



European  
Commission

Soon  
in Luxembourg.

**PEOPLE FIRST**  
*MODERNISING THE EUROPEAN COMMISSION*





**PEOPLE FIRST**  
MODERNISING THE EUROPEAN COMMISSION

*Practical guide  
European Commission  
DG HR.E.3  
Welcome & Departure Desk, Wellbeing  
DRB B2/99A  
L-2920 Luxembourg  
+352 4301 33000  
HR-LUX-WELCOME-OFFICE@ec.europa.eu  
Last update: 04.11.2024*

# Contents

<b>1. Preface</b> . . . . .	<b>5</b>
<b>2. The European Commission in Luxembourg</b> . . . . .	<b>6</b>
1. Welcome session . . . . .	6
2. Administrative formalities when taking up duties . . . . .	6
3. The Welcome office in Luxembourg . . . . .	9
4. The Office for the Administration and Payment of Individual Entitlements (PMO) . . . . .	9
5. Other useful contacts . . . . .	10
6. Public holidays for 2024. . . . .	11
Public holidays for 2025. . . . .	11
7. Buildings of the Commission in Luxembourg. . . . .	11
<b>3. You and your family</b> . . . . .	<b>12</b>
1. Finding accommodation . . . . .	12
General information . . . . .	12
Rental costs . . . . .	12
First days . . . . .	12
Our advice. . . . .	12
Rental contracts. . . . .	13
Legal advice. . . . .	13
2. Residing in Luxembourg . . . . .	14
Residence permits . . . . .	14
Registration of your family. . . . .	14
Registration of your dog . . . . .	14
National registration number . . . . .	14
Other administrative formalities. . . . .	14
3. Transport and Mobility. . . . .	15
Biking in Luxembourg. . . . .	15
Biking between Commission buildings. . . . .	15
Cross-border workers. . . . .	15
4. Driving in Luxembourg. . . . .	16
Driving licences . . . . .	16
Car registration . . . . .	16
Parking. . . . .	17
Other useful links . . . . .	17
5. Education in Luxembourg . . . . .	17
Schooling . . . . .	17
The European Schools . . . . .	17
Child minding services . . . . .	18
6. Health. . . . .	18
Emergency services. . . . .	18
<b>4. Luxembourg</b> . . . . .	<b>20</b>
1. Facts and figures. . . . .	20
2. Useful links . . . . .	21



# 1. PREFACE

*Dear colleague,*

*You have just accepted a position at the European Commission. Congratulations!*

*More challenges, though, are yet to be faced: moving to Luxembourg, finding accommodation, enrolling your children in school and after-school activities, perhaps helping your spouse/partner find a job, registering as a resident in the country, registering your car, etc.*

*Moreover, you will be expected to follow numerous administrative formalities in the Commission, to become familiar with the nature of your new job, as well as to meet your new colleagues.*

*Sounds overwhelming, doesn't it?*

*Don't be discouraged!*

*Everything is going to work out just fine!*

*And you're going to manage it perfectly well!*

*This brochure has been created with the sole purpose of helping you settle and integrate in Luxembourg as well as in the Commission. In this respect, we kindly ask you to send us your suggestions, comments and general feedback regarding this publication, so we could in turn review, update and improve its content.*

*We are looking forward to seeing you soon!*

*The Welcome office team*

## 2. THE EUROPEAN COMMISSION IN LUXEMBOURG

### 1. WELCOME SESSION

You have most certainly already been invited by our Recruitment department to the European Commission building where you will have your entry into service.

Here, you will attend a welcome session along with other newcomers. Your superiors are informed about this training entirely dedicated to practical matters. You will not only meet representatives of various services in the Commission, but you will also receive advice related to your integration. In addition, you will find out where to access information about culture, sports and places to visit in Luxembourg.

Here is the agenda for the morning:

- Introduction to the day & presentation on HR Services Luxembourg
- HR Director General video welcome message & HR for Luxembourg
- Welcome office information session
- Information tools at the Commission
- Security at the Commission
- Information session on the Psychosocial sector of the Medical service
- Presentation of the Local Staff Committee

## 2. ADMINISTRATIVE FORMALITIES WHEN TAKING UP DUTIES

### ● Reimbursement of your travel expenses

Upon your entry into service, you are entitled to compensation for your travel expenses based on a flat-rate allowance per kilometre of geographical distance between the place of recruitment and the place of employment.

In order to be compensated for the travel expenses of family members, make sure to indicate their names on the corresponding PMO form. You must provide any necessary documents proving that your family members have travelled to the place in question and settled there with you, so keep all travel tickets, fuel and/or toll receipts, etc.

### ● Removal procedures

When taking up duties, you are entitled to the reimbursement of your removal expenses up to a certain amount based on a prior estimate approved by PMO Luxembourg. Your removal must be carried out by a removal company of your choice.

Please contact [PMO-ENTRY-INTO-SERVICE@ec.europa.eu](mailto:PMO-ENTRY-INTO-SERVICE@ec.europa.eu) well in advance to receive information about the relevant procedure. See also pages 8 and 9 of this brochure.

### ● Access card

During the welcome day, you will need to go to the security office where your photo will be taken and where you will receive your service card. This badge allows you to enter European Commission buildings as well as some other EU institutions in Luxembourg.

If you bring your car papers with you, you could already start the procedure to receive the parking card, enabling you to access Commission parking lots in Luxembourg.

