



Information for people fleeing the war in Ukraine

If you are fleeing the war in Ukraine and coming to the European Union, you will find key information about your rights with regard to crossing the border into an EU country, eligibility for temporary protection and applying for international protection, as well as the rights of travel inside the European Union.

This information is also available in:

Ukrainian | українська

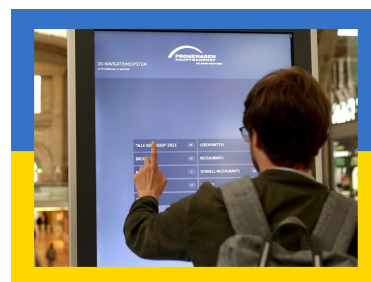
Russian | русский



Preparing to leave



Your rights in the EU



Travel inside the EU



Protection for children



Education



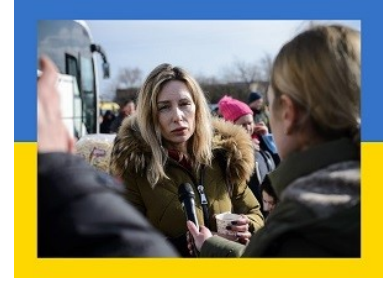
Healthcare



Access to jobs



Access to accommodation and housing



Your stories

Preparing to leave

If possible, please take valid travel documents with you when leaving. However, the lack of travel documents or medical documents (certificate of vaccination, COVID-19 test) should not be an obstacle to entering the EU.

All EU countries bordering Ukraine are allowing entry to all people fleeing war in Ukraine on humanitarian grounds regardless of whether or not you have a biometric passport. This applies also to children. If you have Ukrainian nationality and a biometric passport, you can enter the EU by presenting your passport at the border. For all the other cases, Member States will admit you on humanitarian grounds.

If you have another nationality and are subject to the visa requirement for entering the EU, you should present your short-stay visa if you have one. If you do not have a short-stay visa, Member States should still allow you to enter, with a view to facilitate your repatriation to the country of origin.

In view of the current situation in Ukraine, Member States may carry out border checks at the borders but also at a different, safe location away from the border. The checks can be carried out during or after your transport to that safe location. You may be required to remain available to the authorities in that safe location during the conduct of these checks.

Irrespective of your nationality, you are entitled to immediate assistance and immediate information about your rights. This includes temporary shelter and the fulfilment of your basic needs such as food and medicine. Further rights may differ, depending on the status you will receive in the EU.

Police and other administrative checks are possible at any moment including within the territories of the Member States for security and migration purposes. It is important to cooperate and provide the required documents and information to police, border guards or other competent authorities. In certain circumstances, you may be required to remain available to the authorities during these checks in designated facilities.

Your rights in the EU

Once you have crossed into the EU you have a number of options depending on your personal circumstances. The authorities will inform you accordingly about your rights.

1. You can be granted temporary protection

If you were permanently residing in Ukraine, and you left the country to escape war from 24 February 2022 on, you may be entitled to temporary protection in any EU country. Temporary protection will last for at least one year, this may be extended depending on the situation in Ukraine. Rights under the Temporary Protection Directive include a residence permit, access to the labour market and housing, medical assistance, and access to education for children. Anyone residing legally in the EU also has a right to open a basic bank account. You can find out [more about your rights to open a bank account by watching this video](#).

Who is eligible for temporary protection?

Ukrainian nationals, as well as their family members displaced by the conflict. Stateless persons and nationals of other third countries who benefited from international protection or equivalent protection in Ukraine, as well as their family members.

Non-Ukrainian nationals of third countries and stateless persons who can prove that they were legally residing in Ukraine on the basis of a valid permanent residence permit and who cannot return in safe and durable conditions to their country of origin are eligible for either EU temporary protection or adequate national protection, depending on the EU country they are in.

What if I fall outside these groups?

You will still be granted access to the EU. Depending on your circumstances, you can apply for international protection or a legal migration status. The authorities may also decide to give you temporary protection. In principle, if you are safe in your country of origin and able to

return , you can receive assistance to be repatriated to your country of origin. Please contact national authorities of the country where you are staying directly. You can also consult the [EU Immigration Portal](#) for more practical information and links to websites of relevant national authorities.

Is temporary protection "automatic", or do I need to request it?

The national authorities of the Member State where you are present should inform you of your right to receive temporary protection. You should then inform them that you request to be granted a residence permit for temporary protection and follow their guidance through the national process. You can consult the map below for information on national authorities responsible. This process will include the registration of your data and confirmation that temporary protection applies and that none of the exclusion clauses are applicable in your situation.

How long will temporary protection last?

Until 4 March 2023. If the reasons for granting temporary protection persist, your temporary protection will be automatically extended for 6 months' period twice, i.e. until 4 March 2024. If the reasons for temporary protection persist, the Commission may propose to the Council to extend the temporary protection by up to another year (i.e. 4 March 2025).

