

Based on Article 18, paragraph 3 of the Cemeteries Act (Official Gazette No. 19/98, 50/12, 89/17), Article 52 of the Cemetery Ordinance (Official Gazette of the City of Varaždin No. 1/99, 10/04, 8/08, 9/20), and Article 12 of the Articles of Association of the company Parkovi d.o.o. Varaždin, Parkovi d.o.o., Hallerova aleja 8, Varaždin, represented by Director Jelena Sekelj, univ.spec.oec., hereby issues the following:

## **CEMETERY CODE OF CONDUCT**

### **I. GENERAL PROVISIONS**

#### **Article 1.**

This Cemetery Code of Conduct (hereinafter: Code) establishes the visiting hours of cemeteries, the time of funeral services, rules regarding works and provision of certain services at cemeteries, rules of conduct at cemeteries, prohibited behavior, as well as the handling of lost and found property.

#### **Article 2.**

The cemeteries to which this Code applies are the City Cemetery in Varaždin and the Biškupec Cemetery.

#### **Article 3.**

The City Cemetery in Varaždin, the Biškupiec Cemetery, and the Jewish Cemetery are managed by Parkovi d.o.o. Varaždin (hereinafter: Cemetery Administration), based on the Cemetery Ordinance (Official Gazette of the City of Varaždin No. 1/99, 10/04, 8/08, 9/20) and the Communal Activities Ordinance (Official Gazette of the City of Varaždin No. 6/19, 3/21, 7/21).

The Jewish Cemetery is no longer in use and is a closed cemetery; therefore, this Code does not apply to it.

#### **Article 4.**

This Code must be observed by grave plot holders, cemetery visitors, and persons performing works at cemeteries.

The Cemetery Administration is responsible for maintaining order and peace at cemeteries.

### **II. CEMETERY VISITING HOURS**

#### **Article 5.**

The City Cemetery in Varaždin and the Biškupiec Cemetery are open daily:

- from January to February, and in November and December: 7 am – 5 pm
- from March to April, and in October: 7 am – 8 pm
- from May to September: 7 am – 9 pm

On the days immediately before and after All Saints' Day, cemeteries remain open beyond the above hours as needed, depending on visitor numbers. The decision is made by the Cemetery Administration.

### **III. FUNERAL SERVICE HOURS**

#### **Article 6.**

Funeral service times at the City Cemetery in Varaždin and the Biškupec Cemetery are determined by the Cemetery Administration.

#### **Article 7.**

The hours for receiving and transferring the deceased are weekdays from 7 am to 3 pm, and Saturdays from 8 am to 2 pm.

Exceptionally, these services may be carried out outside regular hours, subject to an additional fee, in accordance with the Price List of burial-related communal services for the City Cemetery in Varaždin and the Biškupiec Cemetery.

#### **Article 8.**

Mortuaries are open for viewing and farewell ceremonies on funeral days, weekdays from 7 am to 3 pm. If a funeral is scheduled on a Saturday, the mortuary is open from 8 am to 2 pm. On Sundays, public holidays, non-working days, and days without funerals, the mortuary remains closed.

### **IV. WORKS AND SERVICES AT CEMETERIES**

#### **Article 9.**

Contractors (legal or natural persons performing any works or providing services in relation to grave plots) must obtain prior approval from the Cemetery Administration.

#### **Article 10.**

Contractors referred to in Article 9 of this Code must conclude a Contract with the Cemetery Administration on the Terms and Conditions for Performing Works at the City Cemetery in Varaždin and the Biškupiec Cemetery before commencing works.

