

## Municipal Police

### Emergency nonstop call: 159

City has its own municipal police. This police is different from State Police or Police for Foreigners. The main responsibilities of the Municipal Police are the prevention of crime, protection of health and property, solving crisis situations between neighbours, etc. As of September 2019, you will find the office of the Municipal Police located on Obchodna street.

### SOS Emergency Calls 112 is for state police, fire, ambulance (also in English)

## Education & Schools

School attendance is compulsory for 10 years, for children ages 6 to 16 in Slovakia. You can find high quality primary, secondary, and vocational schools established by the state, churches or private entities.

Kindergartens and primary schools in Bratislava are established by the city boroughs. As of 2021, pre-primary education will be compulsory for 5-year-old children. 6-year-old children are obliged to attend primary school, preferably according to the place of residence.

You can find information on schools, enrolment and important deadlines on the websites of the City Districts. Secondary and vocational schools are under the jurisdiction of the regional self-governing region. Students can choose between a general academic secondary education at a "gymnasium" or a specialized secondary education at a school with enhanced coverage of certain subjects and skills. You can find the information on secondary education in the Bratislava region at

☞ [www.bbsk.sk](http://www.bbsk.sk)



There is a number of universities in Bratislava: Slovak Technical University:

☞ [www.stuba.sk/english.html?page\\_id=132](http://www.stuba.sk/english.html?page_id=132)

Comenius University: ☞ [www.uniba.sk/en](http://www.uniba.sk/en)

Slovak Medical University: ☞ [www.eng.szu.sk](http://www.eng.szu.sk)

Economic University: ☞ [www.euba.sk/en](http://www.euba.sk/en)

Academy of Performing Arts:

☞ [www.vsmu.sk/en](http://www.vsmu.sk/en)

There is a number of private language schools and training centres with a variety of courses. There are many private language school and training centres including Slovak language lessons.

Example: State Language School, Palisády 38 and Vazovova 14, Bratislava, [www.1sjs.sk](http://www.1sjs.sk), +421 2 5443 2437  
Check out the link below to find the list of language schools and centres:

☞ [www.welcometobratislava.eu/language-schools-inbratislava](http://www.welcometobratislava.eu/language-schools-inbratislava)

## General Assistance for Foreigners

Organizations providing information on residency rights and the integration process in Slovakia:

### IOM Migration information centre, Bratislava

☞ [www.iom.sk/en](http://www.iom.sk/en)

+421 850 211 478

*legal and social counselling for migrants*

### Human Rights League, Bratislava

☞ [www.hrl.sk/en](http://www.hrl.sk/en)

+ 421 918 682 457

*legal counselling for asylum seekers and migrants*

### Important Institutions and Organisations

#### Foreign Police Department (Oddelenie cudzineckej polície)

*Regrútska 4, Bratislava*

+421 961 036 999

*request for residency and documents for foreigners*

#### Office of Labour, Social Issues and Family (Úrad práce, sociálnych vecí a rodiny)

*Vazovova 7/A, Bratislava*

+421 2 204 437 00

#### Employment, financial benefits for families with children, financial support for persons in need Social Insurance Company (Sociálna poisťovňa)

*Záhradnícka 31, Bratislava*

+421 906 172 111

#### Health Insurance Companies

Všeobecná zdravotná poisťovňa:

☞ [www.vszp.sk/en/how-become-our-insured-person/](http://www.vszp.sk/en/how-become-our-insured-person/)

Dôvera: ☞ [www.dovera.sk](http://www.dovera.sk)

Union: ☞ [www.union.sk/health](http://www.union.sk/health)

**-insurance-for-foreigners**

Maxima: ☞ [www.pojistovnamaxima.sk/en](http://www.pojistovnamaxima.sk/en)

(only commercial health insurance)

*This leaflet has been prepared by civic associations, the Human Rights League and Marginal, as well as by the City of Bratislava within the framework of the project KapaCITY - support of migrants on the local level.*

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A Newcomer's Guide

# Welcome to Bratislava

This leaflet contains basic information and some important responsibilities of the Municipality Office of Bratislava.

[www.bratislava.sk](http://www.bratislava.sk)

**Geography and Demographics • Local Taxes and Fees • Municipality Participation • Registry Office • Public Transport • Social Services Health Care • Education • Assistance for Foreigners**

 BRATISLAVA

ISF AMIF

 European Union  
Internal Security Fund  
Asylum, Migration and Integration Fund

HUMAN RIGHTS LEAGUE  
LEGA ZA LUDSKÉ PRÁVA

MARGINAL

## Geography & Demographics

**Welcome to Bratislava! Bratislava, the capital of Slovakia, is home to more than 650,000 people and now, you are one of them!**

**Bordering Austria and Hungary, it is the only national capital that borders two sovereign states. An excellent feature for a growing city. The city's history has been strongly influenced by people of different nations, beliefs and religions and it's considered the most diverse city in the country. Approximately 8 percent of the city population are foreigners who come from more than 140 various countries.**

This leaflet intends to provide you with some very basic information as a new resident in the city. We invite you to visit the City Hall and the local office of the city district in which you are going to live at, where you will find more detailed information on your rights as a resident of Bratislava!