Which rights am I entitled to under temporary protection?

residency rights

access to housing

social welfare assistance

medical care

legal guardianship and safe placement for unaccompanied children and teenagers

access to education for children and teenagers

access to the labour market (subject to EU countries' labour market policies)

right to a payment account with basic features

Is temporary protection only valid in one EU country?

Ukrainian nationals, as visa-free travellers, have the right to move freely within the Union after being admitted into the territory for a 90-day period. On this basis, you are able to choose the Member State in which you want to enjoy the rights attached to temporary protection and to join your family and friends in the Member State where they are present. Once you are given temporary protection by a Member State, whilst you still have the right to travel within the Union for 90 days within a 180-day period, you should be able to avail of the rights derived from temporary protection only in the Member State that granted you the residence permit. However, another Member State may also decide, on a discretionary basis, to issue you another residence permit. The Temporary Protection Directive applies in all EU Member States except Denmark. It doesn't apply in Schengen associated countries (Switzerland, Norway, Liechtenstein, Iceland).

Does temporary protection prevent me from applying for asylum?



No. The right to temporary protection is in addition to the right to apply for international protection.

Do I need to request a residence permit for temporary protection before I can apply for international protection? Is there a specific order I need to follow in case I want to apply for asylum?



People eligible for temporary protection are, as a principle, able to lodge an application for asylum at any time. However, you should be aware that the purpose of being granted temporary protection is to reduce the need for you to apply immediately for international protection, as you will receive a residence permit as well as the associated rights. Moreover, the administrative formalities for temporary protection are reduced to minimum due to the urgency of the situation. In comparison, you should expect the procedure for examination of an application for international protection to be more complex due to current circumstances, to contain more procedural steps and therefore to take much more time to be completed. Where, after the examination of an application for international protection, asylum is not granted to a person also eligible for temporary protection, the person continues to benefit from temporary protection until the Council Decision granting it expires.

If I benefit from temporary protection, is it certain that I will also receive refugee or subsidiary protection status later?



No, the international protection status determination is independent of the benefit of temporary protection. It follows a different, specific procedure in front of the competent national authorities in the Member States and the outcome is determined on the basis of your individual, personal situation.

See also: [Practical guide: Qualification for international protection](#)

I was legally staying or residing in the EU before 24 February 2022 and cannot go back to Ukraine. Will I be given temporary protection?

Member States may decide to extend temporary protection to those persons who left Ukraine before 24 February 2022 as tensions increased or who found themselves in the territory of the Union (e.g. on holidays or for work reasons) before that date and who, as a result of the armed conflict, cannot go back to Ukraine. For more information please contact the local authorities of the country where you are currently staying. Equally, if the Member State in question is not applying this discretion to grant you temporary protection status, you may always decide to apply for international protection.

2. You can apply for international protection in the country of first entry

According to EU law, you must apply for international protection (asylum) in the first safe country. Applicants for international protection have similar rights to temporary protection but there are some differences. In the case of a pending asylum application, a person can have access to the labour market after 9 months in case his/her case has not yet received a final decision, in the case of temporary protection such access can be granted much earlier. You might also apply for family reunification, if you have a family member who is already legally residing in the EU.

How do I apply for international protection?

Inform national authorities in the Member State where you are present that you need international protection and follow their guidance. Information from interior ministries is available in the map on this page. See also: [Practical guide on registration](#)

What is the difference between temporary protection and asylum status?

Temporary Protection is designed to provide immediate protection to displaced persons, including those who have fled areas of armed conflict. While temporary protection is without prejudice to the right to apply for international protection, it may reduce the need to apply immediately for international protection as you will receive a residence permit as well as associated rights. The duration of temporary protection is defined by EU law.

Asylum is an individual right, granted following a specific administrative and legal process that will determine whether you have a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion. Once granted, asylum can be withdrawn whenever new elements or findings arise indicating that

there are reasons to reconsider its validity.

You should enquire with the national authorities of the Member States where you are present for more details regarding the specific rights, such as access to medical care, housing and the labour market, education for children and detention, under each regime. For general information about fundamental rights during the asylum procedure, please see [here](#).

Apart from the temporary protection or international protection, are there any other legal option that I can apply for? 

You might be entitled to a residence permit as a family member of an EU citizen or someone already legally residing in the EU, or as a student, researcher, trainee or worker. For more information about your options you should contact the competent authorities in the country where you are currently staying. You can also consult the [EU Immigration Portal](#) for more practical information and links to websites of relevant national authorities.


3. You can request repatriation assistance

Irrespective of your nationality, if you were living in Ukraine and have fled the war, you should be allowed to cross into the EU. If it is safe to repatriate to your home country, you should contact relevant authorities or organisations to help you go back to your country of origin.

