welcome package containing information specific to your location and to your unique family dynamic. Your package will be sent to you in the mail, either to your home address or your embassy / consulate (please make sure it is approved by the Embassy first!). Also, please make sure you keep us informed of your contact information, an updated telephone number and e-mail address is greatly appreciated.

If you have any questions about living in Europe or if you wish to know what your MFS(E) team can do to help you and your family, in all shapes and forms, please contact one of our staff members bellow, or e-mail us directly at: MFSE.RigaRemote@cfmws.com

We look forward to hearing about your adventures and new experiences in the near future.

Help us serve you better, don't be a stranger!

Best Regards,

Your MFS(E) Riga/Remote Team
EUROPEAN ADVISORY COMMITTEE

The Military Family Services (Europe) (MFS(E)) Advisory Committee (AC) is a group of volunteers representing Canadian Armed Forces (CAF) families and communities across Europe. The AC works to enhance MFS(E)’s capacity to implement family programs and services to all Canadian military families regardless of where they are located in Europe.

As a group of volunteers, the AC is not authorized to act as decision-makers or policy-makers. Their primary role is to provide advice to the Senior Manager MFSP Europe about the needs of the community and to evaluate the effectiveness of the program.

CAF members (in a non-official capacity), and their civilian spouses/partners and dependents (18 years or older) are eligible to volunteer for the AC. Fifty-one (51) percent of the voting membership must be civilian family members of CAF members. Members representing a particular region must reside in that region at the time of recruitment and must have the support of their local CAF Commander.

The MFS(E) AC meets on site at the Canadian Forces Support Unit (Europe) in Geilenkirchen, Germany once a year, usually in the winter. All other meetings, usually held every second month, are conducted on-line. No special computer equipment or program required but reliable internet is required. If you have any questions or would like to discuss this opportunity further, please see the website.

USING THIS GUIDE

Moving around in the guide:

• To go to a Table of Contents entry or a website link, simply click on it
• To search for a specific word, use the Find tool by pressing “Ctrl” then F

Several of the websites referenced in this guide will be in a language other than English. There are a couple of options to obtain the information in English:

• You can enter the address of the website directly into https://translate.google.com/ and it will translate the entire website
• If you have Google Chrome, you can right click anywhere on the page and it will bring up a dialog box which often has a “Translate to English” option. Due to website formatting, this option may not be available for all pages or for all text on the page.
• Some sites have the option to change the language. These sites will have either a drop-down menu listing multiple languages or flags symbolizing the language. Simply click on the language or flag (typically a British or American flag) to see a translated version of the website. Often this option can be found in the top right corner.

This guide is an ongoing work in progress, and we need your help:

• Our Handbooks heavily rely on the time, energy and experiences of our families posted to Europe. For that reason, some sections may be more complete than others.

• Please let us know of any errors or omissions and we will update them in the next edition.

• If there is a topic you’d like added to the next edition, do not hesitate to let us know.

You can contact us at:

MFSE.RigaRemote@cfmws.com

DISCLAIMER: Due to the fact that rules and regulations are ever changing, please ensure you do your own research and consult with the resources provided for the most up-to-date policies and procedures before making any assumptions or relying on information provided here as accurate as policies and procedures change and could be different from the time this document was created and updated.

Thank you for your cooperation and attention in this matter.
SOME HELPFUL RESOURCES

Please be sure to connect with us online for the latest programs and services being offered:

**MFS(E) Website**
- https://www.cafconnection.ca/Europe/Home.aspx

**MFS(E) Facebook Page**
- https://www.facebook.com/MFSEurope/

**MFS(E) YouTube Channel**
- https://www.youtube.com/channel/UCbQXCBqcVYvLZhDj0a37h8Q

**CAF Connection Website**
- https://www.cafconnection.ca/National/Home.aspx

**Employment Opportunities while in Europe**
- https://www.cafconnection.ca/Europe/Programs-Services/Employment.aspx
- https://www.cafconnection.ca/Europe/Programs-Services/Employment/Civilian-Employment-Opportunities.aspx

**My Voice/Ma Voix**
- MyVoice is a closed Facebook group open only to the Canadian military community. MyVoice is a place for you to communicate with Military Family Services (MFS). The group is a safe place to discuss your experiences as a military family and offer feedback about your military lifestyle. : https://www.facebook.com/groups/MyVoiceMaVoix/

**Family Information Line (FIL)**

The Family Information (FIL) is a confidential, personal, bilingual and free service offering information, support, referrals, reassurance and crisis management to the military community. We serve Canadian Armed Forces members, Veterans and their families-immediate and extended.

**Family Information Line:** 1-800-866-4546, (613) 995-5234 or toll free in Europe 00800 7711 7722

Overview of Serbia:

**Capital:** Belgrade  
**Language:** Serbian  
**Ethnic groups:** Serbs, Hungarians, Roma, Bosniaks, and other.  
**Border Countries:** Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Hungary, North Macedonia, Montenegro and Romania.  
**Population:** 6,963,764 people (excluding Kosovo) in 2019  
**Area:** 88,361 km² (with Kosovo), 77,474 km² (without Kosovo)  
**Time Zone:** UTC +1 (CET) and UTC +2 (CEST)  
**Climate:** warm-humid continental or humid subtropical climate  
**Currency:** Serbian dinar (RSD)  
**Government Type:** Unitary parliamentary constitutional republic
Members of: Striving to be a member of the EU, started a dialogue with NATO in 2006.
Calling Code: + 381
Country code: RS
Internet TLD: .rs or .cp6
GEOGRAPHY/POLITICS

Belgrade’s geographic location provides the opportunity to travel to multiple destinations in Europe that are only a few hours away by road or air.

Belgrade is the capital and largest city of Serbia. It is located at the confluence of the Sava and Danube rivers and the crossroads of the Pannonian Plain and the Balkan Peninsula. The urban area of the City of Belgrade has a population of 1.23 million, while nearly 1.7 million people live within its administrative limits.

Belgrade has special administrative status within Serbia and is one of the five statistical regions that make up the country. Its metropolitan territory is divided into 17 municipalities, each with its own local council.

A chronology of key events

1389 - Serb nobility decimated in battle of Kosovo Polje as Ottoman Empire expands.

15th - 18th centuries - Serbia absorbed by Ottoman Empire.

Serbia uprising

1817 - Serbia becomes autonomous principality.

1878 - Serbian independence recognised by international treaties.

Yugoslavia emerges

1918 - Kingdom of Serbs, Croats and Slovenes formed after World War I.

1929 - Kingdom of Serbs, Croats and Slovenes renamed Kingdom of Yugoslavia.

1945 - Together with Slovenia, Macedonia, Croatia, Bosnia and Montenegro, Serbia becomes one of republics in new Socialist Federal Republic of Yugoslavia under Josip Broz Tito.

1980 - Tito dies.

Rise of Milosevic

1987 - Senior Serbian Communist Party official Slobodan Milosevic visits Kosovo, tells Serbs protesting against alleged harassment by majority Albanian community that no-one would ever be allowed to beat them. The speech comes to be seen as a rallying cry for Serb nationalism.
1989 - Slobodan Milosevic becomes President of Serbia.
1991 - Slovenia, Macedonia, Croatia and Bosnia break away from Yugoslavia.
1995 - Dayton accords bring end to Bosnian war. Sanctions lifted.
1997 - Milosevic becomes Yugoslav president.
1999 - Defiance by Slobodan Milosevic over Kosovo sparks NATO air strikes against Serbian targets. Milosevic agrees to withdraw forces from Kosovo. Kosovo becomes UN protectorate but remains de jure part of Serbia.

**Fall of Milosevic**


**CLIMATE**

Belgrade’s climate is pleasant. You can enjoy a winter where temperatures are generally mild and snowfalls are infrequent. As in Canada, the summer boasts temperatures of up to 35 degrees Celsius for a few weeks. Autumn and spring are very short and winter and summer have a tendency to suddenly appear.

**LANGUAGES**

The official language is Serbian, native to 88% of the population. Serbian is the only European language with active digraphia, using both Cyrillic and Latin alphabets.

Standard Serbian is based on the most widespread Shtokavian dialect (more specifically on the dialects of Šumadija-Vojvodina and Eastern Herzegovina). The other widely spoken dialect is Torlakian in southeastern Serbia.

Recognised minority languages are: Hungarian, Bosnian, Slovak, Croatian, Albanian, Romanian, Bulgarian and Rusyn. All these languages are in official use in municipalities or cities where the ethnic minority exceeds 15% of the total population. In Vojvodina, the provincial administration uses, besides Serbian, five other languages (Hungarian, Slovak, Croatian, Romanian and Rusyn).
English is somewhat used in Serbia. Few taxi drivers speak English and most restaurants do not have English menus. Although, downtown, in bigger shops, English is understood.

French is not a prevalent language in Serbia, but there is a French Lycée.

The ability to speak and understand your host nation’s language will ensure your European post is as rewarding as possible. It will make day-to-day life such as grocery shopping and banking easier. It will also be easier to connect and build friendships and ensure your cultural experience is more enriching.

Rosetta Stone is the world’s number one language-learning program. We offer Rosetta Stone licences to Canadian Armed Forces Military Spouses. If you are interested in Host Language Training, contact the Military Family Services (Europe) Virtual Programs Coordinator at mfse.virtualprograms@cfmws.com.

Besides Rosetta Stone, there are options to take classes at your local centre or on the economy. There are also various online resources available. Please see the Host Language Document:

- [https://www.cafconnection.ca/getmedia/7370f595-6269-4a8d-a6a1-4a91c1206c1c/Host-Language-Information_2018EN.pdf.aspx](https://www.cafconnection.ca/getmedia/7370f595-6269-4a8d-a6a1-4a91c1206c1c/Host-Language-Information_2018EN.pdf.aspx)

or contact your Virtual Programs Coordinator for more information.

**RELIGION**

Most Serbians are Orthodox Christians. If you wish to participate in a religious service in one of Belgrade’s many churches, you must adhere to the following:

- Sleeveless tops and short skirts are considered inappropriate. No one will comment but some might feel offended.
- During the service all stand (there are few places to sit in any event).
- Ask permission before taking photographs.
- If you wish to light a candle, please note those lit on the top box are for the health and welfare of loved ones and the bottom box for the memory of those that have passed.
- Men have to remove head covers, women may keep theirs on.
Orthodox churches:

- Saborna crkva (Belgrade Cathedral), Kneza Sime Markovića 3 (city centre), tel: +381 11 2636-684;
- Hram Svetog Save (Church of Saint Sava), Krušedolska 2a, Vračar;
- St. Mark’s Church at Tašmajdan Park;
- Church Ružica and Church Sveta Petka at Kalemegdan fortress;
- Church of Saint Father Nikolaj, Zemun;
- Church of St. Peter and Paul, Senjak, and many others.

Roman Catholic churches:

- Church of the Christ the King, Krunska 23, tel: +381 11 3232-308 (mess in English)
- St. Peter’s Church, Makedonska 23, tel: +381 3030-815 (mess in English)
- Franciscan Church, Štrosmajerova 6, Zemun, tel: +381 11 198-134
- Church of Saint Cyril and Methodius, Požeška 35, tel: +381 11 3056-120 (mess in French)
- Church of the Blessed Virgin Mary, Hadži Melentijeva 75, tel: +381 11 3085-585

Anglican Church:

- St Mary’s, Višegradska 23, E-mail: robinfox1605@gmail.com

Protestant churches:

- Evangelistic Church, Simina 8, tel: +381 11 2620-849
- Baptist Church, Slobodanke Danke Savić, tel: +381 11 2752-087
- Adventist Church, Radoslava Grujića 4, tel: +381 11 3861-833

Other religions:

- Belgrade Synagogue, Maršala Birjuzova 19, tel: +381 11 2624-289
- Bajrakli Mosque, Gospodar Jevremova 11, tel: +381 11 2622-428

COST OF LIVING

Summary about cost of living in Belgrade:

Four-person family monthly costs: 180,016.15Дин without rent.
A single person monthly costs: 53,652.57Дин without rent.
Cost of living index in Belgrade is 60.03% lower than in New York.
Cost of living rank 262th out of 382 cities in the world.
For more information you can visit [https://www.numbeo.com/cost-of-living/in/Belgrade](https://www.numbeo.com/cost-of-living/in/Belgrade)

In general, the cost of living in Belgrade is a lot lower than in Canada. Local shops and restaurants offer a wide variety of products and services for a very low cost. Although, imported goods and luxury products are often as expensive or even more expensive than in Canada.

*Note that the quality is sometimes lacking, and you cannot always find what you are looking for.

**CANADIAN/EXPAT COMMUNITY**

The last few years have seen a huge rise in the number of foreigners moving to Belgrade. As the city’s leading tech, engineering and infrastructure companies go global, more and more exciting job opportunities are opening up to the international community. At the same time, Belgrade’s cultural and creative renaissance is attracting people from all walks of life to our buzzing capital city – and there are lots of way to connect with your fellow expats.

There is a number of groups such as the Belgrade Foreign Visitors Club on Facebook and the Internations Belgrade.

For more information and groups, you can visit [http://movetobelgrade.com/expat-corner/expat-community/](http://movetobelgrade.com/expat-corner/expat-community/)

**CULTURAL NUANCES, ETIQUETTE AND TRADITIONS**

**Greetings:** Usually consist of a three-kiss hello and cheerful gesticulations.

**Visiting:** Take off your shoes when entering a home. Serbs are obsessed with draughts and cold extremities; they’ll have slippers for you. Bring a small gift, like wine, chocolate or a bag of coffee.

**Conversation:** Tread carefully around politics, religion, history and ethnicity; just do not expect the Serbs to do the same. This is not a quiet country, so don't be alarmed if everyone is yelling; they're probably just talking about the weather.

**Religion:** Walk backwards out of a shrine and dress conservatively at monasteries.

**Drinking:** Make eye contact during toasts. Splitting bills when you have drinks with someone is not done; the host (or person who initiated it) will always insist on paying.
**Smoking:** Smoking is very prevalent in Serbia. Do not even think about asking someone to put out their cigarette; if smoke is bothering you, you'll have to move elsewhere.

**Manners:** Serbs are polite, but the Western habit of saying 'thank you' for every small deed or exchange is deemed strange and excessive. Thanking someone for rakija is especially not done. Likewise, don't ask a Serb 'How are you?' unless you're actually interested to hear how they're feeling.

**PUBLIC HOLIDAYS**

1st and 2nd January – New Year
7th January – first day of Orthodox Christmas
27th January (Saint Sava) – Day of Spirituality
15th February ('Sretenje' – Presentation of Jesus) – National Day
16-19th April – Days of Belgrade
Orthodox Easter (April 19th 2020) – from Good Friday to the second day after Easter Sunday
40 days after Easter – Ascension ('Spasovdan'), City Saints Day
1st and 2nd May – Worker's Day
9th May – Victory Day
28th June – St. Vitus’ Day ('Vidovdan')

The Serbian Orthodox Church calculates its Christian religious holidays according to the old, Julian calendar, which differs from the Gregorian calendar by plus 14 days.

**NEWS**


**Independent** [https://www.independent.co.uk/topic/belgrade](https://www.independent.co.uk/topic/belgrade)

**B92** [https://www.b92.net/eng/](https://www.b92.net/eng/)

**Euronews** [https://www.euronews.com/tag/belgrade](https://www.euronews.com/tag/belgrade)

**Belgrade** [file://localhost/News http::www.belgrade-news.com]
BEFORE YOU COME

Things to Consider/Bring:

- Immunization Records (for school registration – don’t pack in the sea shipment!)
- Long form birth certificates and your marriage certificate (this may be required for entry to DoDEA school – to prove dependents are “yours”, a Canadian posting message may not be enough. Also, don’t pack in the sea shipment!)
- If your children will be participating in sports on a US Garrison or in a DoDEA school, they will require a sports physical. It can be challenging to get this done on arrival, so if possible, have their Canadian doctor complete the form before leaving. This will cost, but it may be claimable through Sun Life. Get the form from the school on your HHT.
- If your teens participate in the Youth Employment Preparation (YEP) Program, they will require a Social Insurance Number (SIN). Get this well before leaving Canada.
- If you plan on working in a field that may require a Police Check, get one done before leaving Canada.

