

PROGRAM

Thursday, 5 December 2013

7.50 – 9.10 Ceremonial arrival of Heads of Delegations

9.20 Family photo

9.30 Opening session (open)

- Formal opening and adoption of the agenda
- Address by a representative of the host country
- Address by the OSCE Chairperson-in-Office
- Address by the President of the OSCE
- Parliamentary Assembly
- Report by the OSCE Secretary General

First plenary session (cameras only)

Statements by Heads of Delegations

13:00 Working luncheon for Ministers for Foreign Affairs/Heads of Delegations (L7, HoD restaurant)

Separate lunch for members of delegations (L1, luncheon area)

15:00 – 18:00 Second plenary session (cameras only)

Statements by Heads of Delegations

19:30 Official dinner for Ministers for Foreign Affairs/Heads of Delegations (Fairmont Grand Hotel Kyiv)

19:30 Reception for members of delegations and the media (Mystetskyi Arsenal)



Friday, 6 December 2013

9.30 Third plenary session (cameras only)

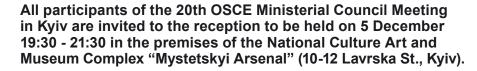
- Statements by Heads of Delegations
- Adoption of Ministerial Council decisions and documents
- Any other business

Closing session (open)

- Address by a representative of the host country
- Formal closure (statements by the current and incoming Chairpersons in Office)

13:30 Final press conference





Mystetskyi Arsenal is a conceptual art-project aimed at presenting Ukrainian historical and artistic heritage and its contribution to world cultural heritage. Old Arsenal building was erected in 1783-1801 as a part of the Old Pechersk Fortress.

All guests will also have the opportunity to discover modern Ukrainian art, presented within the Art Kyiv Contemporary 2013 Exhibition.

Another unique exhibition is devoted to the Ukrainian ornamental painting of Petrykivka, which is nominated for inscription on UNESCO's Intangible Cultural Heritage of Humanity list. The participants will have the opportunity to learn Petrykivka painting techniques.

The musical highlight of the event will be a special performance of the Kyiv Symphony Orchestra and Chorus directed by Roger McMurrin.







GENERAL INFORMATION

Venue

The 20th Meeting of the OSCE Ministerial Council takes place in Kyiv at the International Exhibition Centre (IEC), located at 15 Brovarskiy Ave, Kyiv, 02660. The IEC website can be found at http://mvc-expo.com.ua/en/.

IEC opening hours

The Delegation Area is open as follows:

Tuesday 3 December 08.00 – 23.00 Wednesday 4 December 07.00 – 23.00 Thursday 5 December 06.30 – 23.00 Friday 6 December 07.00 – 17.00

The Registration Office will be located close to the premises of the IEC at the following address: 5 Mykilsko-Slobidska St., Kyiv.

The office will be open as follows:

Tuesday 3 December 08.00 – 20.00 Wednesday 4 December 07.00 – 20.00 Thursday 5 December 06.30 – 18.00 Friday 6 December 08.00 – 13.00

Tel: 541-03-60

Email: registration@mc2013.org.ua

Please note that the phone numbers and the email address will be operational only on 3 – 6 December.





Heads of Delegations shall use the HODs entrance (1C). Delegates' minibuses, coaches and Embassy cars will be directed to the Delegates' entrance (3A).

Media buses will be directed to the media center (2C). No access will be allowed at the 2C entrance for media during arrivals of Heads of Delegations on Thursday, 5 December, 07.30-09.20.

Accreditation

The IEC premises can only be accessed with a valid accreditation badge. Delegates may be requested to present a proof of identity (a passport or a national ID card) at any time. Heads of Delegations' pins and delegates' badges must be worn and visible at all times for entry to all venues, including the official dinner for Heads of Delegations and the delegates' and media reception. Lapel pins and badges are strictly for personal use and cannot be exchanged.





Categories of badges

Lapel pin

Heads of Delegations

Red badge

Security Personnel

Blue badge

OSCE Task Force/Conference Services

Purple badge

NGOs

Green badge

Delegations/OSCE/International Organizations/Liaison Officers

Yellow badge

Media

Orange badge

Drivers

Brown badge

Staff IT/IEC

Badge with cross (red)

First Aid





Lost badges

Loss of a pin or badge should be immediately reported to your Liaison Officer. In order to obtain a new one, please visit the Registration Office at the following address: 5 Mykilsko-Slobidska St. (located close to the premises of the IEC).

A new badge can only be issued to the registered holder of a lost badge upon presenting the confirmation letter and valid ID card or passport. Badges cannot be collected by another member of the delegation.

