

The start of the full-scale war with russia on February 24, 2022, has led to drastic life changes not for Ukrainians exclusively, but for the global community, as a whole. Multilateral relations, international aid from various countries and world organizations and the involvement of concerned foreigners have played a significant role in our struggle against the aggressor. Such global solidarity reflects a mutual understanding of the core principles that are at stake: democracy, freedom and the sovereignty of nations. This kind of unity and support underline the importance of international cooperation and the impact of taking collective measures in confronting challenges that threaten our shared values and security.

We understand that regardless of the existing danger, a considerable number of visitors still come to Ukraine, such as volunteers, public figures, activists, politicians, investors, and many others. It demonstrates the ongoing support of Ukraine by the global community. BDO in Ukraine has taken an active stance on Ukraine's restoration activities and has significantly expanded its cooperation with the international community. During our communications we often receive questions from our partners about traveling to Ukraine safely. That is why we have decided to create this guide.

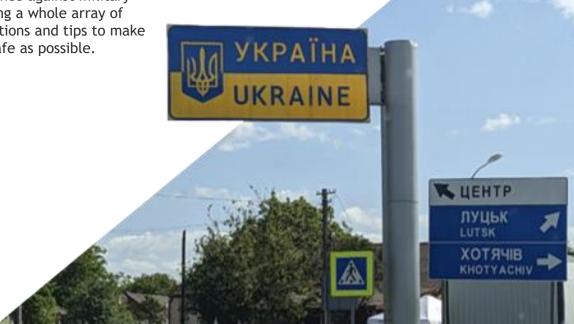
Developed by BDO in Ukraine, "A Foreigner's Guide to Ukraine" is a comprehensive resource for international visitors who are planning a journey to Ukraine amidst the chaos of war. This guide was crafted meticulously to provide you only with essential and actual information about traveling to Ukraine, safe accommodation during the war, obtaining insurance against military actions, as well as offering a whole array of useful resources, applications and tips to make your stay in Ukraine as safe as possible.

Ukraine is a vibrant country which consists of 24 regions, along with the Autonomous Republic of Crimea. Most of the regions, such as Kyiv, Lviv, Vinnytsia, Volyn, Dnipropetrovsk, Zhytomyr, Zakarpattia, Ivano-Frankivsk, Kirovohrad, Odesa, Mykolaiv, Poltava, Sumy, Rivne, Khmelnytskyi, Ternopil, Kharkiv, Cherkasy, Chernivtsi, and Chernihiv are firmly under Ukrainian control.

However, it is also important to note that currently some significant parts of Kherson, Zaporizhzhia, Donetsk and Luhansk regions, as well as the Autonomous Republic of Crimea, are not under the full control of Ukrainian government. Due to such circumstances, traveling and presence in these territories is not possible. Additionally, for safety reasons we strongly recommend against traveling to or staying in towns and cities near the front line.

Visiting the western parts of the country, such as Zakarpattia, Ivano-Frankivsk, Chernivtsi, and **Ternopil** regions is generally considered as safe, while Kyiv has the largest number of air defense systems, which cover the sky above the city from air raids and other attacks.

We put our trust in the **Armed Forces of** Ukraine and we hope for a swift return of Ukraine's sovereign territory to its legal borders. For travelers looking to explore Ukraine safely an up-to-date interactive front-line map is available to identify areas securely under Ukrainian governance.



Safe transportation

Considering the current conditions that **direct** air connections to Ukraine are temporarily unavailable, we would like to reassure you that there are still several convenient and safe alternatives to get to Ukraine. From any corner of the Globe, access to the country remains open through a network of international gateways. You can select a flight to one of the airports near Ukrainian borders. Upon arrival you will find some easy traveling options, including train or bus connections, to transport you into Ukraine. Alternatively, if there is a direct connection with Ukraine you could choose a direct train or bus departing from one of the European countries, or you may consider driving to Ukraine by car as another option.

It's important to plan such journeys with a clear understanding of the current situation and to keep informed about the latest travel advisories and safety guidelines.

