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Everyday life

Opening hours and public holidays

Opening hours

Most larger grocery shops in Munich are open Monday to Saturday from 8:00 am to 8:00 pm. Most shops in the city centre are open from 10:00 to 20:00. The hours are often shorter for smaller shops. Sometimes there is also a lunch break. Almost all shops are closed on Sundays, with the exception of some shops at Munich Central Station, Ostbahnhof and Munich-Pasing station.

There is no work on a public holiday and all shops are closed (exception: certain professions in shift work). Many bakeries are open in the mornings on Sundays and public holidays. Buses and trains run at different times on Sundays and public holidays than on weekdays.

Public holidays

There are public holidays for the whole of Germany and public holidays that vary from state to state. Bavaria has 13 public holidays. Most of them are church holidays.

Public holidays 2025 in Munich

January

Wednesday, 1 January 2025 (New Year) Monday, 6 January 2025 (Three Wise Men)

April

Friday, 18 April 2025 (Good Friday) Monday, 21 April 2025 (Easter Monday)

May

Thursday, 1 May 2025 (Labour Day) Thursday, 29 May 2025 (Ascension Day)

June

Monday, 09 June 2025 (Whit Monday) Thursday, 19 June 2025 (Corpus Christi)

August

Friday, 15 August 2025 (Assumption Day)

October

Friday, 3 October 2025 (Day of German Unity)

November

Saturday, 1 November 2025 (All Saints' Day)

December

Thursday, 25 December 2025 (Christmas Day) Friday, 26 December 2025 (Second Christmas Day)

Public holidays 2026 in Munich

January

Thursday, 1 January 2026 (New Year's Day) Tuesday, 6 January 2026 (Three Wise Men)



April

Friday, 3 April 2026 (Good Friday) Monday, 6 April 2026 (Easter Monday)

May

Friday, 1 May 2026 (Labour Day)

Thursday, 14 May 2026 (Ascension Day)

Monday, 25 May 2026 (Whit Monday)

lune

Thursday, 4 June 2026 (Corpus Christi)

August

Saturday, 15 August 2026 (Assumption Day)

October

Saturday, 3 October 2026 (Day of German Unity)

November

Sunday, 1 November 2026 (All Saints' Day)

December

Friday, 25 December 2026 (Christmas Day)

Saturday, 26 December 2026 (Second Christmas Day)

Information on insurance, contracts, shopping, invoices, reminders, finances

Bank account

Bank account

A current account is a personal account with which you can make payments via the bank. Your money is always available in your current account.

With a current account you can:

- make transfers
- Receive cashless payments (payments from public offices and authorities, so-called social benefits, are often made cashless, i.e. transferred to a personal current account)
- · set up standing orders
- · participate in direct debit procedures
- · make cashless payments with the EC/Maestro card
- Withdraw cash at bank counters or ATMs
- Cashing cheques
- Print out account statements

Important: Make sure that you have enough money in your account for all withdrawals and payments.

Tip: Different banks offer current accounts with different conditions. Find out exactly how much a current account costs each month and what services the bank offers in return.

Opening an account



You decide which bank you would like to have an account with. Make an appointment to open an account. As you will need to prove your identity, please bring your ID with you. If you are in the asylum process or have a tolerated stay permit and do not have an ID card, you are generally also entitled to open a current account. Your official proof of arrival or the notification of toleration will then suffice as proof of identity. You can find a form for applying for a basic current account on the website of the consumer advice centre. Further information is also available there, for example what you can do if your application to open an account is rejected.

Important: If you do not speak German or English, please bring an interpreter with you.

Important information on using the EC card

- After opening the account, you will receive an EC card with a four-digit PIN code. Sign the
 back of the EC card and memorise the PIN code. You will need the PIN code for cashless
 payments and for withdrawing money from ATMs. Be sure to keep your card and PIN
 code separate!
- If you want to withdraw cash, it is best to use the ATM of the bank where you have your account, because then the withdrawal costs nothing.
- If you enter the PIN code incorrectly three times at the ATM, your debit card will be cancelled and blocked. In this case, please contact your bank.
- If you lose your debit card or it is stolen, you must have it blocked immediately so that no-one else can use it. This is possible around the clock at \$\cup \frac{116116}{16116}\$. Tell them your sort code and account number. Then ask your bank for a new debit card.
- If you need help using your debit card correctly, ask your bank or friends and acquaintances who are familiar with Germany.







Payment card for asylum seekers

Payment card for asylum seekers



The "Bezahlkarte für Asylbewerber*innen" was introduced in June 2024. Benefits under the <u>Asylum Seekers' Benefits Act</u> (AsylbLG) are no longer paid out in cash or transferred to your bank account, but are credited to the payment card. The payment card is like a bank card. You can use the card to pay in shops and withdraw cash. You can only spend as much money as is on the card.

Information in different languages.

Who gets a payment card?

People aged 14 and over who receive benefits under the Asylum Seekers' Benefits Act (AsylbLG).

In benefit communities (e.g. families), each family member aged 14 and over receives their own payment card.