### ● Bank account in Luxembourg

During your administrative tour, the Salaries office (PMO) will request the Financial identification form containing your bank account details. You should sign this document and have it stamped by your bank. As an alternative, you can attach a recent bank statement to it.

For practical reasons, such as paying your utility bills and rent, you may wish to open a bank account in Luxembourg. Since banks usually request a proof of employment in the Grand Duchy, you can provide them with a copy of your job offer. Additionally, you can request a work certificate from the Welcome office during the welcome session on your first day.

Below you will find a list of banks situated in proximity to the Commission buildings:

<b>Banque et Caisse d'Épargne de l'État (BCEE) or Spuerkees</b>		
Auchan Gallery–Kirchberg (BECH, T2)	2, rue A. Weicker, L-2721 Luxembourg	<b>4015 1</b>
Central station (MER, FISR)	Corner avenue de la Gare–avenue de la Liberté, L-1931 Luxembourg	<b>4015 1</b>
Gasperich (DRB, EUFO, HITEC, ARIA, LACC)	259, route d'Esch, L-1471 Luxembourg	<b>4015 1</b>
Cloche d'Or (DRB, EUFO, HITEC, ARIA, LACC)	25, rue Friedrich Wilhelm Raiffeisen, L-2411, Luxembourg	<b>4015 1</b>
Cloche d'Or – in ARIA building (DRB, EUFO, HITEC, ARIA, LACC)	400, route d'Esch, L-1471 Luxembourg	<b>4015 9340 ATM</b>

<b>ING</b>		
Centre (MAEU)	42, Grand Rue, L-1660 Luxembourg	<b>4499 6310</b>
Cloche d'Or (DRB, EUFO, HITEC, ARIA, LACC)	14, rue Robert Stumper, L-2557 Luxembourg	<b>4499 6590</b>
Central station (MER, FISR)	26, place de la Gare, L-2965 Luxembourg	<b>4499 6040</b>
Kirchberg (BECH, T2)	18, rue E. Steichen, L-2540 Luxembourg	<b>4499 6900</b>

<b>BGL BNP Paribas</b>		
Cloche d'Or (LACC, HITEC, ARIA, EUFO)	8-10, rue Charles Darwin, L-1433 Luxembourg	<b>4242 2000</b>
Kirchberg (BECH, T2)	10, rue E. Steichen, L-2540 Luxembourg	<b>4242 2000</b>
Kirchberg (BECH, T2)	13, avenue J.F. Kennedy, L-1855 Luxembourg	<b>4242 2000</b>
Central station (MER, FISR)	76, avenue de la Liberté, L-1930 Luxembourg	<b>4242 2000</b>

<b>Kreditbank (KBL)</b>		
Central station (MER, FISR)	43, Boulevard Royal, L-2955 Luxembourg	<b>4797 1</b>

<b>Post</b>		
Kirchberg (BECH, T2)	41B, Av. J. F. Kennedy, L-1855 Luxembourg	<b>8002 8004</b>
Cloche d'Or (DRB, EUFO, HITEC, LACC)	2, rue E. Bian, L-1235 Luxembourg	<b>8002 8004</b>
Central station (MER, FISR)	20, rue de Reims, L-2417 Luxembourg	<b>8002 8004</b>

BIL		
Kirchberg (BECH, T2)	42, Av. J. F. Kennedy, L-1855 Luxembourg	<b>2459 5300</b>
Central station (MER, FISR)	11, rue Jean Origer L-1931 Luxembourg	<b>2459 5400</b>
Cloche d'Or (DRB, EUFO, HITEC, ARIA,LACC)	Oberweis, 1, rue Guillaume J. Kroll	<b>ATM</b>
Cloche d'Or – in ARIA building (DRB, EUFO, HITEC, ARIA, LACC)	Bloc A, Ground Floor	<b>2459 8600</b>

### **Banks located in proximity to the Drosbach building**

In Luxembourg city, banks are usually open from 8.30 to 17.00, from Monday to Friday.

Some banks operate exclusively online, and it is possible to do everything online from opening an account to using the bank's investment services.

You will find more information on banking in Luxembourg on the site of the Luxembourg Bankers' Association (ABBL): <http://www.abbl.lu/>





### 3. THE WELCOME OFFICE IN LUXEMBOURG

From the moment of your entry into service, the Welcome office provides you with all the necessary information concerning the Grand Duchy of Luxembourg, as well as the Commission. Don't hesitate to contact us should you need any help on matters involving:

- General information on the Commission and Luxembourg
- Welcome for new members of staff
- Vehicle and driving licence registration
- Where to find legal advice
- Consultation of your personal file
- Import of personal goods from non-EU countries

[HR-LUX-WELCOME-OFFICE@ec.europa.eu](mailto:HR-LUX-WELCOME-OFFICE@ec.europa.eu)

- Integration projects for newly recruited staff and their family members (Inter-institutional Networking Fair, family events, cultural visits in Luxembourg, etc.)