Rules for crossing the Ukrainian border

To cross the border with Ukraine being a resident of another country, you will need the following documents:

- A valid passport (Citizens of Turkey and Georgia can enter Ukraine on the basis of an ID card)
- ▶ An entry visa, if required
- ► A residence permit, even those expired after February 24, 2022, grant the right to enter Ukraine
- ► A health insurance policy. Insurance in Ukraine is obligatory



There are several options for visiting Ukraine by train. You can get to Ukraine from one of these countries:

- Poland
- Slovakia
- ▶ Hungary
- Moldova
- Austria
- Romania



Each of these countries has established train routes that connect directly with major Ukrainian cities providing travelers with a reliable and comfortable mode of transportation.

We recommend choosing this option for traveling to Ukraine to ensure a more predictable travel time.



Poland

Train routes to Ukraine are available from three Polish cities: Warsaw, Chełm, and Przemyśl.

Train schedule:

Available only in Ukrzaliznytsia App

- ► Warsaw-Kyiv №067L/068L
- Warsaw-Chernivtsi №868/867
- ► Chelm-Kyiv-Dnipro №120K, №024K, №094
- ► Chelm-Kyiv-Kharkiv №024/094
- Chelm-Kyiv №020
- Przemyśl-Kyiv №706Л, №0740
- Przemyśl-Kyiv-Kharkiv №090/074
- Przemyśl-Dnipro-Zaporizhia №032
- Przemyśl-Kyiv-Odesa №052/036
- Przemyśl-Lviv-Kyiv №716 IS+

Approx. to Kyiv

€ 45-80 EUR

(\) ~ 10-17.5h

Tickets for all trains to Ukraine can be purchased on Ukrzaliznytsia website or via application



Czech Republic

You can travel by train to either **Chop (Ukraine)** or Przemyśl (Poland) from Prague.

Train schedule:

- Prague-Kraków-Przemyśl EC 115
- Prague-Chop RJ 1021
- Prague-Przemyśl RJ 1023
 - € 26-65 EUR

(\) ~ 8-12h

Tickets for these trains can be purchased on Czech trains website.

To reach Chełm or Przemyśl, you can take local trains from Warsaw or Krakówv

- Warsaw-Chełm № IC 52100, IC 12100
 - € 14-22 EUR

Accommodation

- (\) ~ 3h
- Warsaw-Przemyśl № IC 13100
 - € 22-29 EUR
- (\) ~ 6.5h
- ► Kraków-Rzeszów № IC 83172, TLK 311, IC 13100, IC 6300, IC 106, IC 8304, ...
 - € 13-17 EUR
- (\) ~ 2h
- Kraków-Przemyśl № IC 83172, IC 13100, IC 6300, IC 7300, IC 6302, ...
 - € 14-22 EUR
- (\) ~ 3h

Tickets for Polish trains can be purchased on Polish train website or on Polish intercity



Available only in

Ukrzaliznytsia App

There are options to get Chop, Mukachevo or directly board a train to Kyiv from Hungary.

Train schedule:

▶ Budapest-Keleti-Kyiv №149/750

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- Budapest-Keleti-Debrecen-Mukachevo №034
- ▶ Budapest-Keleti-Chop №143
- Debrecen-Chop-Mukachevo №644
 - € 45-65 EUR
 - (Varies depending on your final destination

Tickets for Hungarian trains can be purchased on MÁV website

Slovak Republic

Alternative routes to Ukraine are also accessible from Košice.

Train schedule:

- ► Košice-Chop-Mukachevo №962, №96
 - **€** 10 EUR
- (\) ~ 4h

Austria

Accommodation

In Austria there are train services available from both Vienna and Graz to Chop (Ukraine) or Przemyśl (Poland), as well as a direct train connection to Kyiv.