For repatriation assistance, you should contact the embassy/consulate of your country of origin in the Member State where you are currently staying. The national authorities in this country can also help you to contact your embassy/consulate in case you encounter problems and may offer assistance for your repatriation.

Onward travel in the EU

In most cases, if you have fled the war in Ukraine you will be able to travel to other EU countries. For Ukrainians this right comes from visa free regime in place between the EU and Ukraine. If you come from a third country, you need to check whether your country of origin is on the list of third countries whose nationals are exempt from the requirement to have a visa.

After crossing the EU border for the first time, can I continue to travel to other EU/Schengen countries, or do I need to stay? 

Yes, Ukrainians or nationals from other visa free countries can continue and travel to other EU/Schengen countries. However, if you crossed the EU border for the first time through a

country that is not part of the EU area without internal border control (Romania, Bulgaria, Croatia, Cyprus and Ireland) your documents will, as a general rule, be checked again at the border crossing point of the next Schengen country.

Free onward transit with numerous transport companies



Since the beginning of the war, a number of European transport companies have been offering free transport for people fleeing Ukraine. This includes rail, bus, ferry and air travel. A list of the numerous carriers involved is available in the table below. More information to follow soon.

I entered the EU through Romania or Bulgaria. What happens if I want to continue my journey to a country that is part of the area without internal border control?



You can do so, but your documents will be checked again at the border of the first EU country that forms part of the Schengen area. This will be the case, for example, if you are crossing the border between Hungary and Romania.

Can I move between countries that are part of the Schengen area without internal border control?



Yes. Once you enter a country that is part of this area, you can move, in principle without border checks, to other countries that are part of the Schengen area. However, you can only do so for 90 days within a 180 days period.

Note that Iceland, Norway, Switzerland and Liechtenstein are not EU countries, but they are Schengen countries. You can travel to those countries once you have entered the Schengen area, but your rights related to international or temporary protection may differ from those you have in EU countries.

While Denmark is an EU and a Schengen country, it does not take part in the temporary protection scheme and does not apply the EU rules on Asylum. Therefore, your rights related to international or temporary protection in Denmark may differ from those you have in other EU countries.

Can border guards, police or other relevant authorities still ask for my identification documents, even though I am in a Schengen country?



Yes. Police and other administrative checks are always possible including within the territory and at internal borders for security and migration purposes. It is important to cooperate and

provide the required documents and information to police or border guards. In certain circumstances you may be required to remain available to the authorities during these checks in designated facilities.

Are there any travel restrictions related to the COVID-19 pandemic?

Please consult [Re-open EU](#) for information on travel and health measures in EU and Schengen Associated countries (Iceland, Liechtenstein, Norway, Switzerland) during the COVID-19 pandemic.

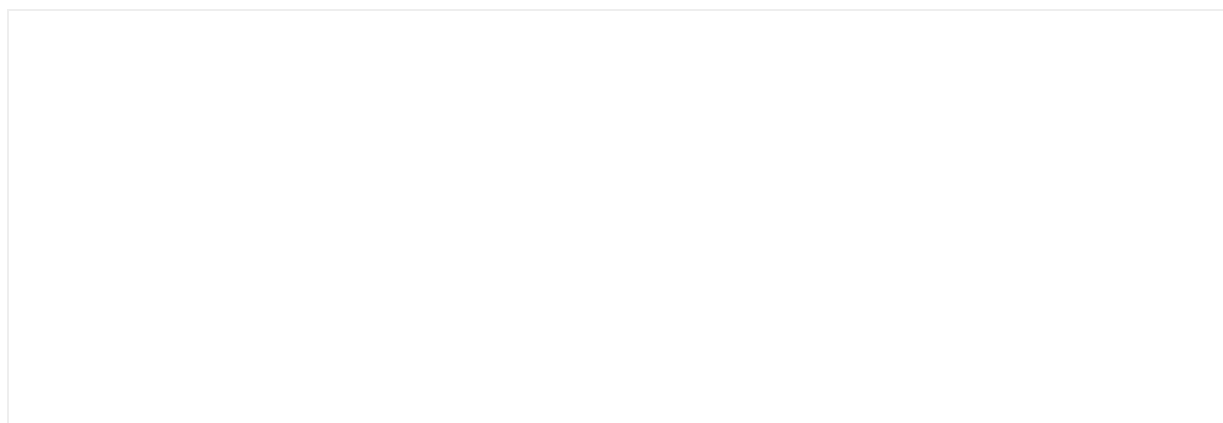
Your safety and security

When travelling to and around the EU, please be aware of the risk of trafficking and exploitation. Only accept transport and accommodation from authorities and civil society organisations. Do not give your identification documents, personal information and belongings to anyone other than government or border officials and always inform your relatives or friends about your whereabouts. In case you are offered employment, research the company and in case of doubt you can ask national police authorities or civil society organisations for more information.

