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Everyday Life

Public Transport

The public transport services of the district of Euskirchen

In the district of Euskirchen you can reach your destinations comfortably by bus and train.
In addition, the TaxiBusPlus also runs on some routes and at certain times.

Overview of bus and train lines can be found [here](#) (in German)

What is the Taxi-Bus?

- The Taxi-Bus replaces the regular bus on little-used routes and at times of low demand.
- In the district of Euskirchen it is called TaxibusPlus.
- As with the regular bus, the taxi bus has a fixed route with stops and a timetable.
- The taxi bus must be ordered in advance.
- The taxi-bus journeys are listed in the timetable of the corresponding line and are marked with a telephone receiver.
- Register your ride request at least 30 minutes before the departure time. Later orders cannot be accepted.
- Early journeys must be announced the day before; late journeys must be announced within the ordering times.
- The journey always starts at a stop of the respective line and can end at the front door on demand.
- For groups of 5 or more people, the journey must be booked at least 3 days before the start of the journey.
- The regular VRS fare and a surcharge of €1.20 for adults and €0.50 for children apply for the taxi bus.
- The ticket can be bought directly from the driver in the taxi bus.
Order by phone: 02441 99 45 45
- Ordering (booking) times: Mondays - Saturdays 6:20 a.m. - 9:30 p.m. + Sundays and public holidays 9:30 a.m. - 7 p.m.
- More information about the taxi bus can be found [here](#) (in German).

MobilPass - discounted Tickets

You can obtain MobilPass tickets at your local [social welfare office](#) (if you are an asylum seeker) or at the [JobCenter](#) (if you have residence permit) - and thus buy your tickets at a discount.

You can find further information on the MobilPass in Arabic, German, English, French, Russian and Türkish in this [brochure](#).

Inexpensive food and clothing

The most important places to go to get everyday consumer goods at very favourable prices are the clothing stores and social department stores. There you will find inexpensive clothing,

crockery and furniture, as well as sports and electrical equipment. There are also numerous second-hand shops.

Social shops and children's clothing

DRK clothes shop

Münstereifeler Straße 41a, 53879 Euskirchen ([map](#))

[02251625485](tel:02251625485)

Caritas charity shop "Stoffwechsel 33"

Kapellenstraße 33, 53879 Euskirchen ([map](#))

[+49 \(0\) 2251605085](tel:+4902251605085)

Caritas furniture store "Möbelkino"

Hochstraße 57, 53879 Euskirchen ([Map](#))

[02251700050](tel:02251700050)

Babykleiderstube | Caritas Euskirchen

 [Wilhelmstraße 48, 53879 Euskirchen](#)

 @esperanza@caritas-eu.de

 [+49 \(0\) 2251700014](tel:+4902251700014)

 https://caritas.erzbistum-koeln.de/euskirchen_cv/...

Werkstatt Kall e. V. - Charitable department stores'

Aachener Straße 52, 53925 Kall ([map](#))

[024418546](tel:024418546)

wirkstatt@gmx.de

Donate, lend, swap

Too good for the rubbish bin? In the district of Euskirchen there is a [regional give-away market](#) on the Internet. A give-away market is like a flea market, but instead of selling things, you can give things away. People place an advert online with items they no longer need and others can receive them free of charge. Registration is not necessary.

Das Tauschhäuschen

Here you can give, take or swap non-perishable food. Hygiene articles and pet food are also very welcome.

Das Tauschhäuschen

📍 [Taubenstraße 30, 53881 Flamersheim](#)

Das Tauschbüchchen Kindergarten Rabennest

Tauschbüchchen Kindergarten Rabennest

📍 [Barbarastraße 6, 53925 Kall](#)

☎ [+49024471563](tel:+49024471563)

Tafeln

The Tafel is an organisation that helps people who have little money. They receive food, for example bread, fruit or vegetables, free of charge or for very little money.

The food often comes from supermarkets or bakeries. These shops give away food that is still good but is no longer being sold - for example, because the best-before date is about to expire.

The Tafel ensures that this food is not thrown away, but helps people who need it.

Euskirchener Tafel e. V.

Gottlieb-Daimler-Straße 2d, 53879 Euskirchen ([map](#))

[022511460431](tel:022511460431)

Bad Münstereifeler Tafel e. V.

Mühlengasse 10, 53902 Bad Münstereifel ([map](#))

[022577646](tel:022577646)

Kaller Tafel e. V.

Hüttenstraße 65, 53925 Kall ([map](#))

[024419943434](tel:024419943434)

kaller-tafel@t-online.de

Mechernicher Tafel e. V.

Im Sande 7b, 53894 Mechernich ([map](#))

info@mechernicher-tafel.de

Weilerswister Tafel e.V.