Insurance

Train schedule:

- ► Vienna-Budapest-Keleti-Kyiv №149/750
- Vienna-Budapest-Keleti-Chop №143
- Graz-Vienna-Przemyśl IS104

€) ~ 65 EUR

(\) ~ 22h

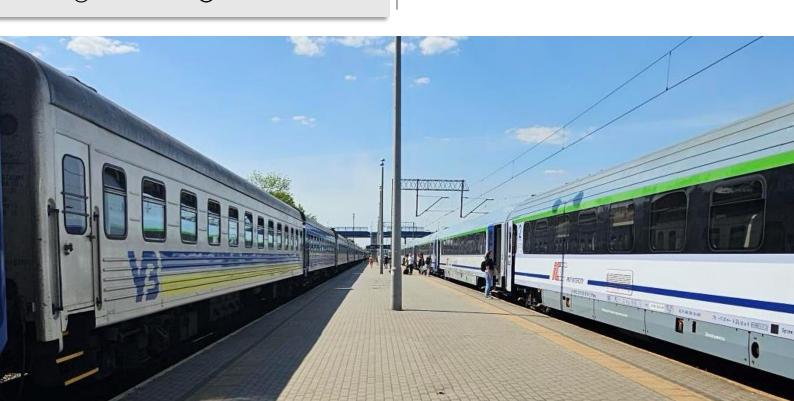
Tickets for these trains from Austria can be purchased on ÖBB website

Moldova

There is an available, direct train from Kishinev to Kyiv.

Train schedule:

- ► Kishinev-Ungeny-Kyiv №351
 - € 40-70 EUR
- (\) ~ 19h



We remind you that the sales of tickets for international trains operated by Ukrzaliznytsia begin 20 days before the departure. At 9:00 a.m. (EET) for train №67/68 Kyiv-Warsaw and at 8:00 a.m. (EET) for all other destinations.

Tickets for these trains №149/750 "Vienna-Budapest-Keleti-Kyiv"; №67/68 Kyiv-Warsaw are purchased online ONLY, using the Diia authorization.

Tickets for all trains to Ukraine can be purchased using the Ukrzaliznytsia website or application*





IOS **Android**

*On November 8t, 2023, a new update for the **Ukrzaliznytsia** app was released, which became integrated with the **Diia app**.

Insurance

Now, purchasing tickets for the popular international train No. 67/68 Kyiv -Warsaw or returning tickets bought online for international routes is possible only after verifying your account through Diia. This change was introduced to fight ticket scalping. However, foreigners or individuals who do not have the Diia app will not be able to use these new features. It is advised that foreigners (or Ukrainian citizens) without Diia, who need to buy a ticket for this train, seek assistance from acquaintances who are Ukrainian citizens with the Diia app installed, or use alternative connections.

Ticket Refunds

Temporarily, refunds for unused travel /transportation tickets for international travel purchased through electronic communication channels are processed through a claim procedure at international ticket offices in Ukraine.

Passengers abroad may instruct an authorized person in Ukraine to submit an application and a hard copy of the boarding document in order to claim refund of payments for unused electronic travel documents before the departure of the train.

Also, starting from February 2024, passengers have the option to issue a claim for ticket refund online. To do this, you need to fill out an electronic application form and sign it using **Diia.Signature** (this option is available only to passengers who have Diia. Signature Ukrainian citizens and foreigners who have an E-residence permit for permanent or temporary residence).



Accommodation

Insurance

Travel by bus / by car

Currently, there are 18 open automobile checkpoints in Ukraine, allowing you to choose the most convenient transportation option for you, whether it's by bus or by car. This network of crossing points offers both flexibility and convenience for travelers.

You can check available routes providing by FlixBus, KLR Bus, EuroClub by and others.

FlixBus (Wi-Fi, sockets, WC, and regular stops)

Possible routes:

Warsaw - Kyiv

€ ~ 70 EUR

(\) ~ 16h

Kraków - Lviv

€) ~ 40 EUR

(\) ~ 8h

Rzeszów - Kyiv

€ ~ 45 EUR

(\) ~ 14h

▶ KLR Bus (Wi-Fi, sockets, WC, tea and coffee and regular stops)

Possible routes:

Warsaw - Kyiv

€ 95-120 EUR (\)~ 16h

Prague - Kyiv

€ 95-120 EUR (\ ~ 17h

► EuroClub (Wi-Fi, sockets, WC, and regular stops)

Possible routes:

Berlin - Kyiv

€ 90-100 EUR (\scrip~ 23h)

Vienna - Kyiv

€ 80-90 EUR (\)~ 22h

Budapest - Kyiv

€ 45-50 EUR

(\)~ 11h

Crossing the Ukrainian border by bus

Bus journeys to Ukraine offer an affordable, adaptable way to travel. With routes that lead to both major cities and smaller towns, taking the bus allows you to reach exactly where you need to go. There are plenty of options to get a direct ticket form different European countries or to choose a trip with convenient connection.



