



Croatia

Travel Guide

for Faculty & Staff

RIT | Global
Education Abroad

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Travel Guide to Croatia for Faculty & Staff

Congratulations on your upcoming assignment in Croatia! If this is your first time in the country, you are sure to be enchanted by a rich culture and fulfilled by your involvement in such a formative experience for our students. Whether you are a faculty member teaching a course for a semester or short-term executive leader program, faculty/staff leading a short-term study abroad program or an access services provider, we hope this guide will assist you as you prepare for your overseas experience.

Hiring

Global Delivery Corp. (GDC) is a third party RIT entity whose role is to manage the business aspects of RIT's global campuses. In most cases, RIT faculty and staff conducting RIT business in Croatia are required for tax and visa purposes to work under a GDC contract. Your GDC contract may outline travel policies or procedures that differ from typical RIT travel policies.

You'll receive a teaching or working contract, direct deposit, computer account request (RIT employees will not need to complete a computer account request), tax and other hiring forms. Anna Lombard (aylcto@rit.edu) in the RIT-GDC office will work with you to complete all hiring paperwork.

Travel Arrangements & Expense Reimbursement

The terms of your contract will detail all of the compensation elements. Some travel costs such as per diem, flights, local transportation, lodging, etc. may be covered via RIT/student program fees or eligible for reimbursement.

Please refer to RIT travel policies here: <https://www.rit.edu/fa/controller/content/travel-policies-procedures-manual>

We will schedule a meeting with you to help you fully understand your budget, how to pay for travel costs and review the tax laws in Croatia. At this meeting

we will provide instructions for saving receipts, organizing costs, and emailing receipts for expenses charged to the study abroad pro card. When you return, you will work with your designated contact in this section to submit a travel expense report to receive any qualified reimbursement.

If your program is ending close to the end of the fiscal year (July 1) we will work with you to ensure all documentation is submitted by the deadlines.

After you return from your trip, please email scanned copies of all your receipts or mail your receipts and documentation to your main contact listed in this section.

These main RIT contacts will work with you to make your travel logistical arrangements and assist with your expense reimbursement:

If you are **faculty or staff:**

Donika Demiri
Global Village, Bldg. 400, Rm. 2075
dxdcms@rit.edu
(585) 475-7113

Andrea Buscemi
Global Village, Bldg. 400, Rm. 2075
ambrit@rit.edu
(585) 475-6557

If you are an **interpreter:**

Judy Ferguson
jafasp@ntid.rit.edu
(585) 475-7109

If you are a **captionist:**

Wendy Eldridge
wrenes@ntid.rit.edu
(585) 475-6821

Entry / Exit Requirements

Passport

A valid U.S. passport is required for U.S. citizens. It is required that the passport **expiration date is at least 6 months after your return date.**

Visa

Depending on your citizenship, role and length of time in the country, you may need an entry visa and a temporary stay visa. Maureen Shannon (maureen.shannon@rit.edu) in the RIT Global office will assist you in obtaining the correct visa.

Temporary Stay Requirements For Stays Over 90 Days

If you are hired for any assignment over 90 days, you must apply for temporary stay in Croatia at least 2 months prior to your arrival.

The necessary paperwork depends on the location of your assignment. This is a long process so we appreciate your prompt turnaround of contracts and other documents. Maureen Shannon will assist you and answer questions on this process.

Documents needed for Temporary Stay:

1. Information about the Traveler form.
2. Two passport size photos:
 - **Dubrovnik** - photos will be taken after arrival in Dubrovnik
 - **Zagreb** - bring passport photos (U.S. passport photos okay)
3. Copy of valid travel document (passport).
4. Proof of health insurance
 - **Dubrovnik** - written letter from insurance company confirming international coverage.
 - **Zagreb** -notarized copy of medical insurance card.
5. International medical insurance coverage from time of application submission until arrival in Croatia.
6. Proof of sufficient funds (3 pay stubs).
7. Contract of employment (GDC contract).
8. Proof of educational background (copy of diploma; original transcript).

Plan on arriving in Croatia 3 business days prior to starting work.