Information Desk (Ds5)

Information desk, covering areas such as general venue information, is located in Delegates' Lounge (DL3).

Tel: 277-03-51;

Email: infodesk@mc2013.org.ua

Transport and Hotels Desk (Ds4)

Transport and Hotels Desk is located in Delegates' Lounge (DL2) near the entrance 3A.

Tel. 277-02-96, 277-02-97 Email: transport@mc2013.org.ua

IT Helpdesk (Ds6)

IT Helpdesk is located in Delegates' Lounge (DL2) and will remain open until the delegation area is closed.

Tel: 277-02-90

Email: ithelpdesk@mc2013.org.ua



Bilateral meeting rooms desk

There are 16 bilateral meeting rooms. These rooms are to be reserved for use by Heads of Delegations on 5 and 6 December. The **bilateral meeting rooms desk** (Ds3) is located in the Exhibition area, adjacent to the media center.

Opening hours:

Tuesday 3 December 08.00 – 20.00
Wednesday 4 December 08.00 – 20.00
Thursday 5 December 07.00 – 18.00
Friday 6 December 09.00 – 12.00

Tel: 277-05-53

Email: bilateralbooking@mc2013.org.ua

Please note that the phone number and the email address will be operational only on 3 – 6 December.

Before 3 December the email address osce2013_bilateralrooms@ mfa.gov.ua should be used for submitting applications to book a bilateral meeting room.

Documents distribution center

Documents and other material will be sent to the delegates' Email and can be picked up at the **documents distribution and meeting logistic unit** (CS2) located in the delegates' area near the Plenary Hall. The same information will be available also on the OSCE public website: www.osce.org/event/mc_2013

Prepared statements, background documentation, comments or other papers for circulation as well as advance copies for interpreters should be submitted for delivery via the documents distribution center by e-mail documents@osce.org.

Reservation of informal meeting rooms should be made via the documents distribution center.

Tel: 277-00-52

Mobile: +43 664 141 88 67 Email: elke.lidarik@osce.org

Meeting rooms

MC Plenary Hall (M1)

Tel. 277-00-53

Meeting Room WEST (M6)

Tel. 206-87-65

Meeting Room NORTH (M7)

Tel. 206-87-66

Meeting Room SOUTH (M5)

Tel. 277-01-49

Informal Meeting Rooms EAST (M 4.1 – 4.4)

Tel. 277-02-98, 277-02-99, 277-03-00. 277-03-26

Preparatory Meeting Room/Permanent Council Room (M3)

Tel. 277-00-03

FSC Meeting Room (M2)

Tel. 277-00-01





Media Centre

A fully equipped media centre is situated at the IEC and has a separate Press and NGO entrance (2C). The entire venue will be a secure area, with access only possible with an accreditation badge.

There will be the following facilities in the media centre:

- · a working area for journalists and NGOs;
- strong wireless connection;
- TV and radio booths cabled for receiving a TV feed, audio splitters for audio feed;
- rooms for interviews and press briefings;

Opening hours

The media centre will be open as follows:

Wednesday 4 December 10:00 hrs – 18:00 hrs Thursday 5 December 06:00 hrs – 22:00 hrs

*Please note that no entry through 2C is permitted between 07.30-09.20

Friday 6 December 08:00 hrs – 20:00 hrs (closing hour will be accommodated to the duration of the MC meeting)

Press Information Desk (Ds8) at the media centre is available to provide additional information and assistance.

Tel. 277-05-03, 277-05-04 Email: osce.ukraine@gmail.com

At a **Pool Desk** (Ds10) journalists can apply for pool cards to cover elements of the program.

Tel. 277-04-92



Heads of Delegations and other delegates are encouraged to use facilities for press briefings and interviews in the media centre.

Accreditation-Olena Vashchenko

Tel. +38 066 598 4026

Email: osce.accreditation@gmail.com

Interview/briefing requests - Vasyl Zvarych

Tel. +38 066 598 4037

Email: osce.interview@gmail.com

Spokesperson of OSCE Chairperson-in-Office – Yevhen Perebyinis

Tel: +38 066 598 4039

Email: cio.spokesman@gmail.com

OSCE Press and Public Information Section (Pr 5)

press@osce.org

Tel: 277-04-93 277-04-94 277-04-95 277-04-96 277-04-97 277-04-98

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Tel. +38 066 598-39-94

OSCE Office in Baku - National Press and Public Information Officer - Rashad Huseynov

Tel. +38 066 598-41-93

OSCE Press Officer/OSCE Centre in Bishkek Spokesperson – Svetlana Levina

Tel. +38 066 598-41-98





WLAN

Wireless Local Area Network is available in different areas each having their own passwords:

Password 1_OSCE2013 is valid for the following areas:

HoD Restaurant (L7)

Final Press Conference hall (Pr10)

Snack-bar (L3)

Password **2_OSCE2013** is valid for the Luncheon Area (L1) and Delegates' Lounge (DI1)

Password 3_OSCE2013 is valid for the Delegates' Lounge (DI2-DI3)

Media centre is a password free area.

