



**Kosovo**

# Travel Guide

for Faculty & Staff

**RIT** | Global  
Education Abroad

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## Travel Guide to Kosovo for Faculty & Staff

Congratulations on your upcoming assignment in Kosovo! If this is your first time in the country, you are sure to have a rewarding experience in a culture rich in history that is looking to the future as Europe's newest democracy. Whether you are a faculty member teaching a course for a semester, 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 Kosovo are required for 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](mailto:aylcto@rit.edu)) in the RIT-GDC office will work with you to complete all hiring paperwork.

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## Expense Reimbursement & Travel Arrangements

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 and how to pay for travel costs in Kosovo. 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 closely 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](mailto:dxdcms@rit.edu)  
(585) 475-7113

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

If you are an **interpreter:**

Judy Ferguson  
[jafasp@ntid.rit.edu](mailto:jafasp@ntid.rit.edu)  
(585) 475-7109

If you are a **captionist:**

Wendy Eldridge  
[wrenes@ntid.rit.edu](mailto:wrenes@ntid.rit.edu)  
(585) 475-6821

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## 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**. You also may be asked to provide documentation stating the purpose of your visit.

### Visa

A visa is not required for tourism or business trips lasting fewer than 90 days. Faculty, staff, and access service providers hired for short-term summer programs are not required to apply for a visa. Full semester assignments (over 90 days) require that you apply for a residence permit.

## Residence Permit Requirements - Assignments Over 90 Days

Faculty, staff, and access service providers who will be working for a full semester (over 90 days) must provide the following documents:

1. Police report/background check.
2. Proof of international health insurance.
3. Proof of address in Kosovo (RIT Kosovo will obtain this document from the municipality office in Pristina).
4. Proof of sufficient means for living (bank statement, pay stubs).
5. GDC contract.
6. Valid passport.
7. Translated copies of all documents that are in English language (contract and police report have to be translated at the notary office in Kosovo).

This is a long process so we appreciate your prompt turnaround of contracts and other documents. Maureen Shannon ([maureen.shannon@rit.edu](mailto:maureen.shannon@rit.edu)) will assist you and answer questions on this process.

## Summer Program - Short Term Assignment

If you are hired for a short assignment the following documents are needed:

1. Copy of passport
2. Flight information

## 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 hard copy 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.

Private pharmacies in Kosovo stock a variety of medicines not readily available through public health facilities. As there are no prescription requirements for medicines, it is possible to get medications such as antibiotics over the counter. Most private pharmacies are well-supplied, though it is always preferable to bring along an adequate supply of any medications you may need.

### 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 Kosovo 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>.

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## Housing

Generally, you will be staying at RIT Kosovo's fully furnished on-campus apartments. Amenities include sheets, towels, iron, etc.

For stays of one week or less rooms will be cleaned after your departure free of charge.

If an apartment is not available, RIT Kosovo will make a reservation for you

at the Luxor Hotel (located next to the RIT Kosovo campus). 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 for reimbursement.

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## Arrival in Kosovo

Generally, transportation to and from the airport will be arranged for you by RIT Kosovo personnel.

When you arrive in Kosovo there will be an RIT Kosovo staff member at the airport to meet you. He/she will be holding a sign with your name. We will share your arrival information with RIT Kosovo to make sure that they will be there to pick you up when you arrive.

If RIT Kosovo personnel are not available, transportation by taxi/ shuttle will be confirmed in advance. Taxi cost is around 20 euros, and it is recommended that you have Euros with you which you could exchange at the airport or withdraw cash from an ATM upon arrival. There is a direct bus service available between Pristina and the airport.

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## Getting Around

Pristina is not a big city and most places are within walking distance from the city center to the University. On foot, it takes 20-30 minutes. You should always carry ID with you when traveling around Kosovo.

### Taxi

Average cost of a short trip around Pristina is approximately \$3.30 - \$5.30 USD (3-5 Euros). Please note, not all taxis have meters. Check before you get in the taxi that there is a meter.

### City Bus Service

The No. 4 Bus goes from Germija Campus (RIT Kosovo) to downtown Pristina.

The cost of a trip from the Grand Hotel (downtown) to Germia Campus is 40 cents. The bus service along the No. 4 route cost 40 cents per trip.

### Inter-city Bus Service

Buses to other cities/towns in Kosovo from Pristina are available from "Stacioni i Autobusave" (Bus Station). The service is cheap and reliable. The bus station is located on the Ferizaj-Prishtina Road, just off Bill Clinton Boulevard. All the destinations are clearly marked on the windshields of the buses. Buses to major cities like Gjilan, Ferizaj, Prizren, Peja, Mitrovica, etc. generally depart every half-hour or hour.

### Car Rental

Car rental agencies are available at the Pristina airport.

### Ride-Sharing Services

Ride-sharing services like Uber are not available in Kosovo.

### Traveling outside of Kosovo

Bus services are available from Pristina to major cities outside of Kosovo, including Sofija, Bulgaria; Skopje, Macedonia; Tirana, Albania; Podgorica, Montenegro; Sarajevo, Bosnia-Herzegovina; Belgrade, Serbia via Bujanovc and Nis.