Where can I get my payment card?

As soon as you apply for benefits and they are approved, you will receive the card from the Office for Housing and Migration.

Amt für Wohnen und Migration, Werinherstraße 89, 81541 München

How much money is paid onto the payment card?

<u>Only</u> the benefits according to the Asylum Seekers' Benefits Act (AsylbLG) are paid onto the payment card.

 \bigcirc Do you receive other benefits (e.g. child benefit) or wages from an employer? Then you need a current account.

How much money do I have on the card?

You can view your balance online at ② <u>meine.bezahlkarte.eu</u> and in the payment card app(Google Play Store / Apple Store).

You will need your card ID and PIN to do this.

 \mathbb{Q} You will find the card ID and PIN in the letter you receive with your payment card.

Where can I pay with the payment card?

You can only pay with the payment card in your authorised area. You can view this area at
my.paymentcard.eu and in the payment card app. For people with residence restrictions, the card is limited to the city of Munich and the directly neighbouring districts.

In exceptional cases, payment may also be authorised at other locations (for example, if you need to visit your lawyer or an authority at another location). Please contact your clerk for this.

You can pay with the payment card in all shops that accept Mastercard.

 \mathbb{Q} Look out for the orange / red Mastercard ${ t @}$ symbol



Can I withdraw cash with the payment card?

Yes, you can withdraw cash.

Each person can withdraw up to €50 per month. You can withdraw cash free of charge from



ATMs or at the checkout in many shops. Withdrawals are only possible twice a month. After that, the card is blocked for further withdrawals.

If you have a voucher for a maximum of €50 from one of the following shops, you can exchange it for cash:



You can exchange the voucher for cash here:

- Monday 14:00 17:00
- ♥ KREISBÜRO DIE LINKE, Schwanthalerstraße 139, 80339 München
- Wednesday 18:00 20:00
- ♥ BELLEVUE DI MONACO, Müllerstraße 4, 80469 München
- Thursday 18:00 20:00
- QLIGSALZ 8, Ligsalzstraße 8, 80339 München
- ©Tuesday 15:00 17:00
- ♥ EINE WELT HAUS, Schwanthalerstraße 80, 80339 München (rear building, first floor)
- © Thursday 19:00 20:00
- STATTPARK OLGA, Heinrich-Wieland-Straße 90, 81735 München

Can I transfer money with the payment card or pay by direct debit? Are there any problems with certain transactions?

Certain transactions are not possible. In principle, no transfers or direct debit payments are possible with the payment card. For example, you cannot use the payment card for money transfer services such as Western Union or MoneyGram. Certain goods or services cannot be purchased.

In certain cases, a bank transfer or direct debit may be authorised. Please inform the Office for Housing and Migration by e-mail:

@bezahlkarte.soz@muenchen.de

Enter the name of the recipient and the corresponding IBAN. If the check is successful, the recipient will be authorised.

Examples of invoices or direct debits that can be authorised:

- Mobile phone contracts
- Travel expenses (public transport, Deutsche Bahn)
- · Health insurance
- · Liability insurance
- Contracts at the gym
- · Sports club membership fees



- Red Cross
- · Invoices to a lawyer
- Payments in social department stores

I can no longer find my payment card. What do I have to do?

You can block your payment card online or by telephone:

my.paymentcard.eu

 \bigcirc 116116 (\bigcirc German or English)

If you find the card again, you can reactivate it at 🚱 meine.bezahlkarte.eu.

You can report the loss or theft to the Office for Housing and Migration:

@bezahlkarte.soz@muenchen.de

The old card will then be cancelled and you will receive a new one. The credit will be transferred to the new card.

Where can I get help / contact / information?

- You can find information in several languages at here.
- There is a support chat in the payment card app. This is available in several languages.
- A service telephone is available in over 100 languages:
 - <u>081619654300</u>
- By e-mail:
 - @bezahlkarte.soz@muenchen.de

Contracts

Contracts

Contracts in Germany

In Germany, we have what is known as freedom of contract. If you want to use a smartphone, rent a flat, or join a gym, for example, you will have to enter into a contract (either verbal or written). Always pay close attention to what the contract says: How is the total price calculated? Are there additional monthly fees besides a one-off payment?

Contracts are binding and have to be followed. You can only terminate a contract within the notice period stated. If you are not sure if you can pay the ongoing costs or whether you have understood everything correctly, do not sign the contract, otherwise you could commit a criminal offence.

Never sign a document if you do not understand it or cannot read it.

It is possible that you might enter a contract or legal agreement by signing a document. This could result in financial costs for you. As soon as a contract has been signed, it is very difficult to withdraw from it. Always compare different offers and do not let anyone pressure you to sign.

Insurances

Insurance



What is insurance?

An insurance policy is a contract between an insurance company and a person. The person is the policyholder. They pay regular premiums to the insurance company. The premiums are called "Prämie". If a loss occurs that is covered by the contract, the insurance company pays all or part of the loss. The most important types of insurance are health insurance and liability insurance.

Health insurance

Here you will find information on >> <u>Health insurance</u>.

