



Welcome to the University of Sarajevo 2024-2025!

Thank you for choosing our university and the city of Sarajevo as your next Erasmus+ destination. Based on reactions from the previous generations we hosted, we are sure you will have fruitful mobility, exciting adventure and a productive study period at the University of Sarajevo (UNSA).

If this is your first time visiting (and staying) in Sarajevo and Bosnia and Herzegovina, we have prepared some practical and academic information for your comfortable staying and study mobility. Please **read carefully** and **use this student-friendly guidance** to navigate through different administration processes to fulfil needed bureaucratic procedures for your enrolment into the UNSA system. Following these *bits of advice*, you will ensure trouble-free follow of classes, taking exams and at the end, receiving needed final documents, such as transcripts of records.

If you are reading this guidance, this means that the first phase of your nomination (through an existing inter-institutional agreement or as a freemover) and evaluation by our academic coordinators is done – in your favour. Your mobility at the UNSA has been accepted, and now you need to prepare for the second phase, which is pre-mobility documentation and preparation.

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PRE-MOBILITY

International Relations Office:

We are the central administrative office coordinating incoming and outgoing mobilities. Among many activities, we establish the agreements between our university and other higher education institutions, which enables exchange of students and staff members. In most cases, we are your first contact during and after your official nomination. We provide support during the nomination (communicating with you and your home institutions), application (acceptance, documents, etc.) and monitoring of your mobility. We organize the first online pre-arrival orientation day, as well as Welcome day in person. However, academic coordinators provide detailed **academic** information and **orientation** regarding the details of your mobility and follow your mobility at the unit/department you chose.

Academic coordinator:

Usually, an **academic coordinator** is the vice dean of the assigned host unit/department at UNSA. The host vice dean (coordinator) will sign your learning agreement and follow up documents and confirm your mobility at UNSA. Additionally, there can be an **administrative officer** at the unit/department who will contact you regarding the administration for learning agreement, subjects, classes, timetable, literature, work, mentorship, exams, transcript of records and other administrative questions regarding your mobility. In the confirmation email, you have received information about the assigned coordinator who will be in charge of your mobility. The updated list of current academic coordinators at UNSA units/departments is provided at this link below¹.

Welcome email:

A welcome email is sent to a student (with *the cc* of their home coordinator) after their application form is evaluated and accepted by the host academic coordinator (usually sent to students from the partner institutions that signed inter-institutional agreements on the university level²). It contains information about further steps, educational details on creating the learning agreement, mobility dates, documents needed before and during mobility, and other academic, administrative, and practical information that could be useful to the student.

Confirmation/Acceptance letter:

A confirmation/acceptance letter (confirming your mobility) will be sent from the assigned host unit (academic coordinator) as soon as you regulate your learning agreement. They might ask for a scan of your passport, although your passport number should be indicated in the Application form.

Learning agreement

After sending and evaluating your application form, we have learned more about your interest in what you want to do during your mobility at the UNSA. Now, we must make it official. You do this by preparing an **Erasmus+ learning agreement**³ - an official document for mobility showing which subjects and/or activities you will perform at the University of Sarajevo. It will be sent to you in the confirmation email, but you can also download this document from <https://international.unsa.ba/coming-as-exchange-students> (scroll down until the part

¹ <https://www.unsa.ba/istrazivanje-i-saradnja/medunarodna-saradnja/kontakti-medunarodna-saradnja>

² Some agreements are signed with the UNSA's units/departments where direct communication between student and academic coordinator is established, therefore students will receive these information directly from that coordinator.

³ In case you are not coming within Erasmus+ programme, we use the same form, just deleting the Erasmus+ logo and info.