#### **Article 11.**

To ensure the smooth conduct of funerals, the maintenance of order, and the preservation of cemeteries and property, contractors referred to in Article 9 must:

- obtain approval from the Cemetery Administration and pay the prescribed fee before starting works or services,
- report the start and completion of works or services to the Cemetery Administration,
- register with cemetery security upon every entry and exit,
- only drive on routes designated by the Cemetery Administration and park vehicles only in designated areas,
- observe a maximum vehicle speed of 15 km/h,
- enter the cemetery only with vehicles up to 3.5 tonnes gross weight (empty vehicle weight + permissible load),
- in exceptional cases requiring cranes, obtain prior approval from the Cemetery Administration and follow its instructions,
- perform works and services with due regard for order, peace, and dignity,

- perform works and services only on working days designated by the Cemetery Administration,
- perform works and services in accordance with the terms of the signed Contract,
- avoid causing damage or pollution to adjacent graves, greenery, pathways, and cemetery infrastructure,
- remove all waste generated during works immediately and dispose of it outside the cemetery,
- store materials only during the period of work and restore the space to its original condition afterwards,
- comply with this Code and the Cemeteries Act,
- comply with other rules issued by the City of Varaždin or the Cemetery Administration.

It is strictly prohibited to commence works before approval has been obtained and fees paid.

It is strictly forbidden for contractors to dispose of or leave waste from their activities within the cemetery.

#### **Article 12.**

The time periods during which works or services are permitted at cemeteries are determined by a special Decision of the Cemetery Administration.

The Cemetery Administration may prohibit works on specific days or during certain hours, either across the entire cemetery or in particular sections.

#### **Article 13.**

The Cemetery Administration will prohibit works and services commenced without prior approval or registration, as well as works that conflict with the Cemeteries Act or Cemetery Ordinance, and will act accordingly.

If the same contractor is prohibited from working more than three times, the Cemetery Administration may issue a decision permanently banning that contractor from performing work at cemeteries under its jurisdiction.

#### **Article 14.**

If a contractor fails to comply with the terms of the Contract on the Terms and Conditions for Performing Works at the City Cemetery in Varaždin and the Biškupiec Cemetery, or with the Cemetery Ordinance, the Cemetery Administration will terminate the Contract with that contractor.

### **V. RULES OF CONDUCT AT CEMETERIES**

#### **Article 15.**

At cemeteries, grave plot holders, visitors, and contractors are strictly prohibited from:

- performing works without required approvals,
- entering outside designated visiting hours,
- damaging graves, memorials, greenery, or infrastructure,
- planting or removing greenery outside grave plots,
- disposing of waste improperly,
- engaging in trade, advertising, begging, loud singing, or disruptive behavior,
- bringing animals,

- recording, photographing, or organizing events without prior approval,
- and any other behavior contrary to the Cemeteries Act.

#### **Article 16.**

Grave plot holders are obliged to:

- pay the annual grave maintenance fee,
- properly maintain their grave and the surrounding area,
- dispose of waste in appropriate containers,
- plant only suitable flowers and low vegetation,
- observe fire safety measures (e.g., extinguishing candles before disposal, avoiding lighting candles near flammable materials, not lighting them in strong winds or extreme heat).

No planting, benches, or decorations may be placed outside the designated grave plot area.

#### **Article 17.**

Graves, monuments, symbols, and inscriptions must not:

- offend national, religious, or moral sentiments,
- denigrate the values of the Homeland War or glorify aggression against the Republic of Croatia,
- contravene the laws of the Republic of Croatia,
- disrespect the memory of the deceased.

#### **Article 18.**

Only gatherings related to funerals, burials, or memorial services (e.g., on All Saints' Day) organized by Parkovi d.o.o. Varaždin may be held at cemeteries.

Public assemblies or activities contrary to laws on public gatherings, public order, or the Communal Order of the City of Varaždin are prohibited.

#### **Article 19.**

Lost and found items discovered at cemeteries must be handed over to the offices of the Cemetery Administration, which will process them in accordance with applicable regulations.

#### **Article 20.**

Cemetery visitors must comply with this Code and show due respect for the deceased.

### **VI. FINAL PROVISIONS**

#### **Article 21.**

This Code enters into force on the day of adoption and will be published on the notice board of Parkovi d.o.o. and the website [www.parkovi.eu](http://www.parkovi.eu).

Upon entry into force, the Cemetery Code of Conduct of 28 September 2023 shall cease to apply.

Varaždin, 15 January 2025

Head of Cemetery Department:  
Romana Brkić Knežević, dipl.ing.

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Director of Parkovi d.o.o.:  
Jelena Sekelj, univ.spec.oec.

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