



Information for refugees in Menden

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1. First steps in Menden

1.1 Product coupons

- On the day of your arrival in Menden you will initially be given product coupons by the Department of Social Services (*Sozialamt*) of Menden City (City Hall (*Rathaus*), Neumarkt 5, 58706 Menden, Room A 118), so that you are able to buy groceries, sanitary items, clothing etc.
- Use the coupons at the cash register as you would cash; however, only 10% max. of the coupon value is able to be returned as change.
- The coupons are valid until the end of the month following their issue.

Stadt Menden (Sauerland)
Abteilung Schule, Sport und Soziales
Neumarkt 5
58706 Menden

Auskunft: Frau Althoff
Telefon: 02373 - 903 1344
Geschäftszeichen: 1 040 1 61 01 PKS: _____
Ausstellungsdatum: _____ lfd. Nr. _____

Warengutschein über EUR

Nach Vorlage dieses Gutscheines erstattet die Stadt Menden bis zum angegebenen Gutscheinwert Kosten für

- Lebensmittel
- Körperpflege
- Reinigungsmittel usw.
- Bekleidung
- Drogerie- und Gesundheitsartikel
- Ge- und Verbrauchsgüter des Haushalts

Im Auftrags

Unterschrift (Siegel)

22.04.2015
Dieser Warengutschein ist nicht übertragbar. Bitte beachten Sie die weiteren Erstattungsbedingungen auf der Rückseite!

1.2 Cash cheques

- On the day of your arrival in Menden you will be issued and appointment for which you will need to return to the Department of Social Services (*Sozialamt*). This appointment is usually one week following your arrival. At this appointment you will be given a cash cheque.
- In the following months you will receive cash cheques at the end of each previous month (usually on the last working day of the month). You will be informed of the exact day and time in advance.
- The cheque can be cashed at the teller counter of the *Sparkasse* bank (see map). You will then receive the value in cash.

Scheck Nr. 006564907

Sparkasse Menden

DE

Betrag: Euro, Cent

Zahlen Sie gegen diesen Scheck

Betrag in Buchstaben

noch Betrag in Buchstaben

oder Überbringer

Unterschrift des Ausstellers

Verwendungszweck (Mitteln für den Zahlungsempfänger)

0000006564907 97 691d 447500656 01d

Sparkasse Menden

Address:

Sparkasse Menden
Papenhausenstr. 15
58706 Menden

Opening hours:

Service:

Monday 09:00-18:30
Tuesday 09:00-18:30
Wednesday 09:00-18:30
Thursday 09:00-18:30
Friday 09:00-16:00

Automatic Teller Maschine (ATM):