For more information about national authorities that deal with human trafficking and organisations that can help depending on your location, please see [here](#).

Information about national authorities and free travel options

In this section, you will find key information about which national authorities to contact for temporary protection and which organisations are active in helping those fleeing Ukraine, as well as how to contact them. You can also learn about some free travel options offered by transport companies in EU countries.





National contact details

Austrian Interior Ministry ([DE](#))

Federal Agency for Reception and Support Services ([DE](#))

Ministry of the Interior [FAQ for people fleeing Ukraine](#) ([DE](#))

Public Employment Service: how to get a work permit ([DE](#) / [UK](#) / [EN](#))

Austria



Key organisations helping on the ground

List of organisations ([DE](#))

Facebook page to help people fleeing the war ([DE](#))

Caritas Austria ([DE](#))

Psychological support hotline ([UK](#))

From Austria 0134301014

From abroad +43 6699665109

Free travel options

All [Wiener Linien](#) local public transport and [OeBB trains](#)

National contact details

Federal Government's Information website ([FR](#) / [NL](#) / [DE](#) / [EN](#))

Information by the Immigration office on temporary protection application for Ukrainians in Belgium ([FR](#) / [NL](#) / [EN](#) / [UK](#))

Hotlines of the Embassy of Ukraine in Belgium

Reserve Line [+32 23792115](#)

General questions [+32 23792160](#)

Housing questions [+32 23792112](#)

Belgium



Key organisations helping on the ground

Red Cross – Flemish community ([NL](#) / [FR](#) / [EN](#)) +32 15443407

Red Cross – French community ([FR](#)) +32 81771648

Agence Fédérale pour l'Accueil des Demandeurs d'Asile +32 22134411 ([FR](#) / [NL](#) / [EN](#))

Serve the City Brussels ([FR](#) / [NL](#) / [EN](#))

List of initiatives in Belgium – Belgians for Ukraine ([EN](#))

Facebook page - Solidarity with Ukraine ([EN](#))

PAG-ASA for victims of exploitation ([EN](#) / [FR](#) / [NL](#)) +32 25116464

Free travel options

[SNCB/NMBS trains](#) and Thalys

National contact details

Government's unified information portal on measures and actions related to the crisis in Ukraine ([BG](#) / [UK](#) / [EN](#))

Information from the State Agency for Refugees ([BG](#) / [EN](#) – not yet available)

Registration points – Map with information ([BG](#) / [UK](#) / [EN](#) / [RU](#))

Hotline numbers [029055555](#), [+38 0322465075](#)

Ministry of Foreign Affairs crisis hotline [+35 929482404](#), email crisis@mfa.bg

Bulgaria



Key organisations helping on the ground

Association of Ukrainian Organisations "Mati Ukraina" Facebook group ([BG](#) / [UK](#))

Free travel options

[BDZ trains](#)

National contact details

Ministry of Interior Homepage ([HR](#) / [EN](#))

Ministry of Interior webpage for Ukrainian refugees ([HR](#) / [UK](#))

Ministry of Interior leaflet with dedicated information ([HR](#))

Information on the activation of the temporary protection directive ([HR](#))

Croatia



Key organisations helping on the ground

Croatian Red Cross ([HR](#) / [EN](#))

Hotlines and useful contact numbers ([UK](#) / [HR](#))

UNHCR email hrvza@unhcr.org

IOM email iomzagreb@iom.int

Free travel options

People fleeing from Ukraine can use [HŽ Putnički prijevoz](#) trains free of charge with ‘solidarity tickets’ and with a “Help Ukraine Ticket”.

National contact details

Ministry of Interior Homepage ([GR](#))

Information on the activation of the temporary protection directive ([EN](#) / [GR](#))

Cyprus



Key organisations helping on the ground

Facebook group for Ukrainians seeking advice - Cyprus Refugee Council ([EN](#))

UNHCR Cyprus ([EN](#))

Czechia



National contact details

Information for Ukrainian citizen fleeing the conflict ([UK](#) / [CS](#))

Refugee Facilities Administration of the Ministry of the Interior ([CS](#) / [EN](#) / [UK](#))

Ministry of Interior helpline +42 0974801802

Embassy of Ukraine in Prague – Facebook page ([UK](#))

Key organisations helping on the ground

We Stand Behind Ukraine ([CS](#) / [EN](#) / [UK](#) / [RU](#))

Drive for refugees – To get transport from the border ([CS](#) / [EN](#) / [UK](#))

Support Facebook Group ([CS](#) / [UK](#))

Refugees Welcome ([CS](#) / [EN](#))

Association for Integration and Migration ([EN](#))

Organisation to Support Refugees ([EN](#))

ADRA (Humanitarian and Development Organisation) ([CS](#) / [EN](#))

CARE ČR ([CS](#))

Czech Red Cross ([CS](#))

Člověk v tísni (People in Need) ([CS](#))

Diakonie ČCE ([CS](#))

Caritas Czechia ([CS](#))

Lékaři bez hranic (Doctors without borders) ([CS](#))

Free travel options

[RegioJet](#), Leo Express, České dráhy trains, [Arriva transport](#), Prague public transport and public transport in the Central Bohemian Region.