[HR-LUX-EVENTS@ec.europa.eu](mailto:HR-LUX-EVENTS@ec.europa.eu)

- Carte de légitimation (Luxembourg residence permit)
- Change of private address

[HR-LUX-CARTES-DE-LEGITIMATION@ec.europa.eu](mailto:HR-LUX-CARTES-DE-LEGITIMATION@ec.europa.eu)

- VAT exemption

[HR-LUX-VAT-EXEMPTION@ec.europa.eu](mailto:HR-LUX-VAT-EXEMPTION@ec.europa.eu)

- Certificates (career, income tax, for opening a bank account, etc.) via Sysper2

[HR-LUX-ATTESTATIONS@ec.europa.eu](mailto:HR-LUX-ATTESTATIONS@ec.europa.eu)

### 4. THE OFFICE FOR THE ADMINISTRATION AND PAYMENT OF INDIVIDUAL ENTITLEMENTS (PMO)

The **PMO** manages, calculates and pays the financial entitlements of the staff of the European Commission and certain other EU institutions and bodies. These individual entitlements include:

- salary and allowances
- reimbursement of experts' costs and mission expenses
- health insurance and accident cover
- pension/unemployment/resettlement allowances

It is at PMO that you declare all changes in your personal or family situation (marriage, birth, adoption, divorce, death) whenever these might affect your salary.

Listed below, you will find several services you can contact, should you need any information concerning your financial rights:

#### ■ STAFF MATTERS PORTAL:

<https://myintracomm.ec.europa.eu/Staff/EN/Pages/index.aspx>

You can access this user-friendly page from your work computer to read more on:

- Salary and allowances
- Determination of rights upon entry into service
- Request of salary statements
- Transfer of pension rights
- Removal procedures\*
- Bank account and legal entities

\* Should you move from a non-EU country, you will need to go through a special procedure to be able to complete your removal (household items and/or car) without having to pay taxes in the Grand Duchy. If this is your case, please contact the Welcome office at:

[HR-LUX-WELCOME-OFFICE@ec.europa.eu](mailto:HR-LUX-WELCOME-OFFICE@ec.europa.eu)

## ■ JOINT SICKNESS INSURANCE SCHEME (JSIS ONLINE):

Take advantage of the electronic application of the Joint Sickness and Insurance Scheme

<https://webgate.ec.europa.eu/RCAM/>

Contact for technical problems:  
Tel.: +352 4301 36100

- **Reimbursement of medical expenses**  
submit a claim and consult the history of your claims and account sheets
- **JSIS/accident coverage**  
create and print JSIS membership certificates
- **Medical authorisations**  
submit a request for prior authorisation, recognition of serious illness, dental cost estimate and check its status
- **Direct billing**  
in case of hospitalisation, ask for the invoice to be paid directly by JSIS
- **Pharmaceutical products**  
consult the list of pharmaceutical products

## 5. OTHER USEFUL CONTACTS

### ● MEDICAL SERVICE LUXEMBOURG

For matters related to your health and well-being: Medical Service, DRB B-1, L-1882 Luxembourg

Tel.: +352 4301 32588

[HR-LUX-SERV-MEDICAL@ec.europa.eu](mailto:HR-LUX-SERV-MEDICAL@ec.europa.eu)

### ● SOCIAL AND PSYCHOLOGICAL ASSISTANCE LUXEMBOURG

This service promotes health and psychosocial wellbeing at the workplace, in the interest of individuals, groups and more broadly, of the organisation.

[HR-LUX-ASSISTANTS-SOCIAUX@ec.europa.eu](mailto:HR-LUX-ASSISTANTS-SOCIAUX@ec.europa.eu)

### ● LANGUAGE TRAINING

For matters related to enrolment in language classes and placement tests:

[HR-LUX-LANGUAGE-TRAINING@ec.europa.eu](mailto:HR-LUX-LANGUAGE-TRAINING@ec.europa.eu)

### ● CULTURAL CLUBS OF THE EU INSTITUTIONS IN LUXEMBOURG

If you want to join any of the cultural clubs, check their official page:

[www.cercleculturel.lu](http://www.cercleculturel.lu)

### ● BE WELL AT WORK

On **MyIntraComm** you can find the Be-Well strategy offered by the European Commission: Be Well Physically, Be Well Mentally and Be Well at the Workplace. You can find here the list of activities in the EC buildings in Luxembourg.

## 6. PUBLIC HOLIDAYS FOR 2024

01-Jan	New Year's Day
02-Jan	Day after New Year's Day
28-Mar	Maundy Thursday
29-Mar	Good Friday
01-Apr	Easter Monday
01-May	Labour Day
09-May	Anniversary of the Declaration by Robert Schuman in 1950
10-May	Day after Ascension Day
20-May	Whit Monday
15-Aug	Assumption
01-Nov	All Saints' Day
23-Dec to 31-Dec	7 end-of-year days

## PUBLIC HOLIDAYS FOR 2025

01-Jan	New Year's Day
02-Jan	Day after New Year's Day
17-Apr	Maundy Thursday
18-Apr	Good Friday
21-Apr	Easter Monday
01-May	Labour Day
09-May	Anniversary of the Declaration by Robert Schuman in 1950
29-May	Ascension Day
30-May	Day after Ascension Day
09-Jun	Whit Monday
23-Jun	Luxembourg National Holiday
15-Aug	Assumption
24-Dec to 31-Dec	6 end-of-year days

