

Trusted
Kazakhstan



A guide to
your new life

Welcome

Qosh keldiniz!



Zhaslan Madiyev

Deputy Prime Minister — Minister of Artificial Intelligence and Digital Development of the Republic of Kazakhstan

Welcome to Kazakhstan!

Moving to a new country always starts with questions: where to live, how to enrol your child in school, which doctor to see, which apps to install, how to open a bank account and start feeling at home quickly.

Your playbook, with no complex wording and no long briefings.

Just what helps you get your bearings at the very beginning and start your new life with confidence.

Welcome!



Magzhan Madiyev

Founder and CEO of Astana Hub
International
Technopark of IT Startups

Welcome!

We are glad you have become part of our community.

When a family finds its home, a person can focus fully on what they came to this new country for.

At Astana Hub we understand that behind every relocation decision there is not only a new stage in a career, but the future of an entire family. That is why it matters to us that Kazakhstan becomes a place where it is comfortable to live, raise children, grow and make long-term plans.

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Kazakhstan is more than the world's 9th largest country



Kazakhstan connects Europe and Asia. It combines modern urban infrastructure with remarkable nature, business momentum with a calm family rhythm.

Its major cities run on big-city logic, while mountains, steppe, lakes and canyons are always close by, an hour's drive away

Kazakhstan is more than a new dot on the map

Geography and infrastructure



Key figures

20M+

residents

8 000+

schools nationwide

14

days to onboarding

113

universities

0%

tax for Astana Hub residents

838

hospitals

Astana and Almaty
are
key relocation
cities

84%

of the population
covered
by health insurance

The right place for your future



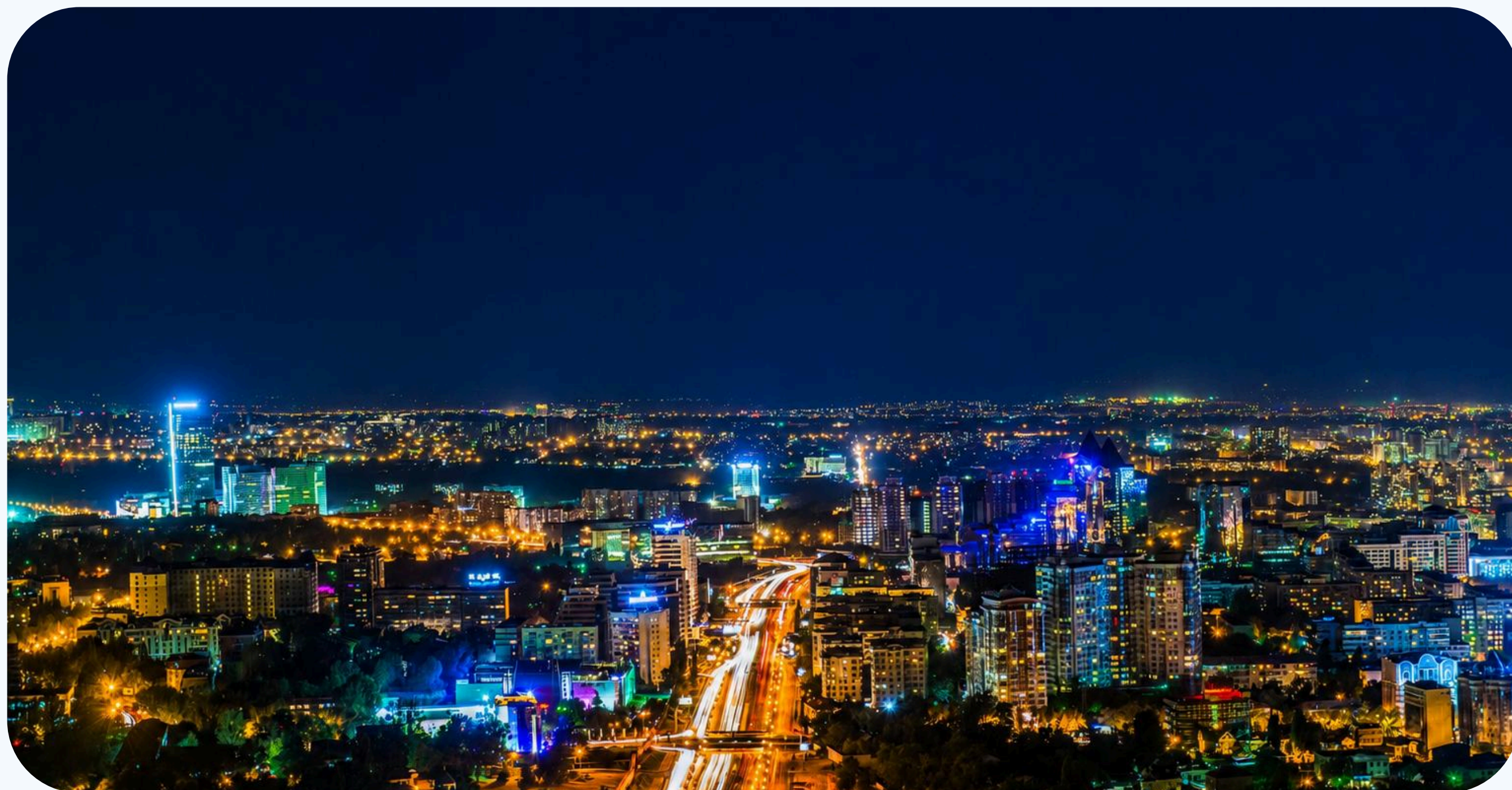
Kazakhstan is a modern country
of Central Eurasia

For many people Kazakhstan still sounds
like somewhere distant, dated and
unknown.

Academic year 2026-2027

Rent	USD400-600/mo
Internet	USD10 / 100Mbps
Lunch	USD15
Vs Dubai	restaurant 3x cheaper
Vs London	5x cheaper

Your Growth Destination



1.6M+

Population of the
Astana metropolitan area

3M+

Population of the
Almaty metropolitan area

In practice, that means:

- Large cities,
- Non-cash
- Leading digital services for government paperwork
- Mature retail banking
- International schools
- Modern private clinics
- Delivery of every kind
- Marketplaces
- Modern shopping malls with a wide choice of global brands
- An active business environment

First 72 hours

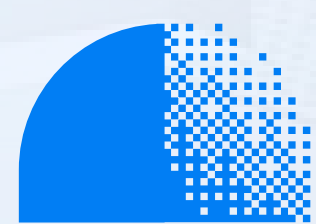
Your first 72 hours after arrival

What to do first:



- 1 Buy a local SIM card (or eSIM).
- 2 Sort out your IIN (individual identification number) and EDS (electronic digital signature).
- 3 Install Yandex Go, 2GIS, eGov Mobile and your bank's app (Kaspi.kz / Halyk / Freedom or another).
- 4 Find temporary housing (Krisha.kz).
- 5 Locate the nearest pharmacy, supermarket, coffee shop, restaurant and clinic.
- 6 Check transport to school, office and home. Install the city transport app (CTS in Astana, ONAY in Almaty).
- 7 Save the emergency numbers. 102 — police, 103 — ambulance (or 112 for all of them from a mobile).

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FAMILY PLAYBOOK

Education

Education

Kazakhstan offers a range of educational paths: state schools, private schools, international programmes, and instruction in Russian, Kazakh or English, at any budget (\$300-\$2000/mo).

For families moving to Astana or Almaty, accreditation, distance from home and seat availability matter most. In most cases studying in Russian is an option.

What to check before choosing a school:

- the programme — IB, Cambridge, national;
- tuition and additional fees;
- **transport and the daily route;**
- **seat availability;**
- **how your child adapts after the move.**

Can the children of foreign nationals study in Kazakhstan

Yes, including free of charge.

