

FACT SHEET ON BULGARIA

On March 3, 2022, the European Council implemented the Directive on the temporary protection of Ukrainian citizens entering the territory of the Member States of the European Union. This directive is an instrument that allows large groups of citizens coming from countries with military conflicts to receive temporary protection in the EU. This enables all people running from the war in Ukraine to gain access to rights on the territory of Bulgaria.

After Russia's attack on Ukraine on February 24, 2022, Ukrainian citizens automatically had the right to seek protection in Bulgaria without these conditions being met, that is, even if they do not have a valid passport to travel abroad.

Entry into Bulgaria

Due to the emergency situation, the **entry of people running from the war** in Ukraine is allowed for those who:

- have an old passport format without biometric data;
- have an ID card;
- have driving license;
- have birth certificate – for children up to 14 years;
- do not have any of these documents, but have other official documents that indicate their identity – for example: certificates, passes, diplomas, membership cards, bank cards, employment records, property documents and the like;
- do not have absolutely any documents – exceptionally and after an inspection by Border Police officers.

It is allowed to enter Bulgaria by car, regardless of whether or not there is international insurance. More information about car insurance after entering Bulgaria: <http://guaranteefund.org/en/contacts>.

It is also allowed to enter Bulgaria with pets, regardless of whether they have identification with a chip accompanying passports or vaccination certificates. The relevant Bulgarian authorities have adopted a simplified procedure for these cases. More information on this issue – see: <https://www.bfsa.bg> or write to e-mail: ukraine@bfsa.bg

If you are a Ukrainian citizen and you have a valid (unexpired) biometric passport, you can enter Bulgaria **without a visa** and stay in the country for up to **90** days over a period of 6 months.

This period may be extended once by up to 90 days. For this purpose, you should contact the “Migration” units of the Ministry of Interior, located in Sofia and regional cities.

More information can be found on the website of the Migration Directorate – Ministry of Interior: <https://www.mvr.bg/migration>

After the entry into force of the Temporary Protection Directive (11.03.2022) if you are a Ukrainian citizen and have Ukrainian identity documents (identity card, old non-biometric passport, other identity document proving that you resided legally in Ukraine before 24.02.2022.), but you do not have a biometric passport, **you can enter Bulgaria and apply for “temporary protection” or “international protection”**.

At the border crossing you will have the opportunity to request one of the two types of protection.

Temporary protection is obtained immediately if you meet the conditions of the Temporary Protection Directive.

Temporary protection

The Bulgarian government has adopted an act determining where and how people running from the war in Ukraine will be able to register in Bulgaria and obtain their Bulgarian residence documents as refugees under temporary protection. This document is called “Registration card of a foreigner who has been granted temporary protection”.

There is a working border system for registration of people running from the war on:

- Border checkpoint “Ruse”
- Border checkpoint “Durankulak”

The pre-admission points will be open 24 hours a day while the temporary protection regime is in force.

After the expiration of 1 year, the term of temporary protection may be extended.

This period could be terminated earlier if the war is over and peace and independence are restored in Ukraine.

IMPORTANT: It is highly recommended for the citizens of Ukraine fleeing the war to apply exactly for the status of temporary protection, **NOT the refugee status**.

Who can apply for temporary protection:

- **Ukrainian citizens** residing in Ukraine before February 24, 2022 and **members of their families;**
- **Nationals of other third countries (other than Ukraine) and stateless people** who have used their right to international protection or another equivalent type of national protection in Ukraine before 24 February 2022, and members of their families;
- **Persons with foreign citizenship or statelessness who left the territory of Ukraine as a result of hostilities** and entered and remained on the territory of the Republic of Bulgaria, if they explicitly state that they want to enjoy the status of temporary protection until March 31, 2022.

How long does the process take:

- **The procedure takes 5 to 15 minutes** and temporary protection is provided immediately

- Temporary protection is granted upon **oral request** to the Border Police, the State Agency for Refugees or other bodies of the Ministry of Interior (migration, police), to **people who meet the conditions above.**

International Protection

Who can apply for international protection:

- **Every person from any country** has the right to seek asylum (international protection) in Bulgaria when he is persecuted or when his life or safety is threatened.
- You are an asylum seeker from the moment you apply for protection. From now on you have the right to stay in Bulgaria until a final decision is made on your application.

