

DEATH INVOLVING BRITISH NATIONALS IN CROATIA

The death of a relative or friend is always distressing. But if it happens abroad the distress can be made worse by practical problems. Consular Directorate in the Foreign and Commonwealth Office and our Consular offices in Croatia are ready to help in any way that they can. You may be uncertain what to do next or who to contact for advice. These notes are designed to help you through the practical arrangements you will need to make. Please read in conjunction with "Death Overseas" leaflet which describes the generic functions of Consular staff overseas. While care has been taken in compiling these notes, no legal liability for their contents is accepted by the British Embassy, British Consulates or HM Government.

You should be aware that Croatian procedures may differ significantly to those in the United Kingdom. While we understand your need to make arrangements as quickly as possible, this may not always be possible.

Office	Address	Telephone	Out of hours
British Embassy Zagreb	Ivana Lucica 4, 10 000 Zagreb	+385 (0)1 6009 100	+385 (0)1 6009 100 (follow instructions for consular emergencies)
British Consulate Split	Obala Narodnog Preporoda 10/III 21 000 Split	+385 (0)1 6009 100	+385 (0)1 6009 100 (follow instructions for consular emergencies)

Standard procedures

Following the death of a British national in Croatia, their next of kin, or a formally appointed representative, must decide whether to repatriate the deceased to the UK, or carry out a local burial or cremation. If the deceased was covered by travel insurance, it is important for the next of kin or friends to contact the insurance company without delay. If there is no insurance cover, the cost of repatriation or burial will need to be met by the family. Neither the Foreign and Commonwealth Office nor our consular offices in Croatia have budgets to meet these costs.

Consular staff in London will pass on to the Consular offices in Croatia the wishes of the next of kin about disposal of the body, and details of who is taking responsibility for the costs involved. We will do our best to ensure these wishes are carried out.

It is important to remember that if the deceased was travelling with a tour operator, they can be a valuable source of assistance and advice.

Additional information to families

Please see our separate leaflets that are available online at:

“Bereaved Families”

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/35526/bereaved-families.pdf

‘Victims Support National Homicide Service’

<http://www.victimsupport.org>

About Brakecare

Brakecare provides services for people affected by road crashes, including information contained in a Bereavement Pack that is given to families following a death on the road. Brakecare also works to promote road safety through community campaigns including Road Safety Week, educational literature. You can contact Brakecare about their Bereavement Pack or about their road safety work on 01484 559 909 or e-mail them at brake@brake.org.uk. Alternatively, you can write to them at:

Brakecare
P.O. Box 548
Huddersfield
West Yorkshire
HD1 2XZ

Further information can also be found on their website at: www.brake.org.uk

[Brake main support pages](http://www.brake.org.uk/victims/victimhelp/online-support-guides/14-help-for-victims/services-for-victims/243-agencycodes) (<http://www.brake.org.uk/victims/victimhelp/online-support-guides/14-help-for-victims/services-for-victims/243-agencycodes>)

[Brake main literature page](http://www.brake.org.uk/victims/victimhelp/online-support-guides/14-help-for-victims/services-for-victims/243-agencycodes) (<http://www.brake.org.uk/victims/victimhelp/online-support-guides/14-help-for-victims/services-for-victims/243-agencycodes>)

[Coping with grief](http://www.brake.org.uk/victims/victimhelp/online-support-guides/14-help-for-victims/services-for-victims/37-coping-with-grief) (<http://www.brake.org.uk/victims/victimhelp/online-support-guides/14-help-for-victims/services-for-victims/37-coping-with-grief>)

[Brake’s helpline](http://www.brake.org.uk/victims/victimhelp/helpline) (<http://www.brake.org.uk/victims/victimhelp/helpline>)

Repatriation

If the deceased was covered by travel insurance, the insurance company will normally have a standing agreement with an international funeral director in the UK to arrange repatriations. If the deceased is not covered by insurance, next of kin will need to appoint an undertaker in Croatia or an international funeral director who will liaise with a Croatian one themselves. A list of British companies can be found towards the back of this document. Croatian undertakers have links with international undertakers in the UK and they normally work well together to ensure that all the necessary requirements are met in Croatia and the UK.