Temporary Stay Requirements For Short Term Assignments (between 1-3 weeks)

If you are hired for a short assignment (1 to 3 weeks) the following documents must arrive in Croatia minimum 30 days prior to your arrival:

1. Information about the Traveler form.
2. Contract of employment (GDC contract).
3. Copy of passport.
4. Copy of diploma for highest degree.

Faculty and access services providers on a short term assignment should arrive 1-2 business days prior to starting work.

In-Country Registration

All foreign citizens must register with the local police within 24 hours of arrival and inform the police department.

Failure to register with the local police is a misdemeanor offense. Your landlord or hotel concierge will register you.

Croatian Health Insurance

Full-time faculty, administrative faculty, and full-time access services providers on a Croatian temporary stay visa are required to obtain Croatian health insurance coverage in addition to their personal health insurance.

Croatian health insurance requires a one-time fee as well as insurance fees based on the number of days you will work in Croatia.

RIT Croatia staff will assist you in the application and payment process after you arrive in Croatia.

For more detailed information on the Croatian health insurance process, please contact Anna Lombard (aylcto@rit.edu).

Preparing to Go

Faculty leading short term programs and access services providers will be invited to attend a training session where we will cover culture shock, student health and wellness, emergency preparedness, etc.

What to Bring

Pack an extra set of passport photos along with a photocopy of your passport's information page in order to make the replacement of your passport easier in the event that it is lost or stolen. It is a good idea to email a copy of your passport's photo page to yourself so you have access to it even if

the photocopy gets lost. If you wear glasses or contact lenses, pack an extra pair. Bring them and any medicines you need in your carry-on luggage. Put your name, address, and telephone numbers on the inside and outside of each piece of luggage. Use covered luggage tags to avoid casual observation of your identity or nationality.

Medications

To avoid problems when passing through customs, keep medicines in their original, labeled containers. Bring copies of your prescriptions and the generic names for the drugs.

If your medication is not allowed in the country you will be visiting, ask your health-care provider to write a letter on office stationery stating the medication has been prescribed for you.

Contact Your Bank/Credit Card Companies

Make sure to notify your bank that you will be traveling, the dates of your trip, and provide the names of all of the countries that you will visit as part of your program. It is also important to notify your credit and debit card company, if different from your bank.

What to Leave Behind

You should make copies of your passport, driver's license, airline tickets, travel itinerary, any bank cards that you plan to bring with you and leave the copies at home with a family member or friend.

Register with the State Department

It is a good idea to register your travel with the U.S. Department of State so that you can be contacted in case of a family emergency or a crisis in the area in which you are traveling. Travel registration is a free service provided by the State Department (for U.S. citizens) and is easily accessed online at <https://travelregistration.state.gov>

Other Resources

Faculty teaching in Croatia or leading a faculty-led program can find more resources on our website at <https://www.rit.edu/global/lead-faculty-led-program/before-you-go>.

Housing

Hotels

Visiting faculty, staff and access services providers traveling for a short period of time to RIT Croatia may stay at a hotel in Dubrovnik or Zagreb. Per RIT's travel policy, you are responsible to pay for your hotel bill. Your department will reimburse you after you return from your trip. Please save your receipts to submit for reimbursement.

Apartments

If staying in Croatia for an extended period of time, an RIT Croatia staff member will provide information about

the apartment you will stay in during your time in Dubrovnik or Zagreb. RIT Croatia will select the apartment and handle the housing paperwork with the landlord. You will receive information about the apartment location, distance to public transportation and RIT Croatia campus, food shopping, and more.

In your apartment, you can expect a kitchenette which will usually have a refrigerator and small stove and sink. Bathrooms will almost always have a shower stall (bath tubs are rare).

Most apartments will have air conditioning (used for both heating and cooling), WiFi, TV, and washing

machine. In general, apartments in Europe will not have a dishwasher or clothes dryer.

Arrival in Croatia

When you arrive in Zagreb or Dubrovnik you should plan to take a taxi to your apartment or hotel. You will find taxis available right outside the airport. This is a reimbursable expense and usually costs around the equivalent of \$40 to \$45 USD (expect to pay in Kuna, Croatia's local currency).

If you are staying in an apartment, RIT Croatia will notify your landlord of the

day and time of your arrival. Your landlord will give you the key to your apartment once you arrive. It is likely you will experience some jet lag and tiredness as you adjust to time changes. In the first few days of your arrival, you will participate in a local orientation with students and local staff.