## 7. BUILDINGS OF THE COMMISSION IN LUXEMBOURG

- **DROSBACH (DRB)**

12, rue Guillaume Kroll,  
L-1882 Luxembourg

- **T2 (JMO2)**

1-7, Bd Pierre Frieden  
L-1543 Luxembourg

- **EUROFORUM (EUFO)**

10, rue R. Stumper,  
L-2557 Luxembourg

- **ARIANE (ARIA)**

400, route d'Esch  
L-1471 Luxembourg

- **MERCIER (MERP)**

20, rue de Reims,  
L-2417 Luxembourg

- **BECH**

5, rue A. Wecker,  
L-2721 Luxembourg

- **MAISON DE L'UNION EUROPEENNE (MAEU)**

KAD building–Kirchberg  
L-2920 Luxembourg

- **FOYER EUROPEEN (HEI)**

10-12, rue H. Heine,  
L-1720 Luxembourg

- **INTERINSTITUTIONAL CHILDCARE CENTRE (CPE) KIRCHBERG**

Day care centre (Garderie):  
1, rue Albert Borschette,  
L-1246 Luxembourg

Study and recreation centre:

5, rue Albert Borschette,  
L-1246 Luxembourg

- **INTERINSTITUTIONAL CHILDCARE CENTRE (CPE) MAMER**

6, rue Gaston Thorn,  
L-8268 Mamer

## 3. YOU AND YOUR FAMILY

### 1. FINDING ACCOMMODATION

#### ■ General information

In Luxembourg, accommodation is of good quality and fairly spacious. There is usually a satisfactory range of unfurnished accommodation in all price ranges but a shortage of high quality furnished apartments and particularly of furnished rooms.

You can also refer to [www.logement.lu](http://www.logement.lu) or <https://guichet.public.lu/en/citoyens/logement.html> for more information on accommodation costs and relevant legislation.

#### ● AGENCY FEES:

If you rent an apartment through a real estate agency, you will have to pay the agency fees upon signing the lease contract. Agency fees go up to a maximum of one month's rent (charges excluded), plus 17% VAT.

#### ■ Rental costs

The average monthly rent prices in Luxembourg vary as detailed below. Please note that the values below are indicative only and they might increase in Luxembourg city and decrease the farther you go from the capital.

Studio or room: ~930 €  
 1 bedroom: ~1400 €  
 2 bedrooms: ~1800 €  
 3 bedrooms: ~2500 €  
 House (3 rooms): ~2400 €

You can find more detailed information on accommodation costs and price evolution in the Grand Duchy on: <http://observatoire.liser.lu/>

#### ■ First days

You may need to book a **hotel** for the first days of your stay in Luxembourg. For this purpose, you can try any of the following sites: [www.hrs.com](http://www.hrs.com)  
<https://www.luxembourg-city.com/en/plan-your-stay/accommodation>  
<https://www.visitluxembourg.com/plan-your-stay/stay>

Another option might be to find a **youth hostel** or an **Airbnb** in Luxembourg: [www.youthhostels.lu](http://www.youthhostels.lu) or <https://www.editus.lu/en/search?q=hostels>

#### ■ Our advice

1. **The Interinstitutional Office for Accommodation** at the European Parliament centralises all the accommodation offers, mainly from private individuals (who are not members of staff in the Institutions). They can also propose hotels for longer term stay. E-mail:

[PERS-RentAccomLux@europarl.europa.eu](mailto:PERS-RentAccomLux@europarl.europa.eu)  
 Phone: +352 4300 21600

2. Once you receive your Windows username and password, you will be able to consult the small ads posted by staff of the European Institutions on the **Commission intranet** called MyIntraComm. During your welcome training you will be given the possibility to consult the Small Ads section in DRB B2/086 where a computer is placed at your disposal.

3. You will find a list of **real estate agencies in Luxembourg** in the Grand Duchy business directory:

<http://www.editus.lu/ed/en/activity-search/real-estate-agency-667r.html>

Below are several Luxembourg websites that publish rental ads:

[www.immotop.lu](http://www.immotop.lu)  
[www.fischbach.lu](http://www.fischbach.lu)  
[www.immostar.lu](http://www.immostar.lu)  
[www.luxbazar.lu](http://www.luxbazar.lu)  
[www.athome.lu](http://www.athome.lu)  
[www.konrath.lu](http://www.konrath.lu)  
[www.era.lu](http://www.era.lu)  
[www.chambre-immobiliere.lu](http://www.chambre-immobiliere.lu)

4. A short-term accommodation option might be an **apart-hotel**:

[www.editus.lu/ed/en/search.html?q=ap-parthotel](http://www.editus.lu/ed/en/search.html?q=ap-parthotel)

5. In some **hotels**, you can also stay for a certain period of time while looking for a flat. For suggestions, see the chapter First days of this brochure.

#### 6. Flat-sharing:

[www.appartager.com](http://www.appartager.com)

[furnished.lu](http://furnished.lu)

<http://housing.justlanded.com/en/Luxembourg>

**Attention!** We urge you to proceed with great caution when dealing with such flat-sharing offers, as scams have been reported on these websites.

7. You can take a look at some online versions of **newspapers or blogs** providing real estate rental options:

[www.lesfrontaliers.lu](http://www.lesfrontaliers.lu)

[www.expatica.lu](http://www.expatica.lu)

[www.wort.lu](http://www.wort.lu)

[www.tageblatt.lu](http://www.tageblatt.lu)

#### 8. And finally, **networking**.

Discuss with your fellow colleagues who might offer you advice on your current accommodation issues.

### ■ Rental contracts

The **duration** of a rental agreement is flexible, but it is generally set for one to three years. You are advised to include a diplomatic clause to avoid paying damages for breach of contract if, for professional reasons, you have to leave Luxembourg before your lease expires. This clause states that, in order to terminate the contract, the tenant must give a three months' notice and pay the rent during this period.

