

Arrival in Germany – Information for Refugees

We look forward to welcoming you to Cologne. The City of Cologne is at your side in this difficult situation and will endeavour to offer you the best possible support for all your enquiries and issues. The City of Cologne will ensure that you find accommodation and are provided with food and medical care, and that you have access to other essential services.

Important information

We have set up a contact point for you at Breslauer Platz (behind Cologne Central Station) where you can warm up and have a bite to eat and drink. Here, you can also receive general information and have accommodation arranged for you.

Accommodation enquiries

If you have any questions about accommodation, please email us:

56-unterbringungukraine@stadt-koeln.de

Or visit our housing office:

Amt für Wohnungswesen

Sozialer Dienst

Room: 1 H 02

Ottmar-Pohl-Platz 1, 51103 Cologne

Opening hours: Monday, Tuesday, Thursday and
Friday: 9 a.m. to 1 p.m.
and 2 p.m. to 3 p.m.

Medical care enquiries:

If you have acute health problems, call 112 or go to a hospital immediately:

– Children's hospital:

Amsterdamer Straße 59, 50735 Cologne,
Line 16 underground train,
stop Kinderkrankenhaus.

– **Uniklinik Köln**, emergency department:
Kerpener Straße 62, 50937 Cologne,
Lines 9 or 13 underground train, stop
Zülpicher Straße/Gürtel.

Would you like to stay in Cologne?

The Federal Republic of Germany allows you to stay **until August 31, 2022** without registration. Until then, you can decide whether you want to stay in Cologne or travel on.

If you continue your journey, you do not have to register with the City of Cologne. **From September 1, 2022**, you will need a residence permit issued by the municipality where you plan to stay for a longer term.

What to do now

If you are able to provide proof of identity, you can apply for financial help and health insurance immediately.

Sozialamt der Stadt Köln

Neusser Straße 155, 50733 Cologne



If you are unable to provide proof of identity, you must first register with the Immigration Office. In this case, you can come without an appointment:

Ausländeramt der Stadt Köln

Dillenburgstraße 56 – 66, 51105 Cologne

Opening hours: Monday to Friday
from 8 a.m. to 12 p.m.

Do you want to stay in Cologne?

If you can provide proof of identity and would like to apply for a residence permit for Cologne, you must first book an appointment online with the Immigration Office.



Please use public transport to get here. The Cologne Transport Authority (KVB) and Deutsche Bahn (DB) allow you to use buses and trams throughout the city free of charge.

Find this and further information here:
ukrajina.koeln

