

# NATO FORCE INTEGRATION UNIT ESTONIA WELCOME PACKAGE



## Contents

GI	ENERAL INFO ABOUT ESTONIA AND NFIU EST	. 4
NF	FIU EST, LOCATION AND IN-PROCESSING	. 5
2.1.	Location	. 5
2.2.	Security and in-processing	. 6
2.2	2.1. In-Processing	. 6
E١		
3.1.	Diplomatic Service Card and benefits of using it	. 8
AC	CCOMMODATION	. 9
TA	AXATION	12
5.1.	Import	12
5.2.	Re-Export	
5.3.	Tax-free purchases	13
5.4.	Not exempt from taxes are:	13
M	OTOR VEHICLES	15
6.1.	REGISTRATION	15
_	Driving Licences	
	Traffic Rules	_
7.1.	Non-Emergency Care	
7.2.	Health insurance	
7.3.	Family physician	20
7.4.	Emergency Care	20
_	COVID-19 related information	
W	ELFARE	22
Εľ	DUCATION	23
9.1.	Pre-school child care institutions	23
9.2.	School for international students	
9.3.	Universities in Estonia	25
	PUBLIC TRANSPORTATION, TICKETS, TAXI	26
10.1	. Buses, trams, trolleys	26
-		
	OTHER SERVICES	28
11.1	. Banking	28
11.2	Phone	28
11.3	Internet	29
11.4	Postal service	29
_		
	OTHER USEFUL INFORMATION	30
12.1	. Tourist Information	30
12.2	Theatres	30
12.3	Cinemas	30
12.4	. Museums	30
12.5	Places to eat:	30
12.6	Some safety rules	31
12.7	Sõnavara / Glossary	32
	NI 2.1. 2.2. 2.1 3.1. 4.1 5.1. 5.2. 3.1 M 6.2. 6.3. H 7.2. 7.3. 7.4. 5.1. 11.2. 11.1. 11.2	2.1. Location. 2.2. Security and in-processing. 2.2.1. In-Processing. 2.2.1. In-Processing. ENTRY AND STAY IN ESTONIA. 3.1. Diplomatic Service Card and benefits of using it. ACCOMMODATION. TAXATION. 5.1. Import. 5.2. Re-Export. 5.3. Tax-free purchases. 5.4. Not exempt from taxes are: MOTOR VEHICLES. 6.1. REGISTRATION. 6.2. Driving Licences. 6.3. Traffic Rules. HEALTH CARE 7.1. Non-Emergency Care. 7.2. Health insurance 7.3. Family physician 7.4. Emergency Care 7.5. COVID-19 related information WELFARE. EDUCATION. 9.1. Pre-school child care institutions. 9.2. School for international students. 9.3. Universities in Estonia. PUBLIC TRANSPORTATION, TICKETS, TAXI. 10.1. Buses, trams, trolleys. 10.2. Taxi. 10.1. Banking. 11.1. Banking. 11.2. Phone 11.3. Internet. 11.4. Postal service. 11.5. Pet animals. 0.THER USEFULI INFORMATION 12.1. Tourist Information. 12.2. Theatres. 12.3. Cinemas. 12.4. Museums. 12.5. Places to eat:

#### Welcome to Estonia!

NATO Force Integration Unit demonstrates the commitment and solidarity of the alliance. NFIU is the NATO's permanent footprint on Estonian soil that contributes to the Collective Defense mission. NFIU is facilitating connectivity and alignment between NATOs and national efforts.

Estonia is sincerely thankful to the Allies for their contribution and your work will be critical to our collective security. It is therefore of utmost important for us that you feel at home and comfortable, and we are committed to offer a substantial support package. This package covers wide range of relevant services such as administrative facilities, welfare, force protection, medical services and tax exemptions.

These work strands will be NFIU Estonian contribution to NATO assurance measures. At the same time we will be ready to step in as necessary to contribute to all new initiatives that are prepared in order to enhance security situation in our region.

I have no doubt that we, as a team, will make this unit work and operate along the lines of highest standards and meet all expectations that our political leadership and commanders have called the unit into being for.

Commander EST NFIU

## 1. GENERAL INFO ABOUT ESTONIA AND NFIU EST

Estonia, officially the Republic of Estonia (in Estonian: Eesti Vabariik), is a country in northern Europe. It is bordered to the north by the Gulf of Finland across from Finland, to the west by the Baltic Sea across from Sweden, to the south by Latvia, and to the east by Lake Peipus and Russia. The territory of Estonia consists of the mainland, the larger islands of Saaremaa and Hiiumaa on the eastern coast of the Baltic Sea, covering a total area of 45,339 km2 (17,505 sq mi). Estonia has a population of 1,3 million and the Capital city Tallinn (population ca 445 000) and Tartu (population ca 95 000) are the two largest urban areas of the country. The Estonian language is the autochthonous and the official language of Estonia.

Estonia is a developed modern country, with a high-income advanced economy; ranking very high in the Human Development Index. The sovereign state is a democratic unitary parliamentary republic divided into fifteen counties. It has a population of 1.3 million, and is one of the least populous members of the European Union, the Eurozone, the OECD, the Schengen Area, NATO, and the United Nations Security Council. Estonia has consistently ranked highly in international rankings for quality of life, low corruption rank, education, digitalization of public services and the prevalence of technology companies. Information on the institutions, state agencies, parties, etc. of the Republic of Estonia can be found at: <a href="http://www.eesti.ee/eng/">http://www.eesti.ee/eng/</a>.

Estonia is one of Europe's most spacious countries. Average density of population is near 29 person per square kilometer. In Estonia you are never more than a 30-minute drive away from a forest or a lake. The living environment is very clean, relaxed and safe. According to the World Health Organization, Estonia has the best overall air quality in the entire world. The clean environment comes with an added bonus: natural and organic foods are Estonia's priority. This means you'll always know what you are eating, and will feel good.

Despite of its size, you would still take a lifetime to enjoy all the galleries, theatres, concerts, festivals, markets, fairs and beaches this country has to offer.

In Estonia, most everyday tasks are carried out digitally. From online banking to e-school and digital prescriptions, our public services run efficiently and smoothly. Estonia is the first country to offer e-Residency, a government-issued digital identity and status that provides access to Estonia's transparent business environment: a new digital nation for the world. E-resident entrepreneurs from all over the world can start an EU-based company and manage business from anywhere, entirely online. There are more then 100 000 e-residents from 174 countries who have created more than 25 500 companies in Estonia. https://www.e-resident.gov.ee/

Flag:	Coat of arms	Location	
Capital:	Tallinn	Currency:	Euro, €
Government	Unitary parliamentary republic	President Prime Minister	Alar Karis Kaja Kallas
Ethnolinguistic groups (2021)	68.8% Estonians 24.2% Russians 2.0% Ukrainians 0.8% Belarusians 0.6% Finns 3.4% Others	Religion (2011)	64.87% No religion 34.03% Christianity —19.87% Orthodoxy —12.02% Lutheranism —2.14% Other Christian 1.10% Others
Temperatures (average):	Summer: 17.8 °C (64 °F) Winter: -5.3 °C (22 °F)	Driving side:	right

## 2. NFIU EST, LOCATION AND IN-PROCESSING

NFIU-s were established in 2015 as part of NATO's adaptation to security challenges from the east and the south, the Alliance has opened eight Force Integration Units in Sofia (Bulgaria), Tallinn (Estonia), Riga (Latvia), Vilnius (Lithuania), Bydgoszcz (Poland), Bucharest (Romania), Bratislava (Slovakia), and Székesfehérvár (Hungary). These small units represent a visible and persistent NATO presence in these member countries.