Accommodation

Crossing the Ukrainian border by car

There is no prohibition to enter Ukraine by car with foreign license plates. Citizens of other countries may import cars with foreign registration number into Ukraine for personal use only. There are no customs fees associated with importing such vehicles.

However, there are restrictions on the duration of use for cars with foreign license plates in Ukraine. Vehicles without Ukrainian registration can stay in the country for up to one year. If the car stays in Ukraine longer than two months, it is necessary to obtain a temporary registration at the Ministry of Internal Affairs service center. Upon expiry of the one-year period, a car with foreign license plates are required to leave

Insurance



Plan your travels with extra time in mind, as crossing borders may take longer than expected due to unforeseen delays. Be prepared with essentials like food, water, warm clothing and power banks for your devices.

You can see the situation with queues at the border at the following links:

- State Border Guard Service of Ukraine
- ▶ Information regarding border crossing, Hungury
- ▶ Information about border crossing, Poland
- Information regarding border crossing, Slovak Republic
- ▶ Information about border crossing, Romania
- ► Information about border crossing, Moldova

Travel inside Ukraine

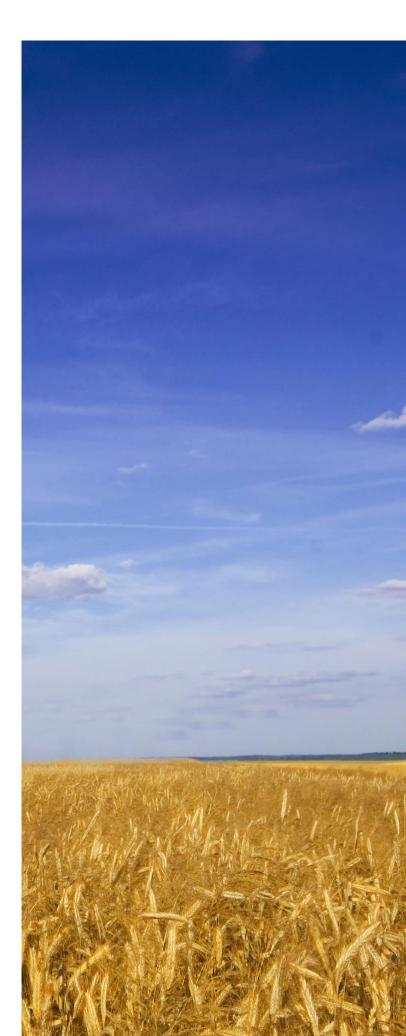
For traveling inside Ukraine, you have the options of taking a train, a bus, or a car. There are no restrictions on travel for the most part in Ukraine. However, additional security measures may be in place in cities close to the front line. Entry into the war zone is allowed only with special permission.

While moving inside Ukraine, upon entering and exiting cities there are checkpoint block posts. Before crossing the checkpoint, it is necessary to:

- Reduce the speed of the car;
- Prepare the documents for inspection in advance;
- ► Turn off the car headlights;
- Not to take photos or videos;
- ▶ Not to leave the car without permission;
- Open the trunk of the car on demand;
- ▶ After the permission to continue driving, do so without sudden acceleration;
- ▶ Keep calm and show mutual respect.

Therefore, in order to protect yourself from possible problems and misunderstandings when crossing the checkpoint you should not forget to take your ID documents with you.

There are no restrictions on moving around the city in most cities of Ukraine.



Accommodation

While staying in Ukraine, living conditions are very important for a comfortable visit. There are plenty of options available in each Ukrainian city. We recommend checking whether the venue offers a built-in shelter or if it's located close to the place you have chosen before booking.

This selection of hotels will help you to choose from the array of accommodations, which offer excellent conditions and location and are equipped with shelters and generators for constant access to electricity and communication, ensuring your safe stay in Ukraine.