The rental contract is generally accompanied by an **inventory report** (*état des lieux*), signed by the tenant and the landlord, or by the estate agent on behalf of the landlord. The inventory report describes fittings, fixtures and their condition and the overall

state of the property upon arrival. Although not mandatory, it is highly recommended to fill in an inventory report form. It is the tenant's obligation to pay the **service charges** (maintenance of common area, water, electricity, heating, waste disposal, etc.). Any change to the contract must be stipulated in a written addendum.

In the event of a dispute on the amount of rent to be paid, you may contact the Luxembourg city housing service to prepare a case, by submitting your dispute to the Rent Commission (*Commission des loyers*): <https://www.vdl.lu/en/city/political-life/committees/rent-commission>

You will find useful information on tenancy agreements as well as a **rental contract model** on the website of the Luxembourg Consumers' Association (*Union Luxembourgeoise des Consommateurs*): [www.ulc.lu](http://www.ulc.lu)

Further information is also available on Guichet.lu: <https://guichet.public.lu/en/citoyens/logement/location/bail-a-loyer/conclure-contrat-bail-location.html>.

For details regarding **home insurance** you can refer to the website [www.assurances.lu](http://www.assurances.lu).

### ■ Legal advice

The **Legal welcome and information service** in Luxembourg welcomes individuals who wish to receive information and be referred to the relevant services, in particular in the following areas: civil law, lease, divorce, criminal law, labour law.

The legal advice is offered free of charge during an individual and confidential meeting with a competent person from the General Prosecutor's office.

Arrangement:

Cité judiciaire, Bâtiment BC

L-2080 - Luxembourg

Tel.: (+352) 475981 - 600

<https://justice.public.lu/fr/aides-informations/accueil-info-juridique.html>

For other mediation and legal aid services available in the Grand Duchy of Luxembourg, check the dedicated webpage: <http://ombudsman.lu/EN/MGDL-004.php>

## 2. RESIDING IN LUXEMBOURG

### ■ Residence permits

As soon as you arrive in the Grand Duchy, you have to either **register at the commune** of your new residence and receive a residence permit (*attestation d'enregistrement*), issued immediately, or request a *carte de légitimation* - a special residence card issued via the European Commission—issued in around one month.

If you opt for the *carte de légitimation*, our office will assist you with the administrative formalities related to obtaining this proof of residence.

You will receive further information about the whole procedure during your first day at the European Commission. You can find all the necessary information and the detailed procedure to follow on MyIntraComm: <https://myintracomm.ec.europa.eu/staff/en/admin/identity-papers/Pages/residence-permit.aspx>

### ■ Registration of your family

The same obligation applies to your family. Your spouse/partner and your children have to either register at the commune or ask for a *carte de légitimation*.

You can apply for a residence permit (*carte de légitimation*) issued via the Commission on behalf of your spouse or official partner, provided they live with you at the same address in Luxembourg. The same procedure applies to descendants who are younger than 27 and recognised as your dependants under the Staff Regulations.

**Please note!** In case you come to Luxembourg with other members of your family who are not considered to be in your care under the Staff Regulations, they will have to apply for a residence permit (*attestation d'enregistrement*) at the local administration.

### ■ Registration of your dog

Dogs are also subject to registration at the commune of residence. For detailed information, check the dedicated page on [Guichet.lu](http://guichet.lu).

### National registration number

Upon your registration as a resident in the Grand Duchy, you will receive a unique national identification number (*numéro de matricule*) composed of 13 digits: your year of birth + month of birth + day of birth + 5 other digits = yyyy/mm/dd/xxxxx. Each member of your family registered as a resident in Luxembourg will also be assigned such a number.

The identification number is automatically determined and allocated by the IT application of the national register if you register directly at the commune and can be found on the certificate of residence.

Should you request a *carte de légitimation* at the European Commission, then the Ministry of European and Foreign Affairs will issue this national registration number for you. To obtain it, you should contact the Centre des technologies de l'information de l'Etat (CTIE) at [registre.national@ctie.etat.lu](mailto:registre.national@ctie.etat.lu). You will then receive it by post at your private address. It is highly recommended that you keep it for future reference since it is often required for administrative formalities in the Grand Duchy.

### ■ Other administrative formalities

For various aspects concerning your family life in the Grand Duchy, you can consult the Luxembourg Citizens Portal: <https://guichet.public.lu/en/citoyens/famille-education.html>

More details concerning the administrative formalities related to the free movement of workers can be obtained in this section of Guichet.lu: <https://guichet.public.lu/en/entreprises/ressources-humaines/mobilite/mobilite-vers-luxembourg/ressortissant-ue.html>

### **Citizen Service Centre in Luxembourg city**

Bierger-Center, 44,  
Place Guillaume II / 2, rue Notre-Dame  
L-2090 Luxembourg  
Tel. : +352 4796 2200,  
Fax: +352 2627 0999  
bierger-center@vdl.lu  
[www.vdl.lu/Bierger\\_Center-p-63858.html](http://www.vdl.lu/Bierger_Center-p-63858.html)

The Bierger-Center (Citizen Service Centre) provides current and future residents of Luxembourg City with the means of completing all the necessary administrative formalities under a single roof, and offers personalised services.