There is limited train service from Pristina to a few nearby cities, however the schedule is limited and trains tend to be slow.

### Car Hire

Average cost of car hire: approx. \$33.30 USD (30 Euros) for a small car; \$83.30 USD (75 Euros) for a four-wheel drive vehicle.

### Airlines

Pristina International Airport is served by several charter companies and the following airlines: Swiss Air, Lufthansa, Turkish Airlines, Adria Air, Austrian Airlines, Norwegian, Eurowings, SAS, Pegasus, EasyJet, Wizz Air.

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## Communications

### Telephone

Landline telephones are widely available throughout Kosovo. The telephone code for Kosovo is +383. To dial a landline in

Pristina, the code is (0) 38. To call the U.S. from Kosovo, you need to dial 00+1 and the area code and phone number as you would at home.



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

You will be able to access RIT Kosovo's wireless internet from within the

apartments. For assistance, please see the RIT Kosovo IT administrator.

Most of the hotels offer internet access on site. Some of them offer rooms with high-speed internet for laptops. Internet cafes are also widely available.

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## 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.

### 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. On Call can also assist by directing you to the nearest U.S. embassy for a new passport.

### Crime

Crime generally is not a problem for travelers in Kosovo. 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.

### Information for Victims of Crime

#### Emergency Numbers:

Police: 92 or 112

Fire Department: 93

Ambulance: 94

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 assist you in finding appropriate medical care, contact family 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 understand the local criminal justice process and to find an attorney if needed. You should also contact your family, friend, or employer to let them know what's going on.

**American Embassy in Kosovo**  
Arberia/Dragodan  
Nazim Hikmet 30  
Pristina, Kosovo  
Phone: +383 38 59 59 3000

## Health & Wellness

### Vaccines

Vaccines are not required for Kosovo, 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 your health during your assignment. Please notify the RIT Global office about any food allergies or dietary restrictions so that our team in Kosovo can plan accordingly when finalizing the menus for group dinners, and for boxed lunches that may be included on group excursions. Our team in Kosovo will be happy to answer any 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 also assist with providing travel arrangements in case of a medical or other emergency.

Policy information:

**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](mailto:mail@oncallinternational.com)**

**Text only number: 603-945-0103**

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

1. Dial 94 if an ambulance is needed.
2. Contact your main contact at RIT Kosovo.
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.

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## In Case of Medical Emergency

In case of an emergency while in Kosovo:

- 1) Contact local authorities immediately if appropriate for the situation. Ambulance can be reached by dialing 94. Ambulance services are effective; however, response times are variable.
- 2) Report emergency to your main Kosovo in-country contact and On Call. RIT Kosovo and On Call 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.

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](mailto:cscps@rit.edu)

## On Call Approved Hospitals & Clinics

The following hospitals in Pristina 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.

### Public medical facilities:

Qendra Klinike Universitare e Kosoves  
Lagjia Spitalit  
Pristina 10000  
Phone: +383 38 512 656  
Email: [drejtoria.shskuk@rks-gov.net](mailto:drejtoria.shskuk@rks-gov.net)

Rruga Hajvali, Pristina  
Phone: +383 00377 45 505300

### Additional hospitals and medical providers:

American Hospital Kosova (private hospital)  
Shkupi Str. Nr. 25  
Pristina (near Pristina Univ. Clinical Center)  
Phone: +383 (0) 38 221 661  
Cell: +38 (0) 45 500 910 /  
+383 (0) 45 503 255  
Email: [info-ks@spitaliamerikan.com](mailto:info-ks@spitaliamerikan.com)  
<http://ks.spitaliamerikan.com/en>

### Rezonanca

Peyton City, Rr. Adrian Krasnigi, nr. 3  
Pristina  
Email: [rezonanca\\_pejton@hotmail.com](mailto:rezonanca_pejton@hotmail.com)  
[www.rezonanca-ks.com](http://www.rezonanca-ks.com)

### German Eye Clinic

KM i 5-te i Ruges Dytesore Prishtine  
Ferizaj, 10000, Prishtine  
Tel: +383 (0) 38 60 60 63  
Cell: +383 (0) 45 33 85 88  
Cell: +383 (0) 49 65 05 54  
Email: [info@kgjs.net](mailto:info@kgjs.net)  
Web: [www.kgjs.net](http://www.kgjs.net)

Note: Many doctors and hospitals may expect payment in cash, regardless of whether you have international health insurance. Make sure to save your receipts.

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## Life in Kosovo

Most tourist attractions in Pristina are centrally located and can all be reached on foot. There is a lovely mix of art and culture. The varied architecture is the

main attraction in Pristina. From centuries-old mosques through to uniquely designed public buildings, the architecture blends past and present.

Pristina has many different events and festivals taking place throughout the year that attract a lot of visitors. Some of the most popular events include: KosICT (IT event), Software Freedom Kosova, Startup Weekend in Pristina, Pristina Jazz Festival, Pristina International Film Festival, International Festival of Young Musicians, etc.