Liability insurance

If you cause damage to a person in Germany, the law states that you must pay for the damage. This also applies if you did not cause the damage intentionally. This applies to personal injury, property damage and financial losses in the private sector. For example, if you cause a traffic accident or if your child breaks a window pane with a ball.

You can take out private liability insurance to cover such damage for you and your family. It is not compulsory to have this insurance, but it is highly recommended, as otherwise you could be faced with very high costs in the event of a claim.

The migration advice centres can help you find a good offer for personal liability insurance.



Information in German, Arabic, English, French, Dari/Farsi is available at 🚱 here.

Consumer protection

Consumer protection

Consumer centres represent and protect the interests of people who buy or consume something. They help with questions or legal problems, for example:

- Insurance: Which ones are important?
- Contracts: What should I look out for?
- Can I return incorrect or broken goods?
- Invoice or reminder: Do I have to pay even if I haven't ordered anything?
- Finances: How do I transfer money abroad? How can I make provisions for old age?
- · Health insurance: Which examinations are covered by statutory health insurance?
- Electricity and gas: How does a change of supplier work and what should I bear in mind?
- · Data protection
- Food and nutrition: What are the ingredients? How do I eat healthily for myself or my children?

Here you can find answers and further information from Verbraucherzentrale Bayern in various languages:



German, English, Polish, Romanian, Ukrainian

Videos on everyday questions in Turkish, English, Ukrainian, Russian and German

Everyday questions explained in 2-3 minutes:

- Information on fake shops that deliver nothing or the wrong goods. Watch the video to find out how to recognise them quickly and protect yourself against them
- What are guarantees and warranties? In the video, we explain the difference and who to contact if a product is faulty.

You can find the Turkish videos here.
You can find the English videos here.
You can find the Ukrainian videos here.
You can find the Russian videos here.

Videos on many other everyday topics 🚱 in German.

Mobility

General information

General information

In Munich, you don't need your own car to get from A to B comfortably and cheaply. Public transport is well developed. By underground, bus, tram or S-Bahn, you can reach almost any place in this city of millions. Of course, there is a suitable ticket for every occasion. By bike, you can avoid traffic jams and are more flexible. It's also good for your health and the environment. Every journey by bike is a valuable contribution to clean city air.

Sharing instead of owning

A trip to the lake or a big shopping trip for the weekend? If you do need a car, Munich offers numerous ② car-sharing providers. This makes your own car superfluous!

E-mobility

Munich promotes the use and expansion of electric mobility. If you want to buy a cargo bike or a trailer for your bike, for example, you can <u>apply</u> for a subsidy at . If the application is approved, you will be reimbursed part of the costs.

 $\mathbf{\hat{V}}$ Important: You must submit the application before the purchase.

The City of Munich subsidises, among other things

- Cargo bikes as well as two- and three-wheeled light electric vehicles such as e-scooters for all private households, businesses and freelancers in Munich
- · Pedelecs and four-wheeled light electric vehicles for Munich businesses and freelancers



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Detailed information on the programme can be found at here. emobil.rku@muenchen.de

Smart on the road

The app 🚱 MVGO shows how you can combine different means of transport with information on

- all MVG bikes (hire bike system)
- · Car sharing vehicles from MILES, Free2move, SIXT, STATTAUTO
- Charging stations for electric vehicles in your immediate vicinity.

City map and public transport

City map and public transport

The Munich city map with street names and house numbers can be found at 🚱 here.

Public transport in Munich is called ÖPNV (local public transport).

There are different maps. The coloured zones are the fare zones. These are important when choosing a ticket.

A map for 🚱 <u>S-Bahn, U-Bahn and regional trains</u>.

A map for 🚭 S-Bahn, U-Bahn, regional train and tram.

A map for S-Bahn, U-Bahn, regional train and bus.

€Website

You can find detailed timetables here:

S-Bahn: S1, S2, S3, S4, S6, S7, S8

⊙Underground: <u>U1</u>, <u>U2</u>, <u>U3</u>, <u>U4</u>, <u>U5</u>, <u>U6</u>, <u>U7</u>, <u>U8</u>

Tram: <u>12</u>, <u>16</u>, <u>17</u>, <u>18</u>, <u>19</u>, <u>20</u>, <u>21</u>, <u>23</u>, <u>25</u>, <u>27</u>

You can find the detailed bus timetables at nere.

Offline city map on MAPS-ME

Are you looking for a specific address or an interesting point in Munich? MAPS-Me offers a navigation function, is free and can be used offline.

How to get the city map:

- Download the MAPS.ME app. You can find it in the Android PlayStore or Apple App Store. It
 is free of charge.
- 2. Download a map of your federal state. Munich is located in Bavaria.
- 3. Then download the city map for Munich

Download MAPS.ME in the Google Play Store or in the Apple Store

Buying tickets

There is a large selection of tickets: for example, tickets for individual journeys, tickets for a whole day or several days, tickets for groups, monthly tickets or annual tickets.



There are many ways to buy a ticket: for example via your mobile phone or at the ticket machines at the stops.