Evaluation). **Please do it electronically and do not put your information by pen**. Fill in the tables in the "before mobility" part (about a student, sending institution, receiving institution, table A, web link, level of language competence, table B, and signatory page). In the confirmation email you will be informed about your assigned academic coordinator and how to fill it in, so make sure the parts of receiving institution are filled in as shown in the table below:

	Name	Faculty / department	Erasmus code (if applicable)	Address	Country	Contact person name, email, phone
Receiving institution	University of Sarajevo	Enter assigned UNSA unit (information will be given in the email)	BA SARAJEV01	Enter assigned UNSA unit (information will be given in the email)	Bosnia and Herzegovina	Enter assigned academic coordinator (information will be given in the email)

In the table A, you need to enter subjects you want to follow at the UNSA unit/s. Please copy and paste selected subjects from the Application form (after confirming once more with our academic coordinator that subjects are available) into the tables in the Learning agreement. Make sure to fill in all fields that are required.

Table A Before the mobility	<i>Study Programme at the Receiving Institution</i>			
	Planned period of the mobility: from (enter the starting month and year) to (enter the ending month and year)			
	Component code (if any)	Component title at the Receiving Institution (as indicated in the course catalogue)	Semester	Number of ECTS credits (or equivalent) to be awarded by the Receiving Institution upon successful completion
	Here you need to enter the module code, which is given in the Excel list. If you cannot find it, enter the assigned host unit.	Enter the title of the module from the Excel list as it is written there.	Make sure that the chosen module corresponds to the semester you plan to be in Sarajevo.	Each module in the Excel list has a corresponding ECTS, so enter that number.
			Total: Ensure that the total sum of chosen modules has between 20 and 30 ECTS as regulated by international mobility.	
Web link to the course catalogue at the Receiving Institution describing the learning outcomes: unless different, you can put https://international.unsa.ba/modules-in-english/				

Like in Table A, in the Table B you need to enter modules/subjects from your home institution that are expected to be recognized based on the results achieved at the UNSA. You will need to prepare this table with your home coordinator. Also, on the signatory page, ensure the data entered in the Receiving institution are correct and the same as in the table above:

Commitment	Name	Email	Position	Date	Signature
Responsible person at the Receiving institution	Enter assigned academic coordinator	Enter assigned academic coordinator	Enter assigned academic coordinator		

Please note: before returning, remember to sign the document and have your home academic/Erasmus coordinator sign it, too. After completing the document, please send it back to the academic coordinator at UNSA you have been assigned to (keep us in cc, too).



What if I have selected to follow classes at two or more UNSA units?

We always recommend sticking to one unit that corresponds to your study field. However, if during the application phase (while preparing the application form), you were unable to collect enough ECTS from one unit and had to enter more than one units and the host academic coordinators approved it, you must correctly add units, coordinators, and modules from the Application form into the Learning Agreement. Although all UNSA units are part of the same university, each unit/department has a different academic coordinator that evaluates, approves and signs the study proposal. The academic coordinator from one unit cannot agree and sign modules from another unit. So, instead of having two or more learning agreements for each UNSA unit, make sure that you prepare this document as explained. In this case, some tables in the learning agreement need to look like this:

	Name	Faculty / department	Erasmus code (if applicable)	Address	Country	Contact person name, email, phone
Receiving institution	University of Sarajevo	Enter assigned UNSA unit 1	BA SARAJEV01	Enter assigned UNSA unit 1	Bosnia and Herzegovina	Enter assigned academic coordinator 1
	University of Sarajevo	Enter assigned UNSA unit 2	BA SARAJEV01	Enter assigned UNSA unit 2	Bosnia and Herzegovina	Enter assigned academic coordinator 2

Similar, to the signatory page:

Commitment	Name	Email	Position	Date	Signature
Responsible person at the Receiving institution	Enter assigned academic coordinator 1	Enter assigned academic coordinator 1	Enter assigned academic coordinator 1		
Responsible person at the Receiving institution	Enter assigned academic coordinator 2	Enter assigned academic coordinator 2	Enter assigned academic coordinator 2		

PLEASE NOTE: enrolment is not centralized. Selecting more than one unit also influences your enrolment process - e.g., if you decide to go to two (or more) units, you will need to enrol twice or more (which requires the purchase of two or more separate registration documents for the price of 15€/each and a double registration procedure). Enrolment and registration at each unit ensures that you will receive your transcript of records of that unit at the end. Without enrolment and registration, you will not be in the system that allows you to follow classes and get your results, which must be officially prepared and printed for your recognition at the home institution. This, and other possible reasons (time-clashing between classes on different units, units are spread across the city, non-centralized support) can influence the quality of your mobility at UNSA for which we recommend sticking to only one corresponding-to-your-home-field unit.