Children of foreign nationals and stateless persons residing in Kazakhstan permanently or temporarily are admitted to educational institutions regardless of ownership type, and enjoy the same rights as children of Kazakhstani citizens.

Two paths

State school, free of charge

A parent or legal guardian applies to the district education department and receives a school placement referral. You will need:

- a document confirming your residence status;
- the child's birth certificate;
- the child's medical records;
- a document confirming prior education.

If there are no education records, the school's commission determines the appropriate grade level.

Private or international school

Admission is contract-based and, depending on the school, may follow an entrance assessment. Residence status is usually not a decisive condition. This is the fastest route for a family whose paperwork is still in progress.

The scale of the private education market

The choice is wide, but seats in the year group you need may be limited — start looking early

Ministry of Education data
for the 2025/26 academic year:

Almaty

136

private schools

43.3K

students

Astana

79

private schools

49.1K

students

For comparison

In 2015 the two cities had just 54 private schools between them. The choice has grown more than fourfold in ten years.

Private schools in Astana

Average monthly tuition and student numbers are taken from the Forbes Kazakhstan 2026 ranking, academic year 2025/26.

1	Haileybury Astana British curriculum and Cambridge IGCSE, then IB Diploma. English	KZT 1.4M 574 st.
2	QSI International School American curriculum, Pre-K-12. English	KZT 1.6M 240 st.
3	Spectrum International School Cambridge IGCSE and A-level. English	KZT 769.9K 425 st.
4	Astana Garden International Trilingual, IB MYP and IB CP, BTEC, AP	KZT 586.9K 761 st.
5	Nurorda School-Lyceum National and international, Cambridge, IB PYP and MYP candidate	KZT 504.4K 1036 st.
6	Quantum TECH School Cambridge IGCSE and A-level, IB PYP candidate, ages 3-18	KZT 427K 900 st.
7	Quantum STEM School Singapore methodology, Cambridge, A-level and AP	KZT 407.2K 1046 st.
8	Riviera International School International programme, IB	KZT 405.3K 782 st.
9	Alpamys School STEM and STEAM, CIS member	KZT 288.2K 1095 st.
10	Zialy Urpaq National curriculum, SAT and IELTS preparation	KZT 266.7K 831 st.
11	Economics Lyceum Science and mathematics focus, Russian and Kazakh	KZT 200K 1408 st.
12	Neotech Digital School Digital focus, Russian/Kazakh, Washington Academy	KZT 200K 1075 st.

Also operating in Astana:

Miras International School, Canadian International School, Ardingly Astana, Kazakhstan International School, International School of Astana, Harmony School, Skillset, École Française Charles de Gaulle-Miras.

Private and international schools in Almaty

1	Haileybury Almaty British curriculum, A-level. English	KZT 1.4M 757 st.
2	QSI International School (Almaty) American curriculum, AP Capstone Diploma. English	KZT 1.37M 507 st.
3	Kazakhstan International School (KIS) IB, MSA accreditation. English	KZT 1.3M 518 st.
4	High Tech Academy Trilingual, Minerva Baccalaureate in high school	KZT 846.9K 510 st.
5	Miras International School IB across all three programmes, CIS member	KZT 701K 724 st.
6	Galaxy International School Cambridge Primary, Lower and Upper Secondary, Advanced. English	KZT 538.7K 414 st.
7	NGS New Generation School Proprietary curriculum, advanced mathematics, UNESCO school status	KZT 518.8K 1035 st.
8	Shokan Ualikhanov Private School National curriculum, CIS member	KZT 512.7K 1185 st.
9	Nurorda Almaty National curriculum, rolling out IB PYP and MYP	KZT 478.5K 683 st.
10	Zhaniya Aubakirova School General education and music programmes	KZT 390K 971 st.
11	Prometheus School Project-based method and STEAM, trilingual programme	KZT 390K 812 st.
12	TAMOS Education Science-maths and linguistics streams, Cambridge IGCSE and A-level, CIS member	KZT 343.1K 3289 st.
13	Prestige School National curriculum, online IGCSE and A-level track	KZT 260K 1237 st.

How to choose a school

If you want free schooling in Russian

A state school assigned by the district education department will work.

If you need an international diploma

Look at schools offering IB or Cambridge A-level for later admission to universities abroad.

If your status is still being processed

Consider private schools that are willing to start enrolment without a residence permit

If your budget is tight

Look at the lower end of the tables: both cities have excellent schools in the KZT 200,000-400,000 range.

What to check before you apply:

whether seats are free in the exact year group you need, not just in the school overall;

the full annual cost and what it covers: meals, transport, uniform, textbooks, registration fee, security deposit;

whether there is language support for children who don't speak the language of instruction natively;

the format and dates of the entrance assessment;

for a state school: exactly which education department covers your address.

Kindergarten: state

Kazakhstan operates a single electronic waiting list for preschool institutions.

How to join the waiting list

Through the eGov.kz portal or the dedicated regional services whose links city education departments publish regularly (Indigo24, Smart Nation, Balabaqsha).

What you'll need to apply

- the child's individual identification number (IIN);
- one parent's electronic digital signature (EDS).

i Important condition:

The child must have permanent or temporary registration in the locality where you are applying for a place. Without registration at your address of residence, a submitted application can be cancelled at any stage of review.

In practice:

A place in a state kindergarten can take a long time (from several months to a year), so join the list as soon as your child has an IIN and look at state-subsidised private kindergartens in parallel.

Kindergarten: private

What it costs

Astana and Almaty have the widest range in the country: from KZT 60,000 a month to KZT 500,000 and above. Popular kindergartens average around KZT 150,000-200,000 a month.

State funding

Some private kindergartens operate with state funding: the per-child subsidy averages KZT 58,000-68,000 a month and is deducted from the full price. Ask the kindergarten directly whether it has state-funded groups and whether they apply to children of foreign nationals.

Preschool departments at schools

Many private and international schools run their own kindergarten or pre-school class. This is convenient if you plan for your child to continue at the same school. Haileybury Astana, Quantum TECH School (from age 3) and Miras International School are among those with their own preschool programmes.

Indicative cost of a preschool department at an international school: around KZT 2.1M a year for full-day attendance, around KZT 1.5M a year until 13:00, plus an enrolment fee of roughly KZT 150,000. Confirm current figures with the school.

What to check at a private kindergarten:

- its licence and whether it has state-funded groups;
- opening hours and whether a full-day group is available;
- the language or languages spoken with the children;
- catering and whether there is a menu for children with allergies;
- speech therapist, psychologist, medical staff;
- the enrolment fee and what happens to payments during illness or holidays.

Recognition of educational documents

School certificates and other educational documents issued abroad go through a recognition procedure.

Where to apply

The eGov.kz portal or the Government for Citizens State Corporation.

What you need

A legalised or apostilled educational document and its supplement, with a notarised translation that includes the translation of any stamps.

If the document was issued in a country that has a legal assistance treaty with Kazakhstan waiving legalisation, an apostille is not required.

Processing times for secondary education documents

Document status	eGov portal	State Corporation
Legalised or apostilled	15 working days	25 working days
Not legalised	35 working days	45 working days

Start early

Begin the recognition process in advance: it does not block admission to a private school, but it will be required when transferring to a state school and when applying to university.

The academic year and holidays

Academic year 2026-2027

Starts:	1 September 2026
Ends:	25 May 2027
First term:	8 school weeks
Autumn break:	26 October - 1 November 2026 inclusive
Second term:	8 school weeks
Winter break:	28 December 2026 - 10 January 2027 inclusive

The Ministry of Education publishes spring break and final assessment dates separately — check the ministry's official channels.

What this means for your family:

First-grade applications

are submitted to state schools in spring, before the academic year starts;

Private and international schools

open and close admissions earlier, get in touch 3-6 months ahead;

Plan trips in advance

school holidays coincide with peak demand for flights, so book early.