Find out more

Deutschlandticket

For people who travel frequently by public transport, the "Deutschlandticket" is worthwhile. It is valid for all public transport throughout Germany: regional trains, trams, underground trains, suburban trains and buses. It is not valid on long-distance trains (ICE, IC, EC) or long-distance buses.

It is a season ticket. This means that you take out the contract once and it is automatically renewed if you do not cancel it. It can be cancelled monthly. It costs 58 euros per month. Children under the age of 6 can travel free of charge.

Important:

- Travelling without a ticket will be penalised! You must have a valid ticket for every journey. Otherwise you will pay a fine of 60 euros.
- If you use public transport frequently, find out about cheaper tickets. There is, for example, a "Streifenkarte", a day ticket or a monthly ticket.
- With the Munich Pass you can also get a monthly ticket at a reduced price.

How, when, where? Orientation in local public transport - ÖPNV

You will find timetables and network maps at every stop. You can buy tickets either at the stations for the U-Bahn and S-Bahn, in the trams or from the bus drivers. All network maps and timetables, connection searches and information on fares and tickets for printing can be found on the websites of \bigcirc MVV and \bigcirc MVG. The electronic journey planner reliably determines the best connection. It knows every stop and address. In addition to the fastest connection, it shows on the city map how best to reach the stops.

The app MVGO shows you how to get from one place to another and how long it will take:

MVGO in the App Store

MVGO in the Google Play Store

It not only offers all connection options with departure and arrival times, estimated walking times and delays, but also information on the current operating status of the escalators and lifts. The app also offers the option of buying the right ticket cashlessly on the go.

Munich's railway stations / ZOB / airport

Munich's railway stations / ZOB / airport

Munich Central Station

The main railway station is located in the centre of the city. It has 32 above-ground and several underground tracks. It has the most main tracks of any German railway station. All long-distance trains depart from the main concourse. Tracks 5 to 10 - the so-called Holzkirchen station - are mostly used by regional trains travelling to Salzburg and Mühldorf. From tracks 27 to 36 - the so-called Starnberg station - trains depart for Lindau, Lenggries or Tegernsee. Around 350,000 people use the main station every day. There is also a customer centre for local public transport, shopping facilities and snack bars.



Munich's Ostbahnhof railway station

The Ostbahnhof is located in the Haidhausen district. Ostbahnhof is another long-distance railway station and an important transfer point between regional trains as well as S-Bahn and U-Bahn trains. The ExpressBus X30 also stops there and offers a good connection to Giesing and Sendling. There is also a wide range of restaurants, bars and clubs in the immediate vicinity.

Munich-Pasing railway station

This station has 14 tracks and is also a long-distance railway station. Around 85,000 people use it every day.

Munich Central Bus Station (ZOB)

This is a railway station for bus connections. It is an important transport hub for national and international connections from Munich. With 29 bus terminals and many sales areas, the ZOB has an airport-like character.

Munich Airport

You can take the S-Bahn lines 1 and 8 to the airport and the visitor park. You should allow around 40 minutes for the S-Bahn journey to reach the airport on time.

It is also possible to use the Lufthansa Airport Bus. It departs from the stops Hauptbahnhof (about 45 minutes journey time) and Schwabing Nord / Nordfriedhof (about 30 minutes journey time). However, there may be delays depending on the volume of traffic. Further information can be found at here. MVV tickets are not valid here.

If you want to travel by car, you can also use a car-sharing vehicle to the airport.

Cycling

Cycling

Hire and rent a bike

There are a number of easy ways to hire a bike in Munich. One of these is
MVG Rad, the city of Munich's bike hire system - an ideal complement to the underground, bus and tram. To use the system, you must have the free "MVGO" app and be of legal age.

If you know that you will be living in Munich for a longer period of time, it is worth buying a bike. It's cheaper than using public transport.

It is also possible to hire a **cargo bike** free of charge. Click here for more information.

Learning to ride a bike

There are various courses to learn how to ride a bike. Most courses are held in German. Some courses are also available in other languages.



For more information and how much the courses cost, click here:

- ADFC Allgemeiner Deutscher Fahrrad-Club
- (Information in English, Spanish, Turkish)
- ****089/46133830
- @Radfahrschule@adfc-muenchen.de
- **Donna Mobile**
- **\$_089/505005**
- @info@donnamobile.org
- Projekt-Laden International Haidhausen
- ****089483668
- @info@projekt-laden.de

Important traffic rules when cycling

- Familiarise yourself with the general traffic rules in Germany, especially the right-of-way rules.
- Always ride on the right-hand side of the carriageway.
- Do not ride next to each other, but behind each other.
- If there is a cycle path, you must ride on the cycle path (always on the right-hand side of the road in the direction of travel).
- Only children up to the age of 11 are allowed to cycle on footpaths.
- Be careful on tram tracks: if you hit the tracks with your tyres, you could fall.
- A helmet protects against serious head injuries in the event of a fall.
- It is not permitted to use a mobile phone while riding. You may have to pay a fine for doing so.
- It is not permitted to ride a bicycle under the influence of alcohol. You may lose your driving licence as a result.
- \P Traffic rules for cyclists in various languages can be found at Θ here.