How long does the process take:

- **The procedure can take from 2 to 21 months;**
- International protection is **granted after submitting a written application** to the Border Police, the State Agency for Refugees or other bodies of the Ministry of Interior (migration, police);
- The process is long and complicated, requires a thorough examination of documents, facts, allegations and circumstances, a series of interviews and inspections and the procedure can take up to 21 months and end with a “refusal” or granting status (humanitarian or refugee).

Rights as a Refugee from Ukraine in Bulgaria

After the registration in Bulgaria and the receipt of the Registration Card of a foreigner who has been granted temporary protection by law, several important rights arise, without the need to obtain other registrations or permits. These rights apply for the duration of the temporary protection granted to them.

- to remain on the territory of the Republic of Bulgaria;
- right to work and vocational training;
- appropriate accommodation or means of accommodation if necessary;
- social assistance;
- medical care in emergencies;
- to return freely to their country of origin.

The government announced that from March 7, 2022 it will provide a fixed amount of money per day for each Ukrainian citizen accommodated in private hotels, as well as in holiday resorts and bases of municipalities and government agencies.

- social assistance
- emergency medical care: **People from vulnerable groups** – children under the age of 18, unaccompanied children, pregnant women, single parents with minors, the elderly and people with disabilities, serious health problems, mental disorders

victims of trafficking or suffering torture, rape or other severe forms of violence – **have the right to full medical care as Bulgarian citizens.**

- free education for children under 18: For more information on where and how to apply for school enrolment – read more here: <https://mon.bg/bg/news/4708>
- free kindergarten for children up to 6 years: For more information on where and how to apply for enrolment in kindergarten – read more here: <https://mon.bg/bg/news/4708>
- to return freely to their country of origin if they wish.

Additional rights:

- bank accounts and debit / credit cards – the country's legislation allows Ukrainian citizens to open a bank account for basic operations. This account is opened in BGN and through it many payment operations can be performed – depositing, withdrawing money at a cash desk or ATM, transfers, including online. According to the law, banks offer payment services on this account free of charge or for a reasonable fee, regardless of the number of services provided through the account. Ukrainian citizens can use their Visa or MasterCard debit and credit cards within the daily limit set by Ukrainian banks and up to the guarantee limit for the specific card.

I received the status of temporary protection in Bulgaria. If I move to another European country, do I have to apply again?

The EU has issued instructions that people running from the war in Ukraine who have been granted temporary protection in one European country but then transferred to another European country, must obtain a new permit and document from them (the European country they decide to move to) as people under temporary protection. In these cases, the first temporary protection document issued should be destroyed.

In practice, this means that Ukrainians registered for temporary protection in Bulgaria **could decide to move to another European country.** There they will have the opportunity to re-register and enjoy the rights that the respective state gives to people under temporary protection.

ACCOMODATION

Finding an apartment in Bulgaria for long term rent

The team behind this platform and many partner organizations have joined forces to assist you in your search for a long-term rental property. On 04.04.2022 we are launching the Bulgarian Home Initiative which aims at sourcing as many verified residential properties as possible. More information will be available soon.

If you need temporary free accommodation, please visit this page: [temporary free accomodation.](#)

The usual long-term residential property rental process in Bulgaria

- A long term rent in Bulgaria has a minimum duration of 1 year
- In 95% of the cases, properties are rented out furnished
- The rental amount per month is usually quoted in EUR, but paid in BGN

- A deposit equal to 1 or 2 months rent is required. The deposit is returned once you leave the property and cannot be used for the last month's rental payment. It would cover expenses that may be incurred by the homeowner for damage repairs, deep cleaning, etc.
- You need to sign a contract, along with an inventory check form. You can download a template [here](#).
- When the tenant is a foreigner, the homeowner must fill out a special declaration and provide you with it. You can download it from [here](#).
- Long-term rental contracts can usually be terminated by either party (homeowner or tenant) with a 1-month notice
- Utility bills (electricity, heating, water and internet) are usually not included in the rental amount. In most cases the official utility accounts remain registered to the owner, but the bills are covered by the tenant in one of two ways – by paying them to the owner directly or online via [epay.bg](#) using the owner's account numbers.