The primary mission of NFIUs is to foster collaboration between national forces and the NATO High Readiness Forces in times of military-political crises. Specifically, these small units provide situational awareness and broad planning support to facilitate the rapid deployment of Allied forces to the Eastern part of the Alliance and support collective defence planning. They also work with host nations to identify logistical networks, transportation routes and supporting infrastructure.

NFIU EST is part of NATO Force Structure subordinated to the Multinational Corps North East (MNC-NE) which is based in Szczecin, Poland.

NFIU EST is manned by approximately 40 staff members, nationals as well as multinational NATO personnel, both on a rotational basis. As with all NATO assignments, the staff working at the NFIUs are paid by their respective nations.

#### 2.1. Location

NFIU EST is located in Tallinn within the Estonian Defence Forces (EDF) HQ compound next to the Central Bus Station and close to the city center (ca 2 km).

The postal address of EDF HQ and EST NFIU is: Juhkentali 58, 15007 Tallinn, Estonia.



## 2.2. Security and in-processing

All personnel serving or working at NFIU EST must have a valid NATO Personal Security Clearance to appropriate level, according to requirements of his/her position. The clearance has to be issued by the sending state and must be effective before starting service in NFIU EST and must last until the end of service. All personnel must bring a copy of their security clearance certificate with them on arrival.

A personal electronic access card will be issued to all incoming members of the NFIU EST upon arrival.

The EST NFIU access card functions as:

- an ID within the EDF HQ premises;
- a key card to give you access to offices.

The access card should not be used outside the HQ premises. Cards are provided to the EST NFIU by EDF HQ security staff. Cards must be returned when your time of service at EST NFIU ends.

In case of loss of your personal electronic access card or NATO ID card, immediately inform the security team of EDF HQ. Tel: +372 717 1299.

Parking spaces are available at the EDF HQ compound. The NFIU access card is required to gain access to the parking areas.

## 2.2.1. In-Processing

A Sponsor will be nominated to a newcomer by a Branch head or the DCOM NFIU, whose function is to assist new arrivals by providing necessary information and advice in order to facilitate their transition to the new assignment to NFIU EST. A sponsor shall accompany the newly arrived staff member throughout the first days.

During the in-processing all personnel will be briefed on security regulations, financial aspects, personal matters and procedures upon arrival.

On the first arrival a Welcome Brief will be delivered by the appointed staff member of the NFIU EST. The brief covers both In-Processing procedures at the NFIU EST and the personal matters (accommodation, vehicle registration etc.). Also the procedures and financial aspects of Temporary Duty Travel (TDY) will be discussed during the Welcome Brief in order to give the incoming personnel an opportunity to discuss the matter with his/her National Support Elements (NSE). As these procedures and regulations differ by nations, a separate "way ahead" has to develop with each Sending Nation (SN).

SN is obliged to provide national support to their personnel for national procedures and services. This is usually done via a NSE within the national chain of command. NFIU EST and/or NATO has no direct interaction nor C2 relationship with NSE.

Welcome Brief is followed by the Security Brief delivered by NFIU EST Security Officer J-2. After the Security Briefing, access cards and proper rights are issued to newcomers. Access to workstations and computers will be issued after J6 briefing.

## 3. ENTRY AND STAY IN ESTONIA

For entry and stay in Estonia, NFIU members and their dependents need to follow the following procedure:

- The Sending Nation must send information on the posted NFIU member and dependents to NFIU Point of Contact at least 16 work days before the planned arrival. The information should must include:
  - a. full name (-s), date and place of birth, citizenship, military rank and service, serial number of the document (preferably passport) used for border-crossing, copy of passport (dependents passport copies), period of stay in Estonia and planned point of entry into Estonia, Personal E-mail address, Mobile phone number, NATO Security Clearance, CV/resume and Servant digital photo (dependents photos).
- 2. On the basis of this information the Estonian Minister of Defence will issue a permit for entry and stay in Estonia. This permit will be forwarded to the Estonian Border Guard Police.
- 3. On the border crossing point you may need to present your travel document (personal identity card) and travel order.
- 4. In case of importation of personal effects, furniture, and privately owned vehicles contact with your national support element. NFIU Point of Contact will assist, if required.

To all NFIU members and their dependents, The Border Guard official will issue a stamp into your passport showing your status and duration of stay in Estonia. The stamp will also be issued into the passports of dependents. Designated NFIU staff member will assist in issuing stamp into your and your dependents passports.

If, for some reason, the information of your arrival does not reach NFIU in time and the Minister of Defence has not issued the permit to enter and of stay in Estonia before your arrival, you may cross the border as a tourist and NFIU will take care of the permit as soon as possible. However, in such case you will not be covered by NATO SOFA, Paris Protocol or the Supplementary Agreement until the permit has been issued.

Permit to enter and stay in Estonia, issued by Minister of Defence, is a legal basis for obtaining NATO SOFA, Paris Protocol or the Supplementary Agreement status for foreign forces members and their dependents during the service in NFIU Estonia. According to NATO SOFA and Supplementary Agreement to Paris Protocol, NFIU members and dependents shall be exempt from passport and visa regulations, obligations associated with residency and registration and immigration inspection on entering or leaving the territory of a receiving State. According to NATO SOFA, Paris Protocol and the Supplementary Agreement, receiving State shall accept yours and your dependents driving license as valid, not requiring international driving license or similar. For more benefits and/or exemptions resulting from NATO SOFA, Paris Protocol and the Supplementary Agreement, contact Legal Adviser.

After issuing the permit to enter and of stay in Estonia by Minister of Defence, dependents do not need a visa and are allowed to work in Estonia during their stay without applying for a work permit. Estonian laws apply to working in Estonia.

#### **IMPORTANT!**

NFIU members and their dependents are under no circumstances to register in the Estonian Population Registry, even if someone suggests you to do so!!!

## 3.1. Diplomatic Service Card and benefits of using it

All NFIU EST members and their non-Estonian dependents will get category G1 service card (members and staff of the international organization, NATO headquarters and the EU institutions based in Estonia) from the Ministry of Foreign Affairs. The bearer of this card has the right to exercise the immunity and privileges intended for a foreign national employee of an international organization or some other institution in Estonia, pursuant of a treaty. This identity card entitles the bearer to residence in Estonia until the date of expiry of the card, and with a valid travel document, to enter the territory of the Schengen States. This card is mandatory because it is like a document like an ID-card (for EU citizens)/ residence card (for other nationals) card for you and card holder entitled to the tax exemptions foreseen in the supplementary agreement to the Paris Protocol.

Diplomatic service card comes with an Estonian personal identification code (personal ID code), which makes it easier to manage personal affairs and allows access to some relevant services offered in Estonia, though it does not offer the concessions that are granted to local residents.

If you use an ID-card on a daily basis, you should also subscribe to a digital ID; you can also join mobile-ID and/or install it on your smart device (even on a tablet!) Smart-ID.

#### Areas of use for service card:

- Identification;
- Digital identification on websites of different public services;
- Digital signing and encryption of documents;
- Electronic banking;
- Registering vehicles online;
- Buying public transport tickets online;
- Accessing your children's school information (grades, curriculum etc.) online;
- Making doctor's appointments online;
- Accessing your accounts at TV, mobile phone, internet companies;
- Serves as loyalty/rewards card for a number or shops.