Make sure that your bike is roadworthy. Otherwise you will have to pay a fine if you are stopped by the police.

A roadworthy bicycle has

- Front and rear lights
- · Reflector front and rear
- Reflectors in the spokes (two per wheel)
- Reflectors on the pedals
- Bell
- Two independent brakes



Bike cellar: issue and workshop

Are you looking for a bike? Do you have a bike that needs maintenance? Then drop by! We offer space, tools, spare parts and active advice. You have to repair it yourself, but we are happy to help you. Our collection of used bikes and parts is available to everyone. You want to help us? We are happy to welcome volunteers. Donated bikes are also in good hands with us.

Are you looking for a used bike? Come to the bike distribution centre: every Monday 19:00 - 20:30

A second-hand bike costs between 15 and 40 euros.

Does your bike need maintenance or a repair? Come to the workshop evening: every Tuesday 19:30 - 21:30

The offer is free of charge.

Find out more

Radlkeller im Bellevue di Monaco

Müllerstraße 4, 80469 München

@radl@bellevuedimonaco.de

4+49 (0) 8955057750

https://bellevuedimonaco.de/radlkeller/

Driving a car - vehicle, driving licence, parking

Driving a car - vehicle, driving licence, parking

Driving licence

You are not allowed to drive a car without a driving licence. To obtain a driving licence, you must attend a certain number of practical and theory lessons and then pass a practical and a theory test.

To apply for your driving licence at the driving licence office and take the test, you need a valid identity document ((foreign) identity card, passport or residence permit) and a place of residence in Munich. You must also be at least 17 (accompanied driving) or 18 years old.

The theory test can also be taken in English, for the practical test you must at least be able to follow the instructions of the driving instructor and examiner in German.

You can take driving lessons before submitting your application; the application is only necessary for taking the test, as the driving licence authority will send the corresponding test order to the TÜV.

If you have any questions about training and the test, you can obtain information from a driving school.



Having your driving licence transferred

If you have a foreign driving licence, you may use it to drive in Germany for up to six months after your first registration. If your driving licence is not written in Latin script, you will need an international driving licence from the outset. After six months, a transfer is required for certain types of driving licence. This is not necessary if you have a permanent driving licence from an EU or EEA country (Iceland, Liechtenstein, Norway) without categories C, C1, C1E, CE, D, D1, D1E and DE.

Driving without a valid driving licence is a criminal offence.

Find out more

You can submit your application here:

Online form

Kreisverwaltungsreferat (KVR)

Hauptabteilung II Fahrzeugzulassungs- und Fahrerlaubnisbehörde

Garmischer Straße 19/21 81373 München

****089/23396090

@fuehrerscheine.kvr@muenchen.de

Registering or transferring a vehicle

Vehicles (including trailers) may only be used on public roads if they are registered and have an official licence plate. To register a vehicle for the first time or to change its registration number (if you have bought it from a private individual), you can contact the registration authority in Munich or one of the \bigcirc citizens' offices.

Please make an appointment:

Make an appointment to register a vehicle

Make an appointment if you want to re-register a vehicle that was previously registered in Munich

Make an appointment if you want to register a vehicle that was previously registered outside Munich

All citizens' offices have barrier-free access to the buildings and rooms. There is also a disabled toilet.

Kreisverwaltungsreferat (KVR)

Hauptabteilung II Fahrzeugzulassungs- und Fahrerlaubnisbehörde

Eichstätter Straße 2

80686 München

4089/23396090

@zulassung.kvr@muenchen.de

on Monday 07:00 - 12:00

©on Tuesday 08:30 - 12:00 and 14:00 - 18:00

on Wednesday 07:00 - 12:00

on Thursday 08:30 - 13:30

on Friday 07:00 - 12:00

Registering a vehicle imported from abroad



If you have imported a vehicle or trailer from abroad and would like to register it here, you must contact the registration authority.

Find out more

Kreisverwaltungsreferat (KVR)

Hauptabteilung II Fahrzeugzulassungs- und Fahrerlaubnisbehörde

Eichstätter Straße 2

80686 München

089/23396090

@zulassung.kvr@muenchen.de

on Monday 07:00 - 12:00

on Tuesday 08:30 - 12:00 and 14:00 - 18:00

on Wednesday 07:00 - 12:00

on Thursday 08:30 - 13:30

on Friday 07:00 - 12:00

Note on the environmental zone

In Munich, the entire area within the Mittlerer Ring is a low emission zone. This means that you may only drive in this area with a valid green sticker on your vehicle. Exemptions are possible.

Exemption authorisations

Applying for the environmental badge

Parking

In many city districts, there are a few things to bear in mind when parking. The applicable parking regulations can be found on the signs displayed.