You and your family are all ambassadors for Canada while you are here. You will likely get invited to a neighbour’s home or participate in hosting an international night or Canadian social for your military community or spouse’s community or your children will have an international day at their school where they will showcase Canada. If you can stock up on Canadian goodies, they will be a big hit. Everything from the items the local dollar store has for Canada Day celebrations in July to decorations to gifts that symbolize Canada (maple syrup, Aboriginal/Inuit crafts, books, flags, maple leaves, Canada clothing, children’s stuffed animals of beavers or RCMP… get creative!).

Some people really miss their Kraft Peanut Butter, Tim Horton’s coffee, Kraft Dinner, Coffee Crisps, real maple syrup or ketchup chips and prefer to bring a bit of a stockpile of comfort food as these items are not available in Europe or you will pay a high premium to be able to get them. Some common cooking ingredients can also be hard to track down so you can either bring graham wafer crumbs or improvise by crushing up digestives. The choice is yours and it is part of the experience. Just as you can’t get some of that comfort food you have been used to, you will get to experience all kinds of new and interesting tasty treats while in Europe.
EMERGENCY INFORMATION

PUBLIC SAFETY AND SECURITY

Weekly protests are currently taking place in Belgrade and some other towns and cities. Generally, most protests remain peaceful, but they can occasionally turn violent, especially where there is a potential for far-right infiltration or hooliganism. Protests can also lead to significant disruption, including to public transport. Keep up to date with local developments and avoid any large crowds and demonstrations.

EMERGENCY CONTACTS

Police (Emergency) .............................................. 192
Ambulance (Emergency)........................................... 194
Fire (Emergency) .................................................. 193
CFSU(E) Duty Officer ........................................... +49 (0) 1725 345 900
CFSU(E) Chaplain ............................................... +32 (0) 65 44 6179
Embassy of Canada ............................................. 011 3063000
GETTING SETTLED

MAKING PHONE CALLS

Calling Within Europe

There is no standard way to write a European phone number, which will lead to confusion. This is the same number, written different ways –

+381 - 11 - 343 80 - 14  
+381 (11) 343 80 – 14  
0381 (0) 11 343 80 – 14  
(011) 343 80 – 14  
011 / 343 80 – 14  
063 343 80 14

The “+381” at the start is the exit code and German country code. The “1” is the area code and the “3438014” is the phone number. There is no standard length for area codes (2-5 digits) or phone numbers (5-12 digits).

So…when dialing within the country you’re in, you do not need the exit code and country code (+381).

If you’re dialing within the same area code, you do not need to enter the area code. But it’s a good idea to use it just in case!

Calling Outside of Serbia

The exit code for calling out of the country in Europe is 00. You then follow that with the country code, area code, and telephone number. The “+” means to use the exit code for the country you’re in – in Europe, that’s 00, in Canada, it’s 011. You can use the “+” on your mobile phone as the exit code, and your phone should pick up the right exit code, no matter what country you’re in!

Calling Canada from Serbia

The country code for Canada and the United States is 1. Dial the exit code (00) then the country code (1) then the number.

00 - 1 - area code - seven-digit number

Calling Serbia from Canada

The exit code in Canada is “011”
Some Country Codes:

- Austria ................ 43
- Belgium ............... 32
- Czech Republic ..... 420
- Estonia ................ 372
- France................. 372
- Germany ............. 49
- Latvia .................. 371
- Netherlands ......... 31
- Spain .................. 34

Summary:

To dial a number within Serbia
0 711 1234567

To dial a Serbian number from elsewhere in Europe
+381 711 1234567
or
00 381 711 1234567

To dial a number outside Serbia
+33 121 1234567
or
00 33 121 1234567

To dial Canada from Serbia
00 1 613 5551234

To dial Serbia from Canada
011 381 711 1234567

Toll Free and Charges for Calls

Per minute charges for calls

Check your phone contract, both land line and cell phone. Many families have been surprised by charges on their bill for calls they thought were “free” or included. Depending on your contract, you may end up paying per minute for local calls. It is common for calls to be free to numbers with the same provider, but not always. Some contracts charge for calls to cell phone numbers, but land lines may be included. The same applies to long distance – if you get a plan that includes calling to Canada, that may only include calls to land lines.

Check the plan for the term “flat”, which means that calls are included – “Germany flat” means you can call anywhere in Germany, where “Vodafone flat” means your calls to other Vodafone customers are included. If you have a landline, you may have to pay to call a cell phone, or vice versa.
0800

0800 is the dialling prefix for Toll Free Calls in most of Europe.

0900 and 0180 calls

0900 numbers are “premium-rate” services, and 0180 numbers are for service-oriented calls and are billed at a per minute or per call. Costs will vary.

WHERE TO LIVE

Senjak: This has always been an upper-class area. It is popular with families with children and teenagers as it is very close to schools as well as being not very far from the city center.

Dorćol: The city centre neighbourhood is one of the most social in the city, and you won’t have to travel far for those late lunches and even later drinks.

New Belgrade: Belgrade’s most populous municipality — great facilities, bars and restaurants as far as the eye can see and no small amount of transport and parking facilities.

Dedinje: If you can afford it, Dedinje is one of the best parts of the city to seek out if you are a new foreigner in Belgrade. Like Senjak, it is close to many schools and the city center.

Zemun: The fiercely independent municipality of Zemun has plenty of social opportunities, cafes and bars, with good public transport links with the city centre. It is also relatively inexpensive with the riverside location and views towards the big city.

Palilula: Offering many of the perks of the city centre without the congestion and constant intensity.

Topčider: Undoubtedly one of the prettiest segments of a city that straddles beauty and ugly in an almost precarious manner, Topčider is a heavily forested area just outside the centre, but the utter tranquility means it might as well be an entirely different part of the continent. There isn’t a huge amount of facilities around, but those looking for peace, quiet and nature won’t find much better than Topčider.

Voždovac: Voždovac has everything anyone could possibly need if they found themselves living in a brand-new city. Grocery stores, supermarkets, bars, post offices, restaurants and the rest are all here, in a part of town best known for a shopping centre that has a football stadium on top of it. The transport links to the city centre are fine, but a car will definitely make things easier.
HOUSES AND REALTORS

Locals normally find rented accommodation through word of mouth, newspapers and social media, but all ads are usually in Serbian. Luckily there are plenty of English-speaking estate agents with easy-to-use websites, where you can browse photographs and details of available apartments. City Expert is a new online-only agency with no fees for tenants, or you can choose a traditional estate agency for more in-depth help on finding a flat – including negotiating lower prices.

When you see a monthly rental price in Belgrade, be aware that this usually excludes bills. Your landlord will pass on all bills for electricity, TV and internet, gas, water, etc. as they arrive, and you can either pay him/her directly or pay yourself at the post office. This means you do not have to set up any new accounts in your name, which is very useful if you’re not sure how long you will be staying in the city. For VISA or bank purposes, your house contract should be enough to prove your official residence in Serbia.

The following estate agents all have websites with adverts in English and several currency options to give you a better idea of cost.

*Note that the following agencies are specialized in offering services for long term renting (6 months to a year).

1. City Expert
2. Symbol Properties
3. Real Estates Euro Rent
4. Best Real Estate
5. Residence
6. BeoRent
7. Long Term Lettings
BASE INFORMATION

EXCHANGE/COMMISSARY

The currency used in Belgrade is the dinar (RSD). At the present (June 12, 2019) rate of exchange, 1 Canadian dollar equals approximately RSD 78,3.

Most automatic teller machines permit access to international resources such as Cirrus and Plus (make sure your PIN is only four digits!). Note that your bank in Canada will likely charge a fee per transaction. ATMs are situated throughout Serbia including banks and shopping centres. Most credit cards are accepted in stores (including supermarkets) and other establishments. Credit card fraud happens, but infrequently.

US Commissary at the US Embassy, Bul. Kneza Aleksandra Karadjordjevića 92, Monday-Friday from 12h – 17:30h (for AERRA members only). If you want to get AERRA membership, please contact CS Admin Assistant x3301 for details and fees. All transactions are in US currency, credit cards and cheques are not accepted.

SCHOOLS

Belgrade being the capital of Serbia, has a large number of diplomats and expats thus a large number of foreign and international schools are available: English, French, German, etc.

The English schools offer either American\Canadian or British curriculum and the French school offers the Lycée style curriculum.

Follow the link for a list of international schools in Belgrade:

http://movetobelgrade.com/expat-corner/international-schools/

MORALE, WELFARE AND RECREATION

There is a lot of sports and entertainment venues as well as spas in and around Belgrade. The Canadian Embassy and the Official Residence of the ambassador also hosts a variety of events every year.
Some ideas of things to do in Belgrade:


**HOUSING**

There is no Military housing in Belgrade. Houses\apartments are selected by the embassy for the member by considering their rank and family requirements.

**POST OFFICE**

The national post service system of Serbia is called Post of Serbia. They offer a great variety of services, including sending and receiving parcels and packages, money transfers, printing and design services, payment operations and many more.

Also, there are several international courier services in Serbia where you can send and receive larger parcels on door-to-door principle:

- *Post Express*
- *Fedex*
- *DHL*
- *Bex*


*Note that using the Serbian post office can be costly as you might have to pay taxes on your imported goods and there were incidences that the packages never arrived.*
TRAVEL & TRANSPORTATION

SUBSIDIZED TRAVEL

The Chalet Program offers accommodation options in various parts of Europe at a 40% subsidy. It is open to all European Fund members and chalets are awarded by draw. For more information please visit:

• https://www.cafconnection.ca/Europe/Programs-Services/Chalet-Program.aspx

NON-UNIT FUND AND CANEX/SISIP GRANT

As a CAF member of Formation Europe you and your family are members of the European Fund (EF). EF members who are not part of a Unit Fund due to their geographical location are termed Non-Unit Fund (NUF) members. In order to ensure equitability across Formation Europe, all EF members have the same entitlements; however, certain entitlements are managed differently depending on location. See this link for more information:

• https://www.cafconnection.ca/Europe/Programs-Services/European-Fund/Non-Unit-Fund-(NUF)-Member-Personnel.aspx

AIR TRAVEL

Belgrade Nikola Tesla Airport or Belgrade Airport is an international airport serving Belgrade, Serbia. It is the largest and busiest airport in Serbia with 2 terminals, situated 18 km west of downtown Belgrade.

https://beg.aero/eng

The flag carrier and largest airline of Serbia, Air Serbia, uses Belgrade Nikola Tesla as their hub. It is also one of the operating bases for low-cost airline Wizz Air. The air taxi services Air Pink, Eagle Express and Prince Aviation also call the airport their home.

PUBLIC TRANSIT

Regardless of (or in spite of) the age and condition of the buses, trolleybuses, and trams, Belgrade offers an efficient public transport service that covers the old city and Novi Beograd.
Bus Plus Passes and tickets for Belgrade transportation service

A new ticket system for transportation on all lines in Belgrade called BusPlus has been introduced in 2012. The system is unique for the whole city and applies to all public transport vehicles. Tickets should be validated on machines installed in all vehicles. In Belgrade, buses don't have a ticket inspector during the whole route, but a group of official controllers (communal policemen) board the bus quite often and ask you to present your validated card or the paper ticket. In case of offence or if passenger doesn't have ticket for the ride, controller will write the fine of RSD 6,000 (if paid within 8 days, the fine will be reduced to RSD 3,000); The passenger then has to leave vehicle and his smart card, if invalid, will be put on black list. In addition, machines now announce the current stop and the next one making the Belgrade public transportation system more user-friendly. Children under the age of 14 can ride free but must have a personalized pass.

There are four types of tickets available for purchase

1. **Paper ticket**
   This is the most expensive purchase option; drivers usually expect exact change = RSD 150.

2. **Non-Personalized Paper ticket** can be bought at kiosks only.
   - The price for this ticket is RSD 40 + the value for the ride (please keep the bill/receipt together with the ticket, as the time on the bill is relevant):
     - 1 day ticket (24 hrs) = RSD 250
     - 3 day ticket (72 hrs) = RSD 700
     - 5 day ticket (120 hrs) = RSD 1,000

*Please note that daily tickets are not valid for the **night transportation** (from 00:00 am – 04:00 am): a ticket for the night ride can be purchased with the driver for RSD 150.*
3. **Personalized BUS PLUS Plastic Pass** (contains user’s name and photo)

If you use transportation services on a daily basis this may be the best option for you. Personalized plastic passes cost 250 RSD and are valid for 3 years. Personalized BusPlus smart card can be obtained at 15 locations in Belgrade, specifically in offices of the BusPlus company in Masarikova 5, Belgrade City Transportation Company (GSP) – five stands, Mobilna Telefonija Srbije (MTS) – three locations, Tempo hypermarket – three locations and at Lasta office at Belgrade Bus Station (BAS). BusPlus stands are easy to recognize by its appearance and a distinct BusPlus logo. For more information about the locations take a look at the map at official BusPlus site, [www.busplus.rs](http://www.busplus.rs). You are required to submit a form, a copy of your ID and 1 colour photo (please note that you have to show your ID card as well). Once you have received the pass, you must purchase a monthly ticket for employees and foreign citizens (the rate RSD 3275), or for students (RSD 1120). This card can be refilled as of 25th day of the month for the following month. Charging of all Bus Plus cards is possible at over 1600 points of sales including the Stampa and Futura newspaper kiosks around the city and businesses such as MTS, ERSTE bank, TEMPO, Maxi, etc. and it will be credited to your chip.

4. **Non-Personalized BUS PLUS Plastic Card**

These plastic non-personalized cards can be purchased for 250 RSD and are valid for 3 years. Cards and credit can be purchased at many newspaper kiosks around the city and there is no limit to the amount that can be added to the card.

<table>
<thead>
<tr>
<th>Ticket type</th>
<th>Issue fee</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper ticket (in vehicle)</td>
<td>-</td>
<td>150 dinars</td>
</tr>
<tr>
<td>Paper ticket – night ride (in vehicle)</td>
<td>-</td>
<td>150 / 210 dinars (I / II zone)</td>
</tr>
<tr>
<td>90 minutes (1 ride for non-pers. plastic card)</td>
<td>-</td>
<td>89 dinars</td>
</tr>
<tr>
<td>24 hours</td>
<td>-</td>
<td>280 dinars</td>
</tr>
<tr>
<td>72 hours</td>
<td>-</td>
<td>720 dinars</td>
</tr>
<tr>
<td>Service Description</td>
<td>Price</td>
<td>Cost Range</td>
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<tr>
<td>-------------------------------------------</td>
<td>--------</td>
<td>---------------</td>
</tr>
<tr>
<td>120 hours</td>
<td>-</td>
<td>1000 dinars</td>
</tr>
<tr>
<td>Non-personalized paper BUS PLUS Card</td>
<td>40 dinars</td>
<td>250 – 1000 dinars</td>
</tr>
<tr>
<td>Non-personalized plastic BUS PLUS Card</td>
<td>250 dinars</td>
<td>89 – 1000 dinar</td>
</tr>
<tr>
<td><strong>Half-month / month</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personalized plastic BUS PLUS pass</td>
<td>250 dinars</td>
<td>2330 / 3890 dinars (employees) - / 1120 dinars (students)</td>
</tr>
</tbody>
</table>

For those using non-personalized plastic BusPlus cards, a ride lasts 90 minutes and cost 89 dinars. This amount will be deducted from your credit on your BusPlus card at your first entry into the bus. You can also use your card for a group ticket, for up to 5 people in the group. On the display you should select "Grupna karta" (Group ticket), choose the number of persons for whom you are buying a ticket and validate your card. The cost is cumulative, depending on the number of people in the group. Once you have validated your card, you can change buses for the next 90 minutes, but please do not forget to present your plastic ticket each time to the validator. With plastic non-personalized ticket, you can also choose a 1 day/3 day or 5 day ride (please see options on validator). In case you choose a daily ride ticket, please note that daily ticket is not valid for the night transportation (00:00 am to 04:00 am).