Visa:

You should check whether your home country (or your travel document's country of origin) is under visa regime to enter Bosnia and Herzegovina (B&H) on the official website of the [Ministry of Foreign Affairs of B&H](#) or by contacting the embassy or consulate of B&H in your country for correct information. If you do not need visa for B&H, then you can enter with your travel document – passport (explained below). Suppose you need a visa to enter B&H. In



that case, you need to obtain a **verified invitation letter** to enter/stay in B&H (do not confuse it with the confirmation letter from the University of Sarajevo about your mobility at UNSA). The content of the verified invitation letter is focused on inviting a student to enter and stay in B&H for a specific purpose and a for a certain period. A verified invitation letter to enter/stay in B&H is prepared by the host unit at the University of Sarajevo and confirmed by the Foreign Affairs Office (this procedure is explained to our academic coordinator and they should follow it). **Please note:** It is essential to know about your visa status a few months prior, as preparing and collecting documents is bureaucratic and official process that can last up to two months. Detail information are provided at <https://international.unsa.ba/visa-residence-permit/>.

Residence permit

Regardless of your visa status to B&H (needed or not) **everyone must regulate their residence permit upon arrival**. It is regulated by submitting several documents provided by you, some brought by you, some obtained in Sarajevo and some provided by the UNSA unit. Detail information are provided at <https://international.unsa.ba/visa-residence-permit/> (please download and check the **Guide about obtaining the White card and Residence permit**).

Language requirements

The UNSA recommends holding a language level of minimum B2 in local language (Bosnian/Croatian/ Serbian) in order to take full advantage of the mobility. Students who will only take courses in English must have at least B2 English knowledge. Students who will only take courses in English must check whether they can find enough English-taught or English-friendly courses to fulfil their home university's credit requirements.

What documents to bring before your mobility starts?

Passport:

Although some citizens can enter B&H with their ID, please note that students coming for educational purposes (within Erasmus or other mobility programs or as a freemover) and staying **longer than three months** must bring their **passports**. A passport is needed to regulate your residence permit (the sticker that is put in the passport), so please do travel with it.

Insurance:

You must be insured during your stay in Bosnia and Herzegovina. The insurance document must cover your health and life insurance for your mobility (from the date of entrance to B&H until the date of departure). Check with your home coordinator if the insurance is part of the Erasmus+ grant. If not, you should regulate it in your home city and bring one that applies to Bosnia and Herzegovina. The original document of the insurance must be signed and stamped (as B&H does not accept digitally signed documents). The original also **must be officially translated** into one of the official languages of B&H (Bosnian, Croatian or Serbian). You can do that before or upon arriving to Sarajevo⁴.

Non-criminal certificate:

The non-criminal record testifies about your status with or without any criminal acts in your home country (police records, records of criminal acts, etc). The public authority (usually the

⁴ Another option available for incoming students is to buy the local insurance in Sarajevo, that covers your period of mobility and which Foreign Affairs Office (that regulates your residence) accepts. The private clinic where you need to do your medical check-up for the residence permit also issues insurance, it is done in Bosnian language, signed and stamped (the medical check up is approx. 50 € + 30€ for the insurance).



Ministry) in your home country issues this certificate. The Non-criminal certificate must be issued in original, signed and stamped (digital signatures are not accepted) **It must be officially translated** into one of the official languages of B&H (Bosnian, Croatian or Serbian). You can do that before or upon arriving to Sarajevo. More explained at: <https://international.unsa.ba/visa-residence-permit/>.