- Parking is generally prohibited in fire service access roads. They are marked by a rectangular white sign with a red border and the word "Feuerwehrzufahrt" (fire service access)
- In car parks marked with the wheelchair symbol, parking is only permitted with a special permit.
- For some parking spaces with a time limit without a parking permit, you will need a parking disc on which you set the arrival time and which you leave visible in the vehicle.
- In "resident parking" areas, you may only park at the specified times with a special parking permit for residents.
- For many parking spaces, a parking ticket must be purchased at the machine. This is also possible without cash using the

 HandyParken app.
- If you violate the parking regulations, you must expect a fine.

Find out more

Driving a taxi

Driving a taxi



A taxi is a personal transport service by car. Taxis can often be found outside train stations, theatres or at taxi ranks. The drivers help you get in and out of the car and stow your luggage in the boot.

If the TAXI sign on the roof of the car is illuminated, the taxi is free. If the TAXI sign on the roof of the car is not illuminated, the taxi is already taken.

There are three ways to organise a taxi in Munich:

- · Stop a passing taxi with a hand signal
- At a <u>taxi rank</u> at
- · By telephone
 - ****089/21610
 - ****089/19410
 - **_**089/450540
- On the internet via a website or app

Costs: There is a minimum fare for all journeys. The cost of the journey depends on the distance travelled. There are also fixed rates for standstill times, i.e. when the taxi is waiting while you do something yourself.

Find out more

Offers that can save you money

Munich Pass

Munich Pass

The Munich Pass is a help for people with little money. It gives you discounts. This means you have to pay less money for some things. For example

- · at the swimming pool
- at sports grounds
- · at museums and the theatre
- · at some cinemas and zoos
- at the adult education centre
- at the <u>library</u>
- · for tickets for the tram, bus, underground and suburban railway
- You can get medication with a prescription cheaper in some pharmacies. You can see which pharmacies offer this below on the website of Medikamenten-Hilfe.

Find out more

The Munich Pass is free of charge.

For whom:



- For citizens (and their family members) who receive one of the following benefits:
 - Subsistence assistance or basic income support (SGB XII)
 - Citizen's allowance (SGB II)
 - Benefits according to the Asylum Seekers Benefits Act (AsylbLG)
 - Housing benefit or child supplement
- For people with a low income (except au pairs, trainees, students). The income limit is checked individually.
- For people doing a voluntary social year, ecological year or federal voluntary service

What documents do I need?

- · Grant notice or proof of income, assets and rent
- Proof of social or ecological year or federal voluntary service

Where do I apply for the Munich Pass?

- If you receive benefits according to SGB-XII, SGB-II, housing benefit or child supplement or
 if you are doing federal voluntary service, a voluntary social year or a voluntary ecological
 year:
 - **♀** <u>Sozialbürgerhaus</u>
- if you receive benefits according to AsylbLG:
 - Amt für Wohnen und Migration, Wirtschaftliche Flüchtlingshilfe, Werinherstraße 89 Haus 34, 81541 München
 - ****089/23348805
 - @asylbewerberleistungen.soz@muenchen.de
- if you are homeless:
 - Zentrale Wohnungslosen-Hilfe, Franziskaner-Straße 6 und 8, 81669 München
 - ****089/23340105
 - on Monday, Tuesday and Thursday from 08:30 to 12:00 and from 13:00 to 16:00
 - on Wednesday from 08:30 to 12:00 and from 13:00 to 17:00
 - on Friday from 08:30 to 12:00
- if you are deaf or use sign language and live in Munich:
 - ♥ "Freiwillige Leistungen" at Sozialbürgerhaus Laim Schwanthalerhöhe, Ridlerstraße 75, 80339 München
 - @fwl-ls.soz@muenchen.de

Collection of information: "Living favourably in Munich"

"Living favourably in Munich"

The brochure "Günstig leben in München" contains lots of tips, addresses and information on how to live more cheaply in Munich:

- How can I save money in Munich?
- Am I entitled to financial support and where can I apply for it?
- Where can I shop cheaply?
- · Information on housing, rent, energy costs, handyman services, do it yourself

There are many offers on various topics:



- Food
- · health, telephone
- · Telephone, internet and radio
- mobility
- · Education and culture
- Sport and leisure
- · Finances and law
- · Counselling and help services

The brochure is free of charge.

You can find the brochure online or at the town hall:



Stadt-Information, Marienplatz 8, 80331 München

Would you like explanations or counselling? Then please ask at a <u>social community centre</u> or a <u>migration advice service</u>.

Advice on electricity, water and heating consumption - how to save money!

Advice on electricity, water and heating consumption - how to save money!

Every household is different. An energy consultation will provide you with individual answers to your energy-related questions:

- How can I save electricity and energy?
- Is my energy consumption too high and how can I reduce it?
- Which windows are the right ones?
- What subsidies can I get?
- How can I avoid mould?

Counselling is free of charge. There are several options for counselling:

Energy advice from Stadtwerke München

The consultation takes place at your home. You will find out how you can save costs for electricity, water and heating. You will receive valuable tips on how you can reduce your consumption.