Getting Around

In Dubrovnik

Buses are very frequent (every 15-20 min). Tickets are bought outside the bus in small kiosks, located close to larger bus stops. The cost per ticket is approximately the equivalent to \$2.00 USD. If buying the ticket on the bus from the driver, it is approximately \$2.30 USD (have the exact amount ready as they are usually not prepared to give change). There is also a daily ticket available for \$4.50 USD. Enter the bus through the front doors to show your ticket to the driver.

Bus schedule here:

<http://libertasdubrovnik.com/city-timetable/>

Taxis are available at the airport. You can call taxis in advance from hotels, businesses, or the RIT Croatia campus. Taxis are metered, and the drivers will produce a formal receipt on request. Taxi stations can also be found parked in front of major hotels. You can also get a taxi by calling: Radio Taxi Center +385 0800 0970, Radio Taxi Dubrovnik +385 0800 1441.

Ride sharing services through an app such as Uber and Bolt are also available.

Car rental. In general, it is not necessary to rent a car in Dubrovnik. Cars are not allowed in the Old Town, and the city has an excellent bus system. If you wish

to rent a car to travel outside Dubrovnik, Avis is the largest rental car company in the area.

In Zagreb

The Zagreb Municipal Transit System (ZET) uses **buses and trams** to transport passengers around the city. The ZET ticket system uses the following types of tickets:

1) Single tickets

30min tickets (\$0.60)*

60min tickets (\$1.05)*

90min tickets (\$1.50)*

Daily tickets (\$4.50)*

**Price if purchased at kiosk. Cost increases if purchased on bus or tram.*

2) Monthly travel passes

3) Yearly travel passes and cards

Passengers can purchase and validate their single or daily tickets when entering the bus or tram, or register their passes on the machine in the station kiosk. Passengers in the bus or tram are obliged to present their tickets at the request of a ZET official. For more information, please check the ZET website:

<http://www.zet.hr/english.aspx>

Central Railway Station

You can access many neighboring countries, cities and sites by train.

Trg kralja Tomislava 12, Zagreb

Info Phone: Tel. 060 333 444

International ticket office (for ticket prices only): Tel. (01) 4577 704

Storage Lockers: \$2.30 USD

Bus Station

You can access many neighboring countries, cities and sites by bus.

Držiceva 4, Zagreb

<http://www.akz.hr/en>

Information on departures and arrivals:

Tel. 072 500 400

Information and reservations only from abroad: +385 1 647 11 00

Luggage Storage: \$0.75 /hr (for the first 4 hours), every additional hour \$0.38

Taxis

You can call taxis in advance by dialing: RADIO TAXI 1777 or Cammeo 1212

Ride sharing services through an app such as Uber and Bolt are also available.

Communications

Telephone

Landline telephones are widely available throughout Croatia. The telephone code for Croatia is 385. To call the United States from Croatia, you need to dial 00+1 and the area code and phone number as you would at home.

Some apartments in Dubrovnik and Zagreb are equipped with a landline phone. An RIT Croatia staff member can assist you in securing a cell phone for local calls upon arrival. We encourage you to use Skype, Facetime, or

download an app such as WhatsApp and use that service to call home on your cell phone. Check with your cell phone service provider before leaving home on options for using your calling and data plan while traveling.

Internet

Most apartments and large hotels offer Internet access on site. Some of them offer rooms with high-speed Internet connection for laptops. Internet cafes are also widely available in most towns.

Safety & Security

Valuables

Carry the minimum number of valuables, and plan places to conceal them. Your passport, cash and credit cards are most secure when locked in a hotel safe. When you have to carry them with you, you may wish to put them in various places rather than all in one wallet or pouch. One of the safest places to carry valuables is in a pouch or money belt worn under your clothing.

Crime

Crime generally is not a problem for travelers in Croatia. However, the U.S. Embassy advises U.S. citizens to take normal precautions against theft, such as not leaving a wallet, purse, or credit card unattended. Although vehicle break-ins in Croatia are rare, make sure unattended vehicles are locked and that valuables are not left out in plain sight.