Please note: **Digital signatures** are still not legally recognized in our country. This means that any document you bring must be signed and stamped by the issuing entity. In case that it is impossible to get the document with signature and stamp (but only with digital signature), it is allowed to contact the embassy of your home country in B&H (upon your arrival to Sarajevo) to verify the document with the signature and stamp. Please mind that not all countries have embassies in Sarajevo or Bosnia and Herzegovina. However, we have learned that, based on the EU law, any EU embassy can provide this kind of service to the EU citizen. Still, we recommend trying to get the signatures and stamps in your country.

ARRIVING TO SARAJEVO

By plane:

Most likely, for most of you, your arrival to Sarajevo will be through our **Sarajevo International Airport**. Please check your options for flights. Turkish Airlines, Lufthansa and Austrian Airlines are well-connected with us in most cases. However, there are some low-cost options like RyanAir and WizzAir.

In addition, the cities of Banja Luka, Mostar and Tuzla and their respective airports are also connected with some major European cities, mainly through low-cost airlines: RyanAir and Wizzair.

By bus:

Sarajevo is connected with many major regional and European cities. Check available bus connections at:

- <https://www.centrotrans.com/#/>
- <https://www.flixbus.ba/>
- <https://www.biss-tours.ba/>
- <https://www.globtour.com/index.php>

The central Sarajevo Bus station is in the centre of the City and depending of your accommodation, you will be there within 10-15 minutes by walk or taxi.

Transfer to the city centre from the Airport

The bus: there is a bus line from Airport to the City Center (more at: <https://www.sarajevo-airport.ba/Page/Autobus>).

Taxi: You also have an opportunity to take a taxi which you will find at the exit gate of the Airport. Depending on your destination, the estimated price is 25,00-30,00 KM (approx. 12-15 €). NOTE: as in every city, taxis at airports tend to charge more for tourists than usual. Make sure to agree on the estimated price (above) and to have the taxi meter turned on.

The Taxi app is available in Sarajevo (similar to Uber/Bolt). You can check it at: <https://www.mojtaxi.info/>.

Unfortunately, we do not have online booking for rides like Uber or Bolt.



DURING MOBILITY

Mobility dates:

You can check our Academic calendar at <https://international.unsa.ba/eng>, which will show the dates of classes, exams, and holidays and help you calculate your mobility days. The Winter semester is from October until February (the following year), and the Summer semester is from February until July. Mobility is expected to last in most cases four to five (4-5) months and includes classes and an exam period.

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept
Winter semester	x	x	x	x	x							
Exams				x	x							
Summer semester					x	x	x	x	x			
Exams									x	x		

Note: please check the current Academic calendar for your activities, as well as with the academic coordinator.

Enrolment

Although you have been nominated and accepted through the mobility program (i.e. Erasmus+), you still need to enrol when classes officially start, just like other local students. Enrolment (or admission) is required to follow courses freely, research, participate in group studies and take exams. Registration puts you into the university system, making it possible to attend classes, take exams and prepare your transcript of records before you depart. To register, you need to purchase the required admission documents:

- index and
- admission documents

Please check here (<https://international.unsa.ba/registration/>) for more detailed explanation on how to get it.

Classes, timetables and exams

Bachelor and Master students will follow classes that they have selected during their nomination phase. Depending of the module, it can be taught fully in English or “English-friendly” (the classes are in local language, but research, paper work, literature, exam, mentorship, exams and others can be provided in English). As we mentioned before, it is possible to combine courses from different UNSA units, although the more diversification you have, the more complicated it can be to elaborate a proper timetable. All inquiries relating the classes and exams will be presented during the orientation day at the UNSA host unit and should be addressed to the academic (faculty) coordinator.

PhD students will be assigned a supervisor – a professor or lecturer at the UNSA – to guide you with your research for your doctoral thesis. It is not expected to attend lessons; therefore, your timetable will be flexible, and your activities and tasks will depend on your supervisor's guidance and the agreements you reach.