For whom:

- Holders of the <u>Munich Pass</u>
- · Citizens (and their relatives) who receive one of the following benefits
 - Subsistence assistance or basic income support (SGB XII)
 - Citizen's allowance (SGB II)
 - Benefits according to the Asylum Seekers Benefits Act (AsylbLG)
 - Housing benefit or supplementary child allowance



People with a low income

Please make an appointment.

@Energieberatung@swm.de

₩ebsite

The energy-saving check: advice and financial support for the purchase of more efficient appliances

The consultation takes place in your home. You will be given tips on how you can save costs for electricity, water and heating in your household.

During a second visit, small energy-saving aids worth up to € 70.00 will be installed in your home free of charge. These can be, for example, shower heads that save water or energy-saving light bulbs.

We also check your appliances, for example how much electricity your fridge uses. If it turns out that your fridge, for example, is using a lot of electricity, you can get up to €600 towards the purchase of a new appliance. In some cases, it is also possible to replace up to two large household appliances free of charge ("Weiße Ware").

Who for: For all low-income households in the city and district of Munich.

****089/67820270

@stromspar-check@caritasmuenchen.org

Website

Shopping

Shopping

Favourable shopping

Living in Munich costs a lot of money. Food is offered cheaply by the large discounters. If you are on a low income, it is also worth taking advantage of the social department stores. In addition to clothes, you can also buy furniture and everyday items cheaply there. There are also numerous second-hand shops and flea markets.

Social department stores in Munich

♀ Kaufhaus diakonia secondhand, Dachauer Straße 192, 80992 München

****089/18914800

http://diakonia-kaufhaus.de

From Monday to Friday 10:00 - 19:00

Saturday 10:00 - 15:00

Further locations



• Weißer Rabe soziale Betriebe und Dienste GmbH, Landsberger Straße 146, 80339 München

****089/8894930

http://www.weisser-rabe.de

Phalle 2 - Gebrauchtwarenhaus, Sachsenstraße 29, 81543 München

****089/23396200

http://www.awm-muenchen.de/privathaushalte/abfall...

Second hand shops

You can find a list of all second-hand shops in Munich at 🚱 here.

Flea markets

You can find a list of all flea markets in Munich at nere.

Halal food shopping

Shops that only sell halal food can be found south of the main railway station. There are also many halal restaurants there. There is also a supermarket near Pasing station that only sells halal food. Some German supermarkets now also sell halal food. Look for the labelling on the packaging.

Shopping without packaging

More and more people want to shop without packaging and thus make a contribution to avoiding waste and to sustainability. There are several ways to do this in Munich.

Weekly markets

There are more than 40 weekly and farmers' markets in Munich. Over 120 traders offer their food for sale there. The food is fresh and mostly regional. The use of shopping bags or baskets avoids or reduces packaging material.

Description Locations of the markets

"Once without please"

The project provides information on its website about shops and restaurants where you can shop without packaging.

Find out more

Telecommunications

Telecommunications

Country code for Germany

The international country code for Germany is+49 or 0049.



Local code Munich

Munich has the local code 089 for land lines (non-mobile phones). If you call from abroad with the international country code, the 0 of the local code is omitted: You dial +4989 or 004989 and then the number of the person/office.

Mobile phones

In Germany, mobile phone numbers begin with a 0. If you call them from abroad, you leave out this 0. Instead you dial the international country code +49 or 0049.

In Germany there are two different types of mobile phone contract: Prepaid contract and fixed-term contract. The **prepaid contract** does not have a fixed duration. With a **fixed term contract** there is a minimum contract duration; this contract will be renewed automatically if you do not cancel it. If you do not want this contract to be renewed automatically, you have to make this known in writing. Be aware of the cancellation period. It is written in the contract.

Before you sign a contract, find out from your friends, ask around and think what details are especially important for you.

Ten important questions concerning taking out a contract:

- 1. What is the monthly payment? Does the fee increase after a certain period?
- 2. Is there a minimum monthly charge (minimum cost per month)?
- 3. How long is the contract period (e.g. 12 or 24 months)?
- 4. When do I have to cancel the contract if I do not want it to be renewed?
- 5. How much are the fees for setting up, changing or deactivating?
- 6. What is the billing cycle (60/1, 10/10)?
- 7. How much does a minute cost (different/own network)?
- 8. What are the costs for buying a mobile phone with and without a contract?
- 9. How much does Internet access cost?
- 10. How much does it cost to call abroad?

Think about which flat rate is the best for you and find out what the flat rate doesn't cover and what the extra costs will be.

Internet

Internet

In your own home

If you live in your own home, you can install Internet (WLAN) for a fee. Internet providers offer contracts for this, which have to be paid monthly and usually have a minimum term of 24 months. They are often combined with a telephone connection ("Festnetz") and TV.

Hotspots Free & Secure - M-WLAN



M-WLAN is available at various locations in Munich, allowing you to surf the Internet free of charge. Information on locations can be found at 🍪 here.

M-WLAN This is also available in encrypted form ("M-WLAN Secure Wi-Fi"). To be able to use it, you have to register once at one of the M-WLAN locations. After entering an e-mail address, the access data will be sent to this address and you can use it to dial into the encrypted WLAN. Registration is free of charge.