Information for Victims of Crime

Emergency numbers:

Police: 192

Fire: 193

Ambulance: 194

If you are the victim of a crime while overseas, in addition to reporting to police, please contact the nearest U.S. Embassy or Consulate for assistance. The Embassy/Consulate staff can, for example, assist you to find appropriate medical care, to contact family members or friends and explain how funds could be transferred. Although the investigation and prosecution of the crime is solely the responsibility of local authorities, consular officers can help you to understand the local criminal justice process and to find an attorney if needed. It is also encouraged to contact your family, friend, or employer to let them know what is going on.

Loss/Theft of Passport

The loss or theft abroad of a U.S. passport should be reported immediately to the local police and the nearest U.S. Embassy or Consulate.

American Embassy in Croatia

Thomas Jefferson 2, 10010 Zagreb

Telephone: (385) (1) 661-2200

For emergencies on weekends, holidays and after hours, an embassy duty officer can be reached at:

(385) (1) 661-2400

or

(385) (91) 455-2247

Health & Wellness

Vaccines

Vaccines are not required for Croatia, but if you choose to get them, you may discuss the following vaccines with your doctor: Hepatitis A, Typhoid, and Tetanus-diphtheria (for travelers who haven't had a booster within 10 years). More information on the CDC website at: <https://wwwnc.cdc.gov/travel>

Dietary Restrictions/Allergies

It is important to consider any dietary restrictions or food allergies that may affect you during your stay. Notify the RIT Global office about any food allergies or dietary restrictions so that our team in Croatia can plan accordingly when finalizing the menus for group dinners, and for boxed lunches that may be included on group excursions. Our team in Croatia is happy to answer

questions.

On Call International (Insurance)

RIT and RIT Global Delivery Corporation (GDC) provide employees with emergency medical, repatriation and evacuation insurance through **On Call International**. The coverage can assist with providing travel arrangements in case of a medical or other emergency. Policy information is below.

On Call International ID: G800323

Organization Name:

ROCHESTER INSTITUTE OF
TECHNOLOGY

Call collect from anywhere in the world:

1-603-328-1953

Call Toll Free from U.S. and Canada:

1-866-525-1953

Email: mail@oncallinternational.com

Text only number: 603-945-0103

If you need medical attention while on an assignment with RIT or GDC:

1. Dial **194** if an ambulance is needed.
2. Contact your main contact at RIT Croatia.
3. Contact **On Call** 24-hour Assistance Center (1-603-328-1953) for a referral to the nearest medical facility or doctor's office.

In the event of an emergency, you should go to the nearest physician or hospital immediately and then

contact On Call.

4. On Call representatives (regional Medical Advisors and Medical directors) will determine the appropriate method, destination and timing of any medical care or need for evacuation to the nearest facility capable of providing appropriate care (determined by On Call).
5. On Call will have sole discretion in making the coverage determination for you after stabilization. They will not return you to your home country for convenience reasons.

On Call will NOT cover:

1. Regular maintenance prescriptions or medical services for pre-existing conditions.
2. Travel arrangements that were neither coordinated by nor approved by On Call in advance.
3. If you decide to travel against the advice of a physician or travel for the purpose of obtaining medical treatment.
4. Initial transportation to local facilities, including ground ambulance fees, except as arranged by On Call.
5. Incidental expenses, including but not limited to accommodations, local transportation, meals, telephone, and fax charges.

In Case of Medical Emergency

In case of an emergency while in Croatia:

- 1) Contact local authorities immediately if appropriate for the situation. **Ambulance can be reached by dialing 194.** Ambulance services are effective; however, response times are variable.
- 2) Report emergency to your main Croatia in-country contact and On Call. RIT Croatia and On Call International will assist you in finding a doctor or other health care professional should you need to

schedule a medical appointment while in-country or a pharmacy if you need medication. Most private pharmacies are well-supplied, though it is always preferable to bring along an adequate supply of any medications you may need.

- 3) Please report all emergencies or incidents to the RIT Public Safety Office as soon as possible.

Public Safety Phone:
+1-585-475-3333 Public Safety
E-mail: cscps@rit.edu

On Call Approved Hospitals

The following hospitals in Dubrovnik & Zagreb are recommended by On Call and accept On Call's guarantee of payment. You are always encouraged to reach out to On Call when you need medical assistance abroad. On Call can refer you to other hospitals, clinics, doctors and dentists depending on your specific medical needs.