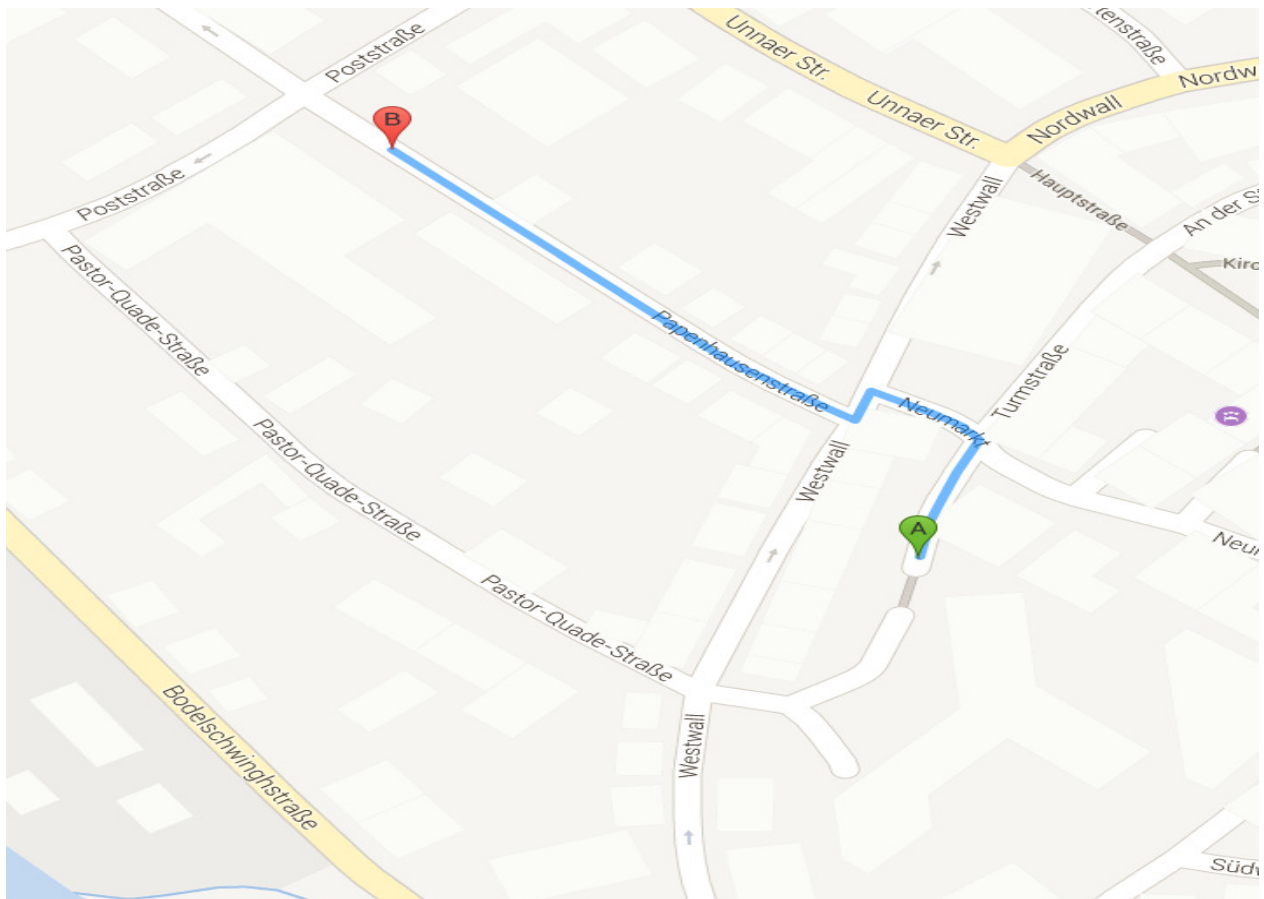
Monday- Sunday 00:00-24:00

Cash cheque acceptance:

Before noon (12:00)

Contact:

Telephone: 02373 1620



A= City Hall (Rathaus), Neumarkt 5, 58706 Menden

B= Sparkasse Menden, Papenhausenstraße 15, 58706 Menden

The total value of the cash cheques is comprised of the monthly social benefits.

These amount to:

RB 1 Single parent	354,00€
RB 2 Spouse	318,00€
RB 3 Adults that do not run a household on their own or together with a spouse, domestic partner, or in a relationship similar to a spousal or domestic partnership	284,00€
RB 4 Children 15-18 years old	276,00€
RB 5 Children 7-14 years old	242,00€
RB 6 Children 0-6 years old	214,00€

(RB=*Regelbedarfsstufe*) (As of 01.10.2017, changes are possible)

Important:

These cash benefits are primarily for:

- Electricity (for those in shared accommodation run by Menden City, this will be deducted directly by the Department of Social Services (*Sozialamt*))
- Groceries
- Household objects
- Sanitary items
- Clothing and shoes
- Personal needs
- Transport costs (recreational activities, shopping,...)

In the event of a pregnancy, additional financial assistance can be obtained. This requires the submission of a *Mutterpass* (obtainable from a gynaecologist) to the Department of Social Services (*Sozialamt*).

1.3 Bank account

The payment of social benefits into a bank account is generally possible.

In order to open a bank account, you will need to submit to the bank: a residence permit for specific purposes (*Aufenthaltsgestattung*), permission to remain due to exceptional circumstances (*Duldung*) or a residence permit (*Aufenthaltserlaubnis*); as well as a current registration card (*Meldebescheinigung*).

After opening the bank account, you will need to submit your bank account details to the Department of Social Services (*Sozialamt*), so that the benefits are able to be transferred in the following months.

It is important to sign the back of your bank card in the field provided.