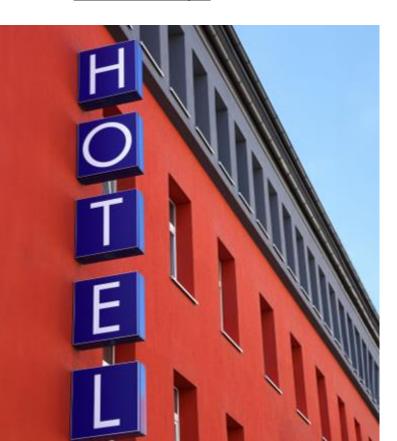


Kyiv

In Kyiv, the lively heart of Ukraine, you will find various accommodation choices, with hotels that continue operating, ensuring the safety and comfort of their guests. Today, Kyiv is the Ukrainian city most protected from air attacks, and the business life in the capital becomes more and more active each day.

Hotels we recommend for staying:

- ► The Hyatt Regency Kyiv
- ► InterContinental Kyiv
- ► Fairmont Grand Hotel Kyiv
- ▶ Radisson Blu Hotel, Kyiv City Centre
- ▶ Radisson Blu Hotel, Kyiv Podil City Centre
- Hilton Kyiv
- ▶ Sky Loft Hotel Kyiv by Rixwell International
- ▶ IQ Hotel
- ▶ Premier Hotel Rus
- ► Hotel Kyiv
- ▶ ibis Kyiv City Center
- Mercure Kyiv Congress
- ► Greguar Hotel by UHM
- ► Park-Hotel Golosievo
- Ramada Encore Kyiv



Lviv

Lviv is the largest city in western Ukraine and its cultural center. In Lviv. Despite the challenging times, hotels in Lviv remain open, putting the safety and comfort of their guests first. If you wish to visit Ukraine for negotiations with clients or partners, preferring not to travel far from the border, Lviv will be an ideal location for you.

Hotels we recommend for staying:

- ► Grand-hotel
- ▶ George hotel
- Atlas deluxe
- ▶ Loft7
- Dnister hotel
- Bestwestern
- Bank hotel
- <u>Eurohotel</u>
- City-inn
- ▶ Hotel-lviv

Dnipro

The city of Dnipro, located in the centraleastern part of Ukraine, represents a unique blend of modernity and tradition, despite the challenges posed by the ongoing war. As a key industrial, economic and cultural hub, Dnipro continues to showcase its resilience and unwavering spirit.

Hotels we recommend for staying:

- Axelhofhotel
- Abrihotel
- ► Park Hotel
- ▶ Bon hotel
- ▶ Light Hotel
- ► Grand Hotel Ukraine

Important

All listed hotels are available for booking on Booking.com

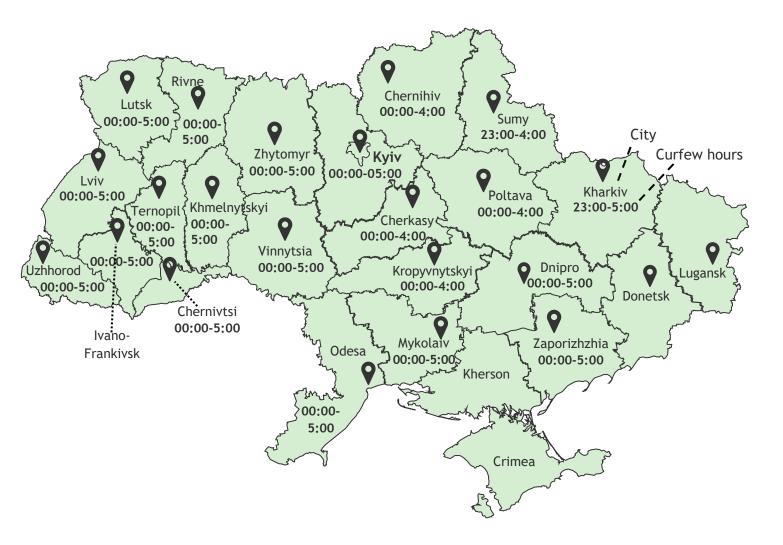
We do not recommend planning trips to Odesa and Kharkiv due to close proximity to the frontline and regular air raid attacks.

It's crucial to understand that safety of a hotel or district that you stay in does not correlate with the frequency of attacks; no area is completely safe. Thus, the most critical factor when selecting a place to stay is the availability of an easy access to shelters.