In Dubrovnik

Opca Boinica Dubrovnik (General Hospital)

Roka Misetica 2
20000
DUBROVNIK

Phone: +385 20 431 777

Fax : +385 20 426 149

Website : www.bolnica-du.hr

Type Provider: Public Hospital

Open 24 Hours

Closest airport: Dubrovnik (25 minutes away)

Closest Heliport: Hospital Heliport

Closest hotel: IVKA (10 minutes away)

In Zagreb

Klinicki Bolnicki Centar

Kispaticeva 12 10000 ZAGREB
ZAGREB

Phone: +385 1 238 88 88

Fax : +385 1 481 84 57

Website : www.kbc-zagreb.hr

Type Provider: Public Hospital

Open 24 Hours

Closest airport: Zagreb Airport

Closest Heliport: Zagreb

Closest hotel: Hotel 2 Arcotel Allegra

Life in Croatia

In general, you will find the people of Croatia to be hospitable to visitors and proud of their heritage, sociable and optimistic. It is recommended that you purchase a Croatian phrase book and learn basic greetings and pronunciation of letters for student names.

Dubrovnik is a city that attracts many tourists from around the world, particularly in the summer and early fall months. The lifestyle is relaxed compared to other cities. Locals often spend time in coffee shops and prefer to live for the moment.

The 1,940-meter long ancient city walls are currently UNESCO protected and one of the most popular attractions of the city along with the Old Town, which resides just inside the walls.

Historically, Dubrovnik was one of the most important merchant states in the Mediterranean with a fleet of almost 700 ships (Croatian National Tourist Board). Visitors still experience this rich heritage along with the city's warm Mediterranean climate and delicious seafood.

Additional online resources:

Things to Do:

<https://www.rit.edu/global/things-do-around-town-dubrovnik>

Food & Dining:

<https://www.rit.edu/global/food-dining-dubrovnik>

Local Culture:

<https://www.rit.edu/global/local-culture>

Zagreb is Croatia's capital city and known as the charming heart of Croatia. With almost a million inhabitants, Zagreb is a real Croatian metropolis, it attracts visitors of many backgrounds and interests. You will find it to be a faster and busier city than Dubrovnik, as it is the largest city in the country and an economic and business hub. Almost all

of the main historical and cultural sites are located in the city center that also has many coffee houses, fine restaurants and parks. The Gothic cathedral is a city landmark that cannot be missed. The city boasts approximately 30 museums, 14 galleries and a great zoo.

Additional online resources:

Things to Do:

<https://www.rit.edu/global/things-do-around-zagreb>

Food & Dining:

<https://www.rit.edu/global/food-dining-zagreb>

Local Culture:

<https://www.rit.edu/global/local-culture-0>

Other Useful Information

We encourage you to research online for information about travel plugs, power converters, local currency, etc. We have provided some basic information to get you started.

Electricity

Electricity is 220V at 50Hz. Standard European 2 and 3-point power plugs, differing from those in the U.S., are used for outlets. Therefore, power adapters/converters are necessary.

Note: Adapters do not convert electricity/voltage they only modify the pins for the electrical outlet. Ensure that your appliances can operate on European 240 volt outlets. You may need a voltage converter if your appliance is not dual voltage and be sure to check its wattage.

Time

Croatia is 6 hours ahead of Eastern Standard Time in the United States. Croatia uses military time.

Water

In general, you can drink tap water in Croatia. However, you are advised to drink bottled water as a precaution. Bottled water is widely available throughout the country.

Tipping

Tipping is widely practiced throughout the country. A service charge isn't included in your restaurant bill, and if service is good it's customary to tip around ten percent. Tips are also given to taxi drivers, hotel maids and porters.

Money and Banks

Croatia's currency is Kuna (HRK), which is divided into 100 lipas.

Most big hotels, restaurants and shops accept credit cards. Most major credit and debit cards are accepted at most establishments and ATMs. There are many places where you can exchange or purchase Kuna (all banks, post offices, Western Union and most travel agencies). Exchange rates are similar regardless of the institution you chose. Banks and exchange offices change cash and traveler's checks. You can also exchange currency or withdraw cash from an ATM in the airport, although exchange fees are higher.