Early exams or alternative exam modes cannot be guaranteed. Please note that each professor decides for their course whether early exams / alternative exam modes are possible. It is the student's responsibility to contact each professor as early as possible in the application process and definitely before finalizing travel plans in case they need to return to their home universities before the end of the exchange semester at UNSA.

Grading system and credit points

The University of Sarajevo regulates its grading system with the Law of Higher Education of Canton Sarajevo by article 62. The grades go from 5 until 10 where 5 is failed and 10 is the highest grade (more at: <https://international.unsa.ba/grading-system/>). The UNSA applies the principles of the Bologna Declaration implementing the European Credit Transfer and Accumulation System (ECTS). One semester is 30 ECTS, while one academic year is 60 ECTS. For 1 ECTS you need to provide approx. 25 hours of work.

Holidays

The UNSA will be closed or not have organized classes during many public and religious holidays throughout the year (please refer to the list of public and religious holidays below). We do not have long breaks like many European universities (Winter break, Christmas break, Spring break, etc.), but it is possible to have more extended absences during some religious holidays to visit home. You need to check this with your assigned host academic coordinator first. Public and religious holidays that affect the working time of the University of Sarajevo:

- **1-2 January** – New Year (closed)
- **7 January** – Orthodox Christmas (no class activities)
- **1 March** – B&H's Independence day (closed)
- **March, April, and May** – since there is no fixed date for Catholic and Orthodox Easter, Eid Ramadan and Jewish Pesah, you will be notified of the exact dates that affect the UNSA working time and expect no class activities
- **1-2 May** – International Labour Day (closed)
- **June** – since there is no fixed date for Eid al Adha, you will be notified of the exact dates that affect the UNSA working time and expect no class activities
- **August** - Summer holidays, the university is closed
- **25 November** – B&H's Statehood day (closed)
- **25 December** – Catholic Christmas (no class activities)

Welcome Day

The Welcome day is always organized **a week before the start of classes at each semester.** It is obligatory for Bachelor and Master students who will be following classes, while PhD students will come upon agreeing with their assigned mentor. We recommend attending Welcome day as it will provide you with needed academic and practical information and orientation for your comfortable mobility.

Buddy program

In cooperation with Erasmus Student Network, *buddies* are local students interested in supporting international exchange students as unpaid volunteers during their time in Sarajevo (pick-up service, support in practical matters, etc.). We provide them your contacts, so they should contact you before your arrival to Sarajevo.



Bosnian language school

The International Relations Office, in cooperation with the Faculty of Philosophy (Department for Bosnian language and literature), organizes the Bosnian language school for incoming students throughout the semester. The school is organized based on the expressed interest of students. The International Relations Office organizes a survey, and if the number of attendees surpasses 10, the school will be organized. More information is available at <https://international.unsa.ba/learning-locals-language/>. The survey is sent few days prior your arrival.

Students with special needs

If you are a student with special needs, please communicate with us first to check and provide an environment for your comfortable mobility in Sarajevo. The Student Support Office is the central information and contact point: <https://international.unsa.ba/students-with-special-needs/>

Accommodation:

Unfortunately, the UNSA does not have student dorms. Some options for accommodation are available. More on: <https://international.unsa.ba/accommodation/>. You can also contact our Erasmus Student Network to help you with accommodation suggestions.

Living costs

You will notice that Bosnia and Herzegovina is not as expensive as other European countries. We have summarized expected living costs in Sarajevo, which you can check and make proper budget plans (<https://international.unsa.ba/budget/>).

Erasmus Student Network – ESN

Together with our ESN, we organize all activities for your comfortable staying in Sarajevo. Please communicate with them some initial information about arrival, accommodation preferences and other practical things. More information is available at: <https://www.unsa.ba/en/research-and-cooperation/international-cooperation/erasmus-student-network>, email: sarajevoesn@gmail.com or at the Facebook: ESN Sarajevo.