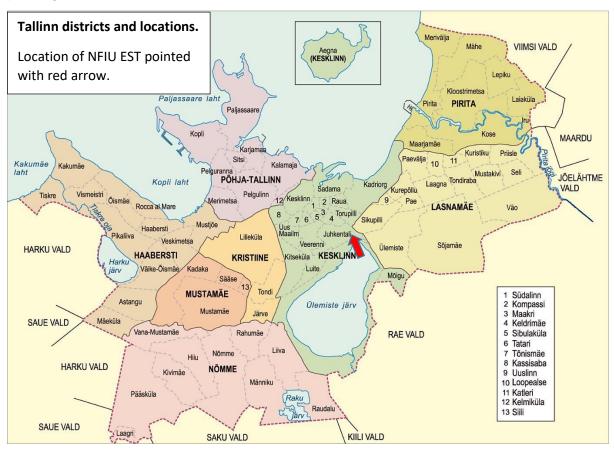
NB! The application must be submitted in person at NFIU J1 office.

The service card is mandatory, if you want to apply for tax refunds.

## 4. ACCOMMODATION

NFIU EST is located in Central Tallinn, to the south of the Old Town, in Juhkentali district. Most of the city center (Kesklinn) is in walking distance from NFIU.

The map below gives you an overview of the different parts of Tallinn, with the red arrow pointing to NFIU.



The best place to start searching are the real estate websites <a href="www.KV.ee">www.KV.ee</a>, <a href="City24.ee">City24.ee</a>, <a href="kuldnebors.ee">kuldnebors.ee</a>. They are all available in English and feature both rental and purchasable properties. You can also use real estate agency services, like <a href="Pindigue">Pindigue</a>, <a href="RE Kinnisvara">RE Kinnisvara</a>, <a href="Uusmaa">Uusmaa</a> and <a href="Domus">Domus</a>. When buying or renting, you can also use home inspection services to ensure a more informed decision, such as <a href="Home Inspection">Home Inspection</a>. The Estonian Association of Real Estate Companies has a <a href="List of trusted estate agencies">List of trusted estate agencies</a>.

Real-estate companies usually provide full service from location choice through reaching lease agreement and helping with problems. The usual broker's fee is one month's rent which must be paid on signing of rental agreement. PS! Most of the apartments for rent are furnished.

More information also on <u>eesti.ee</u> <u>Renting section</u> and <u>https://www.workinestonia.com/coming-to-estonia/housing-general/.</u>

The Old Town (Vanalinn) is very popular with foreigners who want to feel the touch of the Middle Ages. The apartments are very special and unique, but you should take into consideration the downsides: the streets are very narrow and most of them not accessible by car so parking is a problem. Most of the buildings only have electrical heating system (costs are much higher compared to gas or central heating) so don't forget to ask about the estimated heating costs during winter period as they might be very high during the cold Estonian winters.

<u>The City Centre</u> (Kesklinn) might be an option for you, if you appreciate a convenient lifestyle close to cafés, theatres, shopping centers etc. Finding a parking space is usually not a problem either, since most of the apartments come with a parking space.

<u>Kadriorg</u> is in walking distance from the Old Town, from the sea, from KUMU museum and from Kadriorg Park that is always a pleasure to visit. It is a dignified, safe and rather quiet area popular with the Estonian upper middle class. If you have a family, but would still like to live in town and do not appreciate traffic jams, this is the place for you.

<u>Pirita</u> is located near the seaside next to Kadriorg. This is a naturally nice and green living environment popular with young families, where you may find nice apartments in new buildings and detached houses for rent. The area offers many possibilities for recreational activities such as cross country skiing, jogging, cycling, roller skating etc. The downside is the traffic jams during rush hours.

**Kalamaja** (<u>Põhja-Tallinn</u>) is located right opposite to the Old Town and is nowadays highly appreciated by young artistic people with its romantic renovated wooden houses. Although a few years back it was considered a rather dangerous area, today it is extremely popular and prices are comparable to the rather posh area of Kadriorg,

In case you are looking for a living environment near the seaside in a lovely private residence close to Tallinn, you should keep an eye on the Viimsi and Tabasalu areas. The only downside, if you need to be connected to the Centre, is the traffic jams during rush hours.

#### Tips:

When visiting a property, don't be afraid to ask your future neighbors some questions about the living conditions.

Definitely ask whether the building has an active and engaged apartment cooperative ("korteriühistu" in Estonian).

Do not forget to inquire into the scale of heating expenses in winter! Just ask to see the utility bills from last winter. And try not to look shocked.

**Furniture.** While looking for an apartment, you should keep in mind that most of the properties in Estonia are rented out fully furnished. Non-furnished properties usually cost around 10% less compared to fully furnished ones. In newer buildings (built in 2005-2015) prices are higher than in the old ones.

**Address**. In Estonia, houses are usually even-numbered on one side and odd-numbered on the other side of the street. Counting generally begins from this end of the street that is closer to the city center.

**Floors and levels**. When entering a multi-story building, the ground floor on the street level is called "1. korrus" (1st floor). Moving up, you will reach the "2. korrus" and so on. So, for example, the British 4th floor is "5. korrus" in Estonian.

You can check also an example of a <u>residential rental agreement</u> should you need one, prepared by Expat Legal Estonia. NB! It does not cover 100% of all issues and we recommend always checking your specific case with an expert, but it does contain main issues and important aspects that expats have faced previously.

The lease may be concluded for a fixed or an unspecified term. You can freely negotiate on the rental period with the owner. You have to pay a security deposit that is usually equivalent to 1-3 months of rent. You'll get the deposit back when moving out.

Rental payments are usually paid at the beginning of each month. It is possible that the landlord will ask you for an advance payment when you're signing the rent agreement.

Payments for utilities are also written down in the lease. Sometimes, some utilities are included in the rental price, but in most cases you will need to pay them separately.

The utilities make up quite a considerable part of the housing-related expenses. In a two-room (one bedroom) flat, the utilities can easily be around 80 euros in summer and 180 euros in winter. Always ask to see past utility bills for both summer and winter months.

It is not unusual that the landlord only accepts cash payments regarding rent and utilities. If this is the case you have no reason to be suspicious as long as the landlord will agree to prove receiving the payment with their signature every time. It is worth mentioning that utility costs come as an extra to the rental price you see in the advertisements and are calculated monthly on the basis of water, heating and electricity consumption.

#### On taxes & fees:

- If you're renting from a business operator, value added tax (VAT; sales tax) may be added to the rental payments.
- Taxes related to the property are usually paid by the landlord.
- Real estate agency fees are usually equivalent to one month's rent and paid by the tenant, unless agreed otherwise.

PS! NFIU does not have quartermasters position, however if necessary NFIU J1/J4 will assist you.

## 5. TAXATION

The standard rate of VAT is 22% of the taxable value. A lower taxation rate of 9% has been established for books, periodicals, accommodation service, some study materials, funeral items and services, and certain medicines and medicinal products.

Pursuant to the Minister of Finance Regulation No. 52 a refund of VAT may be applied for within ninety (90) days after the date of purchase of the goods or receipt. VAT shall not be refunded on the acquisition of used goods (incl. motor vehicles).

Taxes will be claimed through J8 on monthly basis usually by the 1st date of the following month. Tax claims are checked and signed by NFIU commander, then sent to Ministry of Foreign Affairs and to Estonian Tax and Customs Board to be reimbursed.

It should be noted that VAT refunding on goods (except foodstuffs) and services is granted only if the supplier is registered as a VAT liable person in Estonia and one invoice amount is at least 64 Euros including VAT.

Fuel within the limits of the Liquid Fuel Act, VAT shall also be refunded if the total value is less than 64 Euros.

