

Frequently asked questions (FAQ)

1. I have just arrived in Luxembourg, what is the procedure to follow?

The government has created a centre for an initial reception in order to host persons fleeing the war in Ukraine.

The emergency accommodation structure, accessible 24/7, is situated at the **SHUK (*Structure d'hébergement d'urgence* in Kirchberg), 11 rue Carlo Hemmer in Luxembourg City**. The structure will provide shelter during the first couple of days, as well as food and items of primary necessity, for people wishing to request a temporary protection in Luxembourg, but also for those wishing to join another European country. After the first few days, they will be directed to other government structures.

Every displaced person coming from Ukraine and arriving in Luxembourg, including those staying with private persons, is kindly asked to communicate their contact details to the **Directorate of Immigration of the Ministry of Foreign and European Affairs** by submitting the [following form](#) to the e-mail address: immigration.desk@mae.etat.lu

Subsequently, the Directorate of Immigration will contact all persons concerned with a view to introducing an application for the temporary protection status. The persons concerned will be received **by appointment only**.

2. Do I have to present myself at the Directorate of Immigration?

For the time being, no.

Every person displaced due to the war in Ukraine is kindly asked to make their presence known to the **Directorate of Immigration of the Ministry of Foreign and European Affairs before or after their arrival in Luxembourg** and to communicate by means of an e-mail their contact details using the form to be downloaded here:

- [Personal data sheet – French \(PDF\)](#)=
- [Personal data sheet – English \(PDF\)](#)
- [Personal data sheet – Ukrainian \(PDF\)](#)
- [Personal data sheet – Russian \(PDF\)](#)

This **also applies to people staying with private persons**.

The **duly completed form** should be sent to the following e-mail address: immigration.desk@mae.etat.lu

Subsequently, the **Directorate of Immigration will contact the persons concerned and arrange an appointment** for the purpose of submitting an application for temporary protection.

3. Who is eligible for temporary protection?

To be eligible for temporary protection, the **person must have been resident in Ukraine before 24 February 2022** and must **have left the country since 24 February 2022**, or shortly before (i.e. persons who fled Ukraine shortly before 24 February 2022, when tensions were rising, or who found themselves in the

territory of the European Union (e.g. on holiday or for professional reasons) just before that date and who, due to the armed conflict, are unable to return to Ukraine).

4. For how long are people granted temporary protection?

In a first phase, temporary protection is granted for an **initial period of one year** from the date of activation of the mechanism at European level, i.e. **until 4 March 2023**. The expiry date of the initial term is indicated on the temporary protection certificate.

This initial period **may be extended automatically by periods of 6 months** for a maximum of one year. The persons concerned will be informed in due course of the terms for extending the validity of their certificate.

5. What material assistance is available to beneficiaries of temporary protection?

A beneficiary of temporary protection (BTP) is entitled to material assistance from the National Reception Office ("Office national de l'accueil", ONA) provided he/she does not have sufficient means of subsistence nor any support from a private individual. The prerequisite for receiving this assistance is to be in possession of a temporary protection certificate issued by the Directorate of Immigration of the Ministry of Foreign and European Affairs.

The assistance is granted by the ONA in kind, in cash or in the form of vouchers.

The assistance is granted to the entitled beneficiary throughout his temporary protection. It is fixed according to the composition of the household, the age of the household members and the financial resources available to the beneficiary of temporary protection.

The beneficiary of temporary protection is entitled to stay in an ONA accommodation facility.

The beneficiary of temporary protection may also choose to live in private accommodation, with family or friends. In this case, the BTP receives the same material assistance as a beneficiary of temporary protection living in an ONA accommodation facility in which meals are not provided:

- Monthly allowance;
- Food assistance (monthly);
- Clothing assistance (bi-annual);
- Assistance with school supplies (annual);
- Access to medical care and coverage of related expenses.

The above assistance can be supplemented on a needs basis by aid for hygiene products or specific food items such as for the feeding of young infants.

Attention:

- The beneficiary of temporary protection must inform the ONA without delay about any change regarding his financial situation. If he/she has an income, the ONA's material assistance will be reassessed according to the financial situation.
- The end of the temporary protection will also imply the end of the material reception conditions by the ONA.

- For privately housed individuals, the material conditions will be assigned directly and exclusively to the BTPs and not to the host family that privately houses them.

6. I have just fled the war in Ukraine. Do I have the right to work in Luxembourg?

The temporary protection status **confers on the persons concerned the right to work in Luxembourg.**

Beneficiaries of temporary protection are exempted from applying for a temporary work permit and can therefore **freely access the Luxembourg labour market** without the need for a specific permit, for as long as their temporary protection certificate is valid.