Denmark



National contact details

Danish Immigration Service – ([EN](#) / [UK](#))

Denmark immigration service dedicated webpage on how to apply for residence permit ([EN](#)), support to Ukraine ([EN](#))

Danish Centre for the Ukrainian crisis ([UK](#) / [EN](#))

Free travel options

People fleeing from Ukraine can use [DSB trains](#) free of charge.

Ukrainian cars can pass [Öresundsbron \(Denmark-Sweden bridge\)](#) without being charged.

National contact details

Government Official Website for people fleeing the war ([EE](#) / [EN](#) / [UK](#) / [RU](#))

Ministry of Interior Homepage ([EN](#))

Ministry of Economic Affairs and Communications ([EN](#))

Police and Border Guard Board Homepage ([EE](#) / [EN](#) / [UK](#) / [RU](#))

Social Insurance Fund Homepage ([EE](#) / [EN](#) / [RU](#))

Government webpage with information for Ukrainian citizens ([EE](#) / [EN](#) / [RU](#))

Youth Portal ([EE](#) / [RU](#))

Estonia



Key organisations helping on the ground

List of NGOs ([EE](#) / [EN](#) / [RU](#))

Estonian Refugee Council ([EE](#) / [EN](#) / [UK](#) / [RU](#)) Hotline (every day 9h-19h)
+37 256782288

Estonian Red Cross ([EE](#))

Ukrainian Community in Estonia ([EE](#) / [EN](#) / [RU](#)) Hotline 1247

Ukrainian Cultural Center ([EE](#) / [EN](#) / [UK](#))

Mondo MTÜ ([EE](#) / [EN](#))

Free travel options

[Elron trains](#) and [Public Transport trains](#)

National contact details

Government's webpage on how to help Ukrainians ([FI](#) / [SV](#) / [EN](#))

FAQs on the Finnish Immigration Service webpage ([FI](#) / [SV](#) / [EN](#))

Instructions for refugees arriving in Finland ([FI](#) / [SV](#) / [EN](#))

Finland



Key organisations helping on the ground

Finnish Red Cross ([FI](#) / [SV](#) / [EN](#))

Finn Church Aid ([FI](#) / [SV](#) / [EN](#))

Free travel options

People fleeing from Ukraine can use [Onnibus](#) transports and [VR trains](#) free of charge.

They can also benefit from a 95% discount on net fares for one-way [Finnair](#) tickets from Warsaw, Krakow, Gdansk, Budapest and Prague to Helsinki.

France



National contact details

Government official information site ([FR / UK](#))

French embassy in Ukraine, "I need help" section on reception ([FR/ UK](#))

Ministry of Interior's information for Ukrainian citizens ([FR / UK / EN](#))

Paris Municipality ([EN](#))

Key organisations helping on the ground

Secours populaire ([FR](#)) +33 144782100

Secours catholique ([FR](#)) +33 145497300

Croix rouge ([FR](#)) +33 144431100

Free travel options

[SNCF](#) and Thalys trains

National contact details

Federal Ministry of the Interior and Community: Germany4Ukraine ([DE / UK](#) / [EN / RU](#))

Federal Ministry of the Interior and Community: Government's FAQs about entering and residing ([DE / UK / EN](#))

Key organisations helping on the ground

Alliance of German aid organisations collecting donations for Ukraine ([DE / EN](#))

UNHCR ([DE](#))

German Red Cross ([DE](#))

Aid organisation focusing on medical care ([DE](#))

Caritas International ([DE](#))

Diakonie Katastrophenhilfe ([DE](#))

Pro Asyl ([DE / EN](#))

Legal consultants ([DE](#))

Free travel options

[DB trains](#), [ODEG trains](#), Thalys trains and all regional and local public transport

Germany



Greece



National contact details

Government's webpage with information for Displaced Persons ([GR](#) / [UK](#) / [EN](#))

Embassy of Ukraine in Greece ([EN](#)) Hotline +30 693276606

Key organisations helping on the ground

UNHCR ([GR](#) / [EN](#))

List of organisations ([EN](#))

National contact details

Hungarian Directorate General for Aliens Policing Information for people fleeing Ukraine ([EN](#) / [UK](#))