Free opportunities



ASTANA

A free educational programme for children and teenagers aged 12-18.

11 learning tracks:

- Programming
- Design
- Animation
- Robotics
- Video production
- 3D modelling
- Game development
- Graphics

FORMAT

After school

ACC

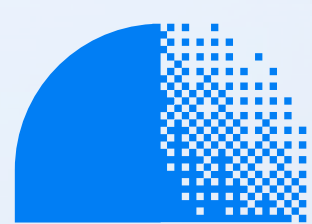
ESS

Free



TUMO is an international brand of creative technology centres. The programme is built around self-directed learning with mentors, which develops not only technical skills but independence.

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FAMILY PLAYBOOK

Healthcare

Your family in safe hands

Kazakhstan's major cities have state and private clinics, paediatricians, dental practices, laboratories, pharmacies and online booking services.

It is worth knowing in advance where the nearest clinic is, how to call an ambulance, which insurance policies are accepted (there is MSHI coverage for expats) and which apps let you book an appointment.

Save these straight away:

1. The nearest children's clinic
2. The nearest 24/7 pharmacy
3. Your insurance company
4. Your family doctor or paediatrician



How the system works

Kazakhstan has two layers of medical care:

- **GOBMP, the guaranteed volume of free medical care;**
- **OSMS, compulsory social health insurance.**

Plus private healthcare, which is widely available in Astana and Almaty: multi-speciality clinics, paediatrics, dentistry, laboratories and online booking.



What is available to you depending on your status

Emergency and urgent care

Provided free of charge to everyone regardless of citizenship or status, for as long as there is a threat to life.

Foreign nationals with a residence permit

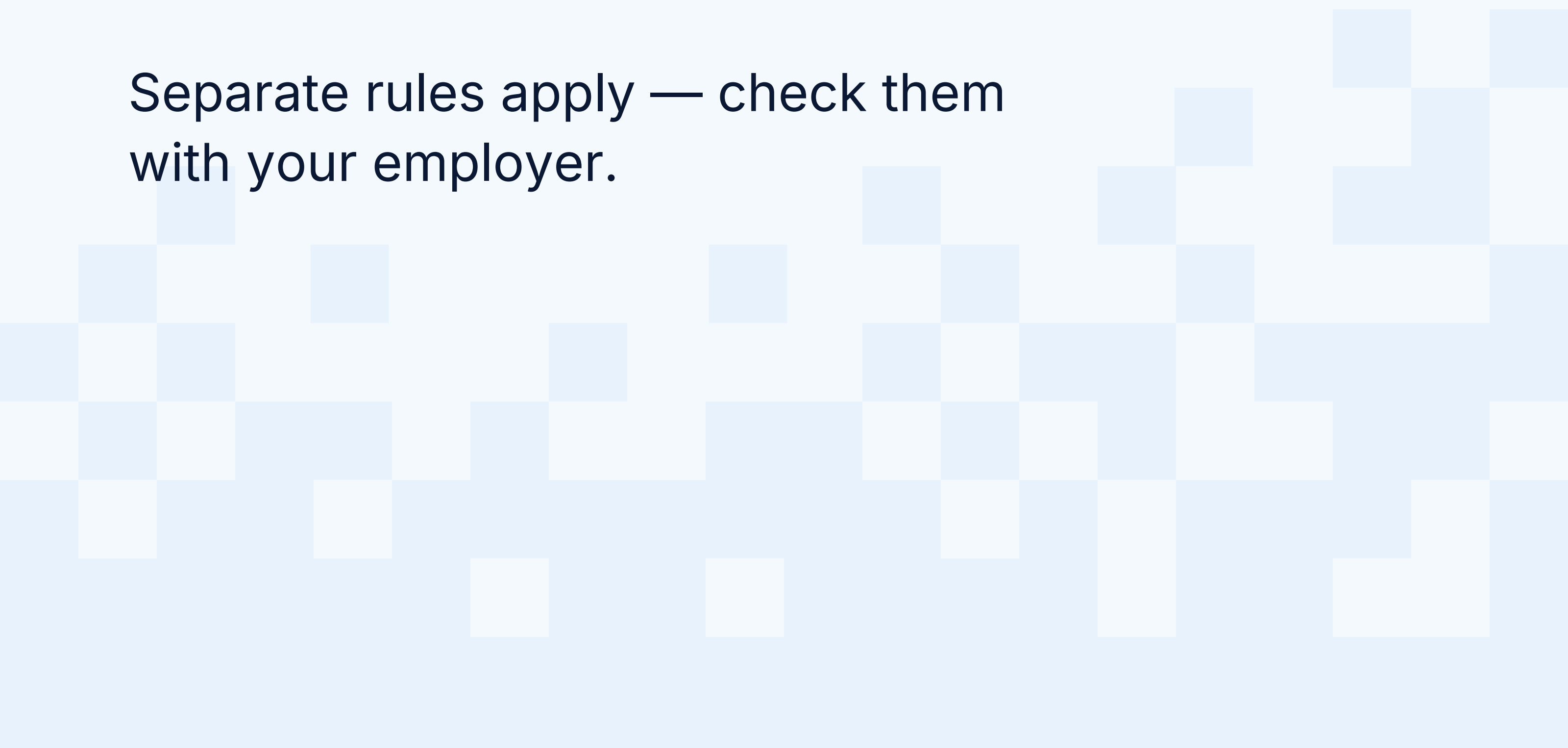
Have the same rights and obligations under the OSMS system as Kazakhstani citizens, provided monthly deductions and contributions are made.

Foreign nationals staying temporarily

Are not covered by OSMS. Under GOBMP they can only receive care for acute conditions that pose a danger to others. Planned and follow-up treatment is paid for privately or covered by an insurance policy.

Citizens of EAEU countries

Separate rules apply — check them with your employer.



Insurance: what to arrange

Two instruments

1

DMS

voluntary health insurance;

2

VMS

mandatory employment health insurance.

A VMS policy is required to employ a foreign national who is temporarily resident in Kazakhstan: it must cover primary healthcare

and emergency inpatient care. With either a DMS or a VMS policy you can register with a primary healthcare provider for the duration of the contract.



Who provides it

Interteach Corporation

The largest player with its own clinical network in this segment. Operating since 1989, it runs over 30 of its own medical centres, 13 offices and 340+ partner clinics nationwide.

How to compare policies

Other Kazakhstani insurers also offer DMS policies
Программы ДМС предлагают также другие страховые компании Казахстана.

Compare coverage rather than price: paediatrics, home doctor visits, inpatient care, dentistry, and the list of partner clinics.
Сравнивайте не цену, а покрытие: педиатрия, вызов врача на дом, стационар, стоматология, список клиник-партнеров.



Take out one policy for the whole family, before you arrive or in your first few days

Major medical centres in Astana

University Medical Center (UMC)

The capital's largest medical complex and part of the Nazarbayev University ecosystem. It runs four hospitals, three of them accredited by Joint Commission International (JCI). In 2024 UMC became the first academic medical centre in Kazakhstan, Central Asia and the CIS to hold full international JCI accreditation.

National Research Center for Maternal and Child Health

A key address for families with children: a 500-bed multi-speciality hospital specialising in paediatrics, paediatric surgery, neonatology, obstetrics and gynaecology. It was the first clinic in Eastern Europe and Central Asia to receive JCI accreditation for inpatient care, and has renewed it since. It has paid obstetric departments and neonatal care for premature babies.

Private multi-speciality networks

Astana has round-the-clock multi-speciality networks treating both adults and children, including Emirmed (since 2012) and Lucem Medical Clinic (since 2019, treating children from birth). A full list of private clinics with ratings and opening hours is easiest to browse in 2GIS and on the 103.kz portal.