Changes to the Learning agreement

We recommend making the necessary changes in the first 2 weeks after you arrive in Sarajevo (when classes start). You need to make changes officially in the Learning agreement (under the “During mobility” section). Do not make changes until you check and confirm with your home and host academic coordinators.

City transport

City transport is free to use for students of the University of Sarajevo. It makes Sarajevo unique city in the region and one of the few in Europe to offer this. If you decide to use public city transport, you will have a tram, trolleybus, bus and minibus network that will allow you to reach any significant location in Sarajevo. How to get free pass? You need to provide:

- 1 photo of yourself (small for documents),
- Certificate of your student status at the University of Sarajevo (prepared, issued, signed and stamped by the assigned host academic coordinator or the student services upon your enrolment at the hosting UNSA unit where you have your classes). The document will be in the local language. In the certificate, it has to be stated that you are current student enrolled in the current academic year - **redovan**.



The student must bring the photo and the certificate to the GRAS office (address: Ćumurija 4) every working day from 7,00 until 15,00h. Submitting those documents, you will receive an electrical pass, enabling you to use all city transport in the Canton of Sarajevo (trams, buses, minibuses, electrical busses) from both city transport companies (GRAS and Centrotrans). More on: <https://international.unsa.ba/public-transport-in-sarajevo/>.

SIM card

Be aware that B&H is neither part of the EU nor of the wider EEA, where international roaming rules have been enforced. Unfortunately, our country doesn't fall under a free-roaming policy that you have among the EU member states. **Once you come here, do not use your mobile data unless you want a surprise on your phone bill in the next month.** So roaming rates using EU/EEA-issued SIM cards are not regulated and can, therefore, be much higher. It is better to use a local or regional SIM card than an EU SIM. From July 2021, Albania, Bosnia and Herzegovina, Kosovo*, North Macedonia, Montenegro, and Serbia have become a single roaming area similar to EU rules. From now on, you can roam without surcharges in the Western Balkans using a SIM card from these countries, but not in the EU. You can SIM cards in many stores, such as post offices, grocery stores, newsstands, service stations, and convenience stores for 4-5 KM. It's also possible to buy SIM cards at Sarajevo International Airport (Međunarodni Aerodrom Sarajevo). You can top up credit in many local stores or online on the pages of the provider. SIM cards don't require registration in Bosnia and Herzegovina and remain anonymous.

WiFi

You can browse the WiFi network across the university, spread across the city, free and public, or in every cafe, restaurant, etc.

Scanajevo

In cooperation with international students and staff members, our Office has created a specialized Google map for Sarajevo titled **SCANAJEVO**. It aims to provide information for our international guests to find the best places to visit, eat, drink, learn about culture, customs, do sports, etc. Previous visitors who found them fascinating recommended all sites. Therefore, if you want to take the best photo with Sarajevo in your background or try the best traditional food – Scanajevo is your best guide. You can find the link at the bottom of this guide.

About life in Sarajevo and Bosnia and Herzegovina:

Our Office has prepared some information about the life and costs in Sarajevo and presented it to the website www.international.unsa.ba/eng. We have also found and included some of the YouTube videos made by vloggers and individuals who visited our city and country, and whose information can be helpful for you.



BEFORE DEPARTING

Once you are finished with your classes and exams at UNSA, before departing Sarajevo, please remember that you need to:

1. Contact your home coordinator about your departure dates
2. If needed, sign documents that testify your mobility dates (e.g. certificate or arrival and departure, usually needed by your home institution)
3. Collect your transcript of records (in most cases it is sent to you after your departure, but it is possible that it will be ready before you leave Sarajevo)
4. Participate in the testimonial collections:
 - a. Send us your photos from your mobility at UNSA
 - b. Write short story about your experience
 - c. Participate in our video-recordings

All these stories are shared with new generations for the purpose of promoting Erasmus experience in Sarajevo.



WHERE TO FIND MORE INFORMATION?

Website:

More academic, administrative and practical information about the University of Sarajevo and life in Sarajevo is given at the link: www.international.unsa.ba/eng.