Shelters & Curfew map

In situations where every second counts, knowledge about the exact location of the nearest shelter can save lives and reduce the risk of injuries. A map of shelters contains critically important information, especially for the regions with active military actions. It provides essential details about **the nearest safe locations**, allowing for a quick access and relocation to a secure place in times of emergency.

Please be warned that a curfew is in effect under the state of martial law in Ukraine, and the movement restriction hours are indicated on the map per each region (be aware that the curfew varies by region). Regional centers are marked on the map as well, and the curfew regulations for the cities are also applied to the entire region.



Please note that some of shelter maps are available only in Ukrainian language

City transportation

Alleviate the complexities of urban transit in Ukrainian cities amidst the ongoing war. There are no restrictions on moving around for most of the cities.

However, remember that the closer you are to the front line, the stricter the rules become. Each city offers a plenty of options for public transportation, including buses, trolleybuses, trams, metro services and taxis.

Public Transport

Ukrainian public transportation systems, namely, buses, trolleybuses, trams and metro (available in Kyiv, Kharkiv and Dnipro), have adapted to wartime conditions by adjusting their operation hours and routes to ensure the safety of passengers and personnel.

Metro stations in Kyiv and Kharkiv have become symbols of safety and resilience. During air raid alerts, citizens seek shelter in these underground stations, equipped to protect people against aerial attacks. The deep construction of many of Kyiv's metro stations, some even among the deepest in the world, make them particularly suitable for this purpose. All underground metro stations serve as shelters 24/7. Simultaneously, the metro continues to offer essential public transportation services. Trains operate between the underground stations, ensuring the city's functionality even in times of crisis.

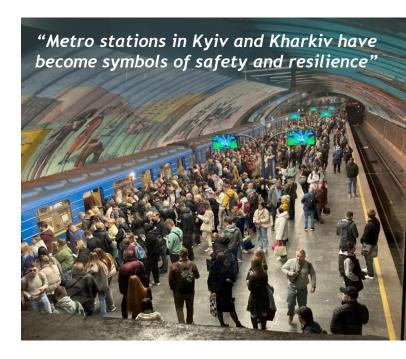
Currently, metro services at some stations in Kyiv are suspended due to ongoing repairs (Demiivska, Holosiivska, Vasylkivska, Exhibition Center, Hippodrome, Teremky). These stations will continue to operate 24/7 as shelters. Additional ground transport routes from Teremky to Lybidska are provided for the passengers.

Buses and trolleybuses are available in all major cities, while some cities also provide tram services. In towns, transportation is provided mainly by buses, commonly known in Ukraine as "Marshrutka".

You can use Google Maps to search for the most convenient route and type of transport to reach your destination.

Taxi

A convenient kind of travel for the big cities is the taxi service. In Ukraine, companies such as **Uber**, **Bolt**, **Uklon** are widespread, offering flexible and individual transportation options. These services have adapted to wartime conditions by implementing additional safety measures for both drivers and passengers.



From August 1, 2022, by the decision of Kyiv Defense Council, ground public transport will go on emergency stop during an air raid alert, and the passengers will have to go to the nearest shelter. Trains will not operate on ground sections of the metro and will not travel to opentype stations. Underground stations will work as shelters.

Insurance essentials

Medical insurance for foreigners must be issued to every foreign citizen, and this insurance policy is mandatory for entry and legal stay on the territory of Ukraine.

It is highly recommended to obtain medical insurance that includes coverage for militaryrelated risks for the duration of your stay in Ukraine. Below you can explore a few medical insurance options from various Ukrainian companies and select the one that meets your needs the best.

Insurance

Medical insurance, with war risk coverage*

Insurance Company	Coverage	Sum of Compensation	Price
<u>PZU</u>	Death, disability, injuries	Up to UAH 300 000	UAH 207 – UAH 620
<u>Oranta</u>	Urgent medical and dental care, emergency hospital care, medical evacuation, repatriation, coverage of war risks	EUR 1200	EUR 5 per month
Innovative insurance capital	Medical expenses and accident coverage	EUR 30,000 and UAH 100 000	EUR 2.65 per day
<u>Ridna</u>	Urgent medical and dental care, emergency hospital care, medical evacuation, repatriation, coverage of war risks	EUR 1200 – EUR 30 000	EUR 12 – EUR 20 per month

You can also get familiar with other options for insurance against military actions at Visit Ukraine.

