



# Serbia

## Business Travel Guide

Compiled by:

### Embassy of Switzerland in Serbia

Belgrade, May 2021

#### ARRIVAL AND DEPARTURE

Citizens of the Swiss Confederation traveling to the Republic of Serbia do not need visas (up to 90 days). Swiss citizens can also use Swiss ID-card to enter Serbia. If you do not possess a Swiss Confederation passport, please check [here](#) whether you need a visa. Visas can be requested by submitting an application to the Consular Section of the Embassy of the Republic of Serbia in Berne (in person - NOT by E-Mail, phone or via post). Short-stay visas (up to 90 days) are mainly issued for tourism, business as well as other travelling needs. Temporary residence visa (over 90 days of stay) is a permit for entry of a foreigner in the Republic of Serbia that is issued for work, employment, performing economic or other professional activity, education, studies, scientific research, family reunion and other justified reasons in accordance with the Law on foreigners of the Republic of Serbia or international agreements. Holders of passports of countries that normally enter Serbia without a visa, like Switzerland, and who wish to stay in Serbia for more than 90 days, can apply for a "D" visa directly at the Foreign Ministry Directorate of the Ministry of Internal Affairs of the Republic of Serbia (Savska 35, 11000 Belgrade), upon arrival in Serbia. Such applicants do not have to apply for a visa at the diplomatic missions and consular posts of Serbia abroad. Applying for a visa does not imply its automatic approval, nor is an issued visa a guarantee that a person will be granted entry to the Republic of Serbia. For further information, please contact [Consular Section of the Embassy of the Republic of Serbia in Berne](#).

Transfer from the airport to the city center:

A [Belgrade airport taxi](#) trip is the easiest mean of transport and takes around 25 minutes. The taxi fare is around 15€ (1800RSD) when traveling to Taxi Zone 2 which covers Belgrade city center. If you prefer to travel by public transport, you have two transfer options. You can take mini-bus A1 from the airport to the city center. Alternatively, take Bus Line 72 from Belgrade Airport to Zeleni Venac Square. The trip duration is 35 minutes.

## HEALTH REQUIREMENTS

Mandatory and recommended vaccinations: [Before travelling to Serbia, please check for information at the Serbian Ministry of Health](#) and the [Institute of Public Health of Serbia](#).

Mandatory medical insurance: Serbia has made it mandatory for international travelers to have travel insurance for visiting Serbia. Traveling outside one's home country is risky, especially in light of the Covid 19 pandemic healthcare costs have increased globally. Serbia require foreign travelers to have adequate medical coverage to covers medical expenses. Due to expensive health care cost it is advisable to buy best Serbia travel insurance. There are two [types of health insurance in the Republic of Serbia](#): mandatory and voluntary. By mandatory health insurance, employees and other citizens covered by the mandatory health insurance obtain the right to health protection and monetary compensation in the events stipulated by the law. Voluntary health insurance is related to citizens who do not have mandatory insurance according to the law. It also includes insurance of greater scope and standard.

Other mandatory health requirements: For a list of health-related items to be packed for your trip, please consult with your doctor about which items are most important for you.

Before travelling to Serbia, all travellers should check the [Federal office for Public Health \(FOPH\)](#) or the [State Secretariat for Migration SEM](#) for travel advice and list of risk countries and carefully consider the risks of exposure to COVID-19. Those extremely vulnerable groups should seek also medical advice before travelling abroad.

## PUBLIC SECURITY / RECOMMENDED PRECAUTIONS

High levels of air pollution can occur in Serbia. You can find further information and advice on air quality on the [World Health Organization \(WHO\)](#) website and check air quality levels on the [World Air Quality Index Website](#). For general medical information in Serbia, visit the website of the [Serbian Ministry of Health](#), or for Belgrade specific information visit the [City of Belgrade website](#).: Please check also for Information for people travelling to Serbia from the [Federal Department of Foreign Affairs \(FDFA\)](#)

## TIME ZONE

Time difference between Switzerland and

Serbia	Central European Time CET UTC +2; CET UTC +1
Belgrade	CET UTC +2
Novi Sad, Nis	CET UTC +2

“Daylight Saving Time: clocks are turned forward by one hour on the second Sunday in March and turned back on the first Sunday of November.”