Local undertakers in Croatia are equipped to carry out repatriation procedures and will provide the special caskets required for the international carriage of human remains. A local civil registry death certificate, plus the doctor's death certificate (including cause of death) and a certificate of embalming. This will be arranged by the Croatian undertaker.

Local burial

If next of kin choose to proceed with a local burial, they will need to instruct a local funeral director. A list of companies can be found at the back of this document.

Local cremation

If next of kin choose local cremation and wish to take the ashes back to the UK themselves, they can do so with minimal bureaucracy. If this is not possible, local undertakers will be able to arrange the necessary paperwork and transportation. Airline regulations stipulate that ashes must be placed in luggage for the hold or sent as cargo and cannot be transported as hand luggage.

Post-mortem/removal of organs

Whilst the procedures involved around a post-mortem can be harrowing for family and friends, the British Embassy has no powers to change procedures or challenge local laws and is often not informed of the details surrounding each individual post-mortem. This leaflet has been drawn up to help you understand under what circumstances a post-mortem would be carried out.

Under Croatian law, post-mortems are carried out in the following circumstances:-

- when the death is sudden and the cause of death unknown;
- when there is a doubt or it is obvious that the death was caused by a criminal act or is connected with the execution of a criminal act;
- when it is necessary in order to protect the health of the population, or when it is demanded for epidemical, sanitary or other medical reasons;
- when the family of the deceased asks for an autopsy to be carried out;
- when a person has died in a medical institution (i.e. hospital).

If an individual does die in a medical institution, an agreement may be reached with the Next of Kin, that a post-mortem will not be carried out. However, this is only after consultations between senior management and the Next of Kin in co-ordination with the pathologist (if there is one at the institution).

If a post-mortem is carried out and the deceased had left no written objection, organs may be removed and used for scientific/instructional purposes under the supervision of the health institution's ethical board. However, the organs of a child or mentally ill person may only be used with the consent of their parents/spouse, or guardian (in the case of a mentally ill person, any offspring over 18).

UK coroners

When a body is repatriated to England or Wales, a coroner will hold an inquest only if the death was violent or unnatural, or if the death was sudden and the cause unknown. In some countries the cause of death is not given on the death certificate, and coroners do not generally have access to judicial files from other countries. Consequently coroners may order a post-mortem as part of the inquest.

Coroners can request copies of post-mortem and police reports from the Spanish authorities. However, these will only be provided once any judicial proceedings are completed. In some instances this can take many months.

In Scotland, the Crown Office and Procurator Fiscal Service (COPFS) deals with the investigation of all sudden, suspicious, accidental, unexpected and unexplained deaths which occur in Scotland. However, the COPFS does not have the jurisdiction to investigate deaths that occur outside Scotland apart from a few limited circumstances. Broadly, those circumstances include terrorism, cases where the death may have been caused in Scotland but the person died outside Scotland and cases where the death was as a result of murder or culpable homicide caused by another British citizen or subject.

Coroners in Northern Ireland are not obliged to hold an inquest into cause of death. However, next of kin can apply for a judicial review if no inquest is held.

Release of information

Access to information concerning a death, other than post-mortem and police reports are restricted. The Croatian authorities will not provide this information directly to next of kin, or to a third party including Consular offices. Requests for this information should be made through legal representatives. Consular staff can provide lists of English speaking lawyers throughout Croatia. The release of any information can take many months and documents will be in Croatian.

Legal aid

British nationals without the available means to appoint legal representation can apply for legal aid in most European countries. The Legal Services Commission in London (Tel: 020 7759 0000, web site www.legalservices.gov.uk) is responsible for legal aid applications overseas.