Government hotlines

From Hungary 06 80310310

From Ukraine 0-800 504546

From other countries +36 15501828, email menekultinfo@me.gov.hu

National Humanitarian Coordination Council - for Ukrainians near the Hungarian border: 1357 (one call is 500 forints/EUR 1.37)

Embassy of Ukraine Facebook page ([UK](#))

Hungary



Key organisations helping on the ground

Facebook group for accommodation ([HU](#))

Hungarian Red Cross ([HU](#))

The Hungarian Charity Service of the Order of Malta ([HU](#))

Caritas Hungary ([HU](#))

Migration Aid Facebook Page ([HU](#))

Hungarian Helsinki Committee Information Page ([EN](#))

Hungarian Association for Migrants ([EN](#) / [UK](#) / [RU](#))

Free travel options

All [MAV trains](#) with a free "solidarity ticket", and all [BKK public transport](#) free of charge in Budapest.

[Wizz Air](#) supports Ukrainian refugees by offering them 100,000 free seats on all continental Europe flights departing from Ukraine's border countries.

Ireland



National contact details

Irish Department for Justice Information about visa requirements ([EN](#))

FAQs for travelling to Ireland ([EN](#))

Government dedicated webpage with information about the Temporary Protection Directive ([EN](#))

Ukrainian Crisis Centre ([EN](#) / [UK](#)) Hotline (10h-19h) +35 3894425522

email: irelandstandswithukraine@googlegroups.com

Citizens Information for International Protection ([EN](#))

Key organisations helping on the ground:

Irish Refugee Council ([EN](#))

Free travel options

Irish rail trains, [Bus Éireann](#) transportation and [Expressway](#) transportation

National contact details

Ministry of Foreign Affairs ([IT](#))

Ministry of Interior ([IT](#)) Guide for Asylum Seekers ([EN](#))

National Civil Protection Department regarding the Temporary Protection Directive ([IT](#))

Key organisations helping on the ground

UNHCR ([IT](#))

Italian Council for Refugees ([IT](#))

Comunità di Sant'Egidio ([EN](#) / [IT](#) / [RU](#))

Italian Red Cross ([IT](#))

[Caritas Ambrosiana](#) ([IT](#))

NGO AVSI ([IT](#))

NGO AIBI ([IT](#))

NGO Intersos Facebook Page ([IT](#))

Free travel options

People fleeing from Ukraine can use [Flixbus transportation](#), Marino Bus transportation and [Trenord trains](#) free of charge. They can also travel free of charge [with Trenitalia group transport](#) within a maximum of 5 days from entering Italy.

Italy



Latvia



National contact details

Information for Ukrainians coming to Latvia ([LV](#) / [UK](#) / [EN](#) / [RU](#)) – not an official website, but redirected from the Government’s website

City Council of Riga Hotline (24/7) +371 80000800

Information on free Healthcare state funded services (8.30h-17h) +371 8000 1234

Key organisations helping on the ground

Unified information helpline for Ukrainians in Latvia (24/7) +371 27380380

Telegram: t.me/ukrainelatvia

Hotline in Riga (24/7) +371 80000800

Free travel options

[Latvijas dzelzceļš trains](#)

National contact details

Interior Ministry information for people coming from Ukraine ([EN](#) / [LT](#))

Migration Department ([UK](#))

Eurodesk Lithuania ([LT](#) / [UK](#) / [EN](#))

Migration issues hotline (every day 7h30-21h) +370 52717112

Accommodation hotline (24/7) 1827 from Lithuania, +370 67722222 from abroad

Humanitarian assistance (24/7) +370 68498688

Lithuania



Key organisations helping on the ground

Social initiative Stiprus Kartu ([UK](#) / [EN](#) / [LT](#))

Lithuanian Red Cross ([LT](#))

Lithuanian Caritas ([EN](#) / [LT](#))

National Volunteer Support Coordination Center ([LT](#) / [EN](#) / [UK](#))

Maltiečiai ([EN](#) / [LT](#))

Work in Lithuania ([EN](#))

Free travel options

[LTG trains](#) and [Vilnius buses](#)

Luxembourg



National contact details

Government's information on reception of Ukrainian refugees ([FR](#) / [EN](#) with forms in [FR](#) / [EN](#) / [UK](#) / [RU](#))

Ministry of Foreign Affairs ([FR](#) / [EN](#))

Information of the temporary protection shelter for initial reception ([UK](#) / [FR](#) / [EN](#))

For consular questions from people leaving or in transit from Ukraine +35 224782386

Key organisations helping on the ground

LUkraine, Ukrainian community in Luxembourg ([UK](#))

Red Cross - FAQ for Ukrainian refugees ([EN](#) / [FR](#) / [DE](#)), email wellkomm@croix-rouge.lu (in [FR](#) / [EN](#) / [DE](#) / [UK](#) / [RU](#))

Médecins du monde: for medical help ([FR](#))