## BUSINESS HOURS

	Weekdays	Saturdays	Sundays and Nationals Holidays
Government Offices	07:30 – 15:30	closed	closed
Banks	08:00 to 15:00	08:00 to 15:00	closed
Shops	08:00 to 19.00	08:00 to 19:00	closed

As a rule, a working week lasts five working days, where one working day last for 8 hours. There are two types of employment in Serbia: full time and part time. The standard for full time employment is 40 hours per week. Shops may be found that are open, mainly for food, also on Sundays and as well some shops remain open around the clock during the rest of the week. In Belgrade and the main cities in Serbia, some shopping malls, branches of the post office/banks (as per rotation) are open also on Sundays.

## PUBLIC HOLIDAYS

National Day: 15-16 February (Sovereignty Day)

New Year's Day: 1-2 January

National Holidays in Serbia 2021: Orthodox Christmas: 7 January; Labor Day: 1 May; Armistice Day: 11 November

## NATIONAL TRADE FAIR CALENDAR

The dates of the main trade fairs can be obtained from: [Belgrade Fair](#); [Novi Sad Fair](#).

## COMMUNICATION: TELEPHONE AND INTERNET

Serbia's country code is: ++381

Local SIM card can be bought at: Mobile provider shops; newsstands, cornershops

Important phone numbers:

Police 192

Fire department 193

Medical emergency 194

Motor vehicle Centre AMSS (HELP ON THE ROAD): 987;

Main [Internet Providers Serbia](#): MTS, TELENOR, SBB

## ELECTRICITY SUPPLY

Electricity plug and socket: TYPE F,C,E : Commonly used in Europe



The voltage in Serbia is 230 V with a frequency of 50 Hz.

In Serbia the power plugs and sockets are of type F, also known as "Schuko". This socket also works with plug C and plug E. The standard voltage is 230 V and the standard frequency is 50 Hz. All power sockets in Serbia provide a standard voltage of 230V with a standard frequency of 50Hz. You can use all your equipment in Serbia if the outlet voltage in your own country is between 220V-240V.

## METHODS OF PAYMENT

National currency in Serbia is the Serbian Dinar (RSD).

Exchange rate as of May 11, 2021: CHF 1 = RSD 107,5 ([NBS Middle Exchange Rate](#)).

When entering or leaving the country: Currency Import regulations: Residents and non-residents: Local currency (Serbia Dinar-RSD) (incl. traveler's cheques and bank drafts): up to the equivalent in RSD of EUR 10,000.- . Exceeding amounts require a foreign bank's receipt of purchase. Foreign currencies: unlimited. Currency Export regulations: Residents and non-residents: Local currency (Serbia Dinar-RSD) and foreign currencies: up to EUR 10,000.- or the equivalent in RSD. If foreign currencies, Serbian Dinars and traveler's cheques are being exported at the same time, the total sum must not exceed EUR 10,000.-. Non-residents may, in addition to EUR 10,000.- export foreign currencies: - for which they have a certificate of import; - for which they have a certificate proving that such currencies are taken from foreign currency or saving accounts. Up to EUR 10,000.- or the equivalent in RSD or more in cash or other monetary instruments, the money must be declared in writing to the custom office ([IATA Serbia Customs, Currency & Airport Tax regulations details](#))

Tipping is common in restaurants and coffee bars.

Acceptance of methods of payment:

	everywhere	almost everywhere	limited	not accepted
Cash (national currency)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cash (EUR)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MasterCard	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visa	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
American Express	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diner	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Apple Pay	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Google/Samsung Pay	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Click to enter other mobile payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Click to enter other mobile payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## DOMESTIC TRAVEL, LOCAL TRANSPORT

The most commonly used kind of public transport is Bus, trolley bus and tram. The quality of the services is good. We usually recommend taxi, private or rent-a- car since public transportation can sometimes be over crowded.

Taxi fare for a 15 minutes journey: There are 2 different Taxi rates in Belgrade: from 06 am till 10 pm (start is around 1.4 Euros, and charge for kilometer is around 0.5 Euros); from 10 pm till 10 am, on Sundays and holidays (start is around 1.4 Euros, and charge for kilometer is around 0.7 Euros).