Consular death registration

There is no obligation for the death overseas of a British national to be registered with the British Embassy. However, there are the advantages that a British form of death certificate is then available, and that a record of the death is afterwards held at the General Register Office in the UK.

To apply from within the UK, you should contact Nationality and Passports Section of Consular Directorate, Old Admiralty Building, London SW1A 2AF Tel: 020 7008 0186. If you are applying from Croatia, you should contact the British Embassy.

International Funeral Directors

Funeral directors	Address	Tel/Fax	E-mail/web
Co-operative funeral Services	119 Paisley Road Glasgow. G5 8RL	Tel: 0141 3086217 Fax: 0141 4294169	glasgow.paisley@letsco-operarte.com
KCH repatriation	83 Westbourne Grove, Bayswater London. W2 4UL	Tel: 020 7313 6920 Fax: 020 7313 6999	www.kchrepatriation.com info@kchrepatriation.com
Rowland Brothers International	299-305 Whitehorse Road Croydon. CR0 2HR	Tel: 020 8684 2324 Fax: 020 8684 8000	www.rowlandbrothersinternational.co.uk info@rowlandbrothersinternational.co.uk
National Association of funeral directors	618 Warwick Road Solihull. B91 1AA	Tel: 0121 711 1343 Fax: 0121 711 1351	info@nafd.org.uk

Croatian undertakers - Zagreb district

Undertakers	Address	Tel/Fax	E-mail
Pogrebnik	Gajeva 37 10 000 Zagreb	Tel: 00 385 (0) 1 492 1111/2 Fax: 00 385 (0) 1 492 1112	pogrebnik@pogrebnik.hr
Pogrebno Poduzece d.o.o.	Radiceva 9 10 000 Zagreb	Tel: 00 385 (0) 1 4882 020/4/5 Fax: 00 385 (0) 1 4830 898/4882 028	info@pogrebno-poduzece-zagreb.hr
In Memoriam Pogrebno Poduzece	Gajeva 28 10 000 Zagreb	Tel: 00 385 (0) 1 4817 310 Fax: 00 385 (0) 1 4817 311 Mob: 00 385 (0) 98 213 384 or (0) 98 282 069	info@pogrebno-inmemoriam.hr
Pogrebno Poduzece Parkovi d.o.o.	Hallerova Aleja 8 Varazdin	Tel: 00 385 (0) 42 332 777/0 Fax: 00 385 (0) 42 332 787 Mob: 00385 (0) 98 267 927	pogrebna.sluzba@parkovi.com
Palma Progrebno Poduzece	Senjska 62 47 000 Karlovac	Tel: 00 385 (0) 47 414 006 Fax: 00385 (0) 47 296 264 Mob: 00 385 (0) 91 442 3160	palma@ka.t-com.hr
UKOP d.o.o. Progrebno Poduzece	Vinkovacka 63D 31 000 Osijek	Tel: 00 385 (0) 31 272 655 Fax: 00 385 (0) 31 273 655	ukop@ukop-osijek.hr
Tratincica Sisak d.o.o	A. Grahovara 1 44000 Sisak	Tel: 00 385 (0) 44 534 654 Mob: 00 385 (0) 98 437 617	

Pogrebno Poduzece Monte Giro	E.Kumicica 22 52 000 Pula	Tel: 00 385 (0) 52 542 877 Fax: 00 385 (0) 52 542 768 Mob: 00 385 (0) 98 357 861	monte-giro@pu.t-com.hr
Jasna d.o.o.	Grgeti 18 52 452 Funtana (near Porec)	Tel: 00 385 (0) 52 445 323 Fax: 00 385 (0) 52 445 323 Mob: 00 385 (0) 91 144 5323	armando@grgeta.com
Bor d.o.o	Kvaternikova 10, 51 000 Rijeka Stupari 23 a, 51216 Viskovo	Tel/Fax: 00 385 (0) 51 683 683 Tel: 00 385 90) 51 422 680 Mob: 00 385 (0) 91 1422 680	bor.igor@yahoo.com

