THE GOVERNMENT
OF THE GRAND DUCHY OF LUXEMBOURG
Ministry of Home Affairs

General Department of immigration

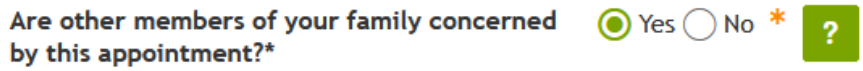
Guide on how to make an appointment to obtain a residence document (FAQ)

Who can request an appointment?

Only persons who have received a written invitation from the *General Department of immigration* to collect biometric data can request an appointment.

Can I also make an appointment for my spouse and/or children?

Yes, you can make an appointment for several people. This option is only available for persons who are also authorised to present themselves for the collection of biometric data. Select the appropriate option for this in the form.



Do I have to fill out a new form for each person?

No, simply indicate on the form the number of persons who will accompany you. You must provide the surname, first name and national identification number for each accompanying person.



Can I make an appointment just for a child?

Yes, this is possible. However, an adult must accompany children under the age of 18. You must state the name of the accompanying person when making the appointment. Please note that the person accompanying the child must present a document proving his/her identity. If the child is placed in an orphanage, the accompanying person must also present his/her professional card.

What documents do I need to present at my appointment?

You will find the documents required for the collection of biometric data on your invitation letter and/or on your appointment confirmation.

How long does an appointment take?

Depending on which residence document(s) you need, an appointment lasts 15-20 minutes. For each accompanying person, the appointment is extended by the same amount of time.

When can I choose an appointment?

The system automatically shows you all available dates and takes into account the number of accompanying persons and maximum time required.

Can I change or cancel my appointment?

You can change or cancel via the link in the confirmation document you received when you made your appointment. You can also contact the *General Department of immigration* at (+352) 247-84040 or write to immigration.public@mai.etat.lu