Main ride hailing apps: Uber in Serbia is not supported. However, there is a great app called Car:Go that replaces Uber perfectly. You can download from [Google Play](#) or [App Store](#). The app is available in English, German, French, Serbian, Croatian, and Montenegrin. After you sign up you will be able to choose your payment method. At this stage, you enter your credit card details. Then you set your pick up and drop off locations.

Main method of payment for taxi and subways: cash, credit cards, tickets

Car rental with/without a driver can be arranged at numerous companies:

- o [Belrentacar](#)
- o [DeltaRent](#)
- o [Avis Rent a car](#)

[Public transportation in Serbia](#) consists of buses, trams and trolleybuses, while the ticketing system that operates in them is BusPlus. You can use this system by buying carton BusPlus ticket at any newsstand or Corner shop, and that you need to fill with credit at the same place. Near the entrance to the vehicle you can find BusPlus devices where you need to put the ticket so that it could be processed. The cost of one ride is 90 dinars (around 75 Euro cents). Another type of transportation operating in Belgrade is Beovoz, suburban railway system. Currently it is under the supervision of Serbian Railways. It is used for connecting the suburban areas and towns in the vicinity of Belgrade, like Pančevo and Indija, to the central city zones. In Belgrade you can rent a car at many places in the city, even at the airport. The following [LINK](#) will take you to the business directory of Serbia.com, which will assist you in choosing Rent-a-car agency and inform you on all car rental prices.

## ACCOMMODATION, TEMPORARY OFFICE SPACE

There are large accommodation capacities of every type in Serbia ranging from inexpensive hostels and motels, and authentic ethno accommodations, to luxurious suits and five-star hotels. [Hotels in Belgrade](#) make up the majority of accommodation capacities in Serbia. By following this [LINK](#) you will find a wide variety of accommodations in Serbia. For temporary office space, check [LINK](#)

## LANGUAGES USED FOR BUSINESS

Most common business communication and correspondence in Serbia is in English. German, French and Spanish are also used frequently.

## BUSINESS PRACTICES

### Tips for initiating business contacts

Most business meetings take place in a formal setting, however it is not unusual to discuss business over coffee or lunch. An invitation to dinner, whenever possible, should not be rejected; it may be a sign of a serious desire to do business. If invited to dinner, it is advisable that one brings the host or hostess a small gift of appreciation.

The business culture is relatively hierarchical with a lesser extent of delegation of responsibility and authority. In principal, negotiations should therefore not be seen as concluded before a person with evidently recognized authority has approved the deal.

### Scheduling Meetings:

In general, business people stick to the agreed appointment dates and times.

### Business attire:

Dress codes are comparable to those in Western Europe, taking care to dress appropriately for the climate and purpose.

### Introducing yourself:

The handshake is an acceptable form of greeting. The exchange of business cards is a common practice. People usually greet by shaking hands, maintaining eye contact and introducing themselves when entering the room. This occurs regardless of gender.

### Building trust and personal relationships:

As is the case in many other countries, local companies prefer to do business with people they know well. Business friendships are highly valued. Establishing a local presence and employing locals signal long-term commitment to the market and is well received. In general, normal Western European protocol and norms are appropriate in Serbia. The business people in Serbia are well-educated and well-informed populace and respect should be shown in all interactions with locals. Be open to asking Serbians about their opinion on most subjects. They often show an interest in a stranger's life by asking questions about their family and recreational activities. They also enjoy talking about Serbian culture. Serbians tend to be quite proud of their culture; thus, complaints or critiques should be presented in the form of a suggestion.

### Offering and accepting gifts and invitations:

Serbians are generally very hospitable people and often enjoy visiting and chatting with others. Serbians frequently visit one another and enjoy spending time with friends and family. Major events such as birthdays, weddings etc. tend to be planned. Conversely, visiting friends and family unannounced is often welcomed. It is considered to be an honour to be invited to a family's "Slava" (a celebration of a family's patron saint). If invited, bring a symbolic gift, such as a bottle of wine, and greet everyone by saying "Srecna slava". It is considered rude to refuse to accept a gift. Gifts are generally opened when received. Common gifts include a bottle of wine or flowers.

### Sensitive topics:

In general these are political topics from the recent history.