### **The National Reception Office**

*Office national de l'accueil - ONA*  
5, rue Carlo Hemmer  
L-1734 Luxembourg  
Tel. : +352 2478 5700  
info@ona.public.lu  
<https://ona.gouvernement.lu/en/service.html>

ONA helps expats integrate in Luxembourg with an emphasis on obtaining the nationality. They even give vouchers for (almost) free language courses of French, German or Luxembourgish.

## **3. TRANSPORT AND MOBILITY**

Good news! Public transport in the Grand Duchy of Luxembourg is free of charge for everyone! This applies to buses, trains (excluding first class tickets) and the tram.

General information on the passes can be found on the official [mobilitéit portal](#).

We also advise you to download the *mobilitéit* app on your phone to check public transport connections and schedules in real time.

### ■ Biking in Luxembourg

To get around the city, you can use the shared **vel'OH! (electric) bikes** for a rather small fee, with pick-up stations located all around. They are usually intended for shorter trips and can be accessed 24/7. The European Commission can cover the annual subscription fee – check the **intranet page** once you have access to your work environment.

Before venturing out on two wheels, however, make sure to become acquainted with the **cycling infrastructure** in Luxembourg and read the **guidelines for sharing the road**, for increased traffic safety.

### ■ Biking between Commission buildings

Service bikes can be borrowed from the reception of all Commission buildings and enable you to travel from one site to another.

You can also borrow a helmet, reflective vest, pump, removable basket and anti-theft cable.

### ■ Cross-border workers

The European Commission supports a sustainable mobility policy to allow its staff to travel between home and work. It has therefore decided to partially reimburse cross-border public transport season tickets for Commission staff based in Luxembourg and living in Germany, France or Belgium.

You can find more information about this initiative once you can access the institution's intranet: <https://myintracomm.ec.europa.eu/staff/EN/buildings-transport/mobility/public-transport/Pages/luxembourg-en.aspx>

## 4. DRIVING IN LUXEMBOURG

### ■ Driving licences

The Grand Duchy of Luxembourg recognises driving licences issued by any EU Member State provided they are valid. A driver with a foreign-issued licence who becomes a resident in Luxembourg may, under certain conditions, either exchange or register their licence. Non-EEA-issued licences must be exchanged for a Luxembourg licence within one year of residency while EEA-issued licences can either be registered or exchanged for a Luxembourgish one at any given moment.

#### ● Registration of your driving licence

You can register your driving licence by completing a request form and addressing it to the Driving Licences Service. You would need to attach a certified copy of your driving licence to it along with a residence certificate and a copy of your ID card or passport. The Ministry of Transport will confirm its registration in an official letter.

More details on the procedure here: <http://www.guichet.public.lu/citoyens/en/transport-mobilite/transport-individuels/permis-conduire/transcription-enregistrement-permis/index.html>

#### ● Advantages and disadvantages

There are several practical advantages to this procedure, the most important one being that if your licence is lost or stolen, the Luxembourg authorities will provide you with a duplicate. If there is no record of your driving licence, the Ministry of Transport will request that the relevant administration which issued the document certifies its existence and validity, a process that may take a considerable amount of time. Once

you have registered your licence, the competent authorities will invite you to renew it near its expiry date. On the other hand, Luxembourg operates a penalty points system and each driver (including those with foreign-issued driving licences) starts with an allocation of 12 points. The points are removed from this balance for the infractions committed. If all points are lost, the licence is suspended for a 12-month period.

#### ● Young drivers

Any driver who has held a category B licence for less than two years (regardless of whether it is EEA- or non-EEA-issued) must follow a one-day training course at the official Colmar-Berg driver training centre, the *Centre de formation pour conducteurs*: [www.cfc.lu](http://www.cfc.lu).

<https://transport.public.lu/fr/secteurs/circulation-routiere/conducteurs/permis-conduire/enregistrement-echange-transcription.html>

### ■ Car registration

If you intend to drive your car which was registered in another Member State, please note that you are obliged to exchange your plates for Luxembourgish ones within **six months** of your registration as a resident in the Grand Duchy of Luxembourg. We advise you to wait until you have registered as a resident before you proceed with the exchange.

In order to find detailed information about the procedure, consult the SNCA-issued step by step **document**. Or the corresponding EN page: <https://snca.public.lu/en/vehicules/immatriculation/demenagement-vers-luxembourg.html> A complete guide on how to register a foreign car is available in English on Guichet.lu: <http://www.guichet.public.lu/citoyens/en/transport-mobilite/transport-individuels/achat-importation-vehicule-etranger/vehicule-demenagement-transfrontalier/index.html>.

See also: <http://luxembourg.angloinfo.com/information/transport/vehicle-ownership/>



### **Société Nationale de Circulation Automobile (S.N.C.A.)**

11, rue de Luxembourg, L-5230 Sandweiler  
 Postal address: B.P. 23, L-5201 Sandweiler  
 Monday to Friday: 7.30 to 16.30 Tel: (+352) 26626-400  
 Email: info@snca.lu

#### ■ Parking

At the commune, you can obtain a parking permit (*vignette de stationnement*) allowing you to park your car in the area of your residence for an unlimited period of time. The area is clearly indicated on the card and it is usually composed of two characters (e.g. ST means Strassen). In Luxembourg city, the first permit is free of charge while a fee is charged for other permits up to a maximum of four per household. More information on parking in Luxembourg can be found on Guichet.lu: <https://guichet.public.lu/en/citoyens/transports-mobilite/transports-individuels/stationnement/vignette-stationnement-residentiel.html> or here: <http://luxembourg.angloinfo.com/information/transport/driving/parking/>

#### ■ Other useful links

Traffic information: [www.cita.lu](http://www.cita.lu)  
 Ministry of Transport: [www.mt.public.lu](http://www.mt.public.lu)  
 Luxembourg Automobile Club: [www.acl.lu](http://www.acl.lu)  
 Luxembourg Traffic Code: <http://legilux.public.lu/eli/etat/leg/code/route/20200320>

## 5. EDUCATION IN LUXEMBOURG

#### ■ Schooling

Public education in the Grand Duchy is free of charge and schooling is compulsory from the age of 4 until the age of 16. Apart from public schools, there is also a great number of private schools in Luxembourg as well as international ones.