We recommend checking the insurance programs available in your country before traveling to Ukraine.

*Clarify information about the war risk coverage programs for foreigners directly with the insurance company



Useful resources

We would like to share some useful links and apps with you that could be very helpful while traveling to Ukraine.

Please note that some of them are available only in Ukrainian language.

Kyiv Digital is an application for Kyiv residents and visitors that provides information about air raid alerts in the city, locates the nearest shelters, pharmacies, dead ends and petrol stations. Additionally, users may buy QR tickets for city transportation (metro, tram, bus, trolleybus), recharge their travel cards and pay for parking.







Air Alarm is an application that helps users to find nearby shelters and sends push notifications about air alerts in a chosen city or region of Ukraine, as reported by the Civil Defense System. Within the app, users can track one or more selected cities or regions.





IOS

Android

Ukrzaliznytsia, the national Ukrainian railway company, has become the primary mode of transportation for traveling within Ukraine and abroad during the war. As a direct seller of train tickets, it allows to purchase tickets without any additional fees. Despite various conditions, trains maintain high punctuality with minimal delays. The service is available on the web (also, in English) and in an app format (Ukrainian only).





IOS



Android

On November 8th, a new update was released and the Ukrzaliznytsia app became integrated with the Diia app. Now, purchasing tickets for the popular international train No. 67/68 Kyiv - Warsaw, or returning tickets for international routes bought online, is possible only after verifying your account through Diia. The update was introduced to fight ticket scalping. However, foreigners or individuals without the Diia app would not be able to use these new features. Foreigners or Ukrainian citizens without Diia who need to buy a ticket for this train should seek assistance from acquaintances who are Ukrainian citizens with the Diia app installed or use alternative connections.

PKP Intercity is the largest Polish railway company offering connections both domestically and internationally to Ukraine, Austria, Germany, and many other countries. Tickets are available for purchase on the website or through the app.







IOS

Koleo is a universal train journey planner that allows you to find the best routes and purchase tickets for trains in Poland. It is available in both Web and App formats.







IOS

Android

Flixbus offers an easy and quick way to purchase bus tickets online for traveling across Europe. Onboard the buses passengers always have a guaranteed seat, assigned to them for free when booking the ticket. The buses come equipped with free Wi-Fi, extra legroom and USB outlets. Tickets are available for booking on the website or through the app.







Uber in Ukraine offers convenient and efficient transportation with features like UberGREEN in Kyiv, which promotes electric vehicle use. The service, accessible via a smartphone app, provides transparent pricing and real-time driver tracking.







IOS

Android

Bolt is an Estonian taxi service that offers transit, micromobility rental, food and grocery delivery and carsharing services. It is available in 39 big and small cities and all across Ukraine, except for the occupied territories.







IOS

Android

Uklon a Ukrainian taxi service that offers transit, delivery, carpooling and other transportation services. It is available in 27 cities and all across Ukraine, except for the occupied territories.





IOS



Android

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This guide is an all-encompassing tool for understanding the investment climate in Ukraine, spotlighting major opportunities, the legal environment and insights related to specific industries. Its goal is to support the economic revival and sustainable growth, offering crucial information for companies and private investors alike, eager to contribute with their investments.



We hope that this guide has given you essential insights and practical tips to navigate Ukraine during these challenging times. From finding safe accommodation to choosing comfortable modes of transportation, our goal is to ensure that you are well-prepared for your visit. We also hope that this guide has clarified some aspects of traveling within the country, helping you to make well-thought decisions and to travel with confidence. Remember, staying informed and prepared is a key to a safe and enriching experience in Ukraine.

Please note that this information is in effect as of the date of this document (06/05/2024).

This guide contains general information taken from public sources. It does not serve as professional advice or service and is intended for informational purposes only. Before making any decisions or taking actions that could impact your visit to Ukraine, you should check official web portals or contact your Embassy for the most up-to-date information.

Be aware that local regulations and measures may change rapidly.

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