

Information for U.S. Citizens in Ukraine

Ukraine Crisis Information for U.S.
March 1, 2022 Citizens in Ukraine

U.S. citizens in Ukraine should complete this online [form](#) so that the State Department can communicate with you. U.S. citizens seeking to depart Ukraine can also call 1-833-741-2777 (in the United States) or 1-606-260-4379 (from overseas) for immediate assistance.

We encourage U.S. citizens to enroll in the Department of State's [Smart Traveler Enrollment Program \(STEP\)](#). STEP enrollment gives you the latest security updates and makes it easier for the U.S. Embassy to contact you in an emergency.

Read [alerts and message](#) on security and border crossing issues from the U.S. Embassy in Ukraine.

Guidance on Land Border Crossings

U.S. citizens wishing to depart Ukraine by land have several options, listed below. We understand that most border crossings into Poland and all main crossing points into Moldova are severely backed up and some are experiencing extremely long wait times (well over 30 hours in some cases). We recommend that, if possible, U.S. citizens consider redirecting to border crossings with Hungary, Romania, and Slovakia, which are currently experiencing lower wait times to cross.

Note that conditions at each border can change very quickly and wait times can increase at any time without warning. Be prepared to wait for many hours to cross:

- Have extra batteries and power banks for your mobile phones.
- Bring enough food and water for at least two days.
- Stock up on diapers and baby food, if applicable.

applicable.

- Bring blankets, sleeping bags, warm clothes.
- Ensure enough pet food if you are with your pet.
- Bring hard copies of important documents (birth certificates, passports [even if expired], any other identification) and don't rely on cell phones and computer batteries.
- Book accommodations prior to arrival, as many hotels near the borders are already booked.

Local authorities in Romania, Poland, and Moldova have reception centers immediately beyond most border crossings, where you can find food, temporary lodging, clothes, and transportation to the next bigger town.

Specific info on entering neighboring countries from Ukraine

- [Poland](#)
- [Romania](#)
- [Hungary](#)
- [Slovakia](#)
- [Moldova](#)
- [Belarus](#) (do not travel)
- [Russia](#) (do not travel)

Poland

We encourage those traveling into Poland by land from Ukraine to cross at the Korczowa-Krakovets or Medyka-Shehyni border crossings. The U.S. Embassy in Poland has consular officers stationed near these crossings to provide assistance.

In addition, the U.S. Embassy in Poland has opened a Welcome Center near these border crossing points to provide assistance to U.S. citizens entering Poland from Ukraine. **If you are a U.S. citizen traveling into Poland by land from Ukraine and need assistance,**

please visit our Welcome Center in the second floor conference room of the SPA Gloria Hotel, Sybiraków 31, 37-700 Przemyśl, Poland. Welcome Center representatives will be available to assist U.S. citizens 24 hours a day, but if you need assistance outside the hours of 8:00 a.m. and 6:00 p.m., please call +48 539 147 850 so that staff can arrange to meet you in the center.

Read [messages and alerts](#) from the U.S. Embassy in Poland on security and border crossing issues.

To reach the U.S. Embassy in Poland, call +48 22 504 2784 or +48 22 504 2000 (Embassy Warsaw), or +48 12 424 5100 (Consulate General Krakow), or email ACSWarsaw@state.gov or KrakowACS@state.gov.

[The Polish Border Guard's website](#) also provides relevant information (in Polish). You may contact the Polish Border Guard by email at zdsc.kg@strazgraniczna.pl or by phone at +48 22 500 4068, +48 22 500 4568, or +48 22 500 5468.

Romania

Read [messages and alerts](#) from the U.S. Embassy in Romania on security and border crossing issues.

To reach the U.S. Embassy in Romania, call +40-41-270-6000 or email ACSBucharest@state.gov.

The [Romanian Border Police's website](#) also provides relevant information.

Hungary

Read [messages and alerts](#) from the U.S. Embassy in Hungary on security and border crossing issues.

To reach the U.S. Embassy in Hungary, call +36-1-475-4400 or email ACS.Budapest@state.gov.

The [Hungarian Police's website](#) also provides relevant information.

Slovakia

Find info on [entering Slovakia from Ukraine](#) on the U.S. Embassy in Slovakia's website.

Embassy in Slovakia's website.

To reach the U.S. Embassy in Slovakia, call +421-2-5443-0861 or +421-903-703-666 or email consulbratislava@state.gov.

Moldova

U.S. citizens traveling into Moldova by land from Ukraine should avoid the Transnistria region and cross into Moldova either to the north or south of the region.

The main Moldova-Ukraine border crossing south of Transnistria is Palanca – Mayaki Udobnoe. The main border crossing north of Transnistria is Otaci – Mohyliv-Podilskyi.

Read [messages and alerts](#) from the U.S. Embassy in Moldova on security and border crossing issues.

To reach the U.S. Embassy in Moldova, call +373-2240-8300 or email ChisinauACS@state.gov.

Belarus

Do not travel to Belarus due to the arbitrary enforcement of laws, the risk of detention, the Russian military attack on neighboring Ukraine, the buildup of Russian military in Belarus along the border with Ukraine, COVID-19 and related entry restrictions. U.S. citizens in Belarus should depart immediately via commercial or private means. Read our [travel advisory for Belarus](#).

Russia

Do not travel to Russia due to the unprovoked and unjustified attack by Russian military forces in Ukraine, the potential for harassment against U.S. citizens by Russian government security officials, the embassy's limited ability to assist U.S. citizens in Russia, COVID-19 and related entry restrictions, terrorism, limited flights into and out of Russia, and the arbitrary enforcement of local law. U.S. citizens should consider departing Russia immediately via commercial options still available. Read our [travel advisory for Russia](#).