Non-Estonian NFIU member and their dependents may purchase locally goods necessary for their own consumption under the same conditions as the Estonian nationals. An Application of refund of VAT and Application for refund of excise duty to NATO HQ form needs to be filled in by every NFIU member together with scanned in purchase receipts/ invoices described on the application. Multiple receipts could be scanned into one document, but it is of utmost importance that the following components of the receipts/ invoices should be clearly readable:

- the number and date of the invoice;
- the precise description of the goods and/or services;
- the amount of purchase in total and the amount of VAT in Euros:
- the issuer of the invoice/receipt and it's VAT registration number;
- the buyer's name (should be written by hand if not already on the invoice).

#### 5.1. Import

Importation of personal effects, furniture, and privately owned vehicles is free of taxes and duties as follows:

- 1. Personal effects and furniture: During the six months subsequent to arrival, you may import personal effects and furniture free of taxes for personal use. After the expiration of the six-month period, you may import tax-free a supplementary shipment of personal effects and furniture. You may replace, by means of import free of taxes, lost or destroyed personal effects or furniture that was previously imported tax-free.
- 2. Privately owned vehicles (incl. motor cycles, caravans): You may import private vehicles for personal use free of taxes.
- 3. Recreational crafts, trailers, and recreation and camper vans: You may import private recreation and camper vans free of taxes, as part of your personal effects and for personal use.
- 4. Receiving parcels from your sending State through the sending State's or Allied Headquarters' or Estonian postal systems free of all taxes provided the contents are for personal use.

## 5.2. Re-Export

Goods which have been imported duty-free may be re-exported freely and shall NOT normally be sold or given as gift in the receiving State. However, in particular cases such disposal may be authorized on conditions imposed by the authorities concerned of the receiving State (for instance, on payment of duty and tax and compliance with the requirements of the controls of trade and exchange).

Goods purchased shall be exported therefrom only in accordance with the regulations in force in Estonia.

## 5.3. Tax-free purchases

You may purchase the items identified below in Estonia free of taxes:

- 1. Personal effects for your personal use in daily household, when the total value of the goods according to one invoice exceeds 64 euros. Personal effects that are exempt from taxes include durable goods for the use in personal household or for personal use (including kitchen and household utensils/crockery, furniture (in- and outdoor), curtains and window treatments, bed linen, table cloth, personal clothes, bicycles) and the following electronic equipment:
  - a. Functional electrical household appliances (kitchen, laundry, cleaner, lawn movers, light fixtures);
  - b. Personal computers/screens (and any software bought with the PC);
  - c. Television, radio, CD players, hi-fi, DVD, and video equipment.
- 2. Privately owned vehicles: One privately owned vehicle per person in the household above the driving age in Estonia at any one time.
- Recreation and camper vans: One recreation or camper van per NFIU member at any one time.
- 4. Caravans: One caravan per NFIU member at any one time.
- 5. Trailers: One trailer per NFIU member at any one time.
- 6. Motor cycles: One motor cycle per person in the household above the driving age in Estonia at any one time.
- 7. Recreational crafts: One recreational craft per entitled member at any one time.
- 8. Taxes on petrol and fuels for privately owned vehicles and motor cycles for 100-400 liters per month, depending on the engine size of the registered vehicle or motor cycle, and the distance between home and work. The exact amounts exempted from tax will be laid down in NFIU regulations.

## 5.4. Not exempt from taxes are:

- 1. Services (of any kind), non-durable and consumable goods such as food stuff (including beverages, tobacco, maintenance products) and utilities (water, gas, electricity etc.).
- 2. Items which become:
  - Fitted to the structure of a building (such as fitted kitchen, bathroom and similar furniture;
  - b. Otherwise are fitted for or permanently fitted to a house (fitted carpets or flooring; alarms and safety systems; fitted ornamentation such as molding, frames), or form part of a private property (such as garage, swimming pool (in ground or separate);
  - c. Garden fixtures (sheds, gates, greenhouse, fence, stakes, animal niches/shelters).

- 3. Sports articles and equipment, fitness articles, camping and leisure articles (including suitcases and trolleys); travel tickets.
- 4. Cultural goods, as defined by Estonian legislation.
- 5. Luxury items (gold, silver, gilded, silver plated, platinized items/utensils, gems/jewels, fur)
- 6. All electronic equipment that is not listed under electronic equipment in the Tax-Free Purchases Section above (including software, computer parts, movies, music, games, consoles, photographic, cinematographic, video, projection, laboratory, copying, relaxation equipment, personal care equipment).
- 7. Musical instruments and books.
- 8. Tools (including do-it yourself tools, equipment, and materials; garden tools and utensils).
- 9. Children's' toys.
- 10. Personal items for health or hygiene (including toothbrush, glasses, contact lenses, medical equipment).
- 11. Vehicle fittings, tackles, or other additional equipment where such is not included in the original purchase of the vehicle; vehicle spare parts and maintenance; unregistered trailers and quads.

More detailed description can be found from the NFIU Estonia Fiscal Entitlements and statement of Acknowledgement manual.

## 6. MOTOR VEHICLES

The State Protocol Department should be informed of all changes connected with the vehicles of foreign missions, i.e. the purchase, sale, import or export of vehicles, loss of certificate of registration, accidents, theft, etc.

#### 6.1. REGISTRATION

All private vehicles that are brought into Estonia for permanent or temporary use are subject to registration. Registration of a vehicle is necessary if the continuous stay exceeds one year.

Vehicles imported from non - EU Customs Union states can be registered as temporarily imported vehicles (a state fee around 335 euros must be paid). Vehicles brought to Estonia from EU Customs Union member states or bought in Estonia can be registered using an Estonian representative (a state fee of ~62 euros if the car has previously been registered in Estonia and ~130 euros, if not).

The best place for registering your car is Estonian Transport Administration Tallinn Regional Bureau at Heli Street 6, as there is a technical review office nearby and you can find an insurance company in the same building. You can also make an appointment, so you don't have to wait in line:

https://broneering.transpordiamet.ee/Localization/SetLanguage?Language=English

More information about vehicle registration can be found at:

https://www.transpordiamet.ee/en/vehicle-ship-airplane/vehicle/registration-vehicle

Before the registration of the vehicle and receiving the registration certificate plus registration plate, the owner has to go through pre-registration inspection at the inspection station. At this location, vehicle documentation and adherence to the established standards of Estonia is verified, as well as the vehicle's compliance with the national technical requirements.

Pre-registration inspection is followed by the registration procedure. A vehicle can be registered under the name of only one person. But a person can name other drivers authorized to drive the car. If the vehicle is jointly owned, it will be registered under the name of only one of the owners.

After registering the vehicle and receiving the Estonian registration plate, it is obligatory to have compulsory motor third party liability insurance which must be purchased from an insurance company based in Estonia. The amount and duration of car insurance is a matter of a particular insurance policy.

The driver must carry the motor third party liability insurance policy at all times. In case of a traffic accident, the individuals involved are obligated to inform each other and any injured parties of their name, address and insurer. Should the other party or injured party request so, an insurance policy should be presented to them.

#### Additional information:

Estonian Transport Administration
Tallinn Regional Bureau
Heli 6, 12618 Tallinn

Phone: (+372) 620 1200 https://transpordiamet.ee/en

## **Estonian Traffic Insurance Foundation (Eesti Liikluskindlustuse Fond):**

Mustamäe tee 46, 10621 Tallinn

Phone: (+372) 667 1800 https://www.lkf.ee/en

## 6.2. Driving Licences

Estonia recognizes the driving licenses of both NFIU members and their dependents, provided that they satisfy the driving age requirement of 18 years.