The latest version of the official BusPlus applications for Android OS, you can download for free on Google Play market at the following link [BusPlus android applications](#). Downloading an application is free. When using an application, you may be charged for the cost of data transmission network operator.

Owners of Master card PayPass credit cards can also pay a 90 minute card for one passenger by validating the credit card on the machine in any transportation vehicle.

Information about public transport arrival times at the stops is charged through your mobile phone account. For the users of Telekom and VIP mobile network, price for query will be 2.50 dinars plus VAT, and Telenor users will be paying 3.00 dinars plus VAT.
**Dialing *011*station code** passengers can find out how many bus stops away are buses (or trams or trolley buses) on the respective line. For lines 7, 17, 23, 29 and 95, you will be able to get information about arrival time in minutes. Passengers waiting at the bus departure point will get the information about vehicles coming from the opposite direction. Bus stop codes are the yellow numbers indicated at the bus stop information boards. They may be missing on some stops, but the company is allegedly working on it.

**For example, you dial:**

*011*149#

**you will get a response:**

Station Karadjordjev park

59 ♦ 0:4

30 ♦ 1:11

and so on for all the lines stopping at the respective bus stop. The message means that one bus number 59 is 4 bus stops away, while for bus number 30 it means that one vehicle is 1 stop away and another on the way that is 11 stops away.

**Important routes**

- Trolley 40 – Dedinje, Kneza Miloša, Zvezdara
- Trolley 41 – Dedinje, Kneza Miloša, Studenski Trg
- Bus 37 (from lower Senjak) – Trg Republike, Kneza Miloša (also 23, 58)
- Bus 94 – Novi Beograd (Sava Centar)
- Bus 44 – Senjak, Sarajevska (also 52, 53, 56)
- Bus 78 – Banjica 2, Slavija, Ušće, Zemun

CityBus E2 (an express minibus with air conditioning, requires special tickets purchased for RSD 120 on the bus) – Petlovo Brdo, Kneza Miloša

- Tram 3 - Tašmajdan (through lower Senjak) to Kneževac
- Tram 7, 9, 11 – railroad station to Novi Beograd
- Tram 12 – Banovo Brdo (through lower Senjak) to Slavija (Omladinski Station)
- Tram 13 – Banovo Brdo (through lower Senjak) to Kalemegdan
TRAIN

The rail network of Serbia connects the capital, Belgrade with the key towns and cities across the country. There are several routes connecting Serbia to its neighboring countries.

For more information, you can visit https://www.interrail.eu/en/plan-your-trip/trains-europe/trains-country/trains-serbia

TAXIS

Taxis are in abundance in Belgrade and offer a reasonable rate of travel. The majority of companies charge approximately 450 dinars for a distance of five kilometres. You can call for a taxi (which may be less expensive) or simply hail one on the street. If there are no taxis in the streets (or none available), which is rarely a case, walk to one of the taxi ranks (taksi stajalište). In city centre you will find them in Studentski trg, Trg Republike, Terazije, Makedonska Street, Zeleni venac, Slavija or the Church of St Mark. Outside of the centre you will find one at each prominent intersection.

It is important to ensure that the meter has been started with the correct flag fall rate (see below). If not, inform the driver. One must be watchful, as private taxis will often double companies’ rates. As you leave the airport or train station, taxi drivers will try to solicit your business. Take a taxi further from the entrance in order to avoid these opportunists.

Belgrade Airport Nikola Tesla: a new taxi service regulation system has been introduced (from the airport to any destination in Belgrade area and further): the price of a taxi service from the airport is divided into 6 zones (Zone 1 = 1400 RSD, Zone 2 = 1800 RSD, Zone 3 = 2200 RSD... Zone 6 = 6000 RSD). Please go to the city service TAXI INFO desk, located close to the exit door, on the left side, and take a taxi receipt which contains the name of your destination and appropriate price for the taxi service.

If you are submitting a taxi receipt for reimbursement please ensure that your name, time, and origin and destination are clearly identified.

The following rates are the same for all taxi associations and there are no discounts.

The start rate is set at 170 dinars, while the ride per kilometer is as follows: 65 RSD in Zone 1; 85 RSD in Zone 2; 130 RSD in Zone 3. The wait rates are 750 RSD per hour in all zones.

*Please note that Zone 1 is daily rate from 07:00 to 24:00 h. Zone 2 is night rate from 00:00 to 07:00 h and Sundays from 00:00h to Monday 07:00 h and Government holidays. Zone 3 is the rate for directions beyond city borders (e.g. Belgrade airport).
Suggested companies:

Pink taxi – tel. 011 19803 or 011 488 99 77
Beogradski Taxi – text to 011 19801 or tel. 011 3770 999
Beotaxi – text your starting location and destination to 011 19700, or tel. 011 64 9700
Lux taxi – tel. 011 30 33 123 or 065 30 33 123
Plavi taxi (Blue taxi) – tel. 011 19805

CAR RENTAL

Car rental services are available in all large towns and cities and at airports.

Besides international car rental companies, there are also a large number of Serbian companies.

For more information and car rental companies you can visit 
http://www.serbia.travel/useful-info/arrival/car.2052.html

HOTELS

Belgrade has a lot of hotels in and out of the city you can find all the major hotel chains such as Marriott, Hilton and more. You may wish to stay at the “Moskva” Hotel, a landmark of Belgrade and one of the most important architectural gems of the Serbian capital.

For more you can visit
https://www.tripadvisor.fr/Hotels-g294472-Belgrade-Hotels.html
https://www.booking.com/city/rs/belgrade

TRAVEL ADVISORIES

Remain vigilant and ensure personal belongings, passports and other travel documents are secure at all times.

Carry a valid Canadian passport, whether you are travelling in any other foreign country. A Canadian passport is the only reliable and universally accepted travel and identification document available to Canadians for the purpose of international travel. When you make purchases with a credit or debit card, your passport will be required to verify your identity.
Exercise normal safety precautions. Ensure that your personal belongings, passport and other travel documents are secure at all times. Keep a copy of your passport identification page, driver’s license, train or airline tickets, and credit cards. Safeguard the originals. Be advised that many countries require visas in advance either for official or vacation travel. It is recommended you research the policy for each country prior to travel. For the most updated information please visit:

**Travel Advisory - U.S**

**Travel Advisory - U.K**
- [https://www.gov.uk/foreign-travel-advice/serbia](https://www.gov.uk/foreign-travel-advice/serbia)

**Travel Advisory - Canada**
- [https://travel.gc.ca/travelling/advisories](https://travel.gc.ca/travelling/advisories)

**European Commission Country Reports (2019)**

**CIA World Factbooks (One Pagers from US)**

**Living Abroad (from Gov.UK)**
ADMINISTRATION

BANKING

Local Currency

The currency used in Belgrade is the dinar (RSD). The Serbian dinar is printed in bills of 10, 20, 50, 100, 200, 500, 1000, 2000 and 5000 and in coins of 1, 2, 5, 10, and 20 dinars. At the present (June 12, 2019) rate of exchange, 1 Canadian dollar equals approximately RSD 78.3.

Bank Accounts and Financial Considerations

Opening a bank account in Serbia is not recommended or needed, but if you wish too you can open a bank account in any of the banks in any of the currencies. To do so you will need to go to the bank offices with your passport, document indicating the address of your stay in Serbia and valid contract with the host organization/organization in which you are employed as a researcher.

Some banks:

- Banca Intesa
- Komercijalna banka
- UniCredit Bank
- Raiffeisen Banka
- Societe Generale

Bank Cards

To have access to Serbian dinars, one can simply use their Canadian bank card to retrieve money. Since most banks charge a fee for this, it is best to take out large sums at a time.

Credit Cards

Most credit cards are accepted in stores (including supermarkets) and other establishments. Credit card fraud happens, but infrequently.
Online Banking Payments – IBANs, BICs, and TANs

Bank accounts in Europe have an “IBAN” (International Bank Account Number) and a “BIC” (Bank Identifier Code). You will use these for making payments and receiving money. If you are paying a bill, you will typically find their IBAN on the bill and you can use that in your online banking to make the payment. You will also provide your IBAN to companies to pay your bills (insurance, gym payments, cell phone, etc). The orderly room and claims section at CFSU(E) will use your IBAN to deposit pay and claims into your bank account.

To make a payment, you will often need a TAN (Transaction Authorization Number). This can be a complex thing to get used to in Europe. You will likely get a sheet of TANs when you initially get your bank account, but then through your mobile banking you can use mobile TANs (a number sent to your phone) or photo TANs with an app on your phone. To use mobile or photo TANs, you will need to register your mobile number in the online banking.

Money Transfer

You will likely have a requirement to move money between Canadian and European accounts. Transferwise.com and XE.com are both worth looking at for this.

INSURANCE

If you are used to traveling abroad, you should know that getting a private health insurance is always useful.

By default, under the Serbian Health Insurance Act, all foreign citizens working for foreign companies located in Serbia or local companies are covered by the compulsory health insurance.

There are dozens of insurance companies in Serbia where you can get life and non-life insurance services.

For more information, you can visit [http://movetobelgrade.com/know-the-basics/health-emergency/](http://movetobelgrade.com/know-the-basics/health-emergency/)

For a list of insurance companies you can visit [https://expatfinancial.com/expat-health-insurance/](https://expatfinancial.com/expat-health-insurance/)
CRA AND RESIDENCY STATUS FOR SPOUSES/DEPENDENTS

Completing and submitting an income tax return from OUTCAN can be even more fun than doing it in Canada. In the past, there has been significant confusion regarding the residency status of spouses. Unfortunately, some CAF families have found out that choosing incorrectly can have a major financial impact. Many have found this issue confusing and have sought professional tax advice.

The following information regarding residency status has been provided to us by the CRA:

**Spouses of Canadian Government Employees on Foreign Assignment – Residency Status for Tax Purposes**

The purpose of this document is to provide general residency information for the spouses of employees of the Department of National Defence ("DND")/members of the Canadian Armed Forces ("CAF") and Department of Foreign Affairs, Trade and Development ("DFATD") Canada that are sent on foreign assignments. This document does not address all possible situations that may require more analysis when determining the tax implications.

Please note that our reference to a spouse in this document includes a common-law partner.

**Spouses that Intend to Return to Canada and expect to Maintain their Canadian Residency**

Where you are the spouse of a Canadian Government employee and are moving with your spouse and family to another country for your spouse to carry out a foreign assignment for the Government of Canada and it is your intention to return to Canada following the assignment, then you will be considered a factual resident of Canada. This factual residency is based on your intention to return to Canada as well as your secondary residential ties maintained with Canada, as described in paragraph 1.14 of Folio S5-F1-C1.

*Please do not complete a Form NR73, Determination of Residency Status (Leaving Canada).*

As a factual resident, you will have to complete and file your Canadian Personal Income Tax Return and you will meet the residency requirement for Canadian benefits administered by the CRA.

**Spouses that do not expect to Maintain their Canadian Residency**

If you believe that you will be a non-resident of Canada when you leave with your spouse and family for the foreign assignment because your intention, primary ties and secondary ties support your status as a non-resident of Canada, then you should complete Form NR73, Determination of Residency Status (Leaving Canada). The Canada Revenue Agency will
review the information provided in your completed Form NR73 to determine whether or not you will be considered a non-resident of Canada.

If it is determined that you will be a non-resident of Canada, you should know the tax implications, which include:

1. You will be deemed to have disposed of certain properties that may give rise to capital gains (taxes on gains can be deferred by using Form T1244, Election, Under Subsection 220(4.5) of the Information Sheet Income Tax Act, to Defer the Payment of Tax on Income Relating to the Deemed Disposition of Property);

2. You will only be able to create additional RRSP room if you have earned income in Canada;

3. You will not be able to contribute to a Tax Free Savings Account; and

4. You will be subject to tax of up to 25% on certain payments from Canadian sources, such as investment income (Part XIII tax).


Further information on how income tax rules apply to Canadian residents that leave the country can be found in [http://www.cra-arc.gc.ca/tx/nnrsdnts/ndvdls/nnrs-eng.html](http://www.cra-arc.gc.ca/tx/nnrsdnts/ndvdls/nnrs-eng.html)

Should you have any further questions or require additional information regarding this, please do not hesitate to communicate with the International and Ottawa Tax Services Office.

**CHILD BENEFITS**

Children’s Education Management supports the educational needs of Canadian Armed Forces families. Benefits include access to guidance counselling services to facilitate transitions between different school systems, receiving educational compensation and benefits entitlements and access to compatible schools overseas.

**Did you know that MFS(E) provides short-term Emergency or respite child care?**

To learn more about it, [please click here](http://www.cra-arc.gc.ca/tx/tchncl/ncmtx/fls/s5/f1/s5-f1-c1-eng.html).

For a complete list of Child & Youth programs through MFS(E), please consult our [website](http://www.cra-arc.gc.ca/tx/nnrsdnts/ndvdls/nnrs-eng.html).

Children's Education Allowances: +49(0) 2451-717-138
PETS

For most of household dogs and cats, a valid pet passport and an up-to-date list of vaccines, is the only thing you will require for importing a pet into Serbia.
POSTAL SERVICES

PERSONAL MAIL

Canadian Forces Post Office

Your postal address in Belleville will be:
(name)
RP
PO Box xxxx Stn Forces
Belleville, ON K8N 5W6

If you need a physical address, either for banking or for a signature on delivery, the address is:
(name)
RP xx, CFPO xxxx
15 Westwin Ave Bldg 348
CFB Trenton
Astra, Ontario K0K 3W0

If mail or a package is being sent to the 15 Westwin address, it is recommended that you email postal@forces.gc.ca to inform them when and what to expect.

Serbian Postal Services

The national post service system of Serbia is called Post of Serbia. They offer a great variety of services, including sending and receiving parcels and packages, money transfers, printing and design services, payment operations and many more.

Also, there are several international courier services in Serbia where you can send and receive larger parcels on door-to-door principle:

1. Post Express
2. FedEx
3. DHL
4. Bex

If you wish to receive and send money abroad, you can also use Western Union services.
HEALTH SERVICES

GENERAL

As a CAF member posted to a remote location in Europe, you are able to consult the medical services offered at the medical Geilenkirchen (GK) in Germany.

The Health team at CFSU(E) is able to provide support, education, and resources to the CAF community, including remote families. You can contact them at:

+49 2451 717 301
GKMedicalClinic@forces.gc.ca

Facebook page: https://www.facebook.com/GKMedicalClinic/?ref=br_rs

Social Workers

- Capt Martin Laferrière-Simard - Social Worker (Military Members)
  martin.laferrieresimard@forces.gc.ca
- Myriam Chebat - Social Worker (Family members / dependents)
  chebat.myriam@cfmws.com or Myriam.Chebat@Forces.gc.ca

Immunizations For an up to date list of required immunizations for your location, please contact Tel: +49 2451 717 305

Pharmacy Services Tel: +49 2451717 308

I Dental Unit Detachment Geilenkirchen

Canadian Forces Support Unit (Europe), Selfkant-Kaseme
Quimperlestrasse 1 00, 5251 I Geilenkirchen, Germany
Clinic Phone Number: +49 (0) 2451 717 330 (leave voicemail if no answer).

HOSPITALS

Belgrade has many hospitals for a list and description, you can visit https://www.011info.com/en/hospitals
PRIVATE CLINICS

Belgrade has several private clinics such as Bel Medic, https://www.belmedic.rs/en. They are inexpensive and there are no waiting times. You can call and get an appointment the same day. Once there, simply pay the bill and request a refund through your medical insurance. The Canadian Forces Support Unit (CFSU), Europe, in Geilenkirchen, Germany is responsible for the military member’s health but also offers their services to the member’s dependants since Belgrade is considered a hardship posting. However, medical and dental appointments at CFSU (Europe) in Geilenkirchen are limited; members are encouraged to seek regular health services locally.