Fax machines

In the delegation area there are public fax machines. The number of the fax machine is clearly marked on each machine.

Photocopiers

There are photocopiers in the delegation area and throughout the venue.

Prayer room

There is a prayer room (R) to the left at the Delegates entrance 3A, please see the map for its location.



Smoking area

Smoking is not permitted in the whole premises of the IEC. Designated smoking areas are located nearby. Please see the venue map for the location of these areas.

In Ukraine smoking is forbidden inside the premises (including restaurants, cafes and hotels), in parks and at public transport stops.

Lost property

Please contact the Information Desk (Ds 5)

Tel: 277-03-51.

First Aid

There are First Aid rooms, please see the venue map for their location.

Tel: 277-02-02, 201-11-41

Liability

The organizers are not liable for personal accidents or for the loss of or damage to the personal property of registered delegates and media representatives. All the participants should make their own arrangements with respect to personal insurance.





Delegates will arrive and depart via the Boryspil International Airport and Kyiv International Airport. The Boryspil International Airport is located 18 km from Kyiv and the Kyiv International Airport is located in the city. There are OSCE Information Desks in the arrival halls. A shuttle service will operate between the IEC, hotels and the airports.

Heads of Delegations arriving by commercial flights will be welcomed at the plane by an official from the airport VIP services and escorted to the VIP lounge where they will be greeted by the protocol service officer and liaison officer and no more than one diplomat from their embassy. They will be transported to their hotel.

Delegates will be welcomed by their liaison officer in the arrivals hall of the Airport.

Heads of Delegations arriving on government or private aircraft will be met by an official from the airport VIP services, the protocol service officer and their liaison officer.

The Directorate General for the Protocol of the Ministry of Foreign Affairs of Ukraine is responsible for all necessary arrangements in relation to the use of the VIP Lounge.

Director General – Oksana Petryaeva Deputy Director General – Mykhailo Brodovych

Email: ddp@mfa.gov.ua Tel: +38 044 238 15 47



Delegations are asked to mark their luggage using the OSCE CiO luggage tags (distributed via OSCE Conference Services).

Delegates travelling on commercial flights are responsible for the check-in and collection of their luggage.



Delegates travelling on private\ government aircraft should discuss relevant arrangements with their liaison officer.

Passengers are advised to arrive at the airport at least 90 minutes before scheduled departure.

The Head of Delegation should arrive at the airport VIP lounge prior to departure and will be escorted by the liaison officer and no more than one diplomat from their Embassy.

Hand baggage regulations

Aviation security regulations prohibit all passengers from carrying any liquid, gels or pastes of more than 100mls through security screening. Containers of 100mls or less of liquids, gels, pastes, lotions and cosmetics may be brought through the passenger security screening points at all airports. In addition, these items must be presented at the passenger security screening point in a transparent re-sealable bag of no more than one litre capacity, 20cm x 20cm. The rules apply to all liquids such as water and beverages, aerosol cans and toiletries such as toothpaste, shaving cream, hair gel, lip gloss and creams. There is a limit of one transparent plastic bag per person.

Medicines required during the flight are exempt from this rule, but must be placed in a separate transparent re-sealable bag and presented separately at the passenger screening area.

SECURITY

To gain entry to the IEC and while inside the building, a valid ID badge or pin must be worn and visible at all times. In addition delegates are requested to cooperate with security check points and to follow the directions of security officers and protocol staff at all times. Security staff will ensure that visitors only enter areas that they are permitted to enter.

Delegates should be aware that airport-style x-ray screening will be used at the IEC.





TRANSPORTATION

Motorcades

Heads of Delegation will be offered a car and driver, exclusively for use at the Ministerial Council. This service will be available from the time of arrival (but not prior to 4 December) at the Boryspil International Airport and Kyiv International Airport until departure (not later than 7 December). The service is exclusively reserved for the use of the Head of Delegation and can accommodate a maximum of one other delegation member.

Delegation transport

Each delegation with more than three persons will have a mini-bus and driver. The minibus is to be used exclusively for OSCE Ministerial Council purposes only, from the time of the delegation's arrival (not prior to 2 December) at the Boryspil International Airport or Kyiv International Airport until departure (not later than 7 December). The mini-bus will offer seven seats per delegation including security personnel. The Chairmanship will not provide transportation for any extra security personnel.