If your driving license expires during your stay in Estonia then you should visit the traffic register office Estonian Transport Administration Tallinn Regional Bureau at Heli 6, Tallinn, 12618

The following must be submitted to the traffic register office to exchange (renew) the driving license:

- A personal identification document (passport, ID)
- The NATO SOFA stamp in your passport
- The driving license to be exchanged issued by a foreign country. Your previous license will be taken away and ARK will return it to the institution who issued it
- A valid health certificate (issued by family physician). A state fee of 26 EUR must be paid.
- An electronic photo taken at the traffic register office

#### 6.3. Traffic Rules

Traffic management and traffic safety requirements on Estonian roads are provided by the "<u>Traffic Act</u>". The members of mission are advised to become familiar with the local traffic rules and adhere to them.

Estonia has right-hand traffic and the right-of-way system applies, meaning that at unregulated intersections drivers always have to give way to vehicles approaching from the right.

In Estonia right turn when red traffic light in on <u>is not allowed</u>. The only exception is in situations where the right-turn lane at an intersection is separated from the other lanes by a safety island and there is no traffic light on the right hand side before the intersection. In that case the right turn must be made regardless of the signals of the traffic lights on the intersection, giving way to any driver approaching from any other direction.

Traffic signs and laws follow general European standards (non-Europeans should take some time to acquaint themselves with unfamiliar signs).

In accordance with valid traffic rules, the maximum speed permitted by law within towns in Estonia is 50 km/h and outside towns is 90 km/h, unless it is marked otherwise with road signs. While in motion, a vehicle must have dipped beam headlamps, side lamps, and rear registration plate lamps turned on.

Winter tyres are obligatory from 1 December to 1 March. Studded tyres are allowed from 15 October to 31 March. In connection with weather- and road conditions (snow, slipperiness etc.) the studded tyres are allowed already from 01 October until 30 April.

From 1 December 2022, <u>studless winter tyres</u> used on vehicles must be designed for the climatic conditions of Nordic countries. Tyres that comply with this requirement carry a mark with three mountain tops and a snowflake.

The mark looks like this:



Every driver is obliged to pull over if requested to do so by a police officer and to present the registration documents of the vehicle and personal ID card/passport or the diplomatic service card issued by the State Protocol Department. The police will return the documents after verification.

The driver and all passengers are also obligated to wear safety belts. While driving the driver of a motor vehicle is not allowed to be engaged with actions which may disturb driving, including holding a mobile telephone in his/her hand. Using an age-appropriate child seat is mandatory.

The police authorities use automatic traffic control cameras for traffic control. These cameras record speeding of vehicles. The penalty decision along with a contestation form is sent to the authorised vehicle user immediately after identification. Every kilometer above the limit is always met with the same fixed amount of money determined by the law (1 km/h = 5 euros) for everyone.

The driver may not be under the influence of either alcohol or drugs. Persons who enjoy inviolability cannot, however, be obliged to submit to a breathalyzer, blood or urine test. Regardless of whether the person submits to the test or not, the police officer may decide that it is not in the interest of public safety to permit him/her to continue driving. NFIU EST considers driving under the influence of alcohol or other intoxicating substances by a member of a unit a serious misbehavior and shall take action when a suspicion of a violation of the law is brought to its attention by the police authorities.

Use of the special public transportation pathway is allowed only for public transportation vehicles (buses, trolleys, taxis). Driving in pedestrian areas is not allowed.

While driving the driver of a motor vehicle is not allowed to be engaged in actions which may disturb driving, including holding a mobile telephone in his/her hand.

According to Estonian law, in poor visibility or in the dark a pedestrian is required to wear a safety reflector!

Petrol stations (Statoil, Neste, Alexela etc.) are easy to find and, as a rule, open 24hrs. Western-grade petrol is available in 95 and 98 octane. Stations are mostly self-service.

Accidents - drivers involved in an accident must stop and exchange details and fill in an accident form (which can be found in bookstores and bigger shops). It is recommended that you call 112 and if you require further help call NFIU Personnel Staff assistant or Officer.

More information on traffic accidents: <a href="https://www2.politsei.ee/en/nouanded/liiklus/mida-teha-liiklusonnetuse-korral.dot">https://www2.politsei.ee/en/nouanded/liiklus/mida-teha-liiklusonnetuse-korral.dot</a>

#### **Parking in Tallinn**

## First 15 minutes of free of charge parking

If the driver of the motor vehicle has recorded the start time of parking in writing or using a parking clock on the windscreen of the vehicle in a visible area, the liability to pay a parking charge shall arise after 15 minutes pass from the time parking begins.

The driver of a motor vehicle must pay the parking fee either before or shortly after setting the parking timer. To be able to park free the first 15 minutes, the beginning time of parking must be marked. In order to do that, drivers are advised to use a parking timer with two pointers or writing the beginning time of parking down on a piece of paper. NB! 15 minutes of free of charge parking DOES NOT APPLY IN PRIVATE CAR PARKS! For example: EUROPARK.

Public unsupervised for-fee parking in Tallinn breaks down into the following parking zones: City Centre, Downtown, Old Town and Pirita. Parking zones on the online map of Tallinn.

## 7. HEALTH CARE

#### 7.1. General information

The following information comes from our Medical Liaison's office:

Welcome to your new assignment! Medical access and services in remote European locations differ significantly from those in the United States, presenting unique challenges for military families. Key issues include:

- -Healthcare in most locations is good. But there are cultural differences.
- -Limited availability of English-speaking providers.
- -Longer waiting times for appointments, especially for specialty care.
- -Fewer local facilities equipped for advanced medical procedures.
- -Navigating foreign healthcare systems and insurance requirements.
- -Many locations cannot use E-Scripts and SMs must purchase medications and file claims.
- -Decreased services at MTFs forces patients to facilities on the host nation network. To best prepare, familiarize yourself with International SOS, your primary resource for medical referrals and guidance. They can connect you to English-speaking providers and help coordinate specialty care. It's also helpful to keep copies of medical records, ensure vaccinations are up-to-date, and learn basic phrases in the local language for emergencies.

It is crucial that you also get a PHA within 30 days prior to departing your losing unit.

For assistance, contact International SOS at:

Phone (Europe): +44 20 8762 8133 Toll-Free (U.S.): +1 800 523 6586

Email: onlineassistance@internationalsos.com

Website: www.internationalsos.com

We encourage you to reach out to International SOS early to establish a support plan and streamline your medical care experience.

## 7.2. Non-Emergency Care

NFIU military members receive their Role 1 regular medical service from Cyber Command Medical Center. That includes routine sick-call, primary dental care, referrals for specialist care, vaccinations. Military medical service is free of charges, costs raised by third parties should be borne by receiver and can be reimbursed according to own national regulations. Military medical service can provide services for active duty members only.

If a member has any significant medical history, then respective medical documentation should be presented for Cyber Command medical center.

Cyber Command Medical Center appointments: +372 717 2480

Cyber Command Dentist appointments: +372 717 2485

Cyber Command address: Filtri tee 12, Tallinn

- is raising a child of 8 years of age until the completion of the 1st grade;
- is raising at least three children under 16 years of age;
- has less than five years to the pensionable age.