Pristina has many places to relax and people watch, including cafés and

restaurants, making visitors feel like they're anywhere in Europe.

#### **Additional online resources:**

Things to Do:

<https://www.rit.edu/global/things-to-do-kosovo>

Food & Dining:

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

Local Culture:

<https://www.rit.edu/global/local-culture-2>

## Other Useful Information

We encourage you to research online for information about travel plugs, power converters, local currency, etc. Here is 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

Kosovo is 6 hours ahead of Eastern Standard Time in the United States.

### Water

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

Kosovo's currency is the Euro (EUR).

Most big hotels, restaurants, and shops accept credit cards. Most major credit and debit cards are accepted. There are many places where you can exchange or purchase Euros (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 9 am to 4 pm (Monday-Friday), and from 9 am to 2 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.

ProCredit Bank Skenderbeu St.  
10000 Prishtina  
Tel: +38 (0) 38 240 248

Raiffeisen Bank Kosovo UCK St., No. 51  
10000 Prishtina  
Tel: +38 (0) 38 226 400, 401

TEB SH. A. Bank  
Agim Ramadani Street, No. 15  
10000 Prishtina  
Tel: +38 (0) 38 230 000

## Toilets

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

## Clothing

Kosovo enjoys all four seasons. The average temperatures are 34°F in the winter to 73°F in the summer.

**Fall** weather varies from warm to brisk winds, rain, and possibly snow showers as winter nears. We suggest you bring a range of clothes from light to heavy.

Recommended fall clothing includes: waterproof footwear (streets can get

muddy with rain), thick socks, long underwear (for cool nights), warm jacket, scarf/hat/gloves, lighter footwear (sandals) for warmer days.

**Winter** can get very cold, with the weather ranging through thick fogs, heavy rain, brisk winds, and snow.

Recommended winter clothing includes: thermal underwear, thick socks, water-resistant boots/galoshes, down jacket/ warm coat, hat/scarf/gloves, umbrella

**Spring** weather is variable. Expect rain, with sunny spells and cool temperatures. We suggest that you bring a range of clothes, ranging from light to heavy.

Recommended spring clothing includes: waterproof jacket, sweaters, waterproof footwear, thick socks.

## Deaf Culture Resource

If you're interested in connecting with an organization that supports the Deaf community in Kosovo, the Kosovar Association for the Deaf advocates for access and rights for the deaf community provides services and training and supports the local associations. Since 2003, the Association has collaborated with and been supported by the Finnish Association of the Deaf. Currently, there are 12 local Deaf associations throughout Kosovo. You can find more information at: <http://www.shksh.org/>

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## Contacts

### In the U.S.

**Anna Lombard****HR Payroll Specialist**

*Assists with: employment contracts*

(585) 475-4285

[aylcto@rit.edu](mailto:aylcto@rit.edu)

**Donika Demiri****Global Programs Specialist**

*Assists with: travel arrangements and expense reimbursement for faculty*

(585) 475-7113

[dxdcms@rit.edu](mailto:dxdcms@rit.edu)

**Andrea Buscemi****Senior Staff Assistant**

*Assists with expense reimbursement for faculty*

(585) 475-6557

[ambrit@rit.edu](mailto:ambrit@rit.edu)

**Maureen Shannon****Study Abroad Advisor**

*Assists with: Kosovo Residence Permit (visa) , pre-departure for access services staff and faculty study abroad leaders*

(585) 475-7077

[maureen.shannon@rit.edu](mailto: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](mailto: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](mailto:wrenes@ntid.rit.edu)

**RIT Global Office**

(585) 475-4466

[global@rit.edu](mailto: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](mailto: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 Kosovo

### RIT Kosovo

Rr./St. Shpetim Robaj p.n.

10000 Pristina

Kosovo

Phone: 011 383 38 660 000

Emergency Number: +383 49 774 117

### **Lendita Rugova**

#### **Director of Employee Relations**

[lrugova@auk.org](mailto:lrugova@auk.org); [lxrcad@rit.edu](mailto:lxrcad@rit.edu)

Phone: + 383 (0) 38 608 608

Cell: +383 (0) 49 183 268

### **Hasan Salihu**

#### **Operations Manager**

[hsalihu@auk.org](mailto:hsalihu@auk.org)

Phone: +381 (0) 38 66 00 00 ext. 150

Cell: +386 (0) 49 377 433

Fax: +381 (0) 38 608 024

### **Arlinda Haidari**

#### **Co-op & Career Coordinator**

[ahaidari@auk.org](mailto:ahaidari@auk.org); [axhcad@rit.edu](mailto:axhcad@rit.edu)

Phone: +383 (0) 38 66 00 00 ext. 112

Cell: +383 (0) 48 502 000

### **Lindita Bicaj**

#### **Faculty Office Manager & Provost**

#### **Admin Assistant**

[lbicaj@auk.org](mailto:lbicaj@auk.org); [lxbcad@rit.edu](mailto:lxbcad@rit.edu)

Phone: +383 (0)38 660 000 ext. 115

Cell: +383 49 615 735