Embassy car

Each delegation may accredit no more than three Embassy cars, which must display the CiO permit to gain access to the IEC. A waiting area will be established for all accredited drivers at the IEC.





The shuttles will operate the following routes:

Boryspil International Airport – Hotels

(From Monday 2 December to Wednesday 4 December)

Kyiv International Airport – Hotels

(From Monday 2 December to Wednesday 4 December)

Hotels - IEC

(From Tuesday 3 December to Friday 6 December)

IEC – Fairmont Grand Hotel

(Thursday 5 December) for Heads of Delegations

IEC - Mystetskyi Arsenal

(Thursday 5 December) for Delegations, NGO and the Press

Fairmont Grand Hotel - hotels

(Thursday 5 December) for Heads of Delegations

Mystetskyi Arsenal – hotels

(Thursday 5 December) for Delegations, NGO and the Press

Public transportation

The easiest way to get from the IEC and to the city center is Kyiv Metropolitan (subway). The nearest to the IEC metro-station is Livoberezhna metro-station of the Sviatoshynsko-Brovarska (Red) Line. To get to the heart of Kyiv city center please take a train to the Khreshchatyk metro-station.



Boryspil International Airport

www.kbp.aero/en/

Tel: +38 044 393 43 71

Sky Bus operates between Boryspil International Airport and the South Railway Station via Kharkivska metrostation. To get to the Railway Station please take a train at the Darnytsia or Livoberezhna metro-stations to the Vokzalna metro-station of the same Red Line. To get to the Kharkivska metro-station – change the Red Line for the Green Line at the Teatralna metro-station

Sky Bus fare is 40 UAH. Tickets can be purchased straight from the driver or at the ticket office of Terminals B, F and D of the Boryspil International Airport.

The schedule is available at http://kbp.aero/en/transport/sky-bus/





Kyiv International Airport

www.airport.kiev.ua/en/

Tel: +38 044 585-72-54

Trolleybus route 22 operates from 6 am to 10 pm every 15-20 minutes between the Kyiv International Airport and the Shuliavska metro-station, which can easily be reached from the Livoberezhna or Darnytsia metro-stations of the Red Line.

Bus route 565 operates from 6 am to 12 pm every 6-10 minutes between the Kyiv International Airport and the Petrivka metro-station of the Blue Line. To get to the Petrivka metro-station please change the Red Line at the Khreshchatyk metro-station to the Maidan Nezalezhnosti into the direction of the Petrivka metro-station.

The subway fare is 2 UAH, the bus and trolleybus fare is 2 — 2.50 UAH.





Taxi

To call a taxi please contact your Liaison Officer or the Information Desk.

Taxi-companies in Kyiv:

+38 044 201-05-01 +38 044 238-8-238 +38 044 249-40-40 +38 067 249-40-40 +38 044 239-15-15 +38 050 239-15-15 +38 063 239-15-15

The list of telephone numbers is not exhaustive and was taken from the open sources. Taxi companies are privately-owned business. The OSCE Chairmanship bears no responsibility for the taxi tariffs and services provided by the companies. When calling a taxi please clearly specify if you want a car with a taximeter and\or POS terminal.

The taxi tariffs around the city range approximately between 30 to 150 UAH depending on the company and the length of the route.





MEALS

Heads of Delegations

Thursday 5 December

13.00 Working Luncheon (1+0)

19.30 Official Dinner hosted by the CiO of the OSCE. Minister for Foreign Affairs of Ukraine Leonid Kozhara (1+1)

Delegates

Tuesday 3 and Wednesday 4 December

Buffet lunch is available in the delegates' luncheon area for approximately 50-60 UAH per person from 12.00 to 15.00

Thursday 5 December and Friday 6 December

Buffet lunch is available free of charge in the delegates' luncheon area from 12.00 to 15.00.

A café, two snack bars and hot drinks service points are available throughout the venue.





MINISTERIAL TELEPHONE CONTACT LIST

Ukrainian OSCE Chairmanship

Email: Chairmanship@mc2013.org.ua

Delegation Liaison Officer

Each delegation has designated Liaison Officer or Officers (dependent on the number of delegates), who are available during the whole period of delegation's stay in Kyiv.