## 7.4. Family doctor

The NFIU members and their dependents covered by Estonian health insurance should choose a family doctor. The family doctor is the first person to consult with in the case of illness. The family doctor sends the person to a medical specialist, provides advice concerning the prevention of diseases, takes preventive measures and issues health certificates, certificates of incapacity for work, and prescriptions. Turn to the Estonian Health Insurance Fund if you have questions e.g. about choosing or changing your family doctor, the availability of medical care, Estonian national health insurance: +372 669 6630 or info@tervisekassa.ee

The visit to family physician is always free. The family physician can ask a fee only for home visits. The fee payable for a home visit of the family physician is up to 5 EUR. The family physician may also demand a reasonable charge for the issue of documents (except for certificates of incapacity for work and prescriptions). If the family physician refers you to a specialist, you must pay a fee of 5 euros. **NFIU members who are not EU citizens** should either have medical insurance purchased by their employer or pay for the medical services used in Estonia the same way as uninsured locals.

## **Hospitals in Tallinn are:**

North Estonia Medical Centre / Põhja-Eesti Regionaalhaigla <a href="https://www.regionaalhaigla.ee/en">https://www.regionaalhaigla.ee/en</a>

J.Sütiste 19, Tallinn Appointments: 617 1049

East-Tallinn Central Hospital / Ida-Tallinna Keskhaigla

https://www.itk.ee/en Ravi 18, Tallinn

Appointments: 1900

West Tallinn Central Hospital / Lääne-Tallinna Keskhaigla

https://www.keskhaigla.ee/?lang=en

Paldiski mnt 68. Tallinn

Appointments: 6670679 or 1314

Tallinn Children's Hospital / Tallinna Lastehaigla

https://lastehaigla.ee/en/

Tervise 28, Tallinn

Appointments: 697 7200

## 7.5. Emergency Care

**All hospitals have Emergency Medical Center.** Emergency room visit fee is 5€. Additional fees may be added if person has no medical insurance in Estonia.

During a hospital stay, you may be charged €2.50 per day for your room, up to a maximum of €25 per hospital stay.

## **Emergency phone number 112**

In Estonia and elsewhere in the European Union (as well as in Island and Georgia) there is one emergency phone number (112) in use for calling the ambulance, police and rescue workers.

Ambulance is free of charge, including 112 service. The additional information about healthcare in Estonia, financing the healthcare services etc. is available at <a href="https://www.haigekassa.ee/en">https://www.haigekassa.ee/en</a>

## 7.6. COVID-19 related information

All information related to COVID-19 (restrictions, vaccination, travelling and etc.) in Estonia has been gathered on website <a href="https://www.kriis.ee/en">https://www.kriis.ee/en</a>

## 8. WELFARE

There is no dedicated sports facility at the HQ.

The EDF provides access to a number of civilian gym's which will be made available for the members of the EST NFIU thru <u>Stebby</u> environment! Stebby is the largest health and well-being services platform in the Baltics for everyone who wants to take care of their own health and is willing to contribute to their future today! To redeem the purchased sports service, show your ID card to the service provider and you have taken a step towards better physical fitness and well-being!

You can pay for the service in the Stebby environment or in sports clubs on site by showing your ID card and saying the keyword "Stebby". Sports clubs can be found by logging into the system from the top search bar to use the appropriate keyword. You can move to the directory view if you want to search the magnifying glass. This is how you see all the service providers that have joined the Stebby platform.

The Defense Forces compensates its employees for playing sports in sports clubs monthly in sum of 50€, all other services and special offers are available to you at your own expense.

### Popular facilities in and around Tallinn:

Kalev SPA, Aia 18, swimming, water aerobics, group trainings, gym.

Nõmme Swimming Pool, Vabaduse pst 156, swimming, water aerobics, aerobics, gym.

<u>Õismäe Sports Club</u>, Ehitajate tee 109A/2, gym, swimming, water aerobics,

<u>Sparta Sportsclub</u>, Pärnu mnt 139c, gym, group trainings, different halls for ball games (basketball, football etc.).

24-7 Fitness, multiple locations in Tallinn, group trainings, bicycle trainings, gym.

Tabasalu Sports Club, address Kooli 1, swimming, squash, table tennis, gym).

<u>MyFitness</u> multiple locations around Tallinn, group trainings, personal training, gym, swimming complex, children's trainings.

Reval Sport, Sport club & water park

**HC GYM** 

More info can be found on Tallinn official webpage.

## 9. EDUCATION

#### 9.1. Pre-school child care institutions

As you prepare for your move to remote locations in Europe, please be aware of significant differences in the educational experiences offered by International Baccalaureate (IB) program private schools and Department of Defense Education Activity (DoDEA) schools. IB program schools emphasize a global, inquiry-based curriculum and are not inferior to DoDEA schools. However, the IB program may not be advisable for high school students in their final two years, as its rigorous, specialized requirements may not align with students' existing educational goals. The alternatives listed below should be carefully considered.

For those eligible, the Non-DoD Schools Program (NDSP) provides various services to support your children's education, including:

- -Tutoring: Assistance to bridge any educational gaps.
- Boarding School: Financial support for students in areas without schooling options.
- Home Schooling: Reimbursement for approved curriculums and materials.
- -Travel funding and more depending on the circumstances.

We strongly encourage you to contact your NDSP representative for tailored advice. These representatives have visited most schools in your area, met personally with parents, and addressed concerns by developing Courses of Action (COAs) to solve them. They are intimately aware of the challenges students and parents face at each location and can guide you to the best educational solution for your family.

Please visit https://www.dodea.edu/nonDoD/ for more information.

#### 9.2. School for international students

There are 3 levels of school education in Estonia: elementary level (algkool; up to 6th grade, ages 7-12), basic school level (põhikool; 7th to 9th grade), and upper secondary school (gümnaasium; 10th to 12th grade).

English-language education is offered in the following schools:

The Tallinn European School (Primary & Secondary):

Address: Tehnika 18, Tallinn

Phone: +372 6311 555

Front desk: +372 6311 799

E-mail: info@est.edu.ee

**International School of Tallinn** 

Address: Keevise 2, Tallinn

Phone (+372) 735 0550

E-mail: info@ist.ee

**International School of Estonia** 

Address: Juhkentali 18, Tallinn 10132

Phone: (+372) 666 4380

Fax: (+372) 666 4383

E-mail: office@ise.edu.ee

The school offers comprehensive education to children from age three (3) to eighteen (18) based on a curriculum in English.

#### **Tallinn English College**

Phone: (+372) 646 1306

E-mail: tik@tik.edu.ee

**Audentes Private School** 

Address: Tondi 84, Tallinn

Phone: (+372) 699 6751

E-mail: ib@audentes.ee

Offers English IB study only on gymnasium level (Grade 10-12), but is flexible for

cooperation on basic level (Grade 1-9).

Phone: (+372) 652 2240

E-mail: kool@saksa.tln.edu.ee

German department for Grades 7-12. The Tallinn German Gymnasium is the only secondary school in Estonia whose students can obtain not only a Certificate of Secondary Education of the Republic of Estonia, but – provided they have studied in the school's German Department – also the so called "Abitur".

#### 9.3. Universities in Estonia

**University of Tartu** 

Tallinn University of Technology

**Tallinn University** 

Estonian Academy of Arts

Estonian Academy of Music and Theatre

Estonian University of Life Sciences

Estonian Business School (private university)

Estonian Entrepreneurship University of Applied Sciences (private university)

The dedicated <u>Study Estonia website</u> offers a wealth of information about courses that are accessible to those who don't (yet!) speak Estonian.

Part-time study opportunities are also widely available: look for the title "Open University" (usually under "Admissions") at the different institutions' websites.