Major medical centres in Almaty

Almaty's private healthcare market is broader and more fragmented than the capital's, with no single leader. Starting points:

- **Interteach's own clinics**, if you hold their policy;
- **Almaz Medical Group clinics** (since 2018) and the Polyclinic City network (since 2022): the city's two largest private outpatient providers by revenue;
- **state and municipal hospitals** for emergencies, including the city emergency hospital.

A full list of clinics with addresses and reviews is available in 2GIS. A detailed directory of clinics in Astana and Almaty is provided in separate files, linked from the "Healthcare" screen.



Laboratories



The country's largest private laboratory network, Olymp, has operated since 2007. It is a national network with dozens of laboratories and hundreds of sample collection points: in 2025 it performed more than 38.5 million tests, with a catalogue of over 3,000 test types.

Collection points are available in both cities; results arrive promptly in electronic form and are available in your personal account

Pharmacie

S



Largest networks in Astana

Hippocrates (over 12% of the city market), Apteki so Sklada and Zerde (roughly 8% each).

Largest networks in Almaty

Rauza-ADE (around a quarter of the city market), Apteki so Sklada (almost 12%), Sadykhan (around 5%).

National networks

Networks present across the country:
Europharma, Murat Pharm, Pharmacom, Biosfera.

Find your nearest 24-hour pharmacy on day one and save it to your map. Some pharmacies deliver: around 12% of the country's pharmaceutical market is already online, via kaspi.kz or iteka.kz

What to do in your first weeks

- 1.** Register with a polyclinic once you have your IIN and insurance policy.
- 2.** Save the contacts of the nearest children's clinic and 24-hour pharmacy.
- 3.** Obtain a child health passport (form 026/u-3) and transfer vaccination records into it. You will need it for school and kindergarten.
- 4.** Have medical discharge summaries, reports and vaccination records issued abroad translated into Russian or Kazakh.
- 5.** Write down chronic diagnoses and allergies for each family member, including medication names.



Medicines

Bringing in medicines and medical devices for personal use is permitted without a permit, including products not registered in Kazakhstan.

What to keep in mind:

- **carry medicines in their original packaging** and in quantities for the length of your stay;
- for prescription medicines, bring a copy of the prescription or your doctor's instructions;
- separate rules apply to narcotic and psychotropic substances; carrying them requires supporting documents, so check the conditions in advance;
- **the medicine you are used to may be sold in** Kazakhstan under a different brand name, so write down the international non-proprietary names of the active ingredients.

Emergency numbers

Save these numbers in your phone before you need them

Fire service

101

Police

102

Ambulance

103

Single emergency services number

Call from a mobile without a SIM card

112



FAMILY PLAYBOOK

Housing and daily life

Where to live

For your first weeks, choose housing not only on price but on routes: school, work, clinic, supermarket, park, transport. All of it can be within walking distance!

And of course, things to do nearby:

- **Water parks**
- **Bowling**
- **Sports clubs**
- **IMAX
cinemas**
- **Zoos and an oceanarium**
- **Children's centres**
- **Theatre and opera**
- **Concert venues**
- **Stadiums**
- **and much more**

Where to live

In Astana and Almaty the district often matters more than the size of the apartment — it shapes your family's daily rhythm.

What to consider:

- **how safe the district is;**
- the journey to school;
- access to clinics;
- **parks and playgrounds;**
- **parking;**
- **the condition of the building and its management.**
In Kazakhstan this is the OSI (property owners' association);
- the lease agreement and registration (propiska).

How much money to prepare for move-in

A standard first payment has three parts:

- Rent

1 payment for the first month in advance;
- Refundable deposit

2 usually one month's rent or a fixed amount;
- Agent's commission

3 if found through an agency, paid once on signing the contract.

What the deposit is for

The deposit covers damage to property, unpaid utility bills and early departure without notice. Set the terms and refund period in the contract.

The lease: what must be in writing

Mandatory clauses

- the lease term and renewal procedure;
- the rent amount and the monthly payment date;
- the deposit amount, and the conditions and timeframe for its return;
- who pays utilities and on what basis;
- responsibility for routine and major repairs;
- the number of occupants;
- pet policy;
- the termination procedure and notice period.

How to pay safely

Pay by bank transfer, stating the purpose of payment

. If paying in cash, take a receipt with the amount, date, purpose and the owner's signature.

Utilities

Standard practice

The tenant pays metered consumption (electricity, water, gas) plus a fixed building maintenance fee.

Single payment

Some owners bundle everything into a single payment. Winter bills are higher because of heating, so budget for that in your first year.



Who manages the building

The building is managed by an OSI, a property owners' association, or a simple partnership. Older buildings may still have a KSK.

What they handle

The managing body handles heating, water, lifts, the intercom, parking and access passes.

Where to get their contacts

Get them from the owner when you move in; they are also usually posted on the noticeboard in the entrance hall.



Registration at your place of stay

Notification of a foreign national's arrival is submitted by the receiving party: the property owner, a hotel or a company.

Deadlines and how to file

- **Deadline: three working days from the date of arrival**
- File online via eGov.kz or the visa and migration portal
- If you change address, the notification is filed again

An important nuance when renting

Discuss this point with the owner before signing the contract. Not every owner is willing to file the notification, and it is better to find out in advance.

What else to check at the viewing

Before signing the contract and handing over the deposit, go through the apartment's main systems:

Tenant's checklist

- **the heating and windows, the radiators;**
- **water pressure and temperature;**
 - whether meters are present and working, take readings on move-in day;
 - internet: is it connected, in whose name is the contract, which provider;
- **parking and access to the courtyard;**
- **the lift and entrance access with a pram.**

Astana



The capital, a city of the future

Astana means modern architecture, wide avenues, large shopping centres, parks, international schools and business infrastructure.

The city suits families who appreciate contemporary architecture and infrastructure, value order, government and business services, and want to be close to Astana Hub and an international environment.

Best districts:

Esil
Almaty district
Baikonur
Saryarka

Must-Visit:

Baiterek Monument
Khan Shatyr mall
Astana Opera
Palace of Peace
National Museum
Triumphal Arch
Burabay resort

Cities — Almaty

Almaty

Mountains on your doorstep. The soul of Kazakhstan

Almaty is the country's liveliest and most cosmopolitan city. Mountains, restaurants, private schools, cultural life, a business community and well-developed services are all close at hand. For families, Almaty is often the city where it is easiest to combine work, children's education and a full social life.

Best districts:

Medeu
Bostandyk
Almaly

Must-Visit:

Shymbulak and Medeu
Kok-Tobe
Ascension
Cathedral
Arbat
First President's Park
Charyn Canyon
Kolsai Lakes
and Kaindy
Big Almaty
Lake
Alma-Arasan Gorge
Altyn-Emel
National Park

Nature and travel

A big country for interesting weekends

Bozzhyra tract, Mangystau



Kazakhstan is not just its cities.

A few hours from Almaty you will find Charyn Canyon, the Kolsai Lakes, Kaindy, Altyn-Emel, Medeu and Shymbulak.



Download file

Nature and travel

Nature and travel

Turkestan



In other regions.

Elsewhere in the country: Burabay, Turkestan, the Caspian Sea, the Altai and steppe routes.

City life plus nature: Medeu and Shymbulak, Charyn, Kolsai, Kaindy, the Altai.

The taste of a new life

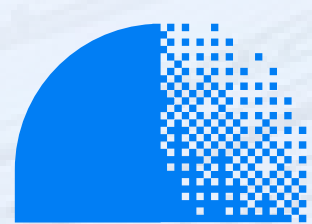


Kazakh cuisine means beshbarmak, baursaks, kazy, shurpa, tea and large family gatherings.

In Astana and Almaty it is easy to find familiar international food too: Russian, Italian, Japanese, Georgian, Korean, Turkish and European.

Use food delivery, explore the coffee shops nearby and the wide range of breakfasts, the city's rich markets and food halls.