Looking for a long-term rental by yourself

You can look for an apartment by yourself with the help of an agency or via property rental platforms. If you choose to do so, please bear in mind that most agencies will charge you a commission equal to half or a full month's rent. Property portals will have plenty of listings, but some of these may be fake or duplicates, so make sure you specifically ask for a viewing of the property you're looking at in the listing. Do not go to viewings of properties without having seen photos online first – it will be a waste of time.

You can search for accommodation on the following link: <https://ukraine.gov.bg/properties-list/> and here: <https://ukraine.gov.bg/long-term-accommodation/>

Free medical help

If you require urgent medical care, please dial the international emergency phone number **112**

Official government page contains a list of hospitals and doctors providing free medical care: <https://ukraine.gov.bg/get-medical-help/>

Telemedicine services

If you are unable to visit a hospital or a doctor, book an appointment for an online consultation [here](#)

RIGHT TO WORK

Ukrainians and their family members who have received temporary protection, asylum or international protection in Bulgaria have the right to work in the country **without a permit**. Persons with refugee or humanitarian status can register as jobseekers with the Labor Office at their permanent or current address.

The hotline of the Ministry of Labor and Social Policy at 0800 88 001 provides free consultations in Bulgarian, Russian and English to Ukrainian citizens on access to the labor market in Bulgaria and opportunities for social support for children and families.

Ukrainian citizens under temporary protection have the right:

1. to remain on the territory of the Republic of Bulgaria
2. to work in Bulgaria without a permit for access to the labor market, as well as to take language training courses
3. of appropriate accommodation or of means of accommodation if necessary
4. of social assistance
5. of medical aid in case of emergency
6. to return freely to their country of origin.

Access to the labor market

The Asylum and Refugees Act introduces the requirement of Art. 12 of Council Directive 2001/55 / EC of 20 July 2001 on minimum standards for the granting of temporary protection that aliens enjoying temporary protection have the right to work and vocational training. It follows that Ukrainian citizens enjoying temporary protection could work in Bulgaria without a work permit, register as jobseekers at an employment office at their permanent or current address and benefit from employment services and vocational training.

Citizens of Ukraine can gain access to the Bulgarian labor market in order to work under the following simplified procedures:

- Ukrainian citizens who have the necessary documents proving Bulgarian origin can start working immediately (even before they have received a residence permit) only by registering with the Employment Agency. For this purpose, they must have an employment contract with a local employer for a period of at least 6 months. Additional information about the procedure can be found here: <https://www.az.government.bg/pages/zaetost-na-lica-ot-bulgarski-proizhod/>.
- Ukrainian citizens have the right to seasonal work of up to 90 days in agriculture, forestry and fisheries, hotels and restaurants in Bulgaria without interruption for 12 months. For this purpose, registration with the Employment Agency is required on the basis of a declaration submitted by the employer. Additional information about the procedure can be found here: <https://www.az.government.bg/pages/sezonna-zaetost-do-90-dni/>.
- Ukrainian citizens who have applied for international protection and the proceedings have not been completed within three months of submitting the application for reasons beyond their control have the right to work in Bulgaria without a work permit until the procedure is completed. Declaring the employment of Ukrainians in these cases is done by the local employer, who hired them under an employment contract. Additional information can be found here: <https://www.az.government.bg/pages/4ujdenci-po-chl29-bejanci/>.
- Ukrainians and members of their families granted asylum or international protection in Bulgaria have the right to work in Bulgaria without a permit to access the labor market. People who have refugee or humanitarian status can register as jobseekers with the Labor Office at their permanent or current address.

Labor rights in Bulgaria

The control bodies of the General Labor Inspectorate are ready to advise Ukrainian citizens on their labor rights. For this purpose, an email has been created where they can ask their questions related to the Bulgarian labor legislation, as well as submit signals if they are already employed and believe that their rights have been violated.

The e-mail is BGhelp.Ukrainians@gli.government.bg and is published on the website of the Labor Inspectorate, in the section contacts, as well as in the section “For employers and workers”, section “Work of foreigners on the territory of the Republic of Bulgaria”. The experts of the General Labor Inspectorate will answer the questions in a timely manner on the mentioned e-mail, and for this purpose feedback contacts should be provided.

Bulgarian employers who want to hire citizens of Ukraine should provide them with equal working conditions with their colleagues from Bulgaria, and they cannot be less favourable than the minimum set in labor legislation.