The city of Bratislava has its own representative bodies - the mayor and city council - as well as advisory bodies of councils and committees. The city of Bratislava is divided into 17 self-governing city boroughs with their own local representative authorities (mayor of the city district and the local council). Depending on your residency, you belong to a particular city borough where you can resolve many important issues related to your life in Bratislava.

List of city boroughs with contact information: <https://www.bratislava.sk/sk/mestske-casti>

☞ [www.bratislava.sk/sk/mestske-casti](https://www.bratislava.sk/sk/mestske-casti)

The Bratislava Region is one of 8 self-governing regions of Slovakia. Its capital is Bratislava. It is the smallest region in Slovakia.

It is governed by a directly elected president and the regional parliament.

### Events in the city

☞ [www.bratislava.sk/sk/filter/udalosti](https://www.bratislava.sk/sk/filter/udalosti)

### Discover Bratislava

☞ [www.visitbratislava.com](https://www.visitbratislava.com)

For more information visit the Information Centre of Bratislava at Hviezdoslavovo square no. 20

☞ [www.bkis.sk/kontakt](https://www.bkis.sk/kontakt)

### Contact Information

We invite you to visit the Client Centre of the Municipality Office where you can get more information.

Info point for all inhabitants of Bratislava: [redacted]

Contact point for foreigners: [redacted]

## Local Taxes and Fees

**The municipality of Bratislava and of its city boroughs have their own local taxes and fees which have to be paid also by foreigners, e.g. property tax, tax for accommodation, dog tax, tax for using public spaces, and fees for municipal waste.**

### Municipality Participation

Anyone who holds temporary or permanent residence including foreigners on the territory of the city (and the specific city district) has the right to participate in the municipality. You can participate in municipality meetings, and address your suggestions or petitions to the mayor of the capital city and the mayor of the city district, to the city and local council and advisory bodies of the municipality. Only residents of a town or city (persons with permanent residence) have voting rights. Foreigners with permanent residence have the right to vote for and to run as a candidate for mayor/president of the region, as well as and to city council, local council, and regional parliament. They also have the right to vote in local/regional referendums.

### Registry Office – Matrika

The Registry office issues birth certificates, accepts applications for marriages, etc. There is a registry office in every City District of Bratislava.

## Public Transport

**You can use car or public transportation (buses, trains) to travel to/out of Bratislava.**

Information on routes and timetables of regional coach and train connections can be found at:

☞ [www.cp.hnonline.sk/vlakbusmhd/spojenie](https://www.cp.hnonline.sk/vlakbusmhd/spojenie)

City transportation by bus and trolleybus is at:

☞ <https://imhd.sk/ba/public-transport>

The City of Bratislava and its city boroughs have their own parking policy. Be aware of the need to pay for parking in the city.

## Social Services

**If you find yourself in a difficult life or social situation, you can contact or visit the Client Centre, which provides basic social counselling, helps clients to understand the complex system of social care and recommends appropriate solutions for your situation.**

The Municipality Office of Bratislava and its city boroughs provide social care and services including care homes, housing facilities for people in need, domestic violence shelters, emergency shelters, facilities of supported housing, a social service centre and community centre. Some situations are resolved on the level of the city borough, not in the City Hall, but they will navigate you.

The Municipality also cooperates with other providers of social care, charitable organisations and civic associations.

## Health Care

**A register of health care providers operating in the city and region is issued by the Office of the Bratislava Self-governing Region. Every person with health insurance is entitled to receive necessary healthcare.**

You can find your general practitioner according to your address at:



[www.e-vuc.sk/bsk/zdravotnictvo/ambulantnezdravotnicke-zariadenia.html?page\\_id=60142](https://www.e-vuc.sk/bsk/zdravotnictvo/ambulantnezdravotnicke-zariadenia.html?page_id=60142)

The Office of the Bratislava Self-governing Region also handles complaints of refusal to provide health care.

### Hospitals in Bratislava:

University Hospital Bratislava:

☞ [www.unb.sk](https://www.unb.sk)

National Institute of Children's diseases:

☞ [www.nudch.eu](https://www.nudch.eu)

St. Michael's Hospital:

☞ [www.nsmas.sk](https://www.nsmas.sk)