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FAMILY PLAYBOOK

Shopping and services

Shopping malls

Astana

MEGA Silk Way

total area 141,201 m², 313 stores, 1,340 seats in the food hall, 11 cinema screens.

Khan Shatyr

The world's largest tent-shaped structure, designed by Norman Foster. Brands include Zara Home, Massimo Dutti, Tommy Hilfiger, Lacoste, Calvin Klein Jeans and Qazaq Republic. Inside there is a hypermarket, a cinema, a games centre and an indoor beach club.

Almaty

MEGA Alma-Ata

total area 184,267 m², 413 stores, 1,574 seats in the food hall, 15 cinema screens.

MEGA Park

Total area 98,617 m², 179 stores, 1,053 seats in the food hall, 9 cinema screens.

The full list of shopping centres with opening hours is easiest to check in 2GIS

What matters for families

MEGA centres have the KIDZAVIE amusement park, suitable for guests from age one, and Chaplin Cinemas. The MEGA Family app lets you pay for parking without queuing.

Kazakhstan's major cities have modern shopping centres, international brand stores, supermarkets, children's shops, electronics, homeware, delivery services and, of course, marketplaces.

All of it helps a family rebuild a familiar day-to-day setup quickly after the move.

Supermarkets



Magnum
The country's largest grocery chain, present in both cities. Together with Kaspi.kz it runs the E-Magnum online service.



Small
Founded in 1999, operating in 14 cities across Kazakhstan.



Galmart
A premium chain with a wide selection of imported products.



SPAR
An international brand that entered the Kazakhstani market in 2024.

First-month practice

Magnum for the main family shop, Galmart for familiar delicacies and imported products, and the small shop nearest home for everyday bits.

Online shopping

As of early 2026, e-commerce turnover in Kazakhstan exceeded KZT 3.2 trillion. Around 92% of it goes through the largest marketplaces.

Key marketplaces



Kaspi.kz

The largest platform and a super-app in its own right. It is also where instalment plans are arranged, the standard way to buy electronics and furniture.



Wildberries and Ozon

An extensive pickup point network in Astana and Almaty; Ozon has around 1,300 points nationwide.



Halyk Market, Flip.kz, Satu, Teez

Additional platforms. Flip.kz has operated for over 15 years and has an

What is easiest to handle online

In your first month

- **Furniture and appliances for a rented flat**
- **Children's goods and school supplies**
- **Groceries and household chemicals with fast delivery**
- **Pharmacy items and OTC medicines**
- **Seasonal clothing, warm winter gear first**

A practical detail

A key requirement for services

Most delivery services, marketplaces and apps require a local phone number and a Kazakhstani bank card.

That is why a SIM card and a bank account come first, before you start shopping and setting up your home in earnest.

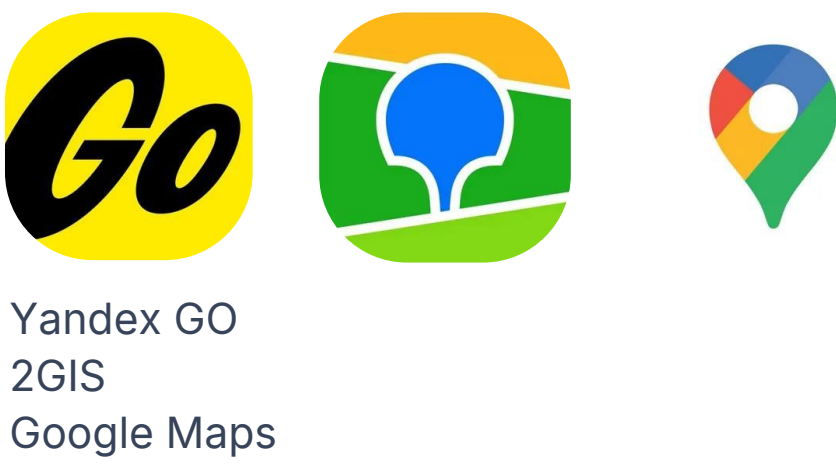
Shopping and services — Must-haves for your new life