Free WLAN is also available at all Munich City Library locations.

Lost property office

Lost property office

Have you lost something? If so, the finder may have handed it in to the lost property office. It takes a few days to register the items.

If something has been found that contains a name and address, we will contact the person.

I have lost something:

You can report a lost item by telephone, e-mail or via the online lost property report. If the item is registered with us, we will contact you. If you do not hear from us, we have unfortunately been unable to locate the item. You will need an appointment to view items that cannot be assigned to a specific person or to collect an item. You can make an appointment by telephone, e-mail or via online appointment.

Further information on collection

$\mathbf{\hat{Q}}$ Exception: Your key has disappeared

All keys found in the last five months can be viewed in lockers on the ground floor during opening hours (see below):

PImplerstraße 11, 81371 München

You do not need an appointment for this.

My bicycle has gone missing and I would like to see if it has been handed in to the lost property office:

This is always possible on Tuesdays. You need an appointment. You can make an appointment by phone, e-mail or via make-an-appointment-bike.

Further information on viewing and collecting bicycles

I have found something:

If you have found something that is worth more than ten euros, you must hand it in at a lost property office, citizens' office or police station. You do not need an appointment to hand something in.

Further information on handing in found items

© Monday 07:30 - 12:00

Tuesday 08:30 - 12:00 and 14:00 - 18:00

Thursday 08:30 - 15:00



©Friday 07:30 - 12:00

There is barrier-free access to the building and the rooms.

Fundbüro

- Pimplerstraße 11, 81371 München
- @fundbuero.kvr@muenchen.de
- **49** (0) 8923396045
- https://stadt.muenchen.de/service/suche/fundbuero/

Waste disposal and recycling

Waste disposal and recycling

Waste separation in Munich

Munich has a "3 bin system". This means that people sort their rubbish and then throw it in the appropriate bin. On the one hand, the aim is to better manage the huge amounts of waste in the city; on the other hand, it is also about better recycling of materials from the waste in the interests of sustainability.

Here you can see how the 3-bin system works and what belongs in each bin:

Residual waste in the black bin

Waste that can no longer be recycled is placed in the black bin:

- · Nappies, sanitary towels and tampons
- Used paper tissues, facial tissues, paper towels
- · Plastic bin liners
- hoover bags
- · Coated paper
- Wallpaper, carpet residues
- rubbish, ash, small animal litter, cigarette butts

Paper in the blue bin

Paper waste goes in the blue bin. It must be clean and uncoated:

- Newspapers and magazines
- Cardboard boxes (please fold or shred)
- · Catalogues and brochures
- exercise books
- books



- · Forms and printer paper
- · Letters and envelopes
- Paper bags
- · Paper packaging
- Cigarette packets (without aluminium and without foil)
- Boxes of chocolates (without plastic)

Organic waste in the brown bin

Compostable waste goes in the brown bin:

- Kitchen waste (including meat and fish scraps)
- · Fruit and vegetable waste
- Salad (without salad dressing)
- · Potato and egg peelings
- · Coffee filters, tea bags
- · Wilted bouquets of flowers
- Potted plants (without pot)
- Garden waste
- Crumpled newspapers to soak up moisture

Glass, metal and plastic in the containers

There are around 1000 recycling islands in Munich. There are special containers for glass bottles, metal cans, aluminium foil and plastic packaging.

Bulky waste, broken electrical appliances and hazardous waste to the recycling centre

To the recycling centre:

- Items that do not fit in the bin, for example because it is too big
- · all broken electrical appliances
- · Hazardous materials such as old batteries, energy-saving light bulbs or chemicals

Items can be taken to the 3 12 recycling centres free of charge (2 m³/day).

Old clothing and shoes in clothing containers

The containers for clothing and shoes are also usually located at the Θ recycling centres.

- · Clothing for adults
- · Clothing for children
- · Clean shoes
- Hats, gloves



- Household linen (tablecloths, towels, etc.)
- · curtains, drapes
- bed linen

To ensure that the items can be recycled properly, they must be placed in bags and thrown into the containers. Place the items in a bag, tie the bag closed and throw it into the container.

\bigcirc This is <u>not</u> allowed in the clothing containers:

Dirty or wet textiles, ski boots, skates, rubber boots, rollerblades, dirty shoes, fabric and wool scraps, textile scraps, rubbish or waste of any kind.

Well-preserved used clothing or articles of daily use

can be bought and sold in second-hand shops or at flea markets.

If you have any questions:

Website

Form for questions

****089/23396200

@awm@muenchen.de

Barrier-free (public) toilets in Munich

Barrier-free (public) toilets in Munich

The website inclus provides an overview of accessible toilets in Munich.

For whom: For people with disabilities

If you click on the location symbol, you can see your own location on the map and where the nearest toilet is: •

If you click on a toilet, you will get more detailed information about the facilities:

- floor plan
- · Installed handles
- · door width
- · gradient of the ramp
- Use with or without Euro toilet key

German, English

You can also leave a review about the toilet.

The service is free of charge.

More information

@inclus@dpschool.io