Link where you can search for job vacancies: <https://ukraine.gov.bg/job-dashboard/>

Education

The country’s regional education departments accept applications from Ukrainians seeking or receiving international or temporary protection who want to enrol their children in kindergarten or school. Depending on the age, the class completed so far, the location and the desire of the parents, the refugee children and students are directed to a specific educational institution. The aim is to complete this preparatory work as soon as possible so that refugees can join the training as soon as they receive official legal status in Bulgaria.

Children of dual-parent parents can be admitted to a kindergarten or school without going through the procedures for refugees who have only a Ukrainian passport.

The sample of the application form is published on the website of the Ministry of Education and Science ([download here](#)), which parents from Ukraine must fill in and submit to the RWB. In it they must indicate the mother tongue of the child, whether he speaks to some extent Bulgarian or other European languages, where and which class he graduated in his country. Consultations can be obtained on the Hotline of the Ministry of Education and Science 0800 16 111.

There are trained experts in each regional education center who have experience in the admission and training of children seeking or receiving international or temporary protection. A mechanism for the reception of refugee children in the Bulgarian educational system has existed since 2015. It was established in connection with refugees from the war in Syria.

Recognition of higher education diplomas obtained at foreign universities

Recognition of **higher education** acquired in foreign higher education institutions, including higher education institutions in **Ukraine**, is carried out by **different competent authorities** depending on the purposes of the requested recognition.

For continuing education in Bulgaria after completing a period of study or obtaining a degree, raising qualifications or applying for a doctorate, the competent authority for

recognition of foreign diplomas is the rector of the accredited Bulgarian higher education institution selected for this purpose.

The National Center for Information and Documentation (NACID) at the Ministry of Education and Science organises the procedure for academic recognition of the bachelor's and master's degrees, as well as the doctor's degree and educational degree in order to facilitate market access to work in unregulated professions.

The necessary documents are the **diploma** of higher education and the **appendix** to it. **They do not need certifications from Ukraine**, but should be accompanied by a **legalized translation into Bulgarian**. The translator's signature only needs notarization. More information about the academic recognition procedure itself can be found on the NACID website: <https://nacid.bg/>.

The exercise of a regulated profession in Bulgaria requires recognition by the relevant competent authority. Examples of regulated professions in the healthcare sector are: doctor, dentist, midwife, nurse, rehabilitator, etc.; from the maritime transport sector are: navigator, ship mechanic, ship electrician, etc. The full list of regulated professions in Bulgaria by categories, as well as the contacts of the competent authorities for each profession can be found on the NACID website: <http://professio.nacid.bg/?id=32>.

Bulgarian language teaching

UNHCR: Bulgarian language textbooks for people running from the war in Ukraine for levels A1, A2 and B1, including audio files: [find out more here](#)

Caritas Sofia: Interactive materials for learning Bulgarian: [find out more here](#)

Additional information and learning materials

“[Education without backpacks](#)” wants to be useful to the Ukrainian children and families fleeing the war, as well as to all volunteers and teachers in Bulgaria who will help to continue the educational process of refugee children. To this end, we have gathered below and will periodically update information on free online learning resources to help children continue to learn and feel the joy of knowledge, even though they are far from their schools, classmates and teachers, far from their homeland.

In addition to Ukrainian, we have selected resources in Russian, Bulgarian and English, which are popular languages among most people in Ukraine and can also be useful.

This article with resources is further developed within the Khan Academy Advocates Community in Europe – [find out more here](#).

PHONE SERVICES

For more information click here: <https://ukraine.gov.bg/phone-services/>

FREE LEGAL SERVICES

Ukrainian citizens seeking protection on the territory of the Republic of Bulgaria can enjoy free legal aid.

Advice on the provision of protection, including assistance in completing documents, is provided by lawyers registered in the National Register of Legal Aid in all regional counseling centers opened with the relevant bar associations in the country. In Varna, Ukrainian citizens seeking protection can receive legal assistance from the Regional Counseling Center at the Bar Council – Varna:

Address: ul.“Pirota”№ 8A

Telephone: 0879838917.