Useful apps

Documents



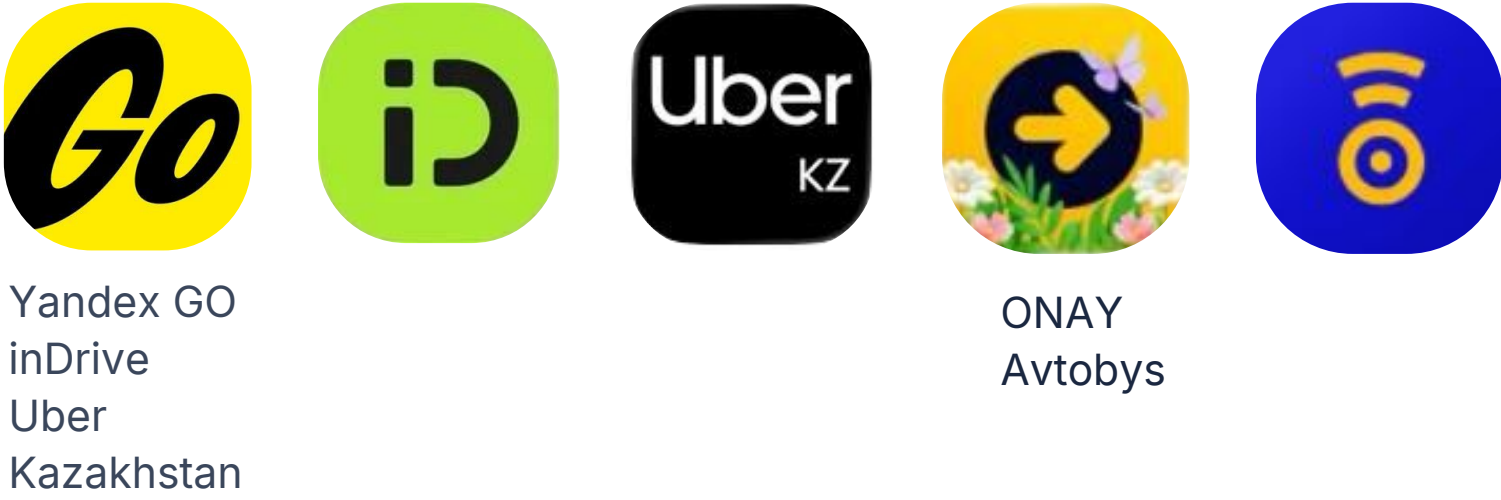
Maps



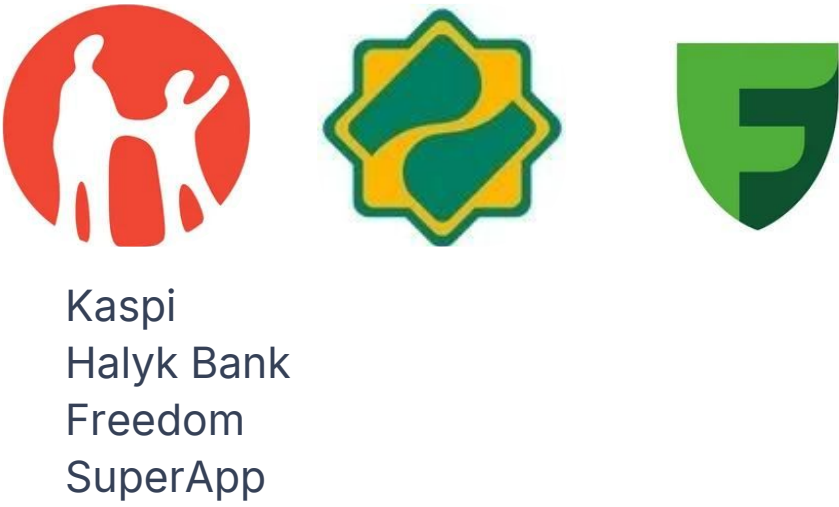
Local airlines



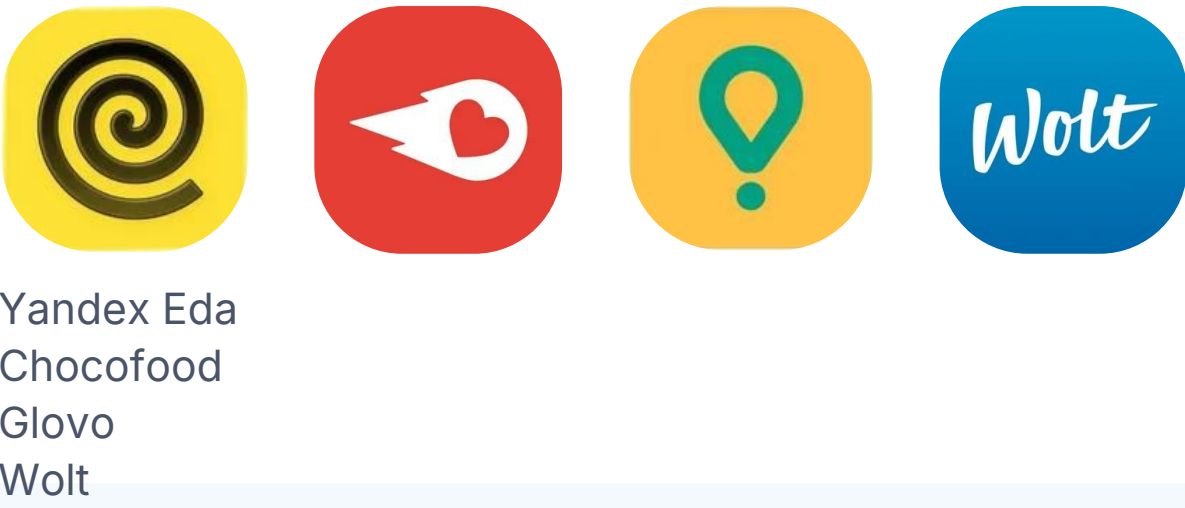
Taxi and transport



Banking



Food



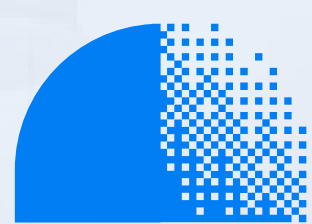
Healthcare



Online shopping



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Kazakhstan



FAMILY PLAYBOOK

Pets

What to prepare before you arrive

- Identification. A microchip or a clearly legible tattoo. The number must be entered in the veterinary passport.
- Veterinary passport. International format, with details of the animal and owner, vaccination records and regular parasite treatments.

Rabies vaccination

Mandatory. The vaccination is given in advance, followed by a quarantine period before travel. Since it cannot be given before three months of age, in practice an animal can be brought in from four months.

Additional vaccinations

Dogs: leptospirosis and a combination vaccine (canine distemper, parvovirus enteritis, hepatitis, adenovirus, parainfluenza).

Cats: calicivirus, rhinotracheitis, panleukopenia.

Flying

Airline rules

Every airline has its own rules: the maximum weight of the animal together with its carrier in the cabin, carrier dimensions, the number of animals per flight, and whether a place must be booked in advance.

Check the conditions when you buy the ticket, not at the airport



Travelling within Kazakhstan

Documents required

To transport an animal within the country you will need a veterinary passport and a veterinary certificate.

Issuing and examination

The certificate is issued by a veterinary clinic; the examination takes place shortly before the trip, and the document has a limited validity period.



The service can also be requested via [eGov.kz](https://egov.kz).



If you plan to leave Kazakhstan

International veterinary certificates are issued by the territorial veterinary control units of the Ministry of Agriculture.

For countries with strict requirements (rabies antibody test, import permit, breed restrictions), start preparing 3-4 months before departure.

Life with a pet in a new place

- Discuss keeping a pet before signing the lease and include a clause in the contract.
- Find your nearest veterinary clinic and a 24-hour clinic straight away.
- Pet food and supplies are available on marketplaces with delivery.
- In winter in Astana you will need paw protection against de-icing chemicals.

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FAMILY PLAYBOOK

Calendar and daily life

Time

Since 1 March 2024 the whole of Kazakhstan has been on a single time zone, UTC+5. The time is the same in Astana, Almaty, Shymkent and the western regions.

Kazakhstan does not observe daylight saving time.

Difference from Moscow

2 hours, Kazakhstan ahead

The working week

Sunday is the standard day off. On a five-day week, the second day off is set by the collective agreement or the employer's internal work rules.

Public holidays are non-working days. If a public holiday falls on a day off, the following working day becomes a day off instead. This rule regularly creates three- and four-day weekends.

Office life in Kazakhstan



Public holidays

National holiday

Republic Day, 25 October

State holidays

New Year	1-2 January
International Women's Day	8 March
Constitution Day	15 March
Nauryz Meyramy	21-23 March
People's Unity Day	1 May
Defender of the Fatherland Day	7 May
Victory Day	9 May
Capital City Day	6 July
Independence Day	16 December

Additional non-working days

7 January, Orthodox Christmas; the first day of Kurban Ait (set each year by the Islamic calendar).

From 1 July 2026 Constitution Day is celebrated on 15 March instead of 30 August. It will first be observed on the new date in 2027.

What this means in practice

- **Nauryz at the end of March brings** the longest spring break. Cities empty out noticeably, and tickets and out-of-town accommodation get booked early.
- **During holiday periods, government** offices, TsON centres and some clinics are closed. Allow extra time when submitting documents.
- **School holidays and long weekends** coincide with peak demand for flights.