For your safety, the pin number and bank card should not be stored together.

Depositing your money in a bank account is safer than storing it in a wallet or at home. It is therefore advisable to only withdraw the amount that is needed in the near future, rather than the total amount.

1.4 Living and accommodation

On the day of your arrival in Menden, you will be driven by the caretaker to the accommodation in which you will generally stay until a decision on your application for asylum is made. This is usually several months. You must remain at this accommodation during this time.

Menden City reserves the right to move you within the city of Menden.

Important:

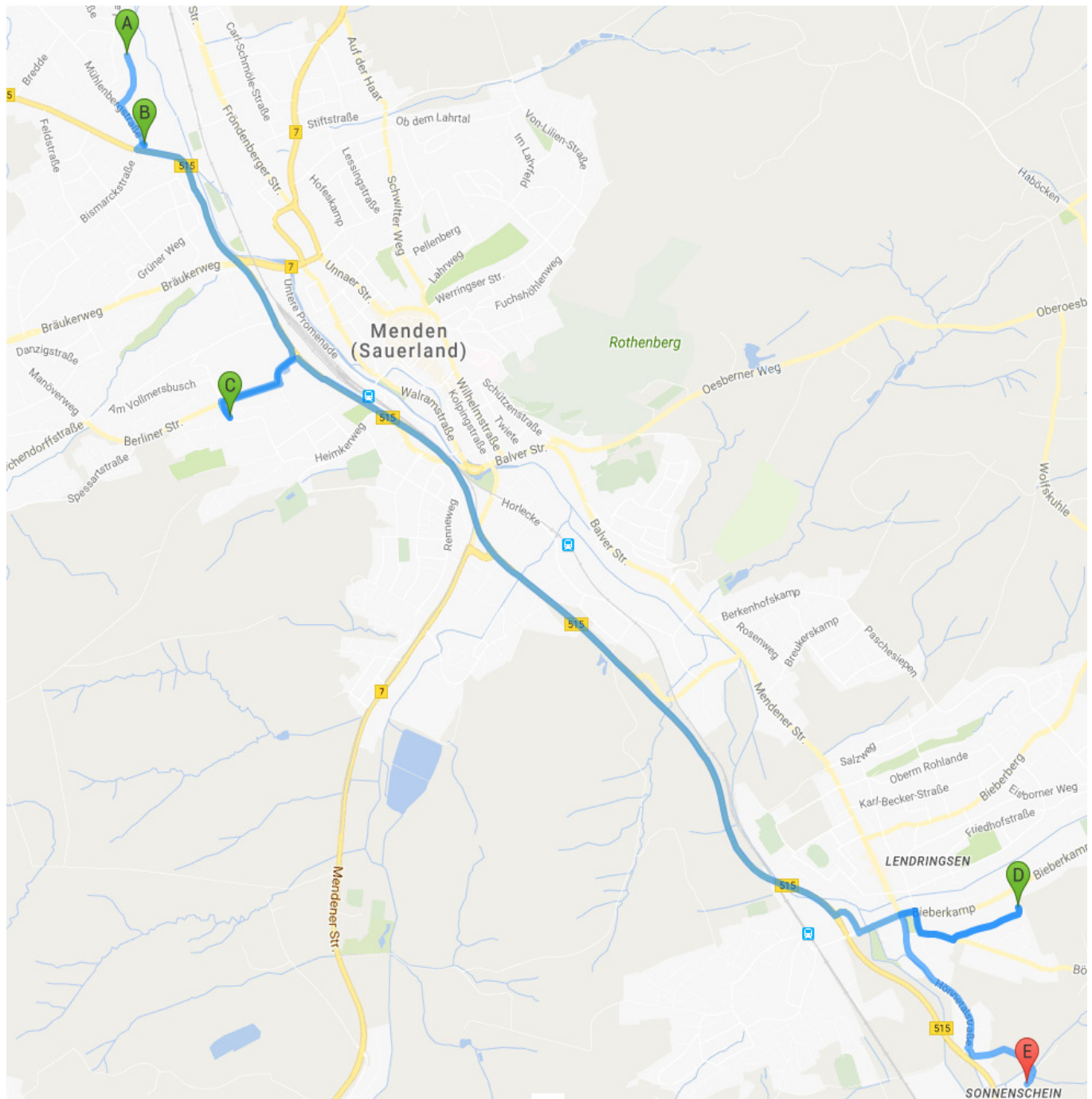
- House rules must be followed within shared accommodation e.g. a ban on smoking.
- Please also be advised that activities that disturb the peace between 22:00 and 06:00 are not permitted under law.
- Ensure that your name is legible on your letterbox so that your mail is able to be delivered to you. In shared accommodation run by Menden City your name will be fixed to the letterbox by the caretaker. In private accommodation this is your responsibility.