Caritas Luxembourg ([FR](#) / [EN](#))

Free travel options

[All public transport](#)

Malta



National contact details:

Ministry for Home Affairs, National Security and Law Enforcement – Information about Temporary Protection Directive ([EN](#))

Netherlands



National contact details

Information on webpage from the Ministry of Justice and Security ([NL](#) / [EN](#))

Immigration Service ([NL](#) / [EN](#))

Emergency reception centres: The Hague ([UK](#)), Groningen ([EN](#)), Amsterdam ([EN](#)), Maastricht ([EN](#))

Key organisations helping on the ground

Overview of organisations helping on the ground ([NL](#))

Vluchtelingenwerk (Refugee Council) ([NL](#) / [UK](#))

Free travel options

[NS trains](#), Thalys trains and [all public transport](#)

National contact details

Government's information for Ukrainian citizens ([PL](#) / [UK](#) / [EN](#) / [RU](#))

FAQ ([PL](#) / [EN](#) / [RU](#))

Government platform for support ([PL](#) / [UK](#) / [EN](#))

Helpline of the Office for Foreigners +48 477217575

Helpline for victims of the war (24/7) +48 222309900

Helpline for those in danger of human trafficking +48 226280120

Helpline for the Ukrainians seeking medical help (24/7) +48 807190590

Border Guard - for rules of crossing the border ([PL](#)) +48 825685119

Helpline for Polish citizens and holders of the Pole's Card +48 225238880

Information points and helplines ([EN](#) / [UK](#))

Key organisations helping on the ground

Polskie Centrum Pomocy Międzynarodowej (Polish Center for International Aid) ([EN](#) / [PL](#))

Polska Akcja Humanitarna (Polish Humanitarian Action) ([EN](#))

Caritas Polska ([PL](#))

Polish Red Cross ([PL](#))

Fundacja Ocalenie ([EN](#) / [PL](#))

Polska Misja Medyczna (Polish Medical Mission) ([EN](#))

UA SOS ([EN](#) / [UK](#) / [PL](#) / [RU](#))

Useful information about support in Krakow ([EN](#))

You have a friend in me ([EN](#) / [UK](#) / [PL](#))

SOS Ukraine ([PL](#) / [UK](#))

Refugees Welcome Polska ([PL](#) / [EN](#) / [RU](#))

Narodowy Instytut Muzyki i Tańca (National Institute of Music and Dance) ([PL](#))

Foundation for Polish-Ukrainian Cooperation ([EN](#) / [PL](#) / [UK](#) / [RU](#))

Free travel options

People fleeing from Ukraine can use free of charge:

- [PKP trains](#)
- [Polferries](#)
- [Flixbus transportation](#) inside Poland and from Polish border cities to elsewhere in Europe

They can also benefit from discounted tariffs with LOT Airlines.

Poland



[Wizz Air](#) offers Ukrainian refugees 100,000 free seats on all continental Europe flights departing from Ukraine's border countries.

[Uber](#) also offers unlimited free trips between the Ukrainian border and Polish cities.

Portugal



National contact details:

Dedicated government website ([PT](#) / [EN](#))

Information for people arriving in Portugal from Ukraine ([PT](#) / [EN](#))

Information on International Protection ([EN](#))

Information on International Protection for unaccompanied minors ([EN](#))

List of public services by region ([EN](#))

Asylum Information Database ([EN](#))

Key organisations helping on the ground

Amnistia Internacional Portugal ([PT](#))

Portuguese Red Cross ([PT](#))

Free travel options

[CP – Trains](#) of Portugal

National contact details:

Government website with information for help to Ukrainians ([RO](#) / [UK](#) / [EN](#))

Web support and information platform for people fleeing the war ([RO](#) / [UK](#) / [RU](#) / [EN](#))

Infoline +40 219590

General inspectorate for immigration ([RO](#) / [EN](#)) +40 214107513

National Line against Trafficking in Persons

From Romania 0800 800 678

From abroad +40 213133100

Key organisations helping on the ground

UNHCR Romania ([EN](#)) Hotline +40 723653 651

Romanian National Council for Refugees ([UK](#)) Hotline +40 730073170

IOM ([EN](#) / [UK](#))

Dopomoha Platform ([UK](#) / [RO](#) / [EN](#))

United for Ukraine – Facebook groups ([UK](#) / [RO](#) / [EN](#))

Hotline for psychological support +40 745139747

Free travel options

People fleeing from Ukraine can use [CFR trains](#) free of charge with a “Help Ukraine Ticket”, and STB shuttle bus.

They can also use [Romfour shuttle bus](#) from station to station free of charge. Romfour organises bus transport to Italy and other European cities.

[Wizz Air](#) offers Ukrainian refugees 100,000 free seats on all continental Europe flights departing from Ukraine’s border countries.