The Liaison Officer can be contacted by mobile phone. To dial from a Ukrainian landline please drop +38

Albania	Oksana Iarosh (HoD) Yuliia Prychodko (D)	+ 38066 2644873 + 38066 2644872
Germany	Yurii Nykytiuk (HoD) Ihor Cherinko (D) Alina Danyleiko (D)	+ 38066 2644871 + 38066 2644870 + 38066 2644869
United States	Denys Mykhailiuk (HoD) Oleksandr Voronov (D) Ilona Khmeliova (D)	+ 38066 2644867 + 38066 2644866 + 38066 2644865
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Austria		
Austria	Oleksandr Berchenko (HoD) Artem Cherednychenko (D)	+ 38066 2648046 + 38066 2648044

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Belgium	Bohdan Movchan (HoD) Kateryna Kharenko (D)	+ 38066 2648032 + 38066 2648029
Bosnia and Herzegovina	Dmytro Serov (HoD) Valeriia Mytiushyna (D)	+ 38066 2648025 + 38066 2648024
Bulgaria	Olena Halushka (HoD) Tetiana Slabko (D)	+ 38066 2648022 + 38066 2648021
Canada	Andrii Yanevskyi (HoD) Natalia Pavlenko (D)	+ 38066 2648016 + 38066 2648014
Cyprus	Daryna Yakymchuk (HoD) Anhelina Anegdenko (D)	+ 38066 2648013 + 38066 2648012
Croatia	Sergiy Khabenko (HoD) Aina Bahirova (D)	+ 38066 2648009 + 38066 2648005
Denmark	Dmytro Husiev (HoD) Yuliia Veremiienko (D)	+ 38066 2648003 + 38066 2648001
Spain	Oksana Amdzhadin (HoD) Yuriy Demydenko (D)	+ 38066 2647998 + 38066 2647997
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Finland	Nataliia Savina (HoD) Anastasiia Manita (D)	+ 38066 2647991 + 38066 2647987
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Lithuania/EU	Oleksandr Demianiuk (HoD) Yuriy Viazovetskyi (D)	6 2652581 6 2652580
European Union	Yulia Klymko-Overchenko (HoD) Anton Hranovskyi (D)	6 2652579 6 2652578
Luxembourg	Oleg Grabovetskyy (HoD) Oleksandr Isaienko (D)	6 2652577 6 2652576
Malta	Tetiana Konovalenko (HoD) Oleksandra Hubina (D)	6 2652575 6 2652573
Moldova	Olena Hrechaniuk (HoD) Oksana Puhach (D)	6 2652572 6 2652571
Monaco	Yuriy Krutovertsev (HoD) Svitlana Dotsenko (D)	 6 2652570 6 2652569
Montenegro	Zhanna Abisheva (HoD) Yehor Yurkevych (D)	6 2652567 6 2652564
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Republic of Korea	Elizabeth Yenko (HoD) Oleksandr Horbachov (D)	+ 38066 2652543 + 38066 2652541
Thailand	Tetiana Kovpak (HoD) Nadiia Vozdihan (D)	+ 38066 2652538 + 38066 2652537

International organizations

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United Nations	Vsevolod Mytsyk	+ 38066 2652515
UN High Commissioner for Refugees	Oleg Dubovyi	+ 38066 2652514
NATO	Anatoliy Yurchenko	+ 38066 2652513
OSCE		
OSCE Secretary General	Rita Chubarova	+ 38066 2652508
OSCE Secretariat	Oleksiy Kuropiatnyk	+ 38066 2652506
ODIHR	Olha Budko (HoD)	+ 38066 2652501

Zhanna Babych (D)