Visitation of relatives or friends within the state of North Rhine-Westphalia does not require permission from the Department of Social Services (*Sozialamt*), although the Department of Alien Affairs (*Ausländerbehörde*) of the *Märkischen Kreises* should be informed. If you leave the state of North Rhine-Westphalia however, you will need permission from the Department of Alien Affairs (*Ausländerbehörde*) of the *Märkischen Kreises*.

Additionally, the caretaker at your accommodation should also be informed of your planned absence.

If you would like to move to close family members within Germany, an application to relocate (*Antrag auf Umverteilung*) can be applied for at the Department of Alien Affairs (*Ausländerbehörde*).

City accommodation



A= Wunne 8,20,22,24,26,28

B= Mühlenbergstraße 161/ 163

C= Bischof-Henninghaus-Straße 37/ 39

D= Bieberkamp 44 a/ b

E= Steinhauser Weg 17

1.5 Registration at the citizen's centre (*Bürgerbüro*)

After your arrival you will be registered in Menden with the Department of Social Services (*Sozialamt*) and the citizen's centre (*Bürgerbüro*). It is your responsibility to register your change of address with the citizen's centre (*Bürgerbüro*) if you move into a private residence in the future. This registered address is very important as it is accessed and used by other public authorities (such as the Federal Ministry of Migration und Refugees (*Bundesministeriums für Migration und Flüchtlinge*) or the Department of Alien Affairs (*Ausländerbehörde*)) for sending post.

2. Point of contact and government agencies

Important:

You should always bring your residence permit for specific purposes (*Aufenthaltsgestattung*) or registration as an asylum seeker (*Meldung als Asylsuchender*)/ permission to remain due to exceptional circumstances (*Duldung*) with you!