PHARMACEUTICAL SERVICES

Pharmacists are generally helpful and often speak excellent English. They can sell many medicines over the counter without prescription and will happily suggest a suitable product for minor ailments.

Most pharmacies that you see are private pharmacies. State pharmacies are harder to find but are sometimes the only places to stock certain prescribed medicines.

Instead of driving from one pharmacy to another to hunt down some special medication, you can call up two special information numbers:

State pharmacies 011/2435 008
Private pharmacies 011/2671 996

You tell them the name of the medication you need and in which part of town you live, they will then look up in which pharmacy the product is generally listed and give you the number of the specific pharmacy. You can then call this pharmacy and find out if they presently have the medication on stock.

Prima Pharmacy, Kralija Alexandra is a good place to get harder to find medicines.

Lilly and DM stores all have pharmacies attached, and are good places to find general toiletries, baby products and diapers.

DENTAL CLINICS

Dental work is considerably cheaper in Serbia than many other European countries.

Here are some great English-speaking clinics
1. Dental Oral Centar
2. Dental Clinic ORTO
3. Dental Clinic Dr Popovic.

SOCIAL SERVICES

The following options are available to military members and their families for access to psychosocial or mental health resources:

Social Worker

You can reach the MFS(E) Social Worker Myriam Chebat at:

myriam.chebat@forces.gc.ca
+49 (0) 2451 717 206

You can reach the CAF Formation Europe Social Worker, Captain Martin Laferrière-Simard at:

martin.laferrieresimard@forces.gc.ca
+49 (0) 2451 717 309

Padre

There are three Padres serving the families in Europe, and they are also available for consultation:

<table>
<thead>
<tr>
<th>Maj Jean-Guy Morin</th>
<th>Lt(N) Lesley Fox</th>
<th>Capt Gerson Flor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Located in Casteau</td>
<td>Located in London</td>
<td>Located in Naples</td>
</tr>
<tr>
<td>Responsible for Central Europe (Netherlands, Germany, France, Belgium)</td>
<td>Responsible for UK and Northern Europe</td>
<td>Responsible for Southern Europe (Spain, Italy, Portugal, Turkey, Romania)</td>
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<td><a href="mailto:lesley.fox@forces.gc.ca">lesley.fox@forces.gc.ca</a></td>
<td><a href="mailto:gerson.flor@forces.gc.ca">gerson.flor@forces.gc.ca</a></td>
</tr>
<tr>
<td>+32 (0) 65 44 6179</td>
<td>+44 (0) 1895 613 022</td>
<td>+39 345 080 5673</td>
</tr>
</tbody>
</table>

CAF Member Assistance Program

Military members and their families can also contact the CAF Member Assistance Program at +1 800 268 7708. This is a voluntary and confidential service that allows callers to speak with a professional counsellor and is available 24 hours a day, 365 days a year. Please note
that Canadian toll-free numbers are not free when calling from another country, but the CAF Member Assistance Program will also accept collect calls at +1 613 941 5842.

**Family Information Line**

The Family Information Line offers confidential assistance and supportive counselling 24/7. When you call you will be connected to one of their experienced professionals who can connect you with local and national resources. The Family Information Line can be called toll free, from Europe, at 00 800 7711 7722.

**Local Resources**

Military families can also access resources in their community, as recommended by their doctor or other sources, but they should ensure with their Public Service Health Care Plan that they will be covered for the services they are considering. For their services, military members are required to go through their medical system or the CAF Member Assistance Program.

**A. A. Meetings**

Information on Alcoholic Anonymous meetings in Europe or online is available at [https://alcoholics-anonymous.eu/](https://alcoholics-anonymous.eu/)

**GREAT WEST LIFE / ALLIANZ**

**Dental Claims**

Unless you are served by a CAF Dental Clinic, dental claims will need to be sent to Great-West Life, using the paper form. Log into your account on the Great-West Life website and print a claim form. Claims and original receipts need to be mailed to the following address:

- Great-West Life Health and Dental Benefits
- Foreign Benefit Payments
- PO Box 6000
- Winnipeg, MB R3C 3A5

Be sure to keep copies of your receipts!
Medical Claims

For medical claims, you will also need to submit a paper claim to Allianz, using the PSHCP Out-of-Country claim form (http://www.pshcp.ca/media/43901/claimform_out_fill.pdf). Send the claim form and the original receipts to:

Allianz Global Assistance
Public Service Health Care Plan
PO Box 880
Waterloo, ON  N2J 4C3

Be sure to keep copies of your receipts!
ON THE ROAD

GENERAL

Serbia is located on Pan-European Corridor 10 which is the shortest route between central/western and southernmost Europe. It runs through eight countries: Austria, Slovenia, Croatia, Hungary, Serbia, Bulgaria, Macedonia and Greece. European routes E70 and E75 meet in Belgrade, E75 and E80 in Niš and E80 and E65 in Priština.

The main road routes in Serbia are:

From the north, from the border with Hungary, route E75: Horgoš – Subotica – Novi Sad – Belgrade – Niš – Vranje – Preševo and on to Macedonia
From the west, from the border with Croatia, route E70: Batrovci – Sremska Mitrovica – Belgrade – Pančevo – Vršac – Vatin continuing on to Romania
From the east, from the border with Bulgaria, route E80: Gradina – Dimitrovgrad – Pirot – Niš – Prokuplje – Priština – Kosovska Mitrovica – Mehov Krš and on to Montenegro

To enter Serbia, drivers of vehicles with foreign number plates need:
- their national driving licences
- registration document (together with permission to drive a car registered to a third party, if needed)
- insurance policy (green card)

Vehicles with foreign number plates must display the international licence code of the country in which they are registered.

Children under the age of 12 and persons under the influence of alcohol or psychoactive substances, or who are unable to control their actions, are not allowed to sit in the front seat.

Dipped headlights must be switched on when driving in the daytime.
**DRIVER’S LICENCE**

Driving licenses issued in EU are recognized in the Republic of Serbia, while other driving licenses must be accompanied by an International Driving Permit (IDP), on a reciprocity basis.

An international driving permit is issued based on the International Convention on Road Traffic (Vienna, 1968) and in accordance with the provisions of the road traffic safety laws and regulations of the Republic of Serbia.

IDP is valid for the period of three years from the date of issue, except in cases when the validity of the national driver’s license expires before that deadline.

Residents of the Republic of Serbia who wish to drive abroad need to apply to the nearest office of Auto-moto Association of Serbia (AMSS).

**Requirements:**

In order to obtain IDP, drivers must fill out an application form, submit two photos and following documents:

- Identity Card (for an insight)
- Valid driver’s license, on the basis of which requires the issuance of an international driving license for an insight, as well as a photocopy of that license
- Certificate of the territorially competent organizational unit of the Ministry of Interior, on imposed or applicable protective measures, i.e. security measures of any kind of prohibition to operate a motor vehicle

All information concerning the issuance of an IDP can be found on AMSS website (www.amss.org.rs):
http://amss.org.rs/index.php?option=com_content&view=article&id=130&Itemid=149

**INFORMATION ON DRIVER’S LICENCE IN CANADA AND RENEWAL**

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<thead>
<tr>
<th>Province</th>
<th>Mailing Address</th>
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<tbody>
<tr>
<td>Alberta</td>
<td>Alberta Transportation Main Floor- Twin Atria 4999-98 Ave Edmonton, AB T6B 2X3</td>
<td>(780) 310-0000 Outside AB: (780) 427-8230</td>
<td>Government of Alberta Ministry of Transportation: Drivers &amp; Vehicles</td>
</tr>
<tr>
<td>British Columbia</td>
<td>ICBC Licensing Driver Services Centre 151 West Esplanade North Vancouver, BC V7M 3H9</td>
<td>From Lower BC: (604) 661-2800 Toll Free in NA: (800) 663-3051</td>
<td><a href="http://www.icbc.com/driver-licensing/Pages/default.aspx">http://www.icbc.com/driver-licensing/Pages/default.aspx</a></td>
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<tr>
<td>Manitoba</td>
<td>Manitoba Transportation Driver &amp; Vehicle Licensing 234 Donald St, Box 6300 Winnipeg, NB R3C 4A4</td>
<td>(204) 985-7000 Fax: (204) 954-5338 or Toll Free in NA: (800) 665-2410</td>
<td><a href="http://residents.gov.mb.ca/reference.html?d=details&amp;program_id=304">http://residents.gov.mb.ca/reference.html?d=details&amp;program_id=304</a></td>
</tr>
<tr>
<td>New Brunswick</td>
<td>NB Department of Transportation 364 Argyle St Fredericton, NB E3B 1T9</td>
<td><a href="mailto:DPS-MSP.Information@gnb.ca">DPS-MSP.Information@gnb.ca</a></td>
<td><a href="http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html">http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html</a></td>
</tr>
<tr>
<td>Newfoundland &amp; Labrador</td>
<td>Motor Registration Division Department of Government Services PO Box 8710 St. John’s NF A1B 4J5</td>
<td>(709) 729-4834</td>
<td><a href="http://www.gs.gov.nl.ca/drivers.html">http://www.gs.gov.nl.ca/drivers.html</a></td>
</tr>
<tr>
<td>North West Territories</td>
<td>Government of NWT Department of Transport 5003 – 49th Street, Yellowknife NWT X1A 2L9</td>
<td>(867) 873-7487 Fax: (867) 669-9094</td>
<td><a href="http://www.dot.gov.nt.ca/_live/pages/wpPages/issuingoffices.aspx">http://www.dot.gov.nt.ca/_live/pages/wpPages/issuingoffices.aspx</a></td>
</tr>
<tr>
<td>Nunavut</td>
<td>Motor Vehicles Division Department of Economic Development &amp; Transportation Box 1000 Station 1575 Iqaluit, NU X0A 0H0</td>
<td>Toll Free: (867) 975-7800</td>
<td><a href="http://www.gov.nu.ca/programs-services/vehicle-registration">http://www.gov.nu.ca/programs-services/vehicle-registration</a></td>
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<tr>
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</table>
| Prince Edward Island | Prince Edward Island Depart. of Transportation & Public Works  
PO Box 2000  
Charlottetown, PE C1A 7N8 | (902) 368-5228  
Fax: (902) 368-5236 | [http://www.gov.pe.ca/tir/inde
x.php3?number=20138&lang=E](http://www.gov.pe.ca/tir/inde
x.php3?number=20138&lang=E) |
| Quebec          | Societe de l’Assurance Automobile de Quebec  
P.O. Box 19600, Terminus 333 blvd. Jean-Lesage  
Quebec, PQ G1K 8J6 | Quebec, PQ: (418) 643-7620  
Montreal, PQ: (514) 873-7620  
| Saskatchewan    | Saskatchewan Government Insurance (SGI), Licensing and Registration Services  
2260 11th Avenue  
Regina, SK S4P 0J9 | (306) 775-6900  
Toll Free: (800) 667-9868 | [http://www.sgi.sk.ca/indivi
dals/index.html](http://www.sgi.sk.ca/indivials/index.html) |
| Yukon           | Gold Creek Building (Old Rogers Video Building)  
Unit A, 2251-2nd Avenue  
Whitehorse, Yukon Y1A 5W1 | (867) 667-5315  
Fax: (867) 393-6220  
| Transport Canada| Transport Canada  
Tower C, Place de Ville  
330 Sparks St  
Ottawa, ON K1A 0N5 | (613) 990-2309  

**ROADWORTHINESS TEST/SAFETY**

The regular annual technical inspection is subject to the vehicle before the issuance of a traffic permit or the issuance of a registration sticker. This technical inspection can be carried out up to 30 days before submitting the application for registration, or after expiration of the validity period of the traffic license.

*Notes that a newly manufactured vehicle upon registration shall be subject to the following regular technical inspection after two years.

A regular six-month technical inspection must be carried out before the expiration of a period of six months from the date of entry into force of the traffic permit or registration...
sticker. A regular six-month technical inspection can be carried out at the earliest 15 days before the expiration of the above deadline.

A regular six-month technical inspection must be subject to:
1) motor vehicles and trailers carrying public transport,
2) buses,
3) motor vehicles and trailers for transport of dangerous goods,
4) motor and trailer vehicles used for driver training,
5) motor vehicles with built-in devices for giving special luminous and audible signs or used as vehicles referred to in Art. 106 and 108 of this law (escort vehicles and vehicles with right of priority passage),
6) motor vehicles and trailers with a maximum permissible mass greater than 3.500 kg,
7) motor or a trailer for rent without a driver (rent-a-car),
8) a motor vehicle over 15 years old (the age of the vehicle is determined in relation to the year of production).

**CAR INSURANCE**

The Green Card is an international document certifying the issue of automobile insurance against damage caused to third parties abroad.

Drivers of cars with foreign number plates who do not have a green card must purchase border automobile insurance from a local insurance company at the border when entering Serbia.

**PRICE OF BORDER INSURANCE FOR FOREIGN-REGISTERED VEHICLES**

The insurance premium is calculated and paid exclusively in dinars.

For passenger cars the price depends on the numbers on months.

1: 9.684
2: 14.525
3: 19.367
4: 24.209
VEHICLE REGISTRATION

Foreign cars must be registered in Serbia and in Montenegro within thirty days of clearing customs. Americans can register their cars with the transportation department of the nearest local police station. You will need the following documentation:

- proof of customs clearance
- proof of ownership and proof of foreign registration translated into Serbian or Montenegrin, depending on the country
- passport
- Serbian or Montenegrin visa, as appropriate
- work permit (if applicable)
- proof of temporary residence in Serbia or in Montenegro
- the results of a technical examination or inspection of the car

Foreign cars used by tourists in Serbia and in Montenegro (in cases when the simplified procedure of customs clearance without documentation was applied) do not need to be registered as long as the inspection certificate is still valid.

EMISSION STICKER

European Green Zones

Germany (58 zones), France (28 zones), Belgium (3 zones), Denmark (5 zones), and Austria (6 zones) have Green Zones and corresponding stickers. If you will be driving in the Green Zones of those countries, you may need a sticker for your car. You can order a sticker for your vehicle from the links in this website:

https://www.green-zones.eu/en.html
**FUEL CARD**

A fuel card or fleet card is used as a payment card most commonly for gasoline, diesel, and other fuels at gas stations. Fleet cards can also be used to pay for vehicle maintenance and expenses at the discretion of the fleet owner or manager. Most fuel cards are charge cards. Using a fuel card can save money and make purchasing fuel safer and more comfortable.

Some fuel cards:

- **MOL**
- **Gazprom/NIS**
- **euroShell**

**ITEMS IN YOUR CAR**

All vehicles in Serbia must carry an emergency kit. The Government of Serbia has revised and standardized the required contents. The kit required is called “Komplet za Prvu Pomoć” with a code of “Tip B SRPS Z.82.001”. It is advised to purchase it locally (VAT is reimbursed) and the kits are available in many large retail stores: Metro, Idea, Mercator, Tempo and Uradi Sam, to name a few. The cost is between RSD 2,300 – 2,500, depending on the store (approximately CAD 30).

The required contents of the emergency kit are as follows:

- Sterile gauze compress - single pack 10x10 cm, 5 pcs.
- Adhesive tape 25cm x 5m, 1pc.
- Sterile Kaliko wrap 10 cm x 5m, 2 pcs.
- Kaliko wrap 8 cm x 5m, 2 pcs.
- Kaliko wrap 5 cm x 5 m, 2 pcs.
- PVC bag small 20x30 cm, 1pc.
- PVC bag bigger 40x60 cm, 1 pc.
- PVC single use gloves, 2 pairs.
- Isothermal blanket minimum length of 150x200 cm, 1 pc.
- Round tip scissors minimum length 12 cm, 1 pcs.
- Safety pins minimum length 4 cm, 6 pcs.
- Protective face mask for artificial breathing (disposable), 1 pcs.
- Paper and pen, 1 pcs
- Sterile gauze 1/2 m, 80 cm x 50 cm - individual pack 2pc.
- Sterile gauze 1 m, 80 cm x 100 cm - individual pack 1pc.
- Adhesive bandages 10 cm x 8 cm 5pc.
- Adhesive tape 2.5 cm x 5 m, 1pc.
- Triangle scarf size 100 cm x 100 cm x 140 cm, cotton 2pc.
- Red Cross issued First Aid instructions, 1 pcs.
- Box content specification, 1 pcs.