Once they have been formally granted temporary protection status, the persons concerned can also register as job seekers with the National Employment Agency (*Agence pour le développement de l'emploi* - ADEM). Beneficiaries of temporary protection status can contact ADEM by e-mail (info@adem.etat.lu) or by telephone (+352) 247-88888).

Employers wishing to employ persons registered at the ADEM, may contact the Employers Department of the ADEM, directly (+352) 247-88000; employeur@adem.etat.lu).

7. Can beneficiaries of temporary protection conclude an employment contract of indeterminate duration, knowing that the period of validity of their certificate of temporary protection is limited until 4th March 2023?

Yes, beneficiaries of temporary protection have the right to conclude an employment contract of indeterminate duration and they have the right to work as long as their temporary protection certificate is valid.

The temporary protection certificate is issued in a first phase for an initial period of one year from the date of activation of the mechanism at European level, i.e. until March 4, 2023. This initial period may be extended automatically by periods of 6 months for a maximum of one year as long as the European Union does not decide to put an end to the temporary protection mechanism.

8. Do beneficiaries of temporary protection have the right to exercise a self-employed activity?

Beneficiaries of temporary protection granted by Luxembourg have the right to exercise a self-employed activity in Luxembourg, as long as they reside in Luxembourg and as long as their temporary protection certificate is valid.

9. Do people residing in Luxembourg as beneficiaries of temporary protection in Luxembourg have the right to work in another European country?

The rights conferred on beneficiaries of temporary protection are valid only in the Member State which granted the temporary protection. Thus, persons who are beneficiaries of temporary protection in Luxembourg can freely access the Luxembourg labour market, but they cannot automatically access the labor market in another Member State, that access being subject to the national rules of this country.

10. Do people residing as beneficiaries of temporary protection in another European country have the right to work in Luxembourg?

The rights conferred on beneficiaries of temporary protection are valid only in the Member State which granted the temporary protection. Thus, persons who are beneficiaries of temporary protection in another Member State do not automatically have the right to access the Luxembourg labor market. Beneficiaries of temporary protection granted by another Member State are subject to the general rules applicable to access to the Luxembourg labor market. If they do not reside in Luxembourg, they must apply for a work permit before starting to work in Luxembourg. Further information on the procedure for obtaining a work permit as a third-country national, cross-border worker, is available here:

<https://guichet.public.lu/en/citoyens/immigration/cas-specifiques/travailleur-frontaliers/frontalier.html>

11. Whom should I contact if I want my children aged between 3 and 19 to attend school in Luxembourg? What steps do I have to take?

Children from Ukraine have the right to **access** the education system under the same conditions as Luxembourg nationals.

The Ministry of Education, Children and Youth (*Ministère de l'Éducation nationale, de l'Enfance et de la Jeunesse* - MENEJ) provides information on the Luxembourg school system and helps to find the appropriate class and school for the child concerned.

In English: (+352) 247-76570

In Ukrainian: (+352) 247-76976, where intercultural mediators will be able to answer questions.

Before the children that have arrived from Ukraine can go to school in Luxembourg, **they have to take a health and social check-up** organized by the Directorate of Health and the *Ligue socio-médicale*.

For an appointment for this check-up, the Helpline can be contacted at (+352) 247 65533; then press 3.

12. Do people coming from Ukraine have to declare their arrival to the commune?

Yes, persons coming from Ukraine must report to the local administration of their place of residence in Luxembourg to make a declaration of arrival, at the latest after having obtained temporary protection status.

13. Does a beneficiary of temporary protection in Luxembourg have the right to settle in another European country?

The rights conferred on beneficiaries of temporary protection are valid only in the Member State which granted the temporary protection. Thus a beneficiary of temporary protection in Luxembourg cannot benefit from the rights attached to his temporary protection status outside the Grand Duchy. If a beneficiary of temporary protection in Luxembourg wishes to settle in another Member State, he/she will have to regularize his/her stay in this Member State according to the national rules applicable there.

14. I have just arrived from Ukraine: do I need a medical check-up?

You will undergo a medical and social check-up, **after obtaining the temporary protection status** from the Ministry of Foreign and European Affairs.

This check-up is organised by the Directorate of Health. You will automatically get an appointment. It is not necessary to make that appointment yourself or to contact the Directorate of Health.

15. I have just arrived from Ukraine and I need medical assistance.

If you need **medical care**, you can go to the *Maison Médicale* of Luxembourg City. The *Maison Médicale* offers consultations by general practitioners. Persons arriving from Ukraine can receive treatment there even without affiliation to the social security system or national matriculation number.

Medicines that are over-the-counter or prescribed by a doctor can be obtained at all pharmacies. The general practitioner at the *Maison médicale* can provide a prescription by the Directorate of Health if necessary. Any prescription by the Directorate of Health is paid for by the Ministry of Health.

In case of an emergency, the hospitals that are on duty can provide any care. Arrangements have been made in order to avoid that people who are not yet affiliated to health insurance have to pay for hospital treatments.