Bulgarian citizens coming from Ukraine may be provided with legal aid by the National Legal Aid Bureau if they meet the conditions set out in the Legal Aid Act. Ukrainian citizens seeking protection on the territory of the Republic of Bulgaria, as well as Bulgarian citizens coming from Ukraine, can also use the National Legal Aid Telephone 0700 18 250 every weekday from 9:00 am to 5:00 pm

For more information click here: <https://ukraine.gov.bg/legal-services/>

SOCIAL SUPPORT

In order to be able to use the services of the Social Assistance Agency, you must:

- have a valid identity document issued by the Bulgarian authorities
- be registered at the current address by the municipal administration in the settlement where you have settled
- contact the Social Assistance Directorate at your current address

Categories

You must have been granted asylum status, refugee status, humanitarian status, **temporary protection**, long-term or permanent residence permit in the Republic of Bulgaria.

If you have dual citizenship, one of which is Bulgarian, you can use your rights to social protection as Bulgarian citizens!

Where you can issue social support?

Social Assistance Directorate

The address, contact phone number and e-mail of the Social Assistance Directorate at your current address can be found at the following link: <https://asp.government.bg/bg/kontakti/teritorialni-strukturi>

Social Assistance

Access to social benefits:

At the Social Assistance Directorate (depending on your current address) you must submit an application-declaration for assessment of the right to assistance with:

- one-time social assistance in the amount of up to BGN 375. ;
- one-time social assistance for issuing an ID card;
- monthly social assistance;
- targeted heating aid (submission period from 1 July to 31 October)

Important for you to know!

If you are unemployed within 3 months from the issuance of the residence permit in Bulgaria, you must register with the “Labor Office” Directorate.

No registration in the “Labor Office” Directorate is required:

- for pregnant women after 3 months;
- for mothers of children up to 3 years of age;
- for a person with a permanent disability;
- if you are caring for a seriously ill family member.

IF YOU ARE ENTITLED TO MONTHLY SOCIAL ASSISTANCE, you must work 4 hours of community service for a period of 14 days each month.

If you are a person with a permanent disability, the degree of permanently reduced working capacity or the type and degree of disability must be determined in accordance with the legislation in force in the Republic of Bulgaria.

Social Services

Access to social services:

If you wish, you can submit an application for the use of social services to the Social Assistance Directorate. The Directorates will provide you with complete information on the types of appropriate social services, the terms and conditions for their use.

Stateless persons and persons seeking protection, as well as homeless persons and persons who due to health and / or mental problems cannot for objective reasons certify their current address, are directed by the NSP at their place of residence.

Important for you to know!

In case you apply for social services, you should:

- Submit an application to the Directorate of Social Assistance at the place of residence.
- A preliminary needs assessment will be prepared in a timely manner in order to refer you to a social service.

Social services will give you access to:

- temporary shelter;
- information and consultation;
- advocacy and mediation;
- therapy and rehabilitation;
- day and resident care.

Suitable social services within the meaning of the Bulgarian legislation in which you will receive support are Crisis Centers, Day Care Centers, Centers for Social Rehabilitation and Integration, Centers for Public Support, Mother and Baby Unit and Homes for the Elderly.

For granting one-time social assistance to meet incidental needs, which amounts to BGN 375, an application-declaration is submitted according to a sample (<https://asp.government.bg/bg/deynosti/sotsialno-podpomagane/sotsialni-pomoshti>) in the Social Assistance Directorate (SSA) at the current address or residence of the person.

The addresses and telephone numbers of the NSP in the country can be found here: <https://asp.government.bg/bg/kontakti/teritorialni-strukturi>.

The application should be filled in in Bulgarian, indicating the desired method of payment of the aid – in cash through a licensed postal operator or non-cash, with a specified personal payment account in a Bulgarian bank. Social employees of the “Social Assistance” directorates assist can assist you while filling the declaration.

The following documents shall be submitted to the application for reference:

- “Registration card of a foreigner who has been granted temporary protection”;
- identity document from Ukraine;
- “Address card of a foreigner” issued by the Migration Directorate at the Regional Office of the Ministry of Interior or the hotel where the person is staying

Within 20 days from the submission of the application, a social survey is conducted and, depending on the established circumstances, an order for granting or refusing to grant the aid is issued within 7 days.

The payment of the granted social assistance is made by the end of the month following the month of submitting the application-declaration according to the way chosen by the person.