Estonian Ministry of Education and Research www.hm.ee

## 10. PUBLIC TRANSPORTATION, TICKETS, TAXI

## 10.1. Buses, trams, trolleys

## For Tallinn City transportation you need to:

- Buy a Public Transport Card (a green smartcard) for the price of 2 euros;
- Load money onto the Public Transport Card or buy an e-ticket. It can be done at a point of sale, with a mobile, or on Internet;
- Validate your journey with the Public Transport Card immediately after entering the public transport vehicle.

Or to pay for the ride, you can use debit or credit card in the very first validator of the public transport.

## Sales points from where you can find the card:

https://www.pilet.ee/cgi-

bin/splususer/splususer.cgi?op=info&file=kuidasosta muugipunktid.html

#### Information about card usage:

https://pilet.ee/cgi-bin/splususer/splususer.cgi?op=info&file=uldinfo\_uuelekliendile.html http://www.tallinn.ee/eng/pilet/

#### **Timetables**

http://www.tallinn.ee/eng/Public-transport-timetables

Plan your trip https://transport.tallinn.ee/#plan/12905-1,13007-1/map/en.

For long distance buses <a href="https://www.tpilet.ee/en/">https://www.tpilet.ee/en/</a>.

#### 10.2. Taxi

Taxis can be hailed on the street, ordered by phone or ordered via the <u>Bolt</u> mobile app, which helps you find and order a legally-registered taxi near your location. Taxis can also be found queued up at taxi stands in front of larger hotels and at some major intersections.

Rates are not uniform – they are set by the Taxi Company or operator, and can vary widely. Each taxi's rates are posted on a yellow sticker on the car's right rear window. The cost usually consists of a base fare (starting fare) plus a perkilometer fare. If you want to avoid misunderstandings, you can ask the driver to approximate the cost of the trip in advance.

Starting fare max €5,50

Per-kilometer fare max €1,10

Slightly higher nighttime rates apply from 11pm to 6am

Waiting charge max €24,20 h

Used only when the taxi is actually standing

#### **Good to know:**

It is illegal for the driver to smoke or to allow others to smoke in the taxi.

- It is always a good idea to make sure the taxi's meter is turned on.
- In all registered taxis, a white, plastic operator's card with the driver's photo and name
  is attached to the middle of the dashboard. If you do not see this card, you may be in
  an unregistered taxi.
- The driver is not allowed to ask for more money than what is on the meter.
- The driver must be paid in euros. Most taxis also accept payment by bank card.
- The driver must be able to provide a receipt from the meter's printer. If the meter or printer is out of order, the driver should not be in service and you have the right to refuse to pay the fare.

To lodge complaints or make suggestions, contact the Tallinn Transport Department's Taxi Commission by e-mail <a href="mailto:tta@tallinnlv.ee">tta@tallinnlv.ee</a>, or by phone +372 640 4619.

We recommend the following taxi companies:

Krooni Takso, phone no +372 6381212, 1212 (accepts debit and credit card payments)

Marabu Takso, phone no +372 6500006, 5182311 (cash only)

Reval Takso, phone no +372 6014600, 1207 (cash only)

Tallink Takso, phone no +372 6408921, 1921 (accepts debit and credit card payments)

Tulika Takso, phone no +372 6120000, 1200 (accepts debit and credit card payments)

The full list of taxi companies in Tallinn can be found here:

http://www.taksod.net/index.php?la=en

## 11. OTHER SERVICES

## 11.1. Banking

Banking in Estonia is well developed, and financial matters are quite straightforward and convenient. Opening a bank account is very simple – you can do so at the nearest bank office; all you need for this is an ID card or passport.

Some Banks (e.g. SWEDBANK), require a pre-arranged time slot and do not accept passersby.

Many Estonians hardly ever use cash anymore and much of the banking is done online.

The largest banks in Estonia are:

- Swedbank https://www.swedbank.ee/private/d2d/start
- SEB Bank https://www.seb.ee/en
- Luminor Bank https://luminor.ee/
- LHV Bank <a href="https://www.lhv.ee/en">https://www.lhv.ee/en</a>
- Coop Bank https://www.cooppank.ee/en

All of them have convenient online banking options and apps.

In addition to cash, debit and credit cards are also accepted in most shops, restaurants and companies. The ATMs of the larger banks can be found in branch offices, petrol stations, larger supermarkets and other frequently visited places. Major cards like VISA and MasterCard are widely accepted, and American Express can be used in banks and larger supermarkets, but not in smaller shops. When transferring money between countries, check the additional service charges, as these can be rather expensive.

You can open a <u>Wise</u> (previously Transferwise) <u>Multi Currency</u> bank account and get a debit card before you have your Diplomatic service card.

ATM/cash point machines operate in three languages (Estonian, English and Russian).

## 11.2. Phone

Estonia boasts with one of the highest numbers of mobile phones per capita in the world. Many people have stopped using landline and prefer mobile phone services. Customers can choose between a contract with a mobile phone service provider (*requires Diplomatic ID card*) or a pre-paid card. Pre-paid cards (in Estonian kõnekaart) have no monthly fee, but are charged slightly higher rates per minute, and can easily be bought from any petrol station or newsstand. Popular brands are <u>Zen</u>, <u>Simpel</u>, <u>Smart</u> and <u>Diil</u>.

Mobile phones can be used for parking, buying public transport tickets, and making other payments. Furthermore, you can use an e-service called <a href="Mobile-ID">Mobile-ID</a> that allows you to use a mobile phone as a means of secure authentication. The system uses a specialized Mobile-ID SIM card that you should request from your mobile phone operator.

The three largest mobile phone service providers in Estonia are <u>Telia</u>, <u>Tele2</u> and <u>Elisa</u>. Telia offers landline phone service, internet and TV. Several service providers offer various options for Internet access. In order to make international phone calls, you must first dial 00 or +, followed by the country code. Estonia's country code is +372.

#### 11.3. Internet

There are plenty of possibilities to access Internet in Estonia. Public internet access is provided in most libraries. Most of the restaurants and cafés provide Wi-Fi access for customers. Much of central Tallinn is covered with Wi-Fi as well as the hourly Tallinn-Tartu buses and the train.

More information on Wireless internet WIFI access areas can be found at www.wifi.ee .

To get connected to the Internet, you can also use an Internet 'dongle' with a SIM card inside. The dongle connects your computer to a mobile network, allowing you to access Internet almost anywhere. To make the connection, insert the dongle into a USB port on your computer. These devices are sold by mobile phone operators.

#### 11.4. Postal service

Omiva is the only provider of universal postal service in Estonia. It has around 400 offices across the country and offers its customers a wide range of services. For sending/receiving parcels you can also use the 'self-service post offices', i.e., automated parcel terminals which are open round the clock and can be found in many shopping centers. Post offices are open on weekdays and some on Saturdays. Mailboxes in Estonia are orange. You can find them outside all post offices, in shopping centers, and at most gas stations.

Ominva, DPD, Itella and SmartPost operate such parcel terminals or lockers all around Estonia. For very fast delivery, you can also use the courier and parcel services of CargoBus, which amongst other services (like terminal-to-terminal or terminal-to-receiver) also offers door-to-door delivery.

SmartPost: <a href="http://uus.smartpost.ee/en">http://uus.smartpost.ee/en</a>

• CargoBus: http://www.cargobus.ee/en

• DPD <a href="https://www.dpd.com/ee/en/">https://www.dpd.com/ee/en/</a>

• Itella https://itella.ee/en/

#### 11.5. Pet animals

Regulations concerning the import and export of pets to Estonia are available on the web site of the <u>Agriculture and Food Board</u> (Põllumajandus- ja Toiduamet).