They can also benefit from free [Flixbus transportation](#) from Romanian border cities to elsewhere in Europe.

Romania



Slovakia



National contact details

Government's Information for Ukrainians entering Slovak republic ([SK](#) / [UK](#) / [EN](#))

Ministry of the Interior hotlines for Ukrainian speakers +421 513816111 and +421 259765111

Permanent service of the Ministry of the Interior +421 248593312

Ministry of Transport and Construction ([UK](#))

Ministry of Education, Science, Research and Sport ([SK](#) / [EN](#))

Košice region hotline +421 2800222550, e-mail pomocukrajine@vucke.sk

Key organisations helping on the ground

IOM ([SK](#) / [UK](#) / [EN](#) / [RU](#))

NGO Človek v ohrození (People in need) ([SK](#) / [EN](#)) Infoline +421 917239708

NGO Sme spolu (Slovak – Ukrainian NGO) ([UK](#) / [SK](#) / [EN](#)) Hotline +421 911201889

NGO Iniciativa Kto pomoze Ukrajine (NGO Initiative to help Ukraine) ([UK](#) / [EN](#))

NGO Magna ([EN](#))

Slovak Red Cross ([UK](#) / [SK](#) / [EN](#))

Dental health care ([EN](#) / [SK](#) / [UK](#))

Ukraine-Slovakia Help ([UK](#) / [SK](#) / [EN](#)) Hotline +421 911201889 (Telegram, WhatsApp or Viber), email: ukrajina.sk.sos@gmail.com

Človek v ohrození (People in Need) Facebook page ([SK](#))

Human Rights League ([SK](#) / [EN](#))

Mareena Facebook group ([SK](#))

NGO Nadácia Integra ([SK](#))

NGO Úsmev ako dar (Smile as a gift) ([SK](#) / [EN](#) / [UK](#))

Greek Catholic Eparchy Kosice ([SK](#) / [UK](#))

Free travel options

People fleeing from Ukraine can use [ZSSK trains](#) free of charge.

[Wizz Air](#) offers Ukrainian refugees 100,000 free seats on all continental Europe flights departing from Ukraine's border countries.

Slovenia



National contact details:

Government's website, including information on entry into the country and international protection ([SL](#) / [UK](#) / [EN](#))

Government Hotline (8h-18h)

From Slovenia 080 41 42

From abroad +386 14787530, e-mail info.ukrajina@gov.si

Free travel options

[Slovenske železnice trains](#)

Spain



National contact details

Spanish Agency for the International Cooperation and Development webpage ([ES](#))

Ministry of the Interior's webpage ([ES](#)), with information on temporary protection

Ministry of Inclusion, Social Security and Migration ([UK](#)) Hotline +34 910474444

Asylum Office ([ES](#))

National Line against Trafficking in Persons

From Spain +34 900 10 50 90, email trata@policia.es, trata@guardiacivil.es

Key organisations helping on the ground

Spanish Red Cross ([ES](#))

Cáritas ([ES](#))

Comisión Española de Ayuda al Refugiado ([ES](#))

Global Humanitaria ([ES](#))

Aldeas Infantiles ([ES](#))

Free travel options

[Renfe trains](#)

Sweden



National contact details

Swedish migration agency ([EN](#)), with information on temporary protection

Key organisations helping on the ground

Swedish Red Cross ([SV](#))

Free travel options

[Stena Line transport](#) and [Stockholm public transport](#)

EU-wide organisations

EU-wide organisations helping on the ground in EU Member States

IOM ([EN](#))

UNHCR ([EN](#))

UNICEF ([EN](#))

European NGO Platform on Asylum and Migration ([EN](#)) – List of members ([EN](#))

European Council on Refugees and Exiles ([EN](#))

Refugees Welcome International ([EN](#))

European Guardianship Network assistance to orphans and unaccompanied children ([EN](#))

European Disability Forum ([EN](#))

International Catholic Migration Commission ([EN](#))

International Committee of the Red Cross ([EN](#))

Save the Children ([EN](#))

Terre des Hommes ([EN](#))

Hospitality Helps ([UK](#) / [EN](#))

Science for Ukraine ([EN](#))

Ukraine Shelter ([EN](#) / [UK](#))

Organisations fighting against Human Trafficking:

Missing Children Europe ([UK](#) / [RU](#) / [EN](#))

Hotline from the EU 116000

From outside the EU +31 (0)888009000

Table updated 25 March 2022

Documents



EU stands with Ukraine: Information for people fleeing Russia's invasion of Ukraine

English (239.5 KB - PDF)

Url link - https://ec.europa.eu/info/sites/default/files/information_for_people_fleeing_russias_invasion_of_ukraine_en.pdf

Available languages (2)

Related links

[EU Neighbours East: Practical support for Ukrainian refugees](#)
