

Information on public office hours

Dear Sir or Madam,

We kindly ask you: Please make use of voluntary COVID-19 testing facilities before coming in during public office hours!

In order to protect Federal Office for Immigration and Asylum (BFA) employees and other parties present, we kindly ask all parties and companions: Please make use of the numerous testing facilities throughout Austria and get voluntarily tested for a possible infection with Coronavirus before personally coming in during public office hours!

The Federal Office for Immigration and Asylum (BFA) remains open during public office hours subject to and in compliance with certain protective measures. The public office hours are temporarily extended due to the current situation:

Monday to Friday: 08.00 to 12.00 hrs and Thursday: 13.00 to 15.00 hrs.

Before personally coming in during public office hours, please make an appointment electronically or by telephone in advance. Prior appointments help to limit the number of people during public office hours and thus contributes to the safety of all persons involved. Prior appointments also help to prevent unnecessarily long waiting times.

Take advantage of the opportunity to submit attachments electronically or by post. The respective contact data can be found via the link to the locations below this article.

In the interests of health, the following rules should be observed for personal appointments:

- **Prior appointment electronically or by telephone**
- **Wearing of a tight-fitting mouth/nose mask (breathing mask in protection class FFP 2 without exhalation valve),** which must be kept on in all public spaces and lift systems. This does not apply for legal exceptions.
- **Maintenance of minimum distances:** People living in the same household are an exception. It should be noted that there is currently a limited amount of space for parties and companions in the public office and waiting area. Admission to the official building may only be granted if

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the minimum distance of 2 metres can be observed and the necessary open space is available in the waiting area.

- **If you are experiencing symptoms or fear that you are infected, stay at home and call 1450.** In addition, please promptly inform the Federal Office for Immigration and Asylum (BFA) that you cannot attend your appointment for health reasons.