Croatian undertakers - Dubrovnik district

Undertakers	Address	Tel/Fax	E-mail
Boninovo	Izmedju Tri Crkve 1 20 000 Dubrovnik	Tel/Fax: 00 385 (0) 20 416 204 Fax: 00 385 (0) 416 217 Mob: 00 385 (0) 91 1416 204	boninovo.doo@du.t-com.hr
Dubrovnik EKO	V.Nazora 41 20 000 Dubrovnik	Tel/Fax: 00 385 (0) 20 425 225 Duty officer Kreso: 00 385 (0) 91 425 2255	info@assistance-croatia.com
EKO Blato (local burials only)	Island of Korcula 20 260 Korcula	Tel: 00 385 (0) 20 852 048	

Hober Korculadoo

Hrvatske bratske zajednice 69/2

20 260 Korcula

Tel: 00 385 (0) 20 711 506

Tel/Fax: 00 385 (0) 20 711 074

Mob: 00 385 (0) 98 243 686

hober@du.t-com.hr

Croatian undertakers - Split district

Undertakers

Address

Tel/Fax

E-mail

Bradvice d.o.o.

Kastel Sucurac
Kastelanska Cesta 139
Kastel Novi, F. Tadjmana 3B

Tel: 00 385 (0) 21 224 338 (Duty staff)

Tel/Fax: 00 385 (0) 21 230 068

Mob: 00 385 (0) 98 222 770/1

Mob: 00 385 (0) 98 464 555

Split
Poljicka cesta 22

Tel: 00 385 (0) 21 389 890
Fax: 00 385 (0) 21 389 812

pogrebno.drustvo.bradvice@st.t-com.hr

Cagalj d.o.o.

Poljicka Cesta 22
21 000 Split

Tel/Fax: 00 385 (0) 21 389 629

Mob: 00 385 (0) 98 320 100

kokoibrane@gmail.com

Tonkic d.o.o.

Poljicka Cesta 22

21 000 Split

Tel: 00 385 (0) 21 571 500/888

Fax: 00 385 (0) 21 543 131

Mob: 00 385 (0) 98 432 888

pptonkic@gmail.com

Lovrinac d.o.o.

Poljicka Cesta 22
21 000 Split

Tel: 00 385 (0) 21 389 600

Fax: 00 385 (0) 21 389 624

Tel: 00 385 (0) 21 316 750 (duty staff)

pogrebna_sluzba@lovrinac.hr

Mob: 00 385 (0) 98 983 1383

Krizantema d.o.o.	Matije Gupca 99 22 000 Sibenik	Tel: 00 385 (0) 22 485 610 Tel/Fax: 00385 (0) 22 331 932 Mob: 00 385 (0) 98 9145 433	krizantema.sibenik@gmail.com
Cempresi d.o.o.	Kvanj 1 22 000 Sibenik Head office Matije Gupca 111 22 000 Sibenik	Tel: 00 385 (0) 22 332 992 Fax: 00 385 (0) 22 333 069 Tel/Fax: 00 385 (0) 22 333 124 Fax: 00 385 (0) 22 338 012 Mob: 00 385 (0) 98 337 339	cempres2@hi.t-com.hr cempresi1@si.t-com.hr
Skroce Breza doo	P.R. Vitezovica 78 23 000 Zadar	Tel/Fax: 00 385 (0) 23 322 509 Mob: 00 385 (0) 91 762 4023	olly0112@yahoo.com
Nasadi d.o.o	Franka Lisice bb 23 000 Zadar	Tel/Fax: 00 385 (0) 23 340 180 Mob: 00 385 (0) 91 5452138	info@nasadi.hr ivanka.malta@nasadi.hr

Please note that the listing of the companies above does not represent FCO endorsement of their services

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