**Traffic Office in GK:**

+CFSUEFE@forces.gc.ca (Traffic Section)
+49 (0) 2451 717 119
+49 (0) 2451 717 136


Registrar of Imported Vehicles: Authorization for importation to Canada. [http://www.riv.ca](http://www.riv.ca)

**BIKING/MOTORCYCLES**

**Bicycles**

There is no regulation on wearing a helmet on bicycles.

**Motorcycles**

Motorcycle drivers and passengers must wear a safety helmet.

**PARKING**

Parking is regulated differently from town to town in Serbia, but the paid parking model applied in Belgrade is spreading. As in all big cities, finding a parking space in central
Belgrade during working hours is very tricky and we recommend that vehicles are parked in a public car park.

**City center**

Parking areas on streets in central Belgrade, and other large towns in Serbia, are categorised into several parking zones where parking time is limited, and payment is made for each full or incomplete hour.

Parking areas within these parking zones are indicated by special traffic signs bearing the colour of the zone and displaying the hours during the day when parking is payable (parking is free outside these hours). Once the maximum allowed time has expired, the driver must move his or her vehicle. A parking warden will leave a fine payment order under the windscreen wipers if he or she should fail to do so.

Parking in designated zones is paid for by purchasing parking tickets which are marked with the time of arrival and displayed under the front windscreen or by sending an SMS with the registration number of the vehicle to the number indicated on the sign.

**Other parking areas**

Parking areas outside the parking zones are indicated by standard traffic signs, have no time limit and parking is paid for on an hourly or daily basis. Parking charges are usually only applicable to certain times of day. Outside these times, parking is free (e.g. in the late evening and at weekends).

Parking in public garages and enclosed parking areas is charged per each full or incomplete hour or for the entire day.

**Fines**

Vehicles may not be parked where they could pose a danger to other traffic users or obstruct the normal flow of traffic or pedestrians. Parking on pavements is also forbidden unless permitted by traffic signs.

Illegally parked vehicles on road surfaces outside marked parking areas, on the instruction of the Traffic Police, will be towed. If parked on a grass surface, they will be towed on the instruction of the Public Utilities Inspectors. A police fine or public utilities fine and vehicle towing tax are payable.
City parking is available in public parking garages/lots or on the street. Where street parking is available look for the signs – you will likely be in a Zone I, II or III. You pay for your parking by sending an SMS with your complete car registration including the year for which the plate is valid. Send all of the letters and numbers from the plate with no space between the letters and numbers. (For example: BG63A00519 (Please note that next year, the last two numbers indicating year will be 20). Send to 9111 for Zone I, 9112 for Zone II, and 9113 for Zone III. Time limits are based on the zone: Zone I = 1 hour, Zone II = 2 hours and Zone III = 3 hours. Please be advised that when you are parking for more than an hour in Zone II or III you must send an SMS for each additional hour you wish to park (the reply you receive will inform you how long you can stay in that Zone). The parking fees are as follows: zone 1 is 56 dinars per hour, zone 2 is 48 dinars per hour and zone 3 is 41 dinars per hour. Please note that you can also pay the parking fee with the Parking controller (Zone I = 60 dinars, Zone II = 55 dinars and Zone III = 45 dinars per hour).

TOLLS

When traveling, be aware of toll costs. To drive on the autoroutes in Switzerland, for example, you require a sticker (called a vignette) on your windshield. The vignette is only available as an annual purchase. For Austria, you can purchase a 10-day, 2-month or annual vignette. In France, you will find toll booths on the autoroute. For some you pay a toll to go through the booth, for others you take a ticket and pay when you exit the toll road. The website https://www.viamichelin.com/ is an excellent resource for calculating toll costs before a trip.

As you drive around the region, remember that many neighbouring countries require a vignette. A vignette is a form of road pricing imposed on vehicles based on a period of time (instead of the usual road toll method based on distance traveled.) The small, coloured toll-stickers are affixed on vehicles using motorways and expressways to indicate that the respective road tax has been paid. They vary in price depending on each country where they are sold and are usually obtained at border crossings, gas stations and other labeled points. Fines for not having one can be quite steep, so check before you drive.
Road tolls are payable on the following routes:

- E70 Subotica – Novi Sad
- E75 Novi Sad – Belgrade
- E70 Šid – Belgrade
- E75 Belgrade – Niš
- E75 Niš – Leskovac

Road tolls vary depending on the category of vehicle:

Category I– motor vehicles up to 1.3 m in height (at the front axle) – motorcycles and passenger cars

Category II– motor vehicles with or without a trailer, up to 1.3 m in height (at the front axle of the towing vehicle) with more than two axles – passenger cars with trailer

Category III– motor vehicles more than 1.3 m in height (at the front axle) with two or three axles – vans, coaches, lorries with two or three axles

Category IV– motor vehicles more than 1.3 m in height (at the front axle of the towing vehicle) with more than three axles – all vehicles with more than three axles.

**E-75: BEOGRAD – NOVI SAD**

- I category 240 dinars
- II category 350
- III category 710
- IV category 1,420

**E-75: NOVI SAD – SUBOTICA**

- I category 330
- II category 500
- III category 990
- IV category 1,980

**E-75: BEOGRAD – NIŠ**

- I category 730
- II category 1,100
- III category 3,630
REST STOPS

There are many rest stops in Serbia. To locate one, you can visit https://rest.nearest.place/en

DRIVING SPEED

In Serbia, the traffic regulations are generally in line with those of member states of the European Union.

The speed limit in built-up areas is 50 km/h, unless, due to road conditions, traffic signs indicate a speed limit of up to 80 km/h.

Speed limits on roads outside populated areas, unless otherwise indicated by traffic signs, are as follows:

- 120 km/h on motorways
- 100 km/h on major roads
- 80 km/h on other roads

Specific speed limits apply for certain categories of vehicle:

80 km/h – for coaches, coaches with an attached trailer and lorries with a maximum allowed mass of no more than 7.5 tonnes, except on motorways where the maximum speed limit is 100 km/h.
80 km/h – for motor vehicles towing a travel trailer (caravan)
70 km/h – for coaches transporting children, articulated buses with no standing passengers, lorries whose maximum allowed mass is more than 7.5 tonnes and lorries with trailer, except on motorways, where the maximum speed limit is 90 km/h.
50 km/h – for buses with an additional towed vehicle for the transport of people, city buses and buses with standing passengers

**Speed Cameras**

Click on the following links and you will see each traffic camera location in Belgrade and Novi Sad. If you click on any camera icon, you will see the exact address.

[http://www.blic.rs/_customfiles/grafike/ns-kamere.html](http://www.blic.rs/_customfiles/grafike/ns-kamere.html)

**SAFETY BELTS AND CHILD SEATS**

Seatbelts are mandatory, but rarely used by locals and taxi drivers.

Children up to three years of age must be transported in a child safety seat, which can be installed in the front seat only if it is rear-facing and the airbag is deactivated.

**MOBILE PHONES**

It is illegal in Serbia to use a mobile telephone while driving unless it is a hands-free unit.

**WINTER TIRES**

Serbian law states that snow tires should not be removed before April 2nd. However, it is better to keep them until April 15th as most countries recommend dates from November 1st to April 15th. Winter tires must be installed on all four wheels. If your vehicle is not equipped with winter tyres your obligatory third-party insurance will not be covered in case a traffic accident occurs. For example, if your vehicle damages another vehicle/property/injury or somebody's death and it is not your insurer will not pay for the harm made! It will come out of your pocket via court decision.
ALCOHOL AND NARCOTICS

You are expected to submit to lawfully administered breath tests.

A driver may not operate a vehicle while under the influence of alcohol (a blood alcohol level of more than 0.30 mg/ml) or psychoactive substances. Professional drivers (bus drivers, lorry drivers etc.) are prohibited from having any amount of alcohol in their blood.

ROADSIDE ASSISTANCE

Automobile and Motorcycle Association of Serbia (AMSS)
Ruzveltova 18, 11000 Belgrade
tel: 987 (from all telephone networks – 24 hours)
http://www.amss.rs

The AMSS provides roadside assistance to drivers 24 hours a day, 365 days a year. The Pomoć-Informacije (Help-Info) Service (SPI 987) has branches all over Serbia and provides technical assistance, all kinds of information and transport for vehicles damaged in accidents. The AMSS also offers services on AIT and FIA Letters of Credit.

IF INVOLVED IN A CAR ACCIDENT

A driver who comes across the scene of a traffic accident in which there are injured persons must:
- immediately call the police (tel:92) or the Emergency Ambulance Service (tel:94)
- provide help to those injured in the accident
- transport them to the nearest health institution if necessary
- do everything in his power to prevent an escalation of the existing situation and prevent further accidents.

Drivers of foreign registered vehicles damaged in an accident must obtain a Vehicle Damage Certificate (Potvrda o oštećenju vozila) from the police and present it at the border when leaving Serbia.

The AMSS Pomoć-Informacije (Help-Info) Service (tel:987), is available to transport damaged vehicles. In the event that the owner intends to abandon a damaged foreign-registered vehicle, this must be reported to Customs or to a local branch of the AMSS, who will conduct further proceedings. In both events, a Vehicle Surrender Certificate (Potvrda o
predaji vozila) must be obtained in order for formalities to be conducted more quickly in the country in which the vehicle is registered.

A driver entering Serbia in a vehicle with damaged bodywork must speak to the Border Police in order for the damage to be assessed and a certificate issued in confirmation of this.

**BUYING OR SELLING A CAR**

They are many online websites to buy or sell new and used cars. There are also a few car dealerships in and around Belgrade.

Please note that this section is currently being developed. If you have questions, contact us at: MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.

**Traffic Office in GK:**

+CFSUEFE@forces.gc.ca (Traffic Section)

+49 (0) 2451 717 119

+49 (0) 2451 717 136


RELIGIOUS SERVICES

ENGLISH LANGUAGE SERVICES IN THE AREA

Protestant

St Mary’s Church
23 Višegradska, 1st Floor, Caritas Building  Tel: 180-854
The Reverend Robin Fox  Tel. 323-2948, mob. 063 750-2469
robin.fox@sbb.co.yu,  www.stmarysbelgrade.org
Service: Sundays 10.30–11.30 in English, followed by fellowship with refreshments. Sunday school for children aged 4-16.

Prva Baptistička crkva
Slobodanke Savić 33.  Tel: 410 964, mobile: 063 392912
Pastor Dane Vidović
Sunday worship 11.00h + Sunday school – all ages, Wednesday 18.00 prayers, services in Serbian, personal translation available.

Holy Trinity Pentecostal Church
Simina 8.  Tel: 622 642 (09.00-15.00)
Pastors: Boban and Ann-Christin Anđelić
Sunday worship: 10.00-11.30 with Sunday school ages 2-13, 18.00-19.30 followed by refreshments and prayer meeting. Translation by headphones

The Redeemed Christian Church of God (RCCG)
Block 70a, Omladinskih Brigada 65v
(near Delta City in New Belgrade).
The service starts at 14.30 – 16:30. The service is in English with Serbian translation.
Roman Catholic

Christ the King Church (Crkva Krista Kralja)

Krunska 23. Father Andrej, Sr. Ines. Tel: 323-4846, mobile: 063 359 326

Many foreigners attend an English Mass held at 11.30-12.30 on Sundays

Children’s religious education 10.00 in English on Sundays

St Peter’s Church

Makedonska 23, Tel: 303 0815, 303 0814

Fr. Ivan Cindori, SJ. Sunday Mass in English 09.00h, contemporary youth mass 18.00h in Croatian.

AROUND THE HOUSE

INTERNET/TELEVISION/MOBILE PHONE

Voice over Internet Protocol (VoIP) Phones

Several Canadian families have used a VoIP phone, and this is worth investigating before leaving Canada (so you can keep your number).

With a VoIP phone, you can keep a Canadian phone number. This has a few benefits. Your family and friends can call you, and you can call them, without overseas long-distance charges. Besides cost, it is also less confusing for people who may not be used to European calling (like elderly parents). Keeping a Canadian phone number also can help when completing online forms, banking, registering on Canadian websites etc. And finally, if you want to keep a phone number for continuity, you can move a number to a VoIP provider when you move OUTCAN, then move the same number back to a Canadian provider when you return.

Which provider to use? There are several, with varying costs and services. MagicJack and Vonage are two of the big companies, but many other VoIP providers are out there.
ELECTRICITY

Electricity in Europe differs from electricity in Canada, in that the voltage is higher and the frequency is lower. In Canada our electricity is 110V 60Hz, while in Europe, they have 220-230V and 50Hz. Some electronics are not compatible with European power and require transformers, while others are dual voltage and only require a plug adapter.

To find out if an electronic is dual voltage, look for the electronic information on the product. This information is often found on the bottom or back of the product, or on its battery pack. If the input gives a range such as 100-240V 50-60Hz, then the product is dual voltage and works with both Canadian and European electricity. If the input does not give a range and only says 110V 60Hz, then it is not compatible with European electricity.

Dual Voltage

If your product is dual voltage, then all you need is a plug adapter in order to use it. Since the product is already compatible with the local electricity, all the adapter does is allow the prongs to fit the electrical outlets. If you use an adapter with a product that is not dual voltage, you will not only damage your product, but you may also cause electrical damage to the building.

Lamps are considered dual voltage; however, you will need to replace the light bulbs with European lightbulbs.

Single Voltage

If your electronics only says 110V 60Hz, then it is not compatible with European electricity. In order to use it while in Europe, you will need to use a transformer. Transformers convert the local electricity to 110V 60Hz, so you are able to plug devices into it as if you were plugging them into a wall in Canada.

Most electronic devices have a prominent label that looks like this picture. On this device (a camera battery charger), you can see that after "Input" it says "110 - 240 volt", which means that it can be used with any voltage within that range, including the 110 volt standard in Canada or the 220-230 volt standard in much of Europe. All you'll need is a plug adaptor.
On this next label, you can see that this coffee maker is **not** dual voltage. It lists simply "120 volts". Other items may say "110" - anything in this range is a standard North American appliance. If you want to use something like this overseas, it will need to be on a transformer.

In this final image, you can see that some appliances have a switch for use between higher and lower voltages. This can be used overseas with only a **plug adaptor**, but don’t forget to flip the switch!

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**Transformers**

Transformers are created with different wattage ratings, so you will need to make sure you are using the correct wattage to handle what you are plugging into it.

The total wattage of appliances plugged into the transformer must be less than the wattage rating of the transformer. To find out the wattage of an electronic device, if it’s not on the label, you can multiply the voltage of the item by the number of amperes (amps). For example, if the information on an item says 110V 60Hz 1A, you would multiple 110 (voltage) by 1 (amps) to get 110 watts.

There are also websites that have information on the approximate wattage of electronic and household appliances, for example,

- [https://www.wholesalesolar.com/solar-information/how-to-save-energy/power-table](https://www.wholesalesolar.com/solar-information/how-to-save-energy/power-table)

Research before choosing transformers. If in doubt, buy bigger. Some items (like TVs) need a big surge of power when switched on, so go with three times the wattage (a 500W appliance might need a 1500W transformer). Items that produce heat (iron, hair dryer) will require more wattage.

Transformers that do not have an ON/OFF switch, or have a switch and are turned on, will consume energy while plugged in, even if you do not have an appliance plugged into them. Therefore, you should always keep your transformers off or unplugged when not in use.