Address of the “*Maison Médicale*”:

23, Val Fleuri, L-1526 Luxembourg

Bus lines: 222, 262, 22, 21 230, 16, 31

Bus stops: WANDMILLEN and VAL FLEURI

Opening hours: Monday to Friday, 08:30 – 12:00 | 13:00 - 16:30

The medical center of Val Fleuri is accessible without affiliation.

On the basis of a prescription delivered by the Directorate of Health, the Ministry of Health covers the cost of medical and dental care, as well as urgent care by a specialist provider, during the transitory period (before obtaining the temporary protection status). With the temporary protection status, medical care is included.

I have a rare disease – where can I get help?

The Infoline “*Maladies Rares Luxembourg*” (*Rare Diseases Luxembourg*) is a telephone assistance service providing help for people affected by a rare disease on the territory of the Grand Duchy of Luxembourg. This Infoline provides information about rare diseases as well as about administrative, social and psychological resources and support to help people living with a rare disease and to guide them towards the competent services in Luxembourg.

The Infoline can be reached at (+352) 2021 2022 and infolineMR@alan.lu.

16. Can beneficiaries of temporary protection move freely within the Schengen area, the European Union and outside the European Union?

Beneficiaries of temporary protection can move freely within the Schengen Area for a period of 90 days out of 180 days if they have a valid biometric passport. The temporary protection certificate does not constitute an autonomous travel document and is therefore not sufficient to circulate freely in the Schengen Area.

For countries of the European Union which are not members of the Schengen Area, as well as for countries outside the European Union, the national rules of these countries are applicable.

17. I am beneficiary of temporary protection in Luxembourg. Can I return to Ukraine while keeping my status of beneficiary of temporary protection, e.g. for a family visit?

As a beneficiary of temporary protection, you have in principle the right to return to Ukraine for a short stay, for example for a family visit. However, you must be aware that the temporary protection certificate does not constitute a travel document, and that you must therefore be in possession of the necessary documents for crossing borders, in particular a valid biometric passport. In addition, you must take into account that the situation can change very quickly and that the Luxembourgish authorities cannot assist with the return to Luxembourg in the event of difficulties.

It should also be noted that beneficiaries of temporary protection may at any time renounce their temporary protection status and voluntarily return to Ukraine. In this case, they can benefit from assistance to facilitate the return to Ukraine. If they subsequently decide to return to the Member State that granted temporary protection, that Member State is required to give favourable consideration to requests for return.

18. I have family members in Ukraine and I want to bring them to Luxembourg, what do I need to do?

For assistance and advice, it is recommended to send an e-mail to the address of the Luxembourg Embassy in Prague, co-accredited to Ukraine (prague.amb@mae.etat.lu) or the Consular assistance of the Ministry of Foreign and European Affairs (assistance.consulaire@mae.etat.lu) with all the contact details of the persons concerned as well as copies of the identity documents.

19. My family has crossed the Ukrainian border and is currently in Poland, Slovakia, Hungary, Romania or Moldova. They want to go to Luxembourg, how do they proceed?

For assistance and advice, it is recommended to send an e-mail to the address of the Consular assistance (assistance.consulaire@mae.etat.lu) or to the Luxembourg Embassy accredited in the relevant country, with all the contact details of the persons concerned.

Embassy of Luxembourg in Vienna, co-accredited to Hungary and Slovakia: vienne.amb@mae.etat.lu

Embassy of Luxembourg in Athens, co-accredited to Romania: athenes.amb@mae.etat.lu

Embassy of Luxembourg in Warsaw: varsovie.amb@mae.etat.lu

20. I want to arrange private transport to the Ukrainian border, what should I do?

Any private transport initiative to the Ukrainian border is **the sole responsibility of the organisers**. The Ministry advises private persons planning to launch such an initiative that **reception and lodging must be guaranteed** in order to accommodate people fleeing the war in Ukraine and who are often traumatized by the events experienced. The ministry strongly recommends to all persons planning such trips to contact the ministry at transport.ukraine@mae.etat.lu before any potential departure.

For the time being, and while all the competent authorities are working at full speed to welcome people fleeing the war in the best possible conditions, and to process their applications for temporary protection status, **we ask Luxembourg citizens and residents not to organise large scale transport** unless private arrangements for short and medium term accommodation have been made by the organisers for the persons to be transported.

The ministry draws attention to the number of unaccompanied children without official documents on board of transports, for which the organisers are fully responsible. The organisers of those private transport initiatives are advised to make sure that these minors are not being trafficked.

21. I want to host Ukrainian citizens. Whom should I contact and what kind of data/information should I provide?

Caritas Luxembourg and the Luxembourg Red Cross, with the support of the Ministry for Family Affairs, Integration and the Greater Region and in collaboration with the National Reception Office (*Office nationale de l'accueil* (ONA)), have set up a programme to put people fleeing the war in Ukraine in touch with Luxembourg residents, who wish to offer them free accommodation or a home stay.

