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Citizens Advice Bureau

It is now possible again to visit the Citizens Advice Bureau without arranging an appointment in advance.

Please note that there might be longer waiting times when you come by without an appointment. In this case you draw a ticket at the new visitors' terminal in the waiting hall. You will then be "slotted in" by the system, yet visitors having arranged an appointment in advance will be given preference. Please also note that it might happen in case of an extraordinarily high number of visitors that not all visitors without appointment can be served since the Citizens Advice Bureau has limited capacities.

The Citizens Advice Bureau therefore recommends to book an appointment via the **Online-Booking System** in advance. The booking system also offers additional appointments on short notice.

Particularly with regard to long waiting times, the Citizens Advice Bureau staff would like to thank all citizens for their understanding. It is worth taking a look at the online booking system from time to time since additional appointments are regularly offered on short notice. Please understand that it might be necessary to give precedence to time-critical issues.

Also, many issues can be handled online via the **Citizen Service Portal**.

Services and Information

Official authentication

Register, re-register and de-registering

Identification and passport documents

Registration certificates

[Driver's Licence](#)

[Certificates of Good Conduct & central business register](#)

[Lost properties](#)

[Fishing licence](#)

Contact

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Citizens Advice Bureau

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Opening hours

Monday	8.30 a.m. - 12.30 p.m.
Tuesday	7.30 a.m. - 12.30 p.m. 1.30 p.m. - 4.00 p.m.
Wednesday	8.30 a.m. - 12.30 p.m.
Thursday	8.30 a.m. - 12.30 p.m. 3.00 p.m. - 6.00 p.m.
Friday	8.30 a.m. - 12.30 p.m.

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