Martin-Luther-Straße 29a, 53919 Weilerswist ([map](#))

[02251129925](tel:02251129925)

info@weilerswister-tafel.de

Zülpicher Tafel e. V. (und Kleiderkammer)

Industriestraße 25, 53909 Zülpich ([map](#))

[022525279280](tel:022525279280)

info@tafel-zuelpich.de

Banks and insurance

Checking account (Girokonto)

A current account is an account at a bank for bank customers for processing payments. Money in a current account can be accessed at all times.

With a current account, you can make transfers, receive cashless payments, set up standing orders, participate in direct debit procedures, cash cheques, make cashless payments with the EC/Maestro card, withdraw cash at bank counters or ATMs and print out your account statements. Make sure that all withdrawals and payments are covered by the balance on your account

Opening a bank account

Have the [social security office](#) issue you with a confirmation that you are entitled to open an account. Make an appointment with the bank of your choice to open an account. Bring the confirmation of the social welfare office and your identity card or [proof of arrival](#) with you to the appointment

Important notes

Once you have opened your bank account, you will receive an EC debit card and a four-digit PIN code. Sign the back of the EC card and memorise your PIN code. You will need the PIN code for cashless payments and to withdraw money from cash machines. **Be sure to store the card and PIN code separately!**

It's better to withdraw cash at an ATM of the bank where you have your account – withdrawals are free of charge there. If you enter the PIN code at the ATM incorrectly three times, the EC

card will be confiscated by the machine and blocked. Please get in contact with your bank if this happens.

If you lose your EC card or it is stolen, have it blocked immediately. Central 24-hour emergency call for blocking is for all EC cards *Tel. 116 116.

Insurance

The conclusion of a private liability insurance for yourself and possibly for your family/children is voluntary, but highly recommended. In Germany, anyone who causes damage to a third party is liable by law to pay compensation: this applies to personal injury, damage to property and financial losses of a private nature – if you cause a traffic accident, for example, or your child accidentally breaks a window while playing with a ball. Your circle of helpers can help you select a suitable insurance company.

I have a question

Further information in various languages can be found [here](#).

Telephones and the Internet

Mobile phones

In Germany, there are generally two different types of mobile phone (“Handy”) contracts:

Prepaid contract and **term contract**.

The prepaid contract

The prepaid contract has no fixed contract term. There is no basic fee and no minimum turnover. You can buy a SIM card in supermarkets, drugstores or petrol stations and top it up with credit as needed. It is also possible to book the mobile use of the Internet.

The term contract

A term contract has a minimum term. This means that you must conclude a contract for at least 12 or 24 months and pay a certain amount to the operator every month. After the expiration of the minimum term, you can cancel the contract. This requires written notice in due time. If mobile phones are offered particularly cheaply, you should be careful. Costs are often hidden here in a fixed-term contract.

10 important questions for the conclusion of the contract:

- What is the monthly payment? Does the fee increase after a certain period has elapsed?
- Is there a minimum monthly turnover?
- What is the duration of the contract (e.g. 12 or 24 months)?
- How long is the notice period?
- Are there any setup, switching, and deactivation fees?
- What is the charging period (60/1, 10/10)?
- What does the minute cost (foreign/own network)?

- How high are the purchase costs for a mobile phone with and without a contract?
- How much does Internet cost?
- What are the costs for calls abroad?

Stiftung Warentest provides an overview of "Low rates for selected countries" in [Arabic](#), [English](#) and [German](#).

The Internet

Asylum seekers have no legal right to internet access in Germany. In some accommodations WLAN is still available. In consultation with the accommodation management, it may be possible to set up Internet access for which you are liable to pay the costs. In public places there is sometimes free WLAN. You will find an overview of the freikunk sites in Euskirchen on [this map](#). The [Euskirchen City Library](#) also offers access to the Internet.

The consumer advice centre

Consumer advice centre Euskirchen - Advice and help

The consumer advice centre helps you with **problems with companies**. For example, if you

- have been cheated or suspect a rip-off
- want to know your rights as a new customer
- have been visited by salespeople and are unsure
- Have signed contracts and have questions about them

You can contact the Euskirchen Consumer Advice Centre if you need help. **Advice is available on many other topics**, including

- Housing and rent
- Banks and money matters
- insurance
- Debts and payment problems
- Health and medical services
- Travel and holiday bookings
- Changing electricity providers
- Household and shopping
- Mobile phone, internet and telephone

What does the consultation cost?

The costs depend on the consultation. Please ask for the prices. If you receive social benefits, legal counselling is usually free of charge.

The Euskirchen Consumer Advice Centre is there for you and will help you with your questions!

Contact for more information

Consumer advice centre: Euskirchen advice centre

Wilhelmstraße 37, 53879 Euskirchen([Map](#))

0[2251506](tel:02251506) 4501

euskirchen@verbraucherzentrale.nrw

www.verbraucherzentrale.nrw/beratungsstellen/eusk...

You will also [find](#) information and checklists on various areas of life to help you find your way in everyday consumer life. You can download most of the checklists in **German, English, Arabic, Russian and Farsi**.