As part of your furniture claim, you can purchase and claim 50% of the cost of up to four transformers.
UTILITIES

For Belgrade’s utility services you can visit http://www.beograd.rs/en/contact/202670-city-utility-services/

APPLIANCES

If you wish to use Canadian appliances (110 volts), you can use a transformer. Appliances with heating elements (hair dryer, curling iron) should be purchased locally in order to reduce fire hazards. Unplug transformers when they are not in use. Canadian items with built in timers and clocks will not function properly, even with a transformer.

BEDS

You should note that sizes of beds and bedding differ between Canada and Europe. It may be helpful to purchase extra bedding prior to your move, or you may find that you have to have it shipped from Canada. If you plan on purchasing a bed while you are in Europe, do your research to ensure you will be able to find bedding that will fit upon your return to Canada.

WATER QUALITY

The quality of Belgrade tap water has met the required parameters so far and is safe to drink. But because the water in Belgrade is hard, we suggest using bottled water for cooking to reduce problems with scale on pots, kettles, etc.

Various brands of bottled water (carbonated and non-carbonated) are available in every store or kiosk in 1.5 l bottles or smaller. Watch the salt content.

In order to extend the life of washing machines, dishwashers, kettles, etc. you should consider using one of the anti-limescale products available locally.

GARBAGE AND RECYCLING

Home garbage disposal is the responsibility of the member. Garbage bins are located throughout neighbourhoods and the city collects it daily.

Belgrade’s City Recycling Program works as follows:
1. Collect your recyclables and dispose it in special containers:
   - paper, that is, cardboard boxes without tape, plastic or Styrofoam, brown cardboard, cardboard bags, notebooks, printed paper, copy paper, newspaper, magazines, envelopes, tetra pack boxes (like from juices, UHT milk etc.) (The new containers have BLUE cup)
   - plastic, that is, see-through plastic drink and cooking oil bottles and caps (New containers have YELLOW cup)
   - metal, that is aluminum drink cans (NOT metal containers that were used for meat, fruit or vegetable foods) (New containers have BLACK cup)
   - glass (on 7 new locations you can find containers with GREEN cup).
   The new containers are specially designed for persons with disabilities.

or

2. Collect all recyclables, except glass, into a green see-through 120L bag (called EKO kesa) (available at METRO in the garbage bag section or at the Opština Savski Venac office).

If you wish to get a 20% discount on garbage removal, please contact Public Utility Company Gradska Čistoća at 011/3314 019, then press 1: the voice in Serbian will tell you to type in the id number from your Infostan invoice - Utilities). Once registered, you will receive 4 bags per month (1 bag per week) and four unique bar codes that you will fix on each bag.

Put the tagged bag out on the curb on the day of the week designated for your neighbourhood during the period between 20h and 22h.

**Designated days, as listed on the city garbage removal site are:**

Novi Beograd - MONDAY
Zemun - TUESDAY
Čukarica - WEDNESDAY
Savski venac and Rakovica - THURSDAY
Vračar and Zvezdara - FRIDAY
Stari grad and Palilula - SATURDAY
Voždovac - SUNDAY
Note: Dedinje and Senjak belong to Savski Venac. At times pick up may be a day late. For example, in Dedinje pick up is on sometimes on Friday instead of Thursday as listed above.

Public Utility Company Gradska Čistoća is removing large discarded items from the streets of Belgrade. Citizens can leave bulky items no longer needed in their households next to the garbage containers from where the same will be removed by the crews of Gradska Čistoća. This action is traditionally organized every first weekend of the month and is free of charge. If you need to discard bulky trash on another day of the month you are advised to call Gradska Čistoća for pick up at + 381 2768 770 so that trash will not accumulate in the streets.

**METRIC CONVERSION**

*Oven Temperature*

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*Cup & Spoon Equivalents*

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EMPLOYMENT

WORKING FOR MILITARY FAMILY SERVICES (MFS) OR PERSONNEL SUPPORT PROGRAMS (PSP)

If you want to work for MFS and PSP while in Europe, you should bring the following information with you. It will be required to process your file to obtain the required security clearance to work in Europe. Having this information at your fingertips will speed-up the hiring process:

- Copy of passport, SOFA or VISA stamp (some of those, you will get in Europe)
- Another form of government (federal or provincial) photo ID (birth certificate, Driver’s Licence, etc.). If Government photo ID is not available a 3rd piece of photo ID (such as student ID) must be provided
- Five years of resident addresses along with proof (mail, bill, T4, etc.). The dates must be five years from the date of filling out the form back exactly five years from that date (i.e.: 24 Oct 2018 back to 24 Oct 2013)
- Proof of relevant education and professional qualifications (transcripts, diplomas, etc.)
- Proof of previous employment (back 5 years), (work agreements, T4s, etc.)
- Two References (names and addresses at least – reference letters are good to have as well)

SPOUSAL/DEPENDENT EMPLOYMENT ASSISTANCE AND EDUCATION

Our Education, Employment and Training Program Coordinator creates and delivers programs such as the Youth Employment Preparation and the Adult Employability Programs. The coordinator also offers employment and training assistance to working age youth and adult family members. These services include; job search information and tools, career related training and programs, and one-on-one employment assistance (resume writing, cover letter, interview skills).

For information regarding education or employment please contact the MFS(E) Education, Employment and Training Programs Coordinator, Caroline Couture at MFSE.EmploymentEducationTraining@cfmws.com.
JOB POSTINGS

Civilian employment opportunities are published regularly on the CAF Connection Website:

• [https://www.cafconnection.ca/Europe/Programs-Services/Employment.aspx](https://www.cafconnection.ca/Europe/Programs-Services/Employment.aspx)

LOCAL EMPLOYMENT

If you are interested in working for a local employer, your SOFA stamp/dependent status does not confer the right to be employed on the economy. This is entirely a matter for the host nation to decide and it is an individual’s responsibility to seek permission from local authorities. The host nation embassy in Canada may be able to assist before departure or upon arrival, consult the appropriate department of the host nation government.

ADULT EMPLOYABILITY PROGRAM

If you will be looking for employment when you return to Canada, MFS(E) can help you to be well prepared through our Adult Employability Program. Through participation in a series of virtual workshops, you can receive help creating a strong resume, cover letter and career portfolio as well as learn and practice interview techniques.

VOLUNTEERING

An OUTCAN posting is a good opportunity to get involved with your community. Volunteer work not only helps support other CAF families and provides social networks and personal satisfaction, but it can help build your skill set and improve your resume.

YOUTH EMPLOYMENT PREPARATION PROGRAM

The Youth Employment Preparation (YEP) Program provides real-life workplace training and employment opportunities to the youth of the CAF members and Canadian Forces support personnel posted in Europe. YEP aims to assist youth - between the age of 15 and 24 who are pursuing full-time studies – gain the knowledge, skills and experience to make a successful transition into the labour market. For more information on this program, see:

• [https://www.cafconnection.ca/Europe/Programs-Services/Employment/Youth-Employment-Preparation-Program.aspx](https://www.cafconnection.ca/Europe/Programs-Services/Employment/Youth-Employment-Preparation-Program.aspx)
EDUCATION

Please note, MFS(E) strongly encourages you to do your own research regarding educational institutions for your children, based on their abilities and needs. The following is a list of international schools in the city of your OUTCAN posting. If you have questions regarding the curriculum, entitlements or other important questions, please contact the school directly or contact the Children's Education Manager for Europe: CEMGEE@forces.gc.ca

Other CEM contacts:

https://www.cafconnection.ca/National/Programs-Services/Children-s-Education-Management/Contact-(CEM).aspx

General information on Education and Training:


SCHOOLS

Local Schools

Belgrade has many schools, but local schools are taught in Serbian and may not be equivalent to Canadian schools. For a list of local schools, you can visit https://www.011info.com/en/schools-and-high-schools

International School

Kindergarten and preschool education

International Nursery and Primary School

International Preschool Belgrade

The International School of Belgrade

Primary and high schools

Prima School International

Chartwell International School

The International School of Belgrade
British International School
Ruđer Boškovic

École Française de Belgrade
Deutsche Schule Belgrad
Milena Pavlović Barilli
Brook Hill International

For English speaking students I would recommend the International School of Belgrade (ISB), https://www.isb.rs/ that offers kindergarten to Grade 12. Most of the diplomats that speak English (Americans, Germans, Swiss, etc.) send their children there because it’s an international school and offers the International Baccalaureate (IB) program.

*Note, the ISB school campuses will be relocating in 3 or 5 years. Check with the school for specific dates of relocation before registering.
IMMUNIZATION

All travelers
You should be up to date on routine vaccinations while traveling to any destination. Some vaccines may also be required for travel.

**Measles**
- Infants (6 through 11 months old): 1 dose of measles-mumps-rubella (MMR) vaccine before travel. This dose does not count as the first dose in the routine childhood vaccination series.
- People 12 months old or older, with no evidence of immunity or no written documentation of any doses: 2 doses of MMR vaccine before travel. The 2 doses must be given 28 days apart.
- People 12 months old or older who have written documentation of 1 dose and no other evidence of immunity: 1 additional dose before travel at least 28 days after the previous dose.

**Routine vaccines**
Make sure you are up to date on routine vaccines before every trip. These vaccines include measles-mumps-rubella (MMR) vaccine, diphtheria-tetanus-pertussis vaccine, varicella (chickenpox) vaccine, polio vaccine, and your yearly flu shot.

Most travelers
Get travel vaccines and medicines because there is a risk of these diseases in the country you are visiting.

**Hepatitis A**
CDC recommends this vaccine because you can get hepatitis A through contaminated food or water in Serbia, regardless of where you are eating or staying.

Some travelers
Ask your doctor what vaccines and medicines you need based on where you are going, how long you are staying, what you will be doing, and if you are traveling from a country other than the US.

**Hepatitis B**
You can get hepatitis B through sexual contact, contaminated needles, and blood products, so CDC recommends this vaccine if you might have sex with a new partner, get a tattoo or piercing, or have any medical procedures.

**Rabies**
Although rabies can be found in dogs, bats, and other mammals in Serbia, it is not a major risk to most travelers. CDC recommends this vaccine only for these groups:
- Travelers involved in outdoor and other activities in remote areas that put them at risk for animal bites (such as adventure travel and camping).
- People who will work with or around animals (such as veterinarians, wildlife professionals, and researchers).
- People who are taking long trips or moving to remote areas in Serbia
- Children, because they tend to play with animals, might not report bites, and are more likely to have animal bites on their head and neck.

Key
- Get vaccinated
- Keep away from animals
- Avoid sharing body fluids
- Eat and drink safely
- Reduce your exposure to germs
- Avoid non-sterile medical or cosmetic equipment

DISTANCE EDUCATION

Some Serbian Universities offer distance education.

CHILDREN’S EDUCATION MANAGEMENT (CEM)

For school-age children and benefits associated with university-aged dependent children studying in Canada, the Children’s Education Management Officer for Europe, Nathalie
Gagné, should be your first point of contact. Her contact information is: +49 2451 717 164 or Nathalie.Gagne@forces.gc.ca.

For full information on education OUTCAN, please visit Children’s Education Management on CAFConnection.ca


**SCHOLARSHIP AND BURSARY INFORMATION**

A variety of scholarships and bursaries are available to serving and former Canadian Armed Forces members and their families. These scholarships and bursaries are funded by educational institutions, government partners and charitable organizations and are not administered by MFS(E). More information can be found here:


The European Fund (EF) Academic Program is established to recognize the academic accomplishments of students graduating from high school who are dependents of European Fund Members and to encourage students to continue towards post-secondary studies. All students accepted and attending a recognized post-secondary institution will receive €500.

- [https://www.cafconnection.ca/Europe/Programs-Services/Education-Training/Academic-Scholarship.aspx](https://www.cafconnection.ca/Europe/Programs-Services/Education-Training/Academic-Scholarship.aspx)

**POST SECONDARY EDUCATION**

An OUTCAN posting can be an ideal time to continue your education, whether through part-time or full-time studies, working towards a degree or certificate, for professional development or taking a special interest course for fun. Studies can be done in person at local colleges and universities or on-line through a variety of institutions.

If you plan on studying with a local university or college, be aware that Canadians may have to pay overseas (international) student fees and these fees can be double or triple what a local student will pay. Check with the institutions to see if part-time studies lower these fees.

**Local Institutions**

The Canadian Information Centre for International Credentials ([http://cicic.ca](http://cicic.ca)) can provide you with information related to Canadians studying abroad or returning to Canada with foreign credentials.
If you are looking to continue a degree that you started in Canada, transferring credits or studying on a Letter of Permission from your Canadian university can be challenging due to differences in the educational systems. Do some research into programs available at your local universities and colleges, attend open days, and connect with their international admissions department to see what options are available to you. Your Canadian university may also have information about studying abroad.

If you choose to pursue an educational program locally and intend to use it professionally, you must ensure that it is an accredited program and your diploma/degree will be recognized in Canada. If there is a governing body for your line of work in the province you will be returning to (i.e. teaching, nursing, accounting) you should check with them to determine how they view foreign qualifications. If you plan to continue with higher education upon returning to Canada, you may want to contact the Canadian institution you are interested in attending in order to see how they will assess your foreign education.

Distance learning in your local community may be available; however, if distance learning is your desired method, it may be easier (and cheaper) to go through a Canadian institution.

**Canadian Institutions**

Many Canadian universities and colleges offer distance education programs. The delivery of these programs can vary based on the institution or field of study, for example, some programs are offered completely online, some may require you to have proctored exams, while others may require you to visit the institution in person periodically.

When choosing a program, it is important to make sure that it is offered through a recognized, authorized, registered and/or licensed educational institution.

To check the current status of an institution you can use the following search tool:


For more information on this directory please visit:

ENTERTAINMENT & LEISURE

FAMILY LIFE AND RECREATION

Belgrade has a lot family friendly activities in and around the city. For some suggestions you can visit http://movetobelgrade.com/expat-corner/family-in-belgrade/

LOCAL ATTRACTIONS

Kalemegdan Fortress

The number one attraction in Belgrade is less a single sight and more a big conglomerate of everything that makes the city great. Kalemegdan Fortress has seen its fair share of conflict over the centuries, but the only violence you’ll see here in the 21st century will involve dogs fighting over a tennis ball. Essentially a huge park, the fortress looks out over the confluence of the Sava and Danube Rivers for what is undoubtedly the city’s most romantic spot.

It also houses the Military Museum and a number of galleries, not to mention some of the city’s most recognisable monuments. In Belgrade, all roads lead to Kalemegdan. Well, not all of them, but you get the point.

Church of Saint Sava

One of the largest Orthodox churches on the planet, the Church of Saint Sava is one of the most identifiable attractions in the entire region. It dominates the city’s skyline, and at 79 metres in height, it is easy to see why. The church was built on the spot where the Ottomans burned Saint Sava’s remains in 1595, but nearly 400 years passed before the church itself was completed. The interior is still under construction, but its unfinished state adds another layer of intrigue to this monumental house of worship.

Knez Mihailova

While it isn’t the geographical centre of the city, Knez Mihailova is without doubt the social midpoint of the Serbian capital. This long thoroughfare is where all strands of Belgrade society come to be seen, whether that is businessmen making deals in cafes or young people running aimlessly up and down it. This is the best spot for a little bit of people
watching, and entire afternoons can be spent on Knez Mihailova, watching the day idly go by.

**Skadarlija**

It is known as Belgrade’s Bohemian Quarter, but the use of the word ‘quarter’ is somewhat liberal. Skadarlija is more a street than an entire area, but that street is full of restaurants, bars and cafes, all dotted along the cobblestones that are a delight to look at in the morning and a struggle to walk on when inebriated. Once the domain of poets, academics and drunks, Skadarlija now has both eyes focused firmly on the tourism sector. With that in mind, some of the best restaurants in the city can be found on this short stretch of street.