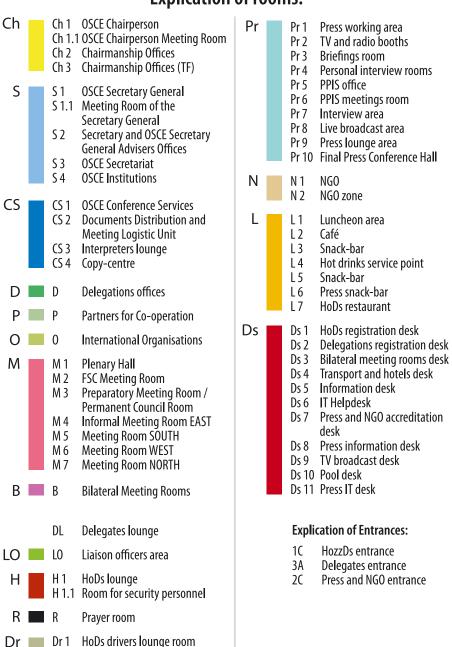




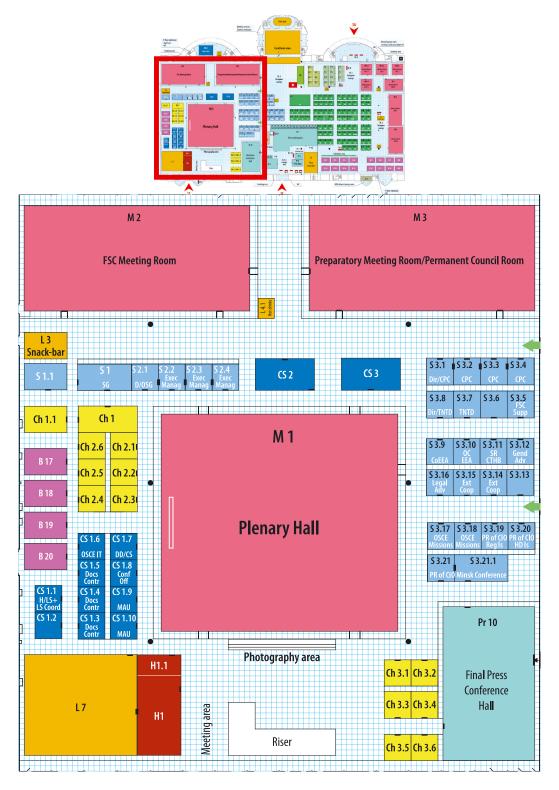
+ 38066 2652499

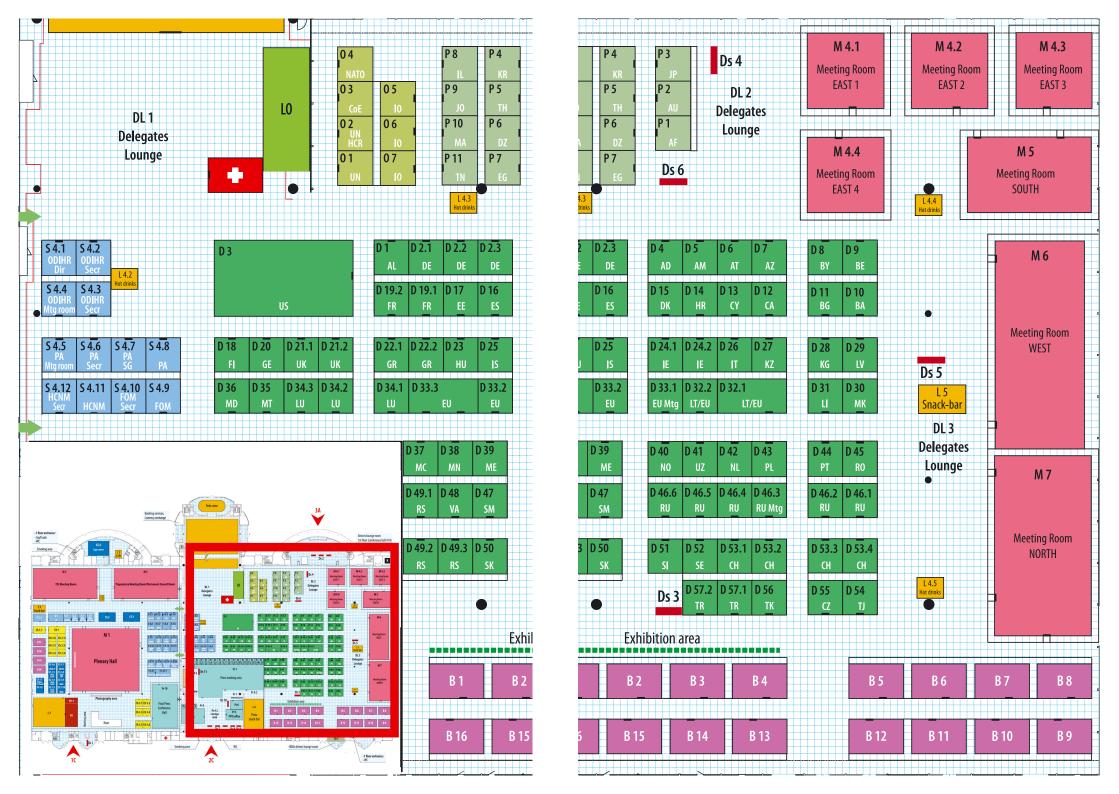


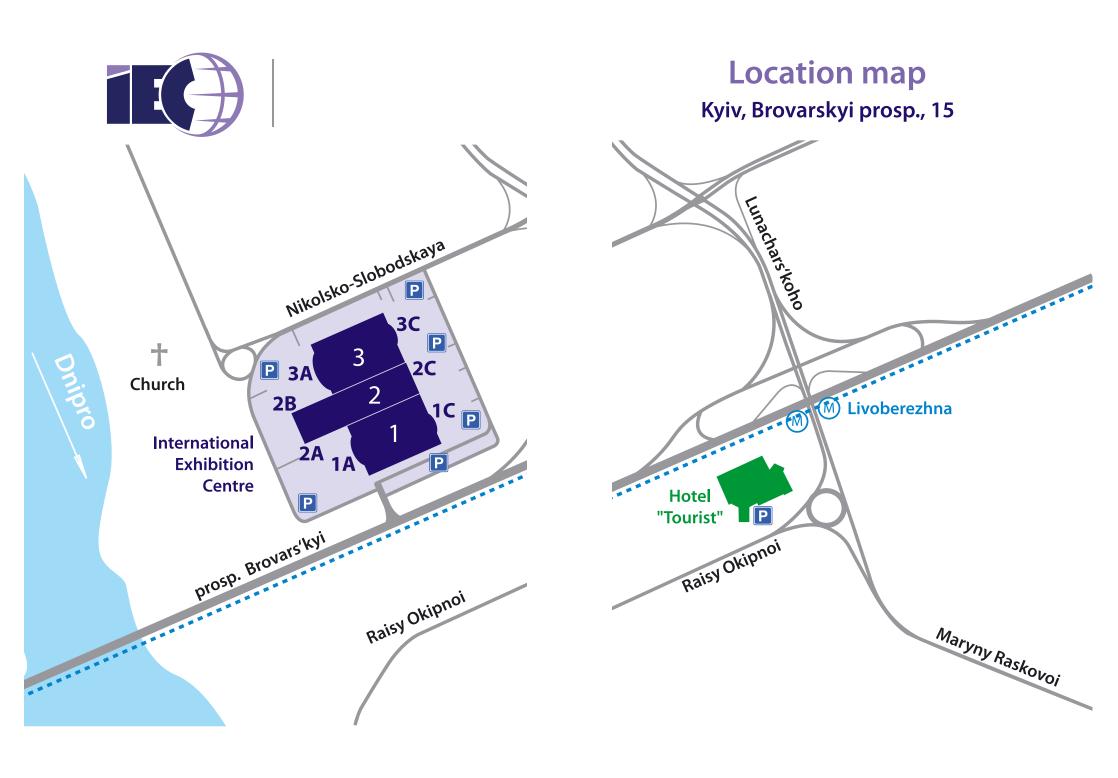
Explication of rooms:



Dr 2 Drivers lounge room







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Personal Representatives, Human Dimension Issues Office No. S 3.20

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President, OSCE Parliamentary Assembly Institutions office No. S 4.8

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HOTELS

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5, Alla Tarasova Street

www.kiev.regency.hyatt.com

Tel. +380 44 581 1234

Intercontinental

2a, Velyka Zhytomyrska Street

www.intercontinental-kiev.com/

Tel. +38 044 219 1919

Fairmont Grand Hotel

1, NaberezhnoKhreshchatytska Street

http://www.fairmont.com/kyiv/

Tel. + 380 44 3228888

Premier Palace

5-7/29, T. Shevchenka Blvd

www.premier-palace.com

Tel. +380 44 383 11 41

Opera Hotel

53, B. Khmelnitskogo Street

www.opera-hotel.com/

Tel. +38 044 581 70 70

Radisson Blu (SAS) Hotel Kiev

22, Yaroslaviv Val Street

www.radissonblu.com.ua/hotel-kiev

Tel. +380 44 492 2200



Riviera on Podol Hotel

15, Sagaydachnogo Street

www.rivierahotel.com.ua

Tel. + 3 8044 581 28 28

Khreschatyk City Center Hotel

14, Khreschatyk Street

www.hotel-khreschatyk.kiev.ua/

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Vozdvyzhensky Hotel Kiev

60-a,b, Vozdvyzhenska Street

http://vozd-hotel.com/

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Dnipro Hotel

1/2, Khreshchatyk Street

www.dniprohotel.ua/

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President

12, Hospitalna Street

http://presidenthotel.com.ua

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Alfavito

35-d, Predslavynska Street

www.alfavito.com.ua

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Holiday Inn

100, Chervonoarmiis'ka Street

http://www.ihg.com/holidayinn/hotels/us/en/reservation

Tel. +38044 363 30 00



7 A, A' Konstantinovskaya street

http://www.podolplazahotel.com.ua/

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RADISSON BLU HOTEL Podil

17-19 Bratskaya Street-Podil

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RUS

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http://www.hotelrus.kiev.ua/

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Tourist

2, R. Okypnoy Street

http://hotel-tourist.kiev.ua

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Bratislava

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www.bratislava.com.ua

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lbis

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http://slavutych-hotel.com.ua/

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Bakkara Art Hotel

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www.bakkara-hotel.com.ua

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56-A, Bogdana Khmelnitskogo Street

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Area: 603 700 km2

Climate: for weather forecasts, see http://meteo.gov.ua/en/

Time zone: GMT+2 (UTC+2) Internet top-level domain: ua International phone code: 380

Government

Ukraine is a unitary state, consisting of the Crimean Autonomous Republic and 24 regions (oblast).