People who want to provide a free accommodation or a home stay need to fill in the online form on the website of either the [Luxembourg Red Cross](#) or [Caritas Luxembourg](#).

Caritas Luxembourg or the Luxembourg Red Cross will contact persons and families who have completed the form **as soon as possible**.

If additional information about the programme is needed, please send an e-mail to ukraine@zesummeliewen.lu or contact the Hotline on (+352) 621 796 780.

22 How long will the people that I have taken in stay with me?

Those willing to host people fleeing the war in Ukraine are asked to commit themselves for a minimum duration of three months.

It should be noted that private accommodation is an act of solidarity in the context of a humanitarian crisis. No rent or other compensation for the provision of accommodation, or part thereof, can be claimed.

23. Where will people from Ukraine be housed in the longer term?

After their accommodation in the **centre for an initial reception**, persons enjoying temporary protection can benefit from accommodation in a collective housing structure owned by the State.

24. I am hosting Ukrainian refugees in my home, am I eligible for financial assistance?

No. **The private hosting and accommodation of Ukrainian refugees is to be considered as a voluntary action** and will not result in financial compensation.

However, privately hosted beneficiaries of temporary protection have access to the material reception conditions of the National Reception Office (ONA). The material reception conditions include food and clothing support, as well as a monthly allowance and access to medical care.

25. I am from Ukraine and I have a domestic animal with me. What is the procedure to follow?

Pets from Ukraine entering the EU are subject to certain identification and vaccination requirements. In light of the situation, the European Commission, in cooperation with the Member States, has decided to derogate from these requirements in order to facilitate the entry of refugees with their pets.

In order to register their pets, pet owners **are requested to contact a veterinary**.

If you have any further questions, please contact the Administration of Veterinary Services by e-mail at info@asv.etat.lu or by phone at (+352) 247-82539 or download the [registration form](#).

Are domestic animals allowed in the emergency accommodation structure?

Pets are allowed for the first few days at the centre for an initial reception, where a special area has been set up for them. The Administration of Veterinary Services will go to the emergency accommodation structure to support the regularization of the animals. The practical arrangements are in the process of being put in place.

26. I want to provide material assistance. Which institution should I contact?

Information about the possibilities of making material donations can be found on the website of the National Reception Office (ONA): <https://ona.gouvernement.lu/en/service/aide-pour-dpi.html>

27. I would like to volunteer to help the people arriving in Luxembourg from Ukraine. Where can I sign up ?

ASTI, Caritas Luxembourg and the Luxembourg Red Cross, with the support of the Ministry of Family Affairs, Integration and the Greater Region, are coordinating volunteer services.

You can fill out the [form to volunteer](#) and you will then be guided to an organisation offering activities in the domain that you have chosen to volunteer in.

For any additional question, please e-mail ukraine@zesummeliewen.lu or contact the Hotline at +352 621 796 780.

28. Is there a diplomatic mission of Luxembourg in Ukraine or in the neighbouring countries (Romania, Hungary, Slovakia, Poland)?

Ukraine: Embassy of Luxembourg in Prague, co-accredited to Ukraine.
Apolinářská 9, Prague 2, 128 00, Czech Republic
Phone: (+420) 257 534 534 / e-mail: prague.amb@mae.etat.lu

Hungary: Embassy of Luxembourg in Vienna, co-accredited to Hungary.
Sternwartestrasse 81, A-1180 Vienna, Austria
Phone: (+43) 1 478 21 42 / e-mail: vienne.amb@mae.etat.lu

Slovakia: Embassy of Luxembourg in Vienna, co-accredited to Slovakia.
Sternwartestrasse, 81 A-1180 Vienna, Austria
Phone: (+43) 1 478 21 42 / e-mail: vienne.amb@mae.etat.lu

Poland: Embassy of Luxembourg in Warsaw
ulica Słoneczna 15, 00-789 Warsaw, Poland
Phone: (+48) 22 507 86 50 / e-mail: varsovie.amb@mae.etat.lu

Romania: Embassy of Luxembourg in Athens, co-accredited to Romania
23A, avenue Vas. Sofias & 2, rue Néofytou Vamva, GR - 106 74 Athens, Greece
Phone: (+30) 210 - 72 56 400 / e-mail: athenes.amb@mae.etat.lu

22. When and how do I bring a car imported from Ukraine into compliance in Luxembourg (insurance, certificate, etc.)?

Anyone moving to Luxembourg must register their vehicle in Luxembourg within 6 months of their arrival.

For further information:

<https://snca.public.lu/en/vehicules/immatriculation/immatriculer-vehicule-occasion/vehicule-immatricule-hors-ue.html>