Pets need to be registered. Because you will not be a registered resident in Tallinn, this will need assistance from a local veterinarian.

Travelling with a pet: <a href="https://pta.agri.ee/en/animals/travelling-pet">https://pta.agri.ee/en/animals/travelling-pet</a>

Additional information:

Agriculture and Food Board (Põllumajandus- ja Toiduamet)

Teaduse 6a, Saku, Harjumaa 75501

Väike-Paala 3, Tallinn 11415

Phone: (+372) 605 1710

pta@pta.agri.ee

## 12. OTHER USEFUL INFORMATION

A lot of useful information about life and work in Estonia can be found at: <a href="http://www.workinestonia.com">http://www.workinestonia.com</a>

#### 12.1. Tourist Information

**Tallinn Tourist Information Centre** 

Niguliste 2

Tallinn 10146

Phone +372 645 7777 visit@tallinn.ee

www.visittallinn.ee

www.facebook.com/VisitTallinn

www.twitter.com/VisitTallinn

#### 12.2. Theatres

Estonian National Opera – Estonia pst. 4, <a href="http://www.opera.ee/en/">http://www.opera.ee/en/</a>

Estonian Drama Theatre - Pärnu mnt. 5, https://www.draamateater.ee/

Tallinn City Theatre-Lai 23, <a href="http://www.linnateater.ee/en">http://www.linnateater.ee/en</a>

NUKU Theatre, Museum and Centre for Puppet Arts – Lai 1, <a href="http://www.nuku.ee/en">http://www.nuku.ee/en</a> Von

Krahl Theatre – Rataskaevu 10, <a href="http://www.vonkrahl.ee/en/">http://www.vonkrahl.ee/en/</a>

## 12.3. Cinemas

Forum Cinemas – <a href="http://www.forumcinemas.ee/eng/">http://www.forumcinemas.ee/eng/</a>,

Kino Artis – <a href="http://kino.ee/eng">http://kino.ee/eng</a>,

Kino Sõprus – http://kinosoprus.ee/en,

Apollo Kino - <a href="https://www.apollokino.ee/eng/home/">https://www.apollokino.ee/eng/home/</a>

Cinamon - https://cinamonkino.com/t1/en

Movies are mostly in English with subtitles in Estonian, with the exception of dubbed children's movies.

#### 12.4. Museums

Tallinn has a variety of museums. Information is available at <a href="http://www.tourism.tallinn.ee/eng/fpage/explore/museums">http://www.tourism.tallinn.ee/eng/fpage/explore/museums</a>

Museums

#### 12.5. Places to eat:

Tallinn offers restaurants for every taste. Information is available at:

#### https://www.visittallinn.ee/eng/visitor/eat-drink/going-out/all-food-places

Tipping is appreciated, but not considered an absolute necessity by most people. People usually (but not always) leave tips in restaurants at dinner, 10% of the bill is the average tip, 20% if you're really impressed.

## 12.6. Some safety rules

Tallinn is considerably a safe place to live. Nevertheless, it is always wise to take precautions, particularly when moving to an unfamiliar place. The following text is meant to keep you informed about how to keep yourself out of harm's way.

- Wearing a pedestrian reflector during the darker months is compulsory in Estonia!
- Wearing a helmet is compulsory for cyclists and moped drivers up to the age of 16!
- Provide your bicycle with a good U-lock!
- The use of seatbelts and headlights is required by law at all times.
- Children must use age-appropriate child seats.
- You must carry your car's registration and proof of insurance with you in the car, as well as a letter of authorization if you are not the owner of the car.
- It is prohibited for any driver to drive a vehicle in the state of intoxication.
- Winter tires (studded) or equivalent should be fitted to all vehicles from December 1 to March 1.
- Care must be taken when walking the streets in winter. Sidewalks can be slippery and icicles should be observed in the eaves of the roof.
- Park your car in a guarded parking lot and install an alarm signal in the car. If you leave valuable things – sport bags, laptops or other electronic devices – in the car, this can be a reason for breaking into your car.
- The Ministry does not have the authority to dismiss violations or cancel fines associated with traffic citations.

If you get into serious trouble, immediately inform the police by calling the emergency number 112.

## 12.7. Sõnavara / Glossary

There is a joke that an "Estonian has no sex and no future," referring to the fact that there are no genders and no future tense in the Estonian language. But in fact, it is beautiful to listen to, intriguingly different, and terrifically satisfying to use once you get going.

To get up to speed with the basics, try Lingvist's <u>Essential Estonian</u>. The Estonian startup, which uses artificial intelligence to make learning faster and more efficient, released a compact course of 100 essential phrases in Estonian that's available through their app for free.

Learn these useful (or not so useful) phrases and show off your skills.

Tips on Estonian pronunciation <a href="https://mylanguages.org/learn\_estonian.php">https://mylanguages.org/learn\_estonian.php</a>

T			
Tere/Tervist	Hi/ Hello		
Tere tulemast	Welcome		
Head aega/ Nägemist	Good bye		
Aitäh/Tänan	Thank you, Thanks		
Palun	You`re welcome, Please		
Jah, Jaa	Yes		
Ei	No		
Vabandust	Excuse me, I'm sorry		
Ma ei saa (eest keelest) aru	I don't understand (Estonian)		
Ma ei räägi Eesti keelt	l don't speak Estonian		
Palun aeglasemalt	Slower, please		
Mis sinu/teie nimi on?	What is your name?		
Minu nimi on	My name is		
Palun üks kohv	A coffee, please		
Palun üks pilet	One ticket please		
Kui palju see maksab?	How much does it cost?		
Mis kell on?	What time is it?		
llusat päeva!	Have a nice day!		
Kuidas läheb?	How are you?		
Tänan küsimast, väga hästi!	Very well, thank you!		
Pole viga	No problem		
Kus on raamatukogu?	Where is the library?		
Kuidas minna lennujaama?	Which way is the Airport?		
Mis see on?	What is this?		
Paremale & vasakule	Right & left		
Avatud & suletud	Open & closed		
Lahti & kinni	Open & closed/occupied		
Naised & mehed	Women & men		
Sissepääs &väljapääs	Entrance/admission & exit		
Pood / kauplus	Shop		
Ma soovin	l would like		
Tasumine sularahas	Paying in cash		
Kaitsevägi	Defence Forces		
Arst	Doctor		

üks	1	esmaspäev	Monday
kaks	2	teisipäev	Tuesday
kolm	3	kolmapäev	Wednesday
neli	4	neljapäev	Thursday
viis	5	reede	Friday
kuus	6	laupäev	Saturday
seitse	7	pühapäev	Sunday
kaheksa	8		
üheksa	9	tööpäev	working day
kümme	10	puhkepäev	day-off
üksteist	11	nädal	week
kakskümmend	20	kuu	month
sada	100	aasta	year
neli tuhat	4000		

## Some Phrases You can use to entertain your friends

## Habemeajaja ajas asjaajaja ja teerajaja habet.

"The barber was cutting the beard of the secretary and the pioneer" – a phrase apparently used to check sobriety. Let's face it, it's not going to come up in conversation very much, is it?

#### Kuulilennuteetunneliluuk

"The hatch at the end of the tunnel, where the bullet is flying." Not only a tongue twister, but also a palindrome

#### Kummikutes kummitus kummitas kummutis.

It may sound like the declension of a noun, but no – "A ghost with rubber boots is haunting in the chest of drawers."

## Kuuuurija istus töööös jäääärel.

Enough vowels for you? "The lunar scientist worked during the night by the edge of the ice.