**Museum of Yugoslavia and the House of Flowers**

The history of Yugoslavia looms large over the entire region, despite only being around for less than a century. The socialist state is remembered fondly by many in Belgrade, and as such, Josip Broz Tito’s grave is an important pilgrimage site for all visitors to Belgrade. The museum itself is a fascinating look at history as it was, and the traveling exhibitions are almost always worth a look. The collection of batons in the House of Flowers is particularly noteworthy, but it is the marble resting place of the Yugoslav leader that correctly takes center stage.

**Zemun**

The people of Zemun might take umbrage with being described as a ‘must visit attraction in Belgrade’, as this small ‘town within a city’ is known for its fierce independence. Zemun was swallowed up by Belgrade in the 1930s, but its former position as an Austrian Empire border town means you can find a different atmosphere when compared to the big city centre. Zemun Kej is one of the most engrossing walkways in the city, and the view from Gardoš Hill and the Millennium Tower is one of the finest going. If you’re a fan of seafood, make Zemun your number one stop when in Belgrade.

**Nikola Tesla Museum**

Nikola Tesla probably takes home the award of being the most popular modern Serb, and the inventor’s incredible life is honoured in an excellent city centre museum. Located within a diplomatic neighbourhood in Vračar, the museum displays a number of the great man’s inventions along with many of his personal items. If you ever wanted to create light simply by holding a light bulb, this is the place to go.
Ada Ciganlija
Belgrade may be as landlocked as capital cities come, but the Serbs are nothing if not persistent. Ada Ciganlija, a river island turned peninsula, is affectionately known as Belgrade’s Seaside, and it is generally heaving with people once the temperatures creep above 20 degrees Celsius (68 degrees Fahrenheit) in summer. By the time those temperatures hit 40 °C (104 °F), this is the best place to be. There are plenty of bars around for refreshment, making a day of lounging by the water even easier.

Republic Square and the National Theatre
Belgrade’s Republic Square might seem to have a large number of people loitering on it, but do not fear. This is Belgrade’s main meeting point, where social evenings begin kod konj (by the horse). Some of Belgrade’s most important buildings are found here, including the National Museum and the National Theatre. The museum has been closed for over 15 years now, but the theatre is still going strong. Head to the website for the full schedule, and enjoy some high culture at low prices, a fabulous marketing slogan if ever there was one.

Avala Tower
While not technically a part of Belgrade itself, Avala is a nearby mountain that overlooks the city like some sort of angry big brother, in the familial sense, as opposed to the Orwellian. It is easy to imagine the minds behind 1984’s main antagonist directing traffic from Avala Tower, however, a 205-metre tall spindle that was destroyed by NATO in 1999 before being rebuilt in 2009. This is the tallest tower in the Balkans, and it is arguably the number one attraction at Avala. The Monument to the Unknown Hero gives it a good run for its money, but the tower just about wins out.

CINEMAS
First run (and relatively current) English-language films with Serbian subtitles play regularly at the Tuckwood www.tuck.rs (Kneza Miloša 7, near the corner of Bulevar Kralja Aleksandra and Kneza Miloša Street) and the multiplex in the Delta City shopping mall, www.cineplexer.rs, Ušće shopping centre www.usceshoppingcentar.com or newly opened Big Fashion shopping centre www.bigfashion.rs. Schedules are available on-line – be sure you are going to a sub-titled version of the film and not a dubbed one.

Every March is FEST – a celebration of film with entries from all around the world. Prices are very reasonable, and most films are shown at the Sava Centar in Novi Beograd.
CONCERTS

Belgrade and Serbia have a few music venues and host some music festivals, such as the Exit festival in Novi Sad (1 hour away from Belgrade). For more information you can visit https://www.bandsintown.com/c/belgrade-serbia

RECREATION CENTERS, SPORTS & ATHLETICS

There are about 1.000 sport and recreation facilities covering the whole territory of Belgrade. They are equipped for almost all present sports, at all levels of competition. For a list of the most important and largest facilities, you can visit http://www.beograd.rs/en/living-in-belgrade/201508-sport-and-recreation/

PARKS

Kalemegdan Fortress

The Big Daddy of Belgrade’s parks, Kalemegdan Fortress is without a doubt one of the most important spots in the country, let alone the city, and as such, it deserves top billing. Kalemegdan is actually split into two parks (imaginatively called ‘Large’ and ‘Little’), and the views from the top are remarkable. The Sava and Danube rivers meet by the Great War Island in a way that deserves a better adjective than ‘poetic’, as the sun sets behind the vast expanse of New Belgrade. This is the most romantic park in the city.

Tašmajdan

Tašmajdan may not have the photogenic romance of Kalemegdan, but sometimes it simply isn’t necessary. Known informally as Taš, the city centre park underwent a major reconstruction at the beginning of the decade and is all the better for it. Belgrade’s iconic Church of St. Mark provides an idyllic backdrop, and writer Milorad Pavić is honoured with a statue. That monument stands next to one for Heydar Aliyev, the former President of Azerbaijan. Your guess is as good as ours.

Karadjordje’s Park

Sticking with city centre parks located next to iconic churches, houses of worship don’t come more recognisable than the monolithic Church of Saint Sava. The church is next to Karadjordje’s Park, which started off as a Serbian military camp way back in 1806. Fallen
soldiers were buried here, but the area took on a more relaxing bent following the Second Serbian Uprising. The roads around the park are heavy with traffic, but Karadjordje’s Park manages to retain a certain tranquility nonetheless.

**Topčider**

You have to venture outside of the city centre to experience Topčider, but it is 100% worth it. The forest-park has been a staple of life in the region for centuries, getting its first notable mention in the 17th century documents of an Ottoman traveller. Miloš Obrenović is credited with developing it into the park we know today, and it retains its importance in the 21st century. It was also the first park outside of Belgrade’s city centre.

**Košutnjak**

One half of ‘Belgrade’s Oxygen Factory’ (along with Topčider), Košutnjak is undoubtedly one of the city’s best kept secrets. That requires a fairly liberal interpretation of the word ‘secret’ however, as this expanse just outside the centre is immensely popular with Belgraders. It is particularly stunning in autumn, when the lush greenery gives way to a vibrant smattering of reds, oranges and yellows. If you’re looking for somewhere to have a summer picnic in Belgrade, look no further.

**Jevremovac Botanical Garden**

Belgrade’s Botanical Garden might be located next to a very busy road, but you can’t tell that once you’re inside. Founded in the late 19th century by Serbian botanist extraordinaire Josif Pančić, Jevremovac was intended to be his crowning glory. A flood shortly after his death ruined most of Pančić’s work, but the garden was lovingly restored by the city. It remains immensely popular today and is one of the most visited natural monuments in the country.

**Zemun Park**

Every corner of Belgrade is full of history, but Zemun’s past is particularly fascinating. This was once a town separate from the big city and was the border town between the Austrian and Ottoman Empires. The quarantine hospital stood where the park stands today, giving it a slightly macabre tinge. You couldn’t tell just from visiting however, and Zemun Park has been a green area for citizens for well over 130 years.
The Great War Island

First things first — how great a name is ‘The Great War Island’? This is a unique green space in Belgrade, in that it is entirely wild and completely abandoned. The name comes from its vital strategic position, and Belgrade was defended and conquered from this very spot. Nature is king now, although every year passes with new ideas for fixing the island up. You can visit it as part of a tour, and it remains a unique experience in the Serbian capital.

Park of Friendship

If ‘The Great War Island’ is a maniacally intimidating name, how comforting is the ‘Park of Friendship’? This New Belgrade park is the youngest on the list, having only been completed in 1961, and its proximity to the riverside makes it another popular spot for relaxation. Relaxation is the furthest thing from the minds of people here in August however, as Belgrade Beer Fest takes over the entire park.

Avala

A short drive away from Belgrade lies Avala, one of the many glorious mountains in Serbia. This is an immensely popular summer spot for Belgraders of all shapes and sizes, the mass of green interrupted only by historic monuments and incredible views. You’ll see plenty of picnics up here throughout the warmer months, so pack yourself a lunch and start to climb.

AMUSEMENT PARKS

Belgrade has a few amusement parks and water parks. For more information you can visit https://www.tripadvisor.com/Attractions-g294472-Activities-c52-Belgrade.html

*Note there is more parks outside of Belgrade

DINING OUT

Tipping

Tips are not expected, and not usually provided. However in restaurants a 10% service charge is added to all bills but a tip on top of that is customary. Taxi drivers do not expect tips. Small gratuities (usually rounding up) are always welcome.
SHOPPING

GENERAL SHOPPING TIPS

Local Store Hours/Sunday/Holiday Shopping

There is a large number of institutions and stores in Belgrade that are opened on Saturdays. On Sundays shopping centers and some small shops and kiosks*, as well as stores on the main pedestrian street (Knez Mihailova), are open.

*Kiosks are small shops which are usually open 24h/7 offering an assortment of small items like cigarettes, soft drinks, chocolate, alcoholic drinks, newspapers and magazines. Many newspaper stands as well as fast food stores in Belgrade are open for business every day.

Banks and post offices:
Weekdays 08.00-19.00
Saturdays 08.00-15.00
Sundays, only 24-hour duty branches

Food stores:
Weekdays 06.30-20.00 (in some cases up to 21.00)
Saturdays 06.30-18.00 (in some cases up to 21.00)
Sundays closed (in some cases 07.00-13.00)
Green markets are open every day 06.00-17.00

Stores in shopping malls are opened from 09.00-20.00. In some shopping centers, such as "Usce" and "Delta City" shopping malls, stores are opened until 22h each day.

Department stores:
Weekdays from 08.00-20.00
Saturdays 08.00-15.00
Sundays closed
Shops on Kneza Mihailova street are also open on Sundays.

**National holidays**

Public non-working holidays:

1st and 2nd January – New Year
7th January – first day of Orthodox Christmas
15th February (‘Sretenje’ – Presentation of Jesus) – National Day
1st and 2nd May – Worker’s Day

Orthodox Easter – from Good Friday to the second day after Easter Sunday

On public holidays only after-hours shops and offices are open. All citizens are entitled to non-working holidays for their own religious holidays, depending on their faith.

The Serbian Orthodox Church calculates its Christian religious holidays according to the old, Julian calendar, which differs from the Gregorian calendar by plus 14 days.

**Working holidays:**

27th January (Saint Sava) – Day of Spirituality
9th May – Victory Day
28th June – St. Vitus’ Day (‘Vidovdan’)

**City of Belgrade holidays:**

16-19th April – Days of Belgrade

40 days after Easter – Ascension (‘Spasovdan’), City Saints Day

**Public Washrooms**

Public washrooms are common but having a toilet seat or toilet paper is not the norm. Make sure you are prepared with tissues and hand sanitizer.

**Shopping Bags**

Plastic shopping bags are offered for free in stores. Try to be eco conscious and bring your own reusable bags.
GROCERIES

Aroma grocery stores can be found on few locations throughout the city: Njegoševa 41 (open 24 hours), Makenzijeva 57 (open 24 hours), Vojvode Stepe 178 (open 24 hours), Birčaninova 34-36, Andre Nikolića 2b, Miloja Djaka 15, Požarevačka 5.

DIS Cash and Carry Market, on Highway to Zagreb 18, open every day including Sunday from 06h – 22h.

Idea is a large grocery/department store in Novi Beograd. Check online ordering and delivery. All ordered goods are delivered from 9 am to 9 pm and on Saturdays and Sundays from 9 am till 3pm. Delivery is after the order and delivery dates can be booked up to 7 days in advance. The site is available in English: http://www.online.idea.rs

Maxi has many locations throughout the city and accepts (and delivers!) on-line orders as well. The Maxi on Sarajevska Street accepts VAT exemption forms from diplomats.

Mercator is a small shopping centre in Novi Beograd in which you will find a grocery store with a large variety of products and a 'Fashion Avenue’. It is open Monday to Saturday from 9h to 21h and Sunday from 9h to 19h. Bulevar Umetnosti 4, Novi Beograd. Please note that parking is free of charge for the first two hours, each additional hour = 100 RSD.

Sajam Fair is a market and exhibition centre as well as home to many clothing stores and the EuroSalon/Home Centar (similar to Home Sense) Bulevar vojvode Mišića 14. Open daily from 10h-20h.

Super Vero - New Belgrade is a small shopping centre with a grocery store and other services, Bulevar Milutina Milankovića 86a in Novi Beograd.

Super Vero - Denkova Bašta (corner of Vojislava Ilića St and Mislrbijeve St – grocery store.

Super Vero – Zira Shopping centre, Ruzveltova 33 (parking is free of charge for one hour, each additional hour = 50 RSD)


Tempo Viline Vode bb, close to Port of Belgrade;

Tempo Kvantaš on Highway to Zagreb 35;

Tempo Lekino brdo, Bačvanska 21 and

Tempo Ada, Obrenovački drum 3.

US Commissary at the US Embassy, Bul. Kneza Aleksandra Karadjordjevića 92, Monday-Friday from 12h – 17:30h (for AERRA members only).

If you want to get AERRA membership, please contact CS Admin Assistant x3301 for details and fees. All transactions are in US currency, credit cards and cheques are not accepted.
Zlatiborac, the closest store at Njegoševa 38, offers a variety of Serbian traditional food (prosciutto, cheeses, kajmak, goat milk (on Thursdays) and many other products)

**Organic food:**
Just organic, [http://www.just-organic.rs](http://www.just-organic.rs), Kursulina 5, close to Kalenić Pijaca

**Cooking and Baking**
For those with food allergies, Belgrade offers many small macrobiotic shops/bioshops throughout the downtown area. These shops have diabetic, gluten-free and soya products. These products are often available in the larger grocery stores.

**GENERAL SHOPPING**

**Big Fashion** is a newly opened and biggest shopping centre in Belgrade (April 2017). It has a variety of stores and a cineplexx. It is situated at Višnjička 84, Karaburma and is open every day from 10:00 am till 22:00 pm.

**Bulevar Kralja Petra** has some high-end shops such as Armani, D&G, and Versace.

**Bulevar Kralja Alexandra** boasts a variety of stores (lingerie, clothing, and sport articles...) that are often better priced than those in centre town.

**The City Passage Shopping Centre** is situated near Trg Republike and Obilićev Venac and houses quaint boutiques on many levels. It is open Monday to Friday from 10h-20h30 and Saturday from 10h-16h30. Parking is available 24h.

**Delta City** is a large western-style shopping mall with a variety of stores and services, a cinema, bowling alley, food court, and grocery store. It is located near Idea and Super Vero on Jurija Gagarina 16, Street. It is open until 22h. Note: there is free parking in the onsite parking garage.

**Immocentar** is an outlet store mall in Novi Beograd near the Chinese market (Block 70). It is open from 9h – 21:30 h (Sunday closed). You can find major brands such as Time Out, Office Shoes, Springfield, Urban jungle, as well as Benetton Outlet, Sportina Outlet and Ivko Woman Outlet. The 89 and 95 buses get you there.

**Mercator** is a small shopping centre in Novi Beograd in which you will find a grocery store with a large variety of products and a ‘Fashion Avenue’. It is open Monday to Saturday from 9h to 21h and Sunday from 9h to 19h. Bulevar Umetnosti 4, Novi Beograd. Please note that parking is free of charge for the first two hours, each additional hour = 100 RSD.
The Millenium Shopping Centre is located near Trg Republike between Oblićevo venac and Knez Mihailova streets, just across the road from a parking garage. Please note that there is no onsite parking.

Sajam Fair is a market and exhibition centre as well as home to many clothing stores and the EuroSalon/Home Centar (similar to Home Sense) Bulevar vojvode Mišića 14. Open daily from 10h-20h.

Sava Centar consists of the Congress centre and clothing boutiques. Milentija Popovića 9. Open Monday to Friday from 10h-20h and Saturday from 10h-16h.