## BUSINESS RISKS

Corruption is still believed to be prevalent in many areas and remains an issue of concern. Serbia is a signatory to the Council of Europe's Civil Law Convention on Corruption and has ratified the Council's Criminal Law Convention on Corruption, the UN Convention against Transnational Organized Crime, and the UN Convention against Corruption. Serbia also is a member of the Group of States against Corruption (GRECO), a peer-monitoring organization that provides peer-based assessments of members' anti-corruption efforts on a continuing basis. Click [here](#) to check the Global Corruption Index. The [Regional Anti-Corruption Initiative](#) maintains a website with updates about anti-corruption efforts in Serbia and the region. Check also the [Swiss Export Risk Insurance SERV](#) Cover Practice List for Serbia.

Swiss Export Risk Insurance SERV insures political and *del credere* risks involved in exporting goods and services.

[Products for exporters](#)

[Product for service providers](#)

[Products for financial institutions](#)

The full range of services and products offered by SERV can be obtained at [www.serv-ch.com](http://www.serv-ch.com).

Your contact person in Zurich

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## IMPORT OF SAMPLES AND CATALOGUES

Serbia is a member of the Customs Convention on the Carnet ATA for the temporary import of goods. The Serbian Chamber of Commerce and Industry (CCIS) accepts applications for the [ATA Carnet](#)

Address Information:

Chamber of Commerce and Industry of Serbia (CCIS):

ATA Carnet: [Krunska 26](#)

E-Mail: [ata@pks.rs](mailto:ata@pks.rs)

11000 Belgrade

Serbia

## USEFUL LOCAL WEBSITES, ADDRESSES, EMAIL AND TELEPHONE NUMBERS

Business news      Business portal [Ekapija](#)

Customs hotline      [Serbian Customs Administration](#)

[SEE NEWS](#)      [Serbian Monitor](#)

## ADDRESSES OF EMBASSY AND CONSULATES OF SWITZERLAND

### Embassy of Switzerland

Bulevar Oslobođenja 4

11001 Belgrade

Serbia

Phone

Headquarters +381 11 3065 820

Headquarters +381 11 3065 825

Visa +381 11 3065 815

Fax

Headquarters +381 11 2657 253

E-Mail: [belgrade@eda.admin.ch](mailto:belgrade@eda.admin.ch)

Visa [belgrade.visa@eda.admin.ch](mailto:belgrade.visa@eda.admin.ch)

Website: <https://www.eda.admin.ch/belgrade>

Postal address

Embassy of Switzerland

P.O. Box 817

11001 Belgrade

Serbia

### Consulate General in Podgorica

Consulat général de Suisse

Džordža Vašingtona 108/A36, 2nd Floor

The Capital Plaza

81000 Podgorica

Montenegro

Phone

Headquarters +382 20 620 312

Belgrad +381 11 3065 820

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Fax

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E-Mail: [podgorica@honrep.ch](mailto:podgorica@honrep.ch)

affaires consulaires [belgrade@eda.admin.ch](mailto:belgrade@eda.admin.ch)

visa [belgrade.visa@eda.admin.ch](mailto:belgrade.visa@eda.admin.ch)

Website: <http://www.eda.admin.ch/belgrade>

### Opening times: (by prior appointment only)

Monday 09:00 - 12:00

Tuesday 09:00 - 12:00

Wednesday 09:00 - 12:00

Thursday 09:00 - 12:00

Friday closed

Saturday, Sunday closed



## ADDRESSES BILATERAL, NATIONAL AND LOCAL CHAMBER OF COMMERCE

In Serbia ;

[Swiss-Serbian Chamber of Commerce \(SSCC\)](#)

[Serbian Chamber of Commerce and Industry](#)

[Regional Chamber of Commerce Novi Sad](#)

## ADDRESSES OF THE EMBASSY AND CONSULATES OF THE REPUBLIC OF SERBIA IN OR FOR SWITZERLAND

### [Embassy of the Republic of Serbia in Switzerland](#)

Seminarstrasse 5  
3006 Bern  
Switzerland

#### **Opening times:**

Monday - Friday: 08:00 - 16:00 hours

The Consular Section is open to public:

09:00 - 13:00 hours

### [Consulate General in Zürich](#)

Alfred-Escher-Strasse 4  
8002 Zürich  
Switzerland  
[Google Map](#) / [Street View](#)

#### **Opening times:**

Monday to Friday: 08:30 - 13:00

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