2.1 Department of Social Services (*Sozialamt*) of Menden City (in City Hall)

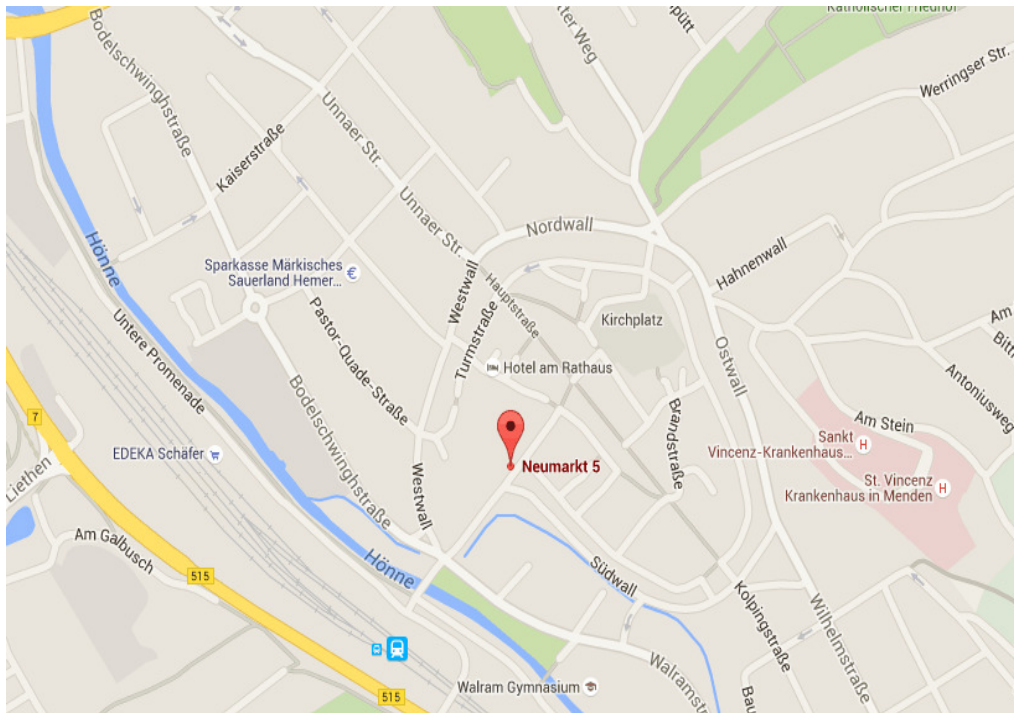
➔ Social benefits

Address:

Rathaus
Neumarkt 5
58706 Menden
Room A 118

Opening hours:

Monday, Tuesday, Thursday
08:15 - 12:30
Thursday 14:30 - 17:30
As well as appointments by arrangement



Contact:

Email: asyl@menden.de

Telephone: 02373 903-1400

Fax: 02373 903-1386

Herr Orban

Telephone: 02373 903-1368

Email: r.orban@menden.de

Frau Thal

Telephone: 02373 903 -1345

Email: i.thal@menden.de

Frau Clemens

Telephone: 02373 903 -1346

Email: g.clemens@menden.de

Frau Schleep

Telephone: 02373 903- 1344

Email: m.schleep@menden.de

2.2 Integration officers and Social workers in Menden City

- ➔ General questions relating to integration
- ➔ Support with enrolment in language and integration courses

Herr Peters

Integration officer

Social worker

Bischof-Henninghaus-Straße
37 +39

Office:

Bischof-Henninghaus-Str. 39
58706 Menden

Telephone: 02373 903-1479

Mobile: 0151 58337054

Email: b.peters@menden.de

Herr Lenze

Social worker

Wunne 4-28,
Heidestraße 46,
Mühlenbergstraße 161,163

Office:

Wunne 24 Ground floor on the left
58706 Menden

Telephone: 02373 9612757

Mobile: 0151 58337047

Email: d.lenze@menden.de

Herr Nikodem

Social worker

Steinhauser Weg 17
Bieberkamp 44a + b

Office:

Steinhauser Weg 17
58710 Menden

Telephone: 02379 5988361

Mobile: 0151 58357135

Email: p.nikodem@menden.de

Frau Leimeier

outreach work
in Menden, not including
Lendringsen

Office:

Neumarkt 5
58706 Menden
Room A112

Telephone: 02373 903- 1332

Mobile: 0171 4603147

Email: b.leimeier@menden.de

Frau Boss

outreach work
in Menden, not including
Lendringsen

Office:

Wunne 24 Ground floor on the left
58706 Menden

Mobile: 0160 97775708

Email: g.boss@menden.de

2.3 Citizen's centre/ Registration office

➔ Registration of address/ change of address

Address:

Rathaus
Neumarkt 5
58706 Menden
Ground Floor, Room Nr. 5
Telephone: 02373 903-1550
Fax: 02373 903-10272
Email: buergerbuero@menden.de

Opening hours:

Monday	07:30 - 17:00
Tuesday	07:30 - 17:00
Wednesday	07:30 - 17:00
Thursday	07:30 - 19:00
Friday	07:30 - 13:00
Saturday	10:00 - 13:00

2.4 Department of Alien Affairs (*Ausländerbehörde*) of the *Märkischen Kreises*

- ➔ Issuance, extension and amendment of the residence permit for specific purposes (*Aufenthaltsgestattung*) and permission to remain due to exceptional circumstances (*Duldung*)
- ➔ Application to relocate to family members within Germany (*Antrag auf Umverteilung*)
- ➔ Implementation of the legal consequences resulting from the asylum application process (such as the granting of a residence permit (*Aufenthaltserlaubnis*) or repatriation)

Passport photos may be required.