Child Protection

Who can you contact:

- Child Protection Department in the Social Assistance Directorate
- National hotline for children 116 111 – reporting, counselling and support

Important for you to know!

Child Protection Department in the Social Assistance Directorate:

- Organises immediate assistance to children in distress, incl. counselling and social support;
- Directs to counselling services for psychological and pedagogical support for children and families and to organisations providing legal assistance in cases of children;
- Accommodation in a family of relatives and friends;
- Accommodation in a foster family;
- Accommodation in a social service for residential care.

INFORMATION ABOUT UTILITY COMPANIES: <https://ukraine.gov.bg/utility-payments/>

Important links and useful contacts:

1. Official page of the government of Bulgaria: <https://ukraine.gov.bg>

2. Medical and health care Hotline

0800 20101

Every day: 8AM - 20:00PM

help@redcross.bg

The Bulgarian Red Cross, together with the Ministry of Health, has launched a new telephone line to help refugees from the conflict in Ukraine in Bulgaria.

3. State Agency for Refugees with the Council of Minister

1233 Sofia; Serdika District; 114-B, Maria Luiza Blvd.

+359 876 388 427 or +359 876 388 437.

sar@saref.government.bg

<https://www.aref.government.bg/en>

4. National Office for Legal Assistance

Every day: 9:00 AM. - 17:00 PM.

0700 18 250

nbpp@nbpp.government.bg

<https://mjs.bg/home/index/7fad28f3-f00e-4d7a-86c3-a570762aca1e>

5. National Employment Agency

bul. Kniaz Aleksandar Dondukov 3, 1000 Sofia Center, Sofia

980 87 19

az@az.government.bg

<https://www.az.government.bg>

6. Ministry of Education and Science

0800 16 111

bul. Kniaz Aleksandar Dondukov 2A, 1000 Sofia Center, Sofia

<https://mon.bg/bg/>

7. Psychological Help Hotlines

0893 631 573 - Burgas

0800 16 793 - Plovdiv

0882 247 454 - Veliko Tarnovo

0877 566 696 - Varna

0877 183 133 - Sofia

042/210-089 - Stara Zagora

Ukrainian Embassies and the Departments of Migration

Sofia

Ukrainian Embassy in Sofia

- [ul. "Boryana" 29, 1618, Ovcha kupel, Sofia](#)
Tuesday - Friday: 9AM - 9PM
02 818 6828
emb_bg@mfa.gov.ua
<https://bulgaria.mfa.gov.ua/>

Directorate "Migration" in Sofia

- [bulevard "Knyaginya Maria Luiza" 48, 1202 Sofia](#)
Tuesday - Friday: 8:30AM - 5:30PM
02 982 4808
migration@mvr.bg
www.mvr.bg/migration
Burgas

Ukrainian Consulate

- [ul. Al. Batenberg 2](#)
+359 56 844319
puvrb@mbox.contact.bg
<https://www.mfa.bg/bg/>

Directorate "Migration"

- [Ul. Perushtitsa 63](#)
056/856 809
056/856 557

056/856 573

migration_burgas@mvr.bg

<https://www.mvr.bg/burgas>

- **Plovdiv**
Ukrainian Consulate

- ul. "Tsar Kaloyan" 8, fl. 4

+359 32/ 655 311

+359 32/ 655 312

office@consulukr-plovdiv.bg

www.consulukr-plovdiv.bg

Directory "Migration"

- Ul. Volga 70

032/ 932 897

032/ 932 898

migration_plovdiv@mvr.bg

<https://www.mvr.bg/plovdiv>

- **Varna**
Ukrainian Culture Center

- zh.k Chaika, Ul.Turgovska 118, Varna

089 366 7669

ukrvarna@abv.bg

ukrvarna.com

<https://www.facebook.com/>

Directory "Migration"

- Ul. San Stefano 1, Varna

052/ 652344

052/ 652347

<https://mvr.bg/varna>

MIGRATION DIRECTORATE: <https://www.mvr.bg/migration/en/index>

UNHCR BULGARIA: <https://help.unhcr.org/bulgaria/information-for-ukrainian-nationals/>

INFORMATION ON HOW TO GET A WORK PERMIT: <https://clarusapex.com/work-permits-for-ukrainian-refugees-in-bulgaria/>