Generally, most banks are open from 8 am to 7 pm (Monday-Friday), and from 8 am to 1 pm on Saturdays. All the banks have many ATM's around the town, and all of them have an ATM positioned in front of their branch office.

Toilets

Most shopping centers, public gardens, and museums, have clean public toilets. Outside of the cities, you can find good public toilets at restaurants and gas stations.

Clothing

Often locals tend to dress more formally than you may be used to in the U.S. Don't stand out as a tourist. Wear

comfortable, well-fitting clothes with neutral or subdued colors. Avoid clothing with U.S. logos, athletic wear, shorts (considered beachwear unless you are in a coastal town), tank tops, sweatpants, baseball caps, white athletic socks.

RIT Croatia Dress Policy

Regarding attire, the following garments are considered not appropriate for faculty and staff: Jeans, sneakers, athletic wear, sportswear (collarless shirts and shirts that are not tucked in), sleeveless shirts or blouses, low cut tops, strapless shirts, halter tops, tube tops, tank tops, sport shoes or flip flops, clothing that is transparent, skirts or dresses shorter than knee length, shorts, leggings, tights, or beachwear.

Deaf Culture Resource

If you're interested in connecting with an organization that supports the Deaf community in Croatia, the Croatian Association of Deaf and Hard of Hearing is a non-profit organization devoted to improving the quality of life for the deaf and hard of hearing population in Croatia. The association currently has approximately 12,000 members. The organization is a member of the World Federation of the Deaf, International and European Federation of the Deaf, and European Union of the Deaf. You can find more information on their website at: <http://www.hsgn.hr/>

Contacts

In the U.S.

Anna Lombard**HR Payroll Specialist**

Assists with: employment contracts

(585) 475-4285

aylcto@rit.edu

Donika Demiri**Global Programs Specialist**

Assists with: travel arrangements and expense reimbursement for faculty

(585) 475-7113

dxdcms@rit.edu

Andrea Buscemi**Senior Staff Assistant**

Assists with expense reimbursement for faculty

(585) 475-6557

ambrit@rit.edu

Maureen Shannon**Study Abroad Advisor**

Assists with: Croatia temporary stay (visa), pre-departure for access services staff and faculty study abroad leaders

(585) 475-7077

maureen.shannon@rit.edu

Judy Ferguson**Senior Staff Assistant**

Assists with: travel arrangements and expense reimbursement for interpreters

(585) 475-7109

jafasp@ntid.rit.edu

Wendy Eldridge**Admin Coordinator Real Time
Captioning and Notetaking**

Assists with: travel arrangements and expense reimbursement for captionists

(585) 475-6821

wrenes@ntid.rit.edu

RIT Global Office

(585) 475-4466

global@rit.edu

RIT Public Safety

(585) 475-3333 (Emergency)

(585) 475-2853 (Regular)

Travel Agent

Tzell Park Avenue

(RIT's preferred travel agent)

1-800-842-0941

Or +585-663-8660

M-F 8:30 am-5 pm EST

patty@travelleadersny.com

After hours assistance en route. There will be a charge of \$16.00 per call. RIT will pay this fee if you need service while traveling but please be aware of additional charge and only call if necessary/information is not available to you at the airport.

In Croatia

Dubrovnik Campus

Don Frana Bulica 6

Dubrovnik, 20000

Croatia

Phone: +385 20 433-000

Jelena Zvono

Human Resource Manager

Assists with finalizing temporary stay visa

jelena.zvono@croatia.rit.edu

Petra Vodopija-Borković

Main in-country contact while in Dubrovnik

Specialist - International Office

petra.vodopija-borkovic@croatia.rit.edu

Ivona Labas

Director of Strategic Development

ivona.labas@croatia.rit.edu

Zagreb Campus

Damira Tomljanovica Gavrana 15

Zagreb, 10000

Croatia

Phone: +385 1 643-9100

Marina Drmać

Main in-country contact while in Zagreb

Career Services, Alumni Relations &
International Student Office Manager

marina.andros-drmac@croatia.rit.edu

Marija Šusak Misić

Academic Affairs Manager

marija.susak@croatia.rit.edu