The legislative branch is represented by the unicameral parliament, Verkhovna Rada, consisting of 450 People's Deputies (members of parliament). The 7th convocation of the Verkhovna Rada was elected for the next five-year period on October 28, 2012.

The executive branch is represented by the Government – the Cabinet of Ministers of Ukraine, chaired by the Prime Minister.

The judicial branch has two independent court systems such as constitutional, the Constitutional Court of Ukraine. and general, the Supreme Court of Ukraine.



President of Ukraine - Viktor Yanukovych

Chairman of the Verkhovna Rada – Volodymyr Rybak

Prime Minister – Mykola Azarov

First Vice Prime Minister – Serhiy Arbuzov

Vice Prime Minister - Yuriy Boyko

Vice Prime Minister - Oleksandr Vilkul

Vice Prime Minister - Kostyantyn Gryschenko

Minister for Foreign Affairs, OSCE Chairperson-in-Office – Leonid Kozhara

Currency:

Hryvnia (letter code UAH, digital code 980) is the currency of Ukraine. Any credit cards that bear the Visa, MasterCard or American Express symbol will be widely accepted in Ukraine. Visitors with other cards should ask in advance or check if that card is on display where they want to use it.

There are no limits in the amount of foreign currency which nonresident individuals may sell through authorized banks, authorized financial institutions and exchange offices. Please note that presenting a passport is obligatory during currency exchange operation for both residents and non-residents. Please demand and keep the transaction receipt and a certificate, issued by a bank, authorized financial institution or exchange office, during the whole stay in Ukraine. Both the check and the certificate will be demanded for the exchange of hryvnias for cash foreign currency.



Banks

Banking hours are generally 9.00 to 18.00 Monday through Friday. Some banks are open on Saturday. ATM (cash) machines are located at most banks and accept MasterCard, VISA and American Express.

Electric appliances

The electric supply in Ukraine is 220-240v. European standard plugs and sockets are generally used in Ukraine and are different from the USA. Europlug and Schuko are primary socket types.

Telephones and International calls to and from Ukraine

To make a call abroad you should dial "00" first and then a destination number.

The international dialing code for Ukraine is +380.

Medical Treatment

Providing medical assistance to the foreigners who temporarily stay in Ukraine is based on the general insurance policy of a foreign insurance company and it is secured by a relevant Ukrainian partner assistance company.

If you have health insurance and fell ill, please contact a medical assistance company by the phone numbers indicated in your insurance policy.

In case of no health insurance coverage, the foreigner will be obliged to cover the cost of the medical treatment provided directly in the medical establishment that renders such treatment in accordance with the established tariffs within the treatment cost.





Non-residents may perform the payments for the received medical service with a credit card or in cash, at the Cash Office of the medical institution.

Residents of the countries which entered into the relevant international contracts with Ukraine are entitled to free emergency medical care. From the moment the life threatening emergency for the patient has been removed, or it ceased to endanger the people around, and transportation appears possible, further medical service is provided on fee basis.

In case you have a chronic disease, it is advisable to consult your doctor before the trip and take the necessary reserve of medications.

If necessary, you can purchase medicines at the developed network of pharmacies on the territory of Ukraine.

On the territory of Ukraine, the foreigners have the right to request emergency medical assistance from any public health protection institution.

Smoking

In Ukraine smoking is forbidden inside the premises (including in restaurants, cafes and hotels), in parks and at public transport stops.

Emergency telephone number for rescue service

In case of emergency please dial 101.

This number is free of charge but should only be used in case of genuine emergency.





USEFUL WEBSITES

Organization for Security and Cooperation in Europe www.osce.org

Ministry of Foreign Affairs of Ukraine mfa.gov.ua/en

President of Ukraine www.president.gov.ua/en

Cabinet of Ministers
www.kmu.gov.ua/control/en

Verkhovna Rada of Ukraine iportal.rada.gov.ua/en

For further information about Ukraine ukraineallaboutu.com





NOTES