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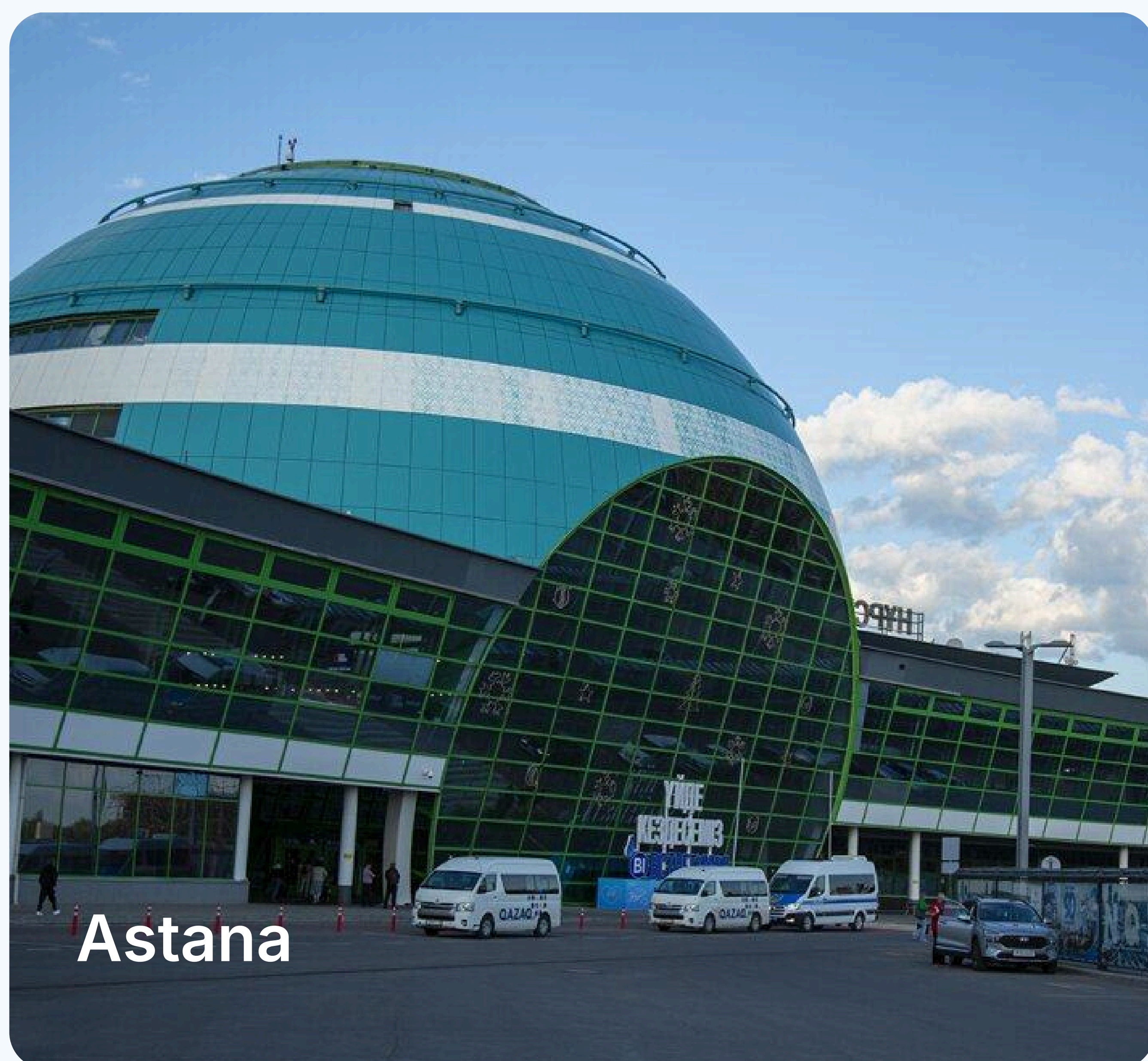
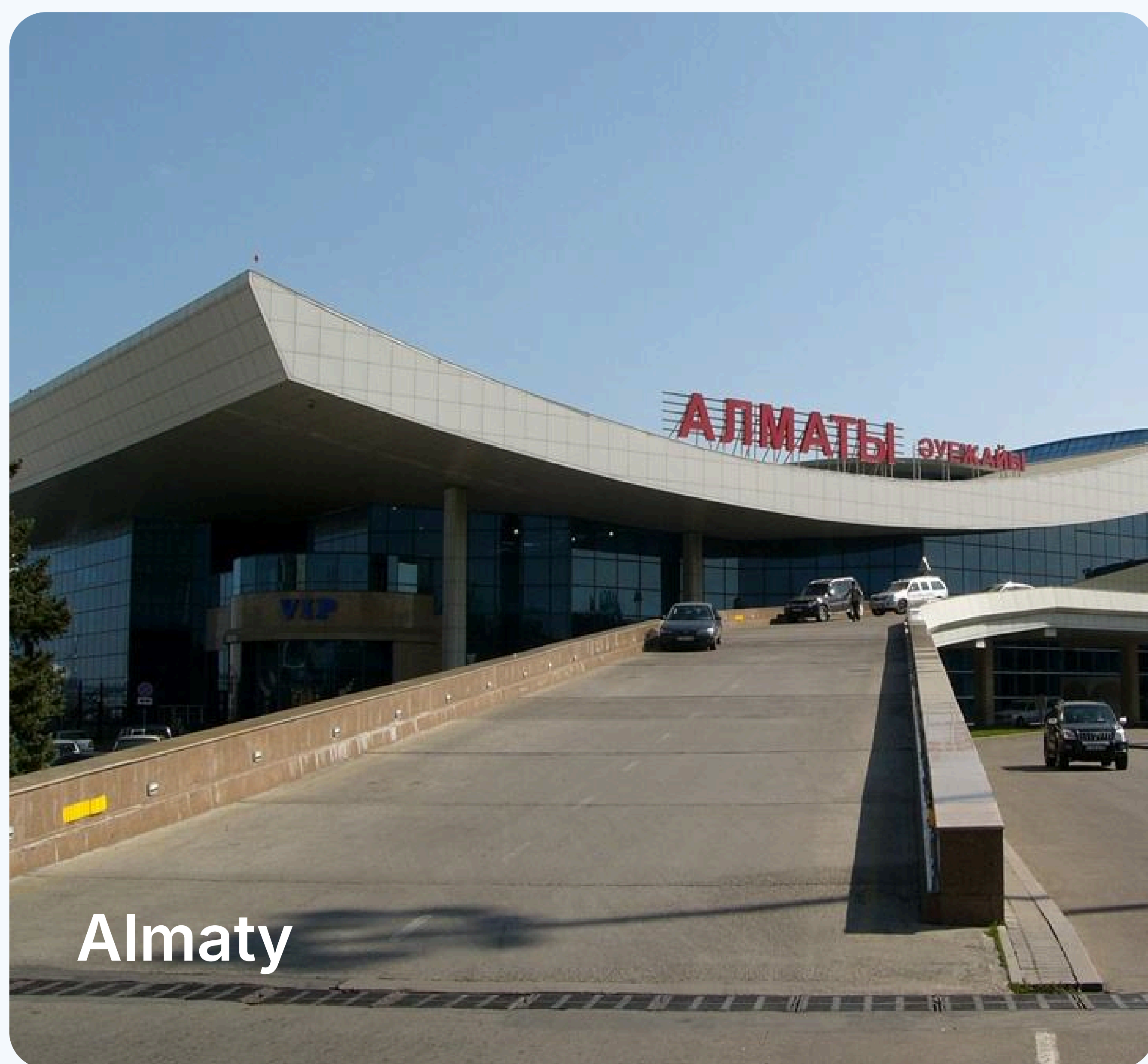


FAMILY PLAYBOOK

Flights and destinations

Two hubs

The country's main international hubs are Astana and Almaty. Both offer direct flights within Kazakhstan and abroad.



FlyArystan

Central Asia's first low-cost carrier, operating since 2019. In 2023-2025 it won the Skytrax World Airline Awards for best low-cost airline in Central Asia and the CIS three years running.

Network: 51 destinations, of which 29 are domestic and 22 international.

Astana

International destinations from Astana: Kutaisi, Batumi, Tashkent, Issyk-Kul (Tamchy), Gazipasa (Alanya), Goa, Urumqi, Yining.

Almaty

International destinations from Almaty: Kutaisi, Samarkand, Urgench, Issyk-Kul (Tamchy), Gazipasa (Alanya), Goa, Xi'an, Yining.

Aktau

International destinations from Aktau: Baku, Batumi, Dubai, Kutaisi, Urumqi.

Fares and hand luggage

How the fare works. A low-cost model: the base price includes one piece of hand luggage up to 7 kg and no larger than 56x23x36 cm. Checked baggage, seat selection, meals and other services are paid for separately.

Check-in

Online check-in for domestic flights opens 30 days before departure and closes 40 minutes before. It is free in the FlyArystan app.

Air Astana

The country's flag carrier, with hubs in Almaty and Astana. It operates scheduled domestic flights and international routes to Europe, Asia and the Middle East. Check the airline's website for the current list of destinations and the schedule.



Travelling around the country

A domestic network of 29 routes makes weekends outside the city genuinely accessible:

Aktau

The Caspian Sea and Mangystau, including the Bozzhyra tract.

Turkestan

Historic monuments of the Great Silk Road.

Ust-Kamenogorsk

The Altai and its pristine protected trails.