Detailed description of the educational system in Luxembourg: <https://guichet.public.lu/en/citoyens/famille-education/formation-adultes.html>

- Ministry of Education, Children and Youth: <https://www.men.public.lu/en.html>
- Detailed information on schooling in Luxembourg: <https://www.angloinfo.com/how-to/luxembourg/family/schooling-education>
- Education and training possibilities for adults: <https://guichet.public.lu/en/citoyens/famille-education/formation-adultes.html>

#### ■ The European Schools

##### **LUXEMBOURG I (Kirchberg)**

23, boulevard Konrad Adenauer  
 L-1115 Luxembourg–Kirchberg

##### **Information & registration:**

Tel.: 00 352 43 20 821

Fax: 00 352 43 20 82 344

<http://www.euroschool.lu/site/>

##### **LUXEMBOURG II (Bertrange/Mamer)**

6, rue Gaston Thorn  
 L-8268 Bertrange

##### **Information & registration:**

Tel.: 00 352 273 224-5001

Fax: 00 352 273 224-5901

<http://www.eel2.eu/en>

The original of your children's birth certificate will be required for their registration in school!

#### **EUROPEAN SCHOOLS PARENTS' ASSOCIATIONS IN LUXEMBOURG**

European School Luxembourg I  
 23, boulevard Konrad Adenauer  
 L-1115 Luxembourg  
 Tel.: +352 4320 82422  
 office@apeeel1.lu  
<https://www.apeeel1.lu/>

European School Luxembourg II  
 6, rue Gaston Thorn  
 L-8268 Bertrange  
 Tel.: +352 273 224 5127/5126  
 office@apeeel2.lu  
<http://www.apeeel2.lu>

## EUROPEAN SCHOOL TRANSPORT ASSOCIATION

European Parliament Schuman building,  
Office SCH 01B006 L-2929 Luxembourg  
Tel.: 00 353 4300 22934

[info@atseee.eu](mailto:info@atseee.eu)  
<https://atseee.eu/>

### ■ Child minding services

There are different types of childcare centres available to parents in Luxembourg such as crèches, nurseries, day care centres, parental assistance or *maisons relais* (after-school childcare establishments managed by the local administrations). Childcare tariffs vary depending on family income, number of children in the household, etc. Service vouchers (*chèque-service*) entitle parents to financial aid from the state for childcare in Luxembourg outside of school hours.

- How to obtain a childcare from your commune: [www.guichet.public.lu/citoyens/en/famille/parents/garde-enfants/cheque-service/index.html](http://www.guichet.public.lu/citoyens/en/famille/parents/garde-enfants/cheque-service/index.html)
- More information related to childcare is available on Guichet.lu: [www.guichet.public.lu/citoyens/en/famille/parents/garde-enfants/garde-structure-accueil/index.html](http://www.guichet.public.lu/citoyens/en/famille/parents/garde-enfants/garde-structure-accueil/index.html)
- Day care in Luxembourg: <https://www.expatica.com/lu/living/family/day-care-in-luxembourg-the-childcare-system-in-luxembourg-103627/>

The CPE caters for the children of staff of the EU institutions and bodies located in Luxembourg, outside school time. It comprises:

- a **crèche** run by the European Parliament

Contact: [PERSLux-Creche@europarl.europa.eu](mailto:PERSLux-Creche@europarl.europa.eu)

- a **daycare centre** (*garderie*) and a **study and recreation centre** run by the European Commission

Contact: CPE Kirchberg:  
[OIL-CPE-Ki@ec.europa.eu](mailto:OIL-CPE-Ki@ec.europa.eu)

CPE Bertrange/Mamer:  
[OIL-CPE-MA@ec.europa.eu](mailto:OIL-CPE-MA@ec.europa.eu)

The facilities are located at two sites, Kirchberg and Bertrange/Mamer.

### Enrolment

In order to enrol your child, find all the relevant information **here**. Remember to submit your application at least 3 months before the due starting date.

### Structure

**Crèche:** for children from 3 months to 3 years old

**Daycare Centre** (*garderie*): for children from the age of 3 years and a half

**Study and Recreation Centre:** for children from the age of 6 (already in school)

You can visit their **website** for further information.

### The Interinstitutional Children's Centre (CPE)

## 6. HEALTH

### ■ Emergency services

Like everywhere in the EU, the emergency number in Luxembourg is **112**. You can call this number anytime for a medical, fire or rescue emergency. You can also find out the hospitals, pharmacies, dentists, vets on call as well as ask for emergency locksmiths and breakdown services.