The Stadion [Stadium] Shopping Centre opened in Belgrade’s Voždovac municipality in 2013. Located at 32 Zaplanjska Street, the centre covers 74,600 m2, has four levels and features a 5,000-seater football stadium on the roof.

Ušće Shopping Centre. Like Delta City, a good variety of shops, services, cineplexx and food outlets. It is located just across the Branko Bridge in Bulevar Mihaila Pupina 4, Novi Beograd. Also open daily from 10h-20h. Note: there is free parking in the onsite parking garage.

Zira Centar is also a nice shopping mall with an onsite parking garage (the first hour is free of charge; each additional hour = 50 dinars). Open Monday to Saturday 09h – 21h and Sunday 09h – 19h, Ruzveltova 33.

Pet Shop & Vet Pharmacy:

CLOTHING SIZES

International Clothing Size Conversion Chart

<table>
<thead>
<tr>
<th>Canada</th>
<th>Europe</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>32</td>
</tr>
<tr>
<td>4</td>
<td>34</td>
</tr>
<tr>
<td>6</td>
<td>36</td>
</tr>
<tr>
<td>8</td>
<td>38</td>
</tr>
<tr>
<td>10</td>
<td>40</td>
</tr>
<tr>
<td>12</td>
<td>42</td>
</tr>
<tr>
<td>14</td>
<td>44</td>
</tr>
</tbody>
</table>
### Adult Men & Women Shoe Size Conversion Chart

<table>
<thead>
<tr>
<th>Europe</th>
<th>Canada</th>
<th>Canada</th>
<th>Inch</th>
<th>Cm</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>M</td>
<td>F</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>3 ½</td>
<td>5</td>
<td>9</td>
<td>22.8</td>
</tr>
<tr>
<td>35 ½</td>
<td>4</td>
<td>5 ½</td>
<td>9 1/8</td>
<td>23.1</td>
</tr>
<tr>
<td>36</td>
<td>4 ½</td>
<td>6</td>
<td>9 ¼</td>
<td>23.5</td>
</tr>
<tr>
<td>37</td>
<td>5</td>
<td>6 ½</td>
<td>9 3/8</td>
<td>23.8</td>
</tr>
<tr>
<td>37 ½</td>
<td>5 ½</td>
<td>7</td>
<td>9 ½</td>
<td>24.1</td>
</tr>
<tr>
<td>38</td>
<td>6</td>
<td>7 ½</td>
<td>9 5/8</td>
<td>24.5</td>
</tr>
<tr>
<td>38 ½</td>
<td>6 ½</td>
<td>8</td>
<td>9 6/8</td>
<td>24.8</td>
</tr>
<tr>
<td>39</td>
<td>7</td>
<td>8 ½</td>
<td>9 7/8</td>
<td>25.1</td>
</tr>
<tr>
<td>40</td>
<td>7 ½</td>
<td>9</td>
<td>10</td>
<td>25.4</td>
</tr>
<tr>
<td>41</td>
<td>8</td>
<td>9 ½</td>
<td>10 1/8</td>
<td>25.7</td>
</tr>
<tr>
<td>42</td>
<td>8 ½</td>
<td>10</td>
<td>10 ¼</td>
<td>26.0</td>
</tr>
<tr>
<td>43</td>
<td>9</td>
<td>10 ½</td>
<td>10 ½</td>
<td>26.7</td>
</tr>
<tr>
<td>44</td>
<td>10 ½</td>
<td>12</td>
<td>10 ¾</td>
<td>27.3</td>
</tr>
<tr>
<td>45</td>
<td>11 ½</td>
<td>13</td>
<td>11</td>
<td>27.9</td>
</tr>
<tr>
<td>46 ½</td>
<td>12 ½</td>
<td>14</td>
<td>11</td>
<td>28.6</td>
</tr>
<tr>
<td>48 ½</td>
<td>14</td>
<td>15 ½</td>
<td>11 ½</td>
<td>29.2</td>
</tr>
</tbody>
</table>

### Children Shoe Size Conversion Chart

<table>
<thead>
<tr>
<th>Europe</th>
<th>Canada</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>4 ½ or 5</td>
</tr>
<tr>
<td>21</td>
<td>5 or 5 ½</td>
</tr>
<tr>
<td>21 or 22</td>
<td>5 ½ or 6</td>
</tr>
<tr>
<td>22</td>
<td>6</td>
</tr>
<tr>
<td>23</td>
<td>6 ½ or 7</td>
</tr>
<tr>
<td>23 or 24</td>
<td>7 ½</td>
</tr>
<tr>
<td>24</td>
<td>7 ½ or 8</td>
</tr>
<tr>
<td>25</td>
<td>8 or 9</td>
</tr>
<tr>
<td>-------</td>
<td>-----------------</td>
</tr>
<tr>
<td>25 or 26</td>
<td>8 ½ or 9</td>
</tr>
<tr>
<td>26</td>
<td>9 ½</td>
</tr>
<tr>
<td>27</td>
<td>9 ½ or 10</td>
</tr>
<tr>
<td>28</td>
<td>10 ½ or 11</td>
</tr>
<tr>
<td>29</td>
<td>11 ½ or 12</td>
</tr>
<tr>
<td>30</td>
<td>12 ½</td>
</tr>
<tr>
<td>31</td>
<td>13</td>
</tr>
<tr>
<td>31</td>
<td>13 or 13 ½</td>
</tr>
<tr>
<td>32</td>
<td>1</td>
</tr>
<tr>
<td>32 ½</td>
<td>1 ½</td>
</tr>
<tr>
<td>33</td>
<td>1 ½ or 2</td>
</tr>
<tr>
<td>34</td>
<td>2 ½ or 3</td>
</tr>
</tbody>
</table>

**VAT FREE SHOPPING**

The Canadian Embassy offers VAT exemption forms for diplomats.

**LOCAL SERVICES**

**DRY CLEANING**

Dry cleaners are available in most parts of the city.

**5asec**, [http://www.rs.5asec.com](http://www.rs.5asec.com) is located inside Mercator shopping centre in front of the grocery store; also at Kaleničeva 3, close to the Kalenić Market. There is also a dry cleaner at Super Vero, and Tip-Top can be found at Koste Glavinića 5c (at the Maxi Market in Senjak), tel 264-7588.

**BARBER AND BEAUTY**

Belgrade has many barber shops, for a list, you can visit [https://belgradeatnight.com/best-barber-shops-belgrade/](https://belgradeatnight.com/best-barber-shops-belgrade/)

Belgrade also offer a variety of beauty services such as spa, nail salons, hair salons and beauty stores. There is a Sephora in the Usce Shopping Center as well as Lepote hair salon,
that offer many services including manicures and pedicures and waxing. The Lilly pharmacies also offer a variety of beauty product.

**LIBRARY**

Generally, the availability of English books is good in Belgrade. Two big bookstores, Delfi and Vulkan, offer thousands of volumes and the smaller shop, The English Book, also has a wide selection.


**CHILDCARE**

**Babysitting services**

The following companies offer different types of services adapted for every occasion and they also have carers who speak other languages if required.

- Babysitters’ Club Belgrade
- Dadilja
- Happymamma
- Kolibri Babysitting
- Siterka

**Children’s clinics**

The majority of hospitals and private clinics in Belgrade have a specific department for Children with pediatric, ophthalmologist and dentist among their services. The list below includes some of the most known clinics in Belgrade.

**Hospitals**

University Children’s Hospital Tiršova

Mother & Child Institute

Medi group

Bel Medic

West Medic
PET CARE

There are a lot of pet shops and veterinarians in and around the city of Belgrade. I would recommend GutaVet, she is a great veterinarian and pet sitter that speaks English. The shop is in Senjak.


For more pet sitters, you can visit [https://www.whodoyou.com/l/belgrade--serbia/pet-boarding-pet-sitting](https://www.whodoyou.com/l/belgrade--serbia/pet-boarding-pet-sitting)
IN CLOSING

Your posting to Europe may be one of the most memorable postings you will experience with the Canadian Armed Forces. This experience comes from a combination of your outlook on life, your specific location and your family dynamics. While some revel in relaxed weekends roaming their local area, others are perpetually traveling to various locations otherwise too far or too expensive to discover from Canada.

Through it all, MFS(E) is here to assist you to maximize the good times and overcome any bumps along the way. Our focus is on virtual programming, email and telephone contact and on informational mailings. This may be different than what you are used to, but support is very much available to you, and we await your arrival with anticipation.

This Handbook is a special tool designed with you in mind. You may be surprised at the cultural differences upon first arrival. This guide is set in place to assist you in understanding some of the differences.

We have a Military Family Services Europe Facebook page so please take a moment to follow and ‘like’ the page. It helps get everyone in touch and keep up to date on upcoming events and programs. As this is always a working document and every family’s experience is different, we welcome any recommendations to improve this guide. It is your input that helps us to better serve you. We wish you a pleasant posting and we look forward to meeting with you at any of our organized events or programs, or online during one of our virtual programs. Remember we, are only a phone call or email away.

Welcome!

MFS(E) Staff, Advisory Committee & Volunteers

DISCLAIMER: Due to rules and regulations ever changing, please ensure you do your own research and consult with the resources provided for the most up-to-date policies and procedures before making any assumptions or relying on information provided here as accurate as policies and procedures change and could be different from the time this document was created and updated. Thank you for your cooperation and attention in this matter.
USEFUL LINKS

Guide to Belgrade: https://www.lonelyplanet.com/serbia/belgrade

Facebook Groups

Belgrade Foreign Visitors Club: https://www.facebook.com/groups/bgfvc/
Expats in Belgrade: https://www.facebook.com/groups/498357237188828/
# USEFUL TRANSLATIONS & PHRASES

## BASIC WORDS, PHRASES AND QUESTIONS

<table>
<thead>
<tr>
<th>English</th>
<th>Serbian</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Da</td>
</tr>
<tr>
<td>No</td>
<td>Ne</td>
</tr>
<tr>
<td>Hello</td>
<td>Zdravo</td>
</tr>
<tr>
<td>Good Bye</td>
<td>Zbogom</td>
</tr>
<tr>
<td>Bye</td>
<td>Zdravo</td>
</tr>
<tr>
<td>Please</td>
<td>Molimo vas</td>
</tr>
<tr>
<td>Thank You</td>
<td>Hvala</td>
</tr>
<tr>
<td>Excuse Me</td>
<td>Izinite</td>
</tr>
<tr>
<td>My name is...</td>
<td>Moje ime je...</td>
</tr>
<tr>
<td>What’s your name?</td>
<td>Kako se zoveš?</td>
</tr>
<tr>
<td>Do you speak English?</td>
<td>Da li govorite engleski?</td>
</tr>
<tr>
<td>I don’t speak serbian</td>
<td>Ne govorim srpski</td>
</tr>
<tr>
<td>How are you?</td>
<td>Kako si?</td>
</tr>
<tr>
<td>Would you help me please?</td>
<td>Hoćete li mi pomoći?</td>
</tr>
<tr>
<td>What time is it?</td>
<td>Koliko je sati?</td>
</tr>
<tr>
<td>How much does...cost?</td>
<td>Koliko košta ...?</td>
</tr>
<tr>
<td>Where do I find...?</td>
<td>Gde da nađem...?</td>
</tr>
<tr>
<td>Where are the bathrooms?</td>
<td>Gde su kupatila?</td>
</tr>
<tr>
<td>Do you have...?</td>
<td>Imate...?</td>
</tr>
<tr>
<td>Where is...?</td>
<td>Gde je...?</td>
</tr>
<tr>
<td>Could you please talk more slowly?</td>
<td>Možete li molim vas da govorite sporije?</td>
</tr>
<tr>
<td>Could you repeat that, please?</td>
<td>Možete li da ponovite molim vas?</td>
</tr>
</tbody>
</table>

## NUMBERS

<table>
<thead>
<tr>
<th>English</th>
<th>Serbian</th>
<th>English</th>
<th>Serbian</th>
</tr>
</thead>
<tbody>
<tr>
<td>one</td>
<td>Jedan</td>
<td>eleven</td>
<td>Jedanaest</td>
</tr>
<tr>
<td>two</td>
<td>Dva</td>
<td>twelve</td>
<td>Dvanaest</td>
</tr>
<tr>
<td>English</td>
<td>Serbian</td>
<td>English</td>
<td>Serbian</td>
</tr>
<tr>
<td>----------</td>
<td>----------</td>
<td>----------</td>
<td>----------</td>
</tr>
<tr>
<td>three</td>
<td>Tri</td>
<td>thirteen</td>
<td>Trinaest</td>
</tr>
<tr>
<td>four</td>
<td>Četiri</td>
<td>fourteen</td>
<td>Četnaest</td>
</tr>
<tr>
<td>five</td>
<td>Pet</td>
<td>fifteen</td>
<td>Petnaest</td>
</tr>
<tr>
<td>six</td>
<td>Šest</td>
<td>sixteen</td>
<td>Šesnaest</td>
</tr>
<tr>
<td>seven</td>
<td>Sedam</td>
<td>seventeen</td>
<td>Sedamnaest</td>
</tr>
<tr>
<td>eight</td>
<td>Osam</td>
<td>eighteen</td>
<td>Osamnaest</td>
</tr>
<tr>
<td>nine</td>
<td>Devet</td>
<td>nineteen</td>
<td>Devetnaest</td>
</tr>
<tr>
<td>ten</td>
<td>Deset</td>
<td>twenty</td>
<td>Dvadeset</td>
</tr>
</tbody>
</table>

**PHRASES FOR EMERGENCIES**

<table>
<thead>
<tr>
<th>English</th>
<th>Serbian</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help!</td>
<td>Pomoć!</td>
</tr>
<tr>
<td>Police!</td>
<td>Policija!</td>
</tr>
<tr>
<td>Fire!</td>
<td>Fire!</td>
</tr>
<tr>
<td>Get a doctor!</td>
<td>Pozovite doktora!</td>
</tr>
<tr>
<td>I am sick.</td>
<td>Bolestan sam.</td>
</tr>
</tbody>
</table>

**ORDERING IN A RESTAURANT**

<table>
<thead>
<tr>
<th>English</th>
<th>Serbian</th>
</tr>
</thead>
<tbody>
<tr>
<td>The menu, please.</td>
<td>Meni, molim.</td>
</tr>
<tr>
<td>Do you have a menu in English?</td>
<td>Imate li meni na engleskom?</td>
</tr>
<tr>
<td>I’d like….</td>
<td>Ja bih….</td>
</tr>
<tr>
<td>Could you recommend something?</td>
<td>Možete li nešto preporučiti?</td>
</tr>
<tr>
<td>Another (beer) please.</td>
<td>Još jedno (pivo) molim.</td>
</tr>
<tr>
<td>The check, please.</td>
<td>Račun, molim vas.</td>
</tr>
<tr>
<td>A receipt, please.</td>
<td>Potvrdu, molim.</td>
</tr>
<tr>
<td>Breakfast</td>
<td>Doručak</td>
</tr>
<tr>
<td>Lunch</td>
<td>Ručak</td>
</tr>
<tr>
<td>Dinner</td>
<td>Večera</td>
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</table>
# HOUSE HUNTING

<table>
<thead>
<tr>
<th>English</th>
<th>Serbian</th>
</tr>
</thead>
<tbody>
<tr>
<td>House</td>
<td>House</td>
</tr>
<tr>
<td>Apartment</td>
<td>Stan</td>
</tr>
<tr>
<td>Rooms</td>
<td>Sobe</td>
</tr>
<tr>
<td>Bedrooms</td>
<td>Spavaće sobe</td>
</tr>
<tr>
<td>Living Room</td>
<td>Dnevna soba</td>
</tr>
<tr>
<td>Kitchen</td>
<td>Kuhinja</td>
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<tr>
<td>Dining Room</td>
<td>Trpezarija</td>
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<tr>
<td>Rent</td>
<td>Zakup</td>
</tr>
<tr>
<td>Utilities</td>
<td>Utilities</td>
</tr>
<tr>
<td>Parking</td>
<td>Parking</td>
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