Social media:

For more accessible communication and introduction, you can follow us on the following social media:

- Facebook: we have opened a Facebook group for incoming students to join for informal talks and chats: [UNSA INCOMING](#)
- Instagram: like and follow our content at <http://www.instagram.com/iro.unsa>
- TikTok: interesting videos about Sarajevo and our university can be found here. You can also create content to be shared on our social media. TikTok account is iro.unsa.

Contact:

In case of doubt or not being able to find it on the website, you can always contact our International Relations Office or assigned host academic coordinator. Contact details are provided at <https://www.unsa.ba/istrazivanje-i-saradnja/medunarodna-saradnja/kontakti-medunarodna-saradnja>. Please keep us all in *cc* when you communicate and send documents so that we can follow the procedure of your preparation for the mobility.

Useful links:

- How to apply to UNSA: <https://international.unsa.ba/coming-as-exchange-students/>
- Required documents: <https://international.unsa.ba/documents/>
- Modules offered in foreign languages: <https://international.unsa.ba/modules-in-english/>
- How to prepare your learning agreement: <https://international.unsa.ba/wp-content/uploads/How-to-prepare-your-learning-agreement-for-evaluation-and-acceptance-at-the-University-of-Sarajevo-1.pdf>
- Academic coordinators at the UNSA unit: <https://www.unsa.ba/istrazivanje-i-saradnja/medunarodna-saradnja/kontakti-medunarodna-saradnja>
- Visa and residence permit: <https://international.unsa.ba/visa-residence-permit/>
- Accommodation: <https://international.unsa.ba/accommodation/>
- Scanajevo: <https://shorturl.at/gvxY5>

GOOD TO KNOW

Time zone

We are in Central European Summer Time (GMT + 01:00). This time zone applies to most of Europe. The time follows the time zone changes in March and October as the rest of Europe and the world (+/- 01:00).

Weather

BiH receives a relatively large amount of sun in its southern region, as compared to its northern zones. The country also has a particularly rich biodiversity (one of the largest in Europe). This



is due in part to the three distinct geological and climatic regions: the Mediterranean region, the Euro Siberian-Bore American region, and the mountainous Alpine-Nordic region. Depending on your mobility, you will experience all four seasons.

Language

Bosnian, Croatian and Serbian are the official languages of Bosnia and Herzegovina, but many people speak English and some other foreign languages (German).

Currency

The official B&H currency is Kovertibilna Marka - KM (BAM): 1 € = 1,95 KM (app. 2 KM). You can exchange your money at any bank, post office or exchange office. You can not pay with Euro in the shops, restaurants or cafes.

Credit cards

ATMs are widely dispersed in Sarajevo, while many places accept credit cards. It is possible to pay with credit cards in most shopping centres and nearly all better restaurants. However, this is not the case in most cafés, clubs and shops that sell handicrafts and souvenirs in the old part of town. Credit cards are also not always accepted when paying for parking services, public transport tickets, or special events.

Banks and post offices

Banks typically work from 8:00 to 18:00 on weekdays and from 9:00 to 13:00h on Saturdays. The main post office is open from 7:00 to 20:00, Monday to Saturday.

Electrical Plug/Outlet and Voltage Information for Bosnia and Herzegovina

Voltage 220-240 Volts

Water

We are proud to say that Sarajevo (and Bosnia and Herzegovina) has one of the cleanest water in the world. It is safe to drink tap water.

Measurement

In Bosnia and Herzegovina we use the metric system.

Telephone

Dial code for Bosnia and Herzegovina: 00387 or +387.

Sarajevo city code: 033

East Sarajevo city code: 057

Emergency phone numbers:

122: Police

123: Firefighters

124: Ambulance

Other important phone numbers:

Airport 033 289 100

Bus Station 033 213 100

East Sarajevo Bus Station 057 317 377



Railway Station – Information 033 655 330
Road Assistance Service 1282 / 1288
Mountain Rescue Service 062 654 456 or 061 299 443
Koševo Hospital 033 297 000