Regional flights

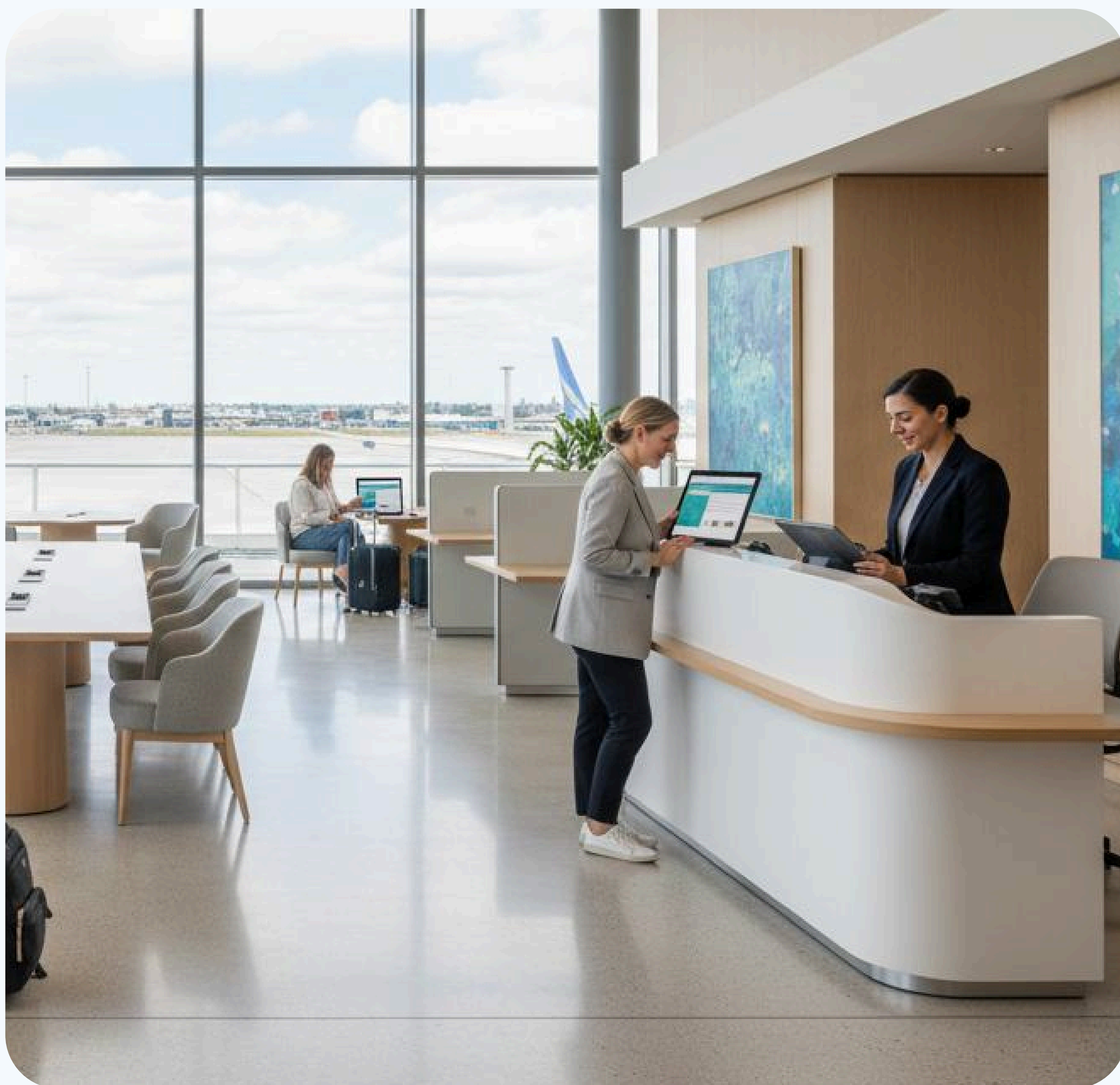
Shymkent, Karaganda, Atyrau, Kostanay, Semey, Uralsk, Kyzylorda, Aktope, Pavlodar.



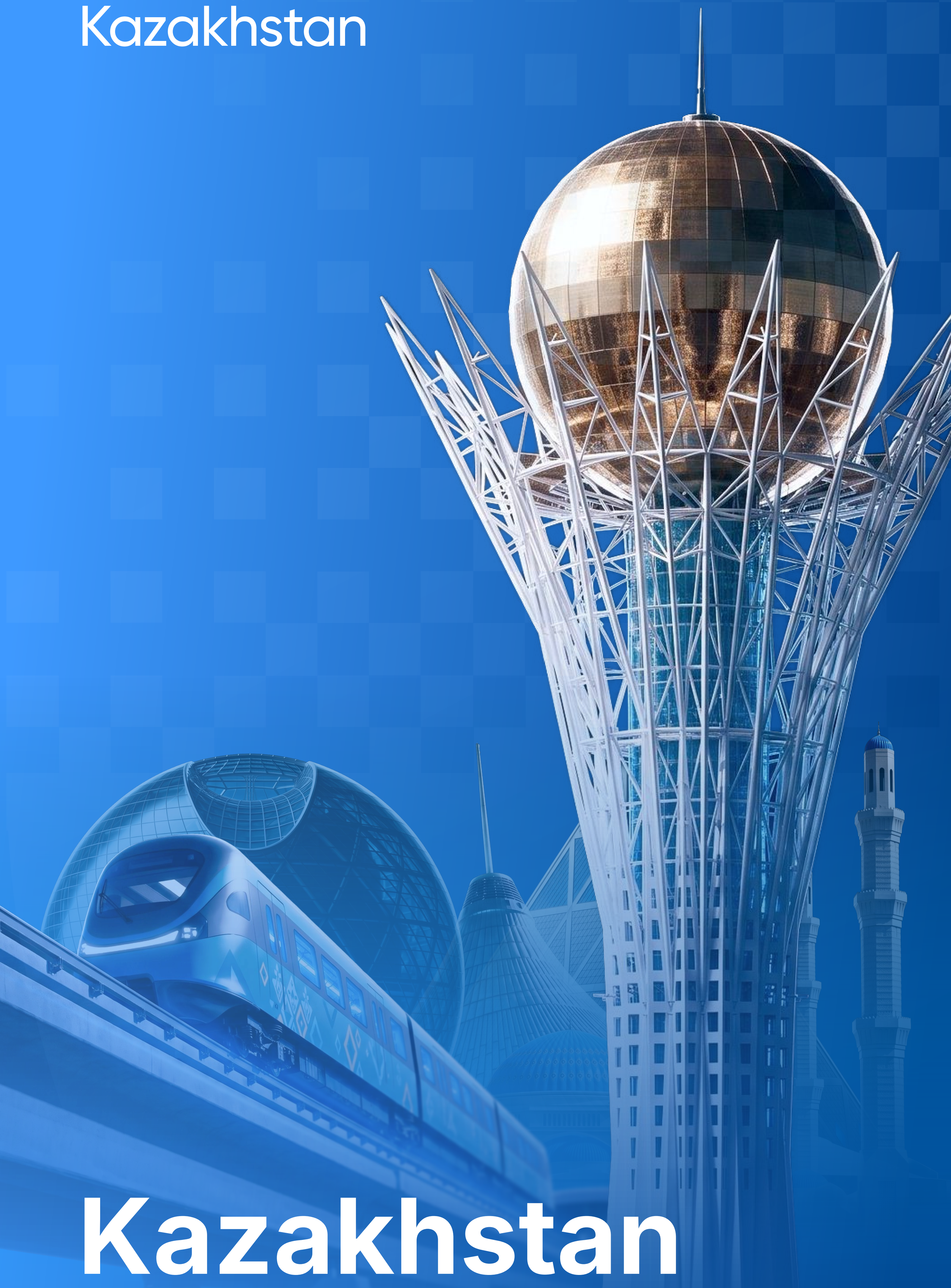
In practice

Tips and recommendations

- Buy tickets and extras in advance and online, it is noticeably cheaper.
- On the Astana - Almaty route FlyArystan offers free rebooking to a new date. Check the conditions on the airline's website.
- For school holidays and long public holiday weekends, tickets always sell out well in advance.



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Kazakhstan awaits you!

Save this playbook,
send it to your family and come back
to it
during your first days after arrival