### Attention!

In Luxembourg, emergency services are often located in different places, on a shift basis. You can consult them on the dedicated pages: <https://sante.public.lu/fr/urgences-gardes.html>

- **Hospitals on duty** (for emergency services)
- **Kannerklinik** (emergencies for children under 14)
- **Maisons Médicales** (general medicine consultations outside normal working hours)

- **Pharmacies on duty**
- **Dentists on duty**
- **Emergency eye care**
- **Veterinarians on duty**

### Hospitals and health professionals

For a comprehensive list of hospitals in Luxembourg, check <https://112.public.lu/fr/urgences/numerousutilessetgardes.html>

The **Ligue médico-sociale** offers consultations for free in matters such as mental health, smoking addiction or diet.

A very practical way to make an appointment with a doctor is to access the online portal <https://en.doctena.lu/>. Here you can see their speciality, availability and languages spoken.

For all doctors registered in Luxembourg, the medical college also has a comprehensive list on <http://www.collegemedical.lu>

Psychological support can be found via <https://www.slp.lu/en>

## 4. LUXEMBOURG FACTS AND FIGURES

Official name	Grand Duchy of Luxembourg				
Population	More than 600.000 inhabitants				
Capital	Luxembourg				
Year of EU entry	Founding member in 1957				
Formalities	Valid ID card respectively passport required				
Currency	EUR (€)				
Languages	Luxembourgish, the national language, is akin to German. German is the first foreign language for most Luxembourgers and is used in the media. French is the administrative language.				
Government	Constitutional monarchy under the regime of a parliamentary democracy				
Head of State	HRH the Grand Duke Henri				
Prime Minister	Xavier Bettel				
National holiday	June 23rd				
Territory Borders	Belgium, France and Germany				
Surface area	2,586 square kilometres				
Distances	North-south: 82 km; East-west: 57 km				
Altitude above sea level	Maximum: 559 m; Minimum: 130 m				
Banks Opening hours	8.30 a.m.-5.00 p.m. (closed on Sat. & Sun.)				
Shops Opening hours	9 a.m.-6 p.m. (closed on Sunday)				
Economy	Industry (steel, chemicals, rubber, etc.); Banking and Finances; Agriculture and wine production				
Temperature	January	April	July	October	12 months
Maximum in °C	10.4	21.8	30.9	20.2	20.5
Minimum in °C	-10.0	-3.4	6.0	-1.7	-1.3
Average in °C	0.8	8.3	17.5	9.5	9.0

## USEFUL LINKS

### **National public administration portal**

[www.gouvernement.lu](http://www.gouvernement.lu)

The official website of the Luxembourg Government provides detailed information on the government structure, procedures and political programme. Users can also find a comprehensive guide to the Grand Duchy, its geography, history, demography, language and culture.

### **Directory of Luxembourg government sites**

[www.etat.lu](http://www.etat.lu)

### **The communes in Luxembourg**

[www.syvicol.lu](http://www.syvicol.lu)

### **de Guichet**

[www.guichet.lu](http://www.guichet.lu)

The portal of the Luxembourg administration details the most common administrative procedures and makes the forms relating thereto available.

### **Publications**

<https://luxembourg.public.lu/en/publications.html>

This site offers a selection of downloadable publications edited by the Information and Press Service of the Government of the Grand Duchy of Luxembourg and other institutions.

### **Interactive map of Luxembourg city**

[www.topographie.lu](http://www.topographie.lu)

### **The city of Luxembourg**

[www.vdl.lu](http://www.vdl.lu)

The site of the city of Luxembourg offers detailed information on administrative formalities, mobility, accommodation and other topics.

### **The Luxembourg City Tourist Office**

<https://www.luxembourg-city.com/en>

### **Introduction to the country**

[www.visitluxembourg.com](http://www.visitluxembourg.com)

The site of the Luxembourg National Tourist Office provides general information on the country: what to see and do, accommodation, travel, etc.

### **Just Arrived**

<https://www.justarrived.lu>

The comprehensive guide to Luxembourg.

### **Insurance companies**

<http://www.lalux.lu/>

<http://www.foyer.lu/>

<http://www.baloise.lu/>

<http://www.axa.lu/>

<http://www.allianz.lu/>

### **Luxembourg accueil**

[www.luxembourgaccueil.lu](http://www.luxembourgaccueil.lu)

### **Expatriate life in Luxembourg**

[www.expatica.lu](http://www.expatica.lu)

<http://www.angloinfo.com/luxembourg>

<https://integratioun.lu/project/jaclub-3/>

### **Online newspapers**

[www.lessentiel.lu](http://www.lessentiel.lu)

<https://today.rtl.lu/>

[www.chronicle.lu](http://www.chronicle.lu)

<https://luxtimes.lu/home>

### **Online directories**

[www.editus.lu](http://www.editus.lu)

### **Culture**

[www.vdl.lu/en/whats-on](http://www.vdl.lu/en/whats-on)

[www.theatres.lu](http://www.theatres.lu)

[www.philharmonie.lu](http://www.philharmonie.lu)

[www.cinema.luxweb.lu](http://www.cinema.luxweb.lu)

### **Getting around**

[www.mobiliteit.lu](http://www.mobiliteit.lu)

[www.vdl.lu](http://www.vdl.lu)

### **Sport**

[www.sports.lu](http://www.sports.lu)

### **Miscellaneous**

[www.explorator.lu](http://www.explorator.lu)

[www.resolux.lu](http://www.resolux.lu)



