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

General Department of immigration

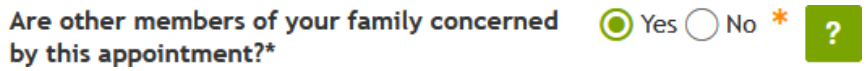
Guide on how to make an appointment for the renewal of your temporary protection (FAQ)

Who can request an appointment?

Every person granted temporary protection in Luxembourg will receive a letter inviting him/her to make an appointment to renew his/her temporary protection. Only persons who have received a written invitation from the General Department of immigration can request an appointment. These invitation letters will be sent out by the end of the year (2023). If you have been granted temporary protection in Luxembourg and have not received an invitation by the end of the year, please email us at immigration.desk@mai.etat.lu

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

Yes, you can make an appointment for several people. To do so, please select the corresponding option when making the appointment. Please note that families are encouraged to make appointments together in order to facilitate the administrative process.



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

No, you do not have to fill in a new form for each person. Simply indicate 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 for a child alone?

Yes, this is possible. However, it is strongly recommended that children are accompanied by their parents. If exceptional circumstances require it, an appointment can be made for a child alone. Please note that children under the age of 18 must be accompanied by an adult. The name of the accompanying adult must be provided when making the appointment. Please note that the person accompanying the child must present a document proving his/her identity.

What documents do I need to present on the day of my appointment?

On the day of your appointment, it is essential that you bring your passport and/or identity card, the confirmation of your appointment (which you will receive by e-mail once you have made an appointment), and your temporary protection certificate. If you do not present these documents, we will not be able to issue you with new certificates.

How long does an appointment take?

An appointment lasts about 10 minutes.

When can I choose an appointment?

The system automatically displays all available dates. You must make sure to schedule an appointment before 4 March 2024. Otherwise, your temporary protection will have expired and you will no longer have a valid certificate.

Can I reschedule or cancel my appointment?

You can reschedule or cancel your appointment via the link in the confirmation document you received when you made your appointment. In exceptional cases, and only if online rescheduling is not possible, you may contact the General Department of immigration by phone at (+352) 247-84040 or by email at immigration.desk@mai.etat.lu