Address:

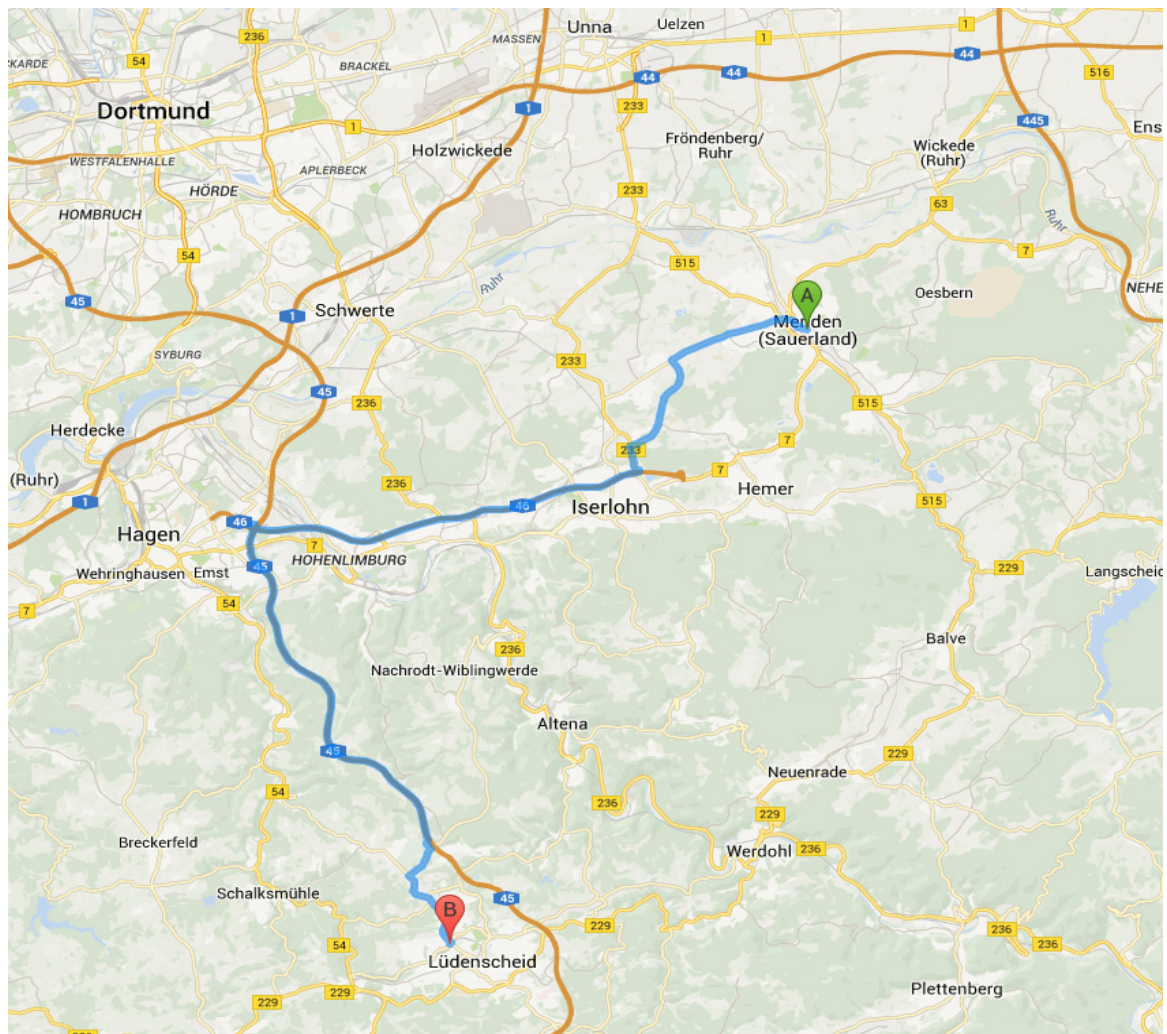
Kreishaus Lüdenscheid
Heedfelder Straße 45
58509 Lüdenscheid

Opening hours:

Monday	08.30 - 12.00
Tuesday	closed
Wednesday	08.30 - 12.00
Thursday	08.30 - 12.00 + 13.30 - 15.30
Friday	08.30 - 12.00

Contact:

Central telephone number:
02351 / 966-60
Central fax number:
02351 / 6866
Central Email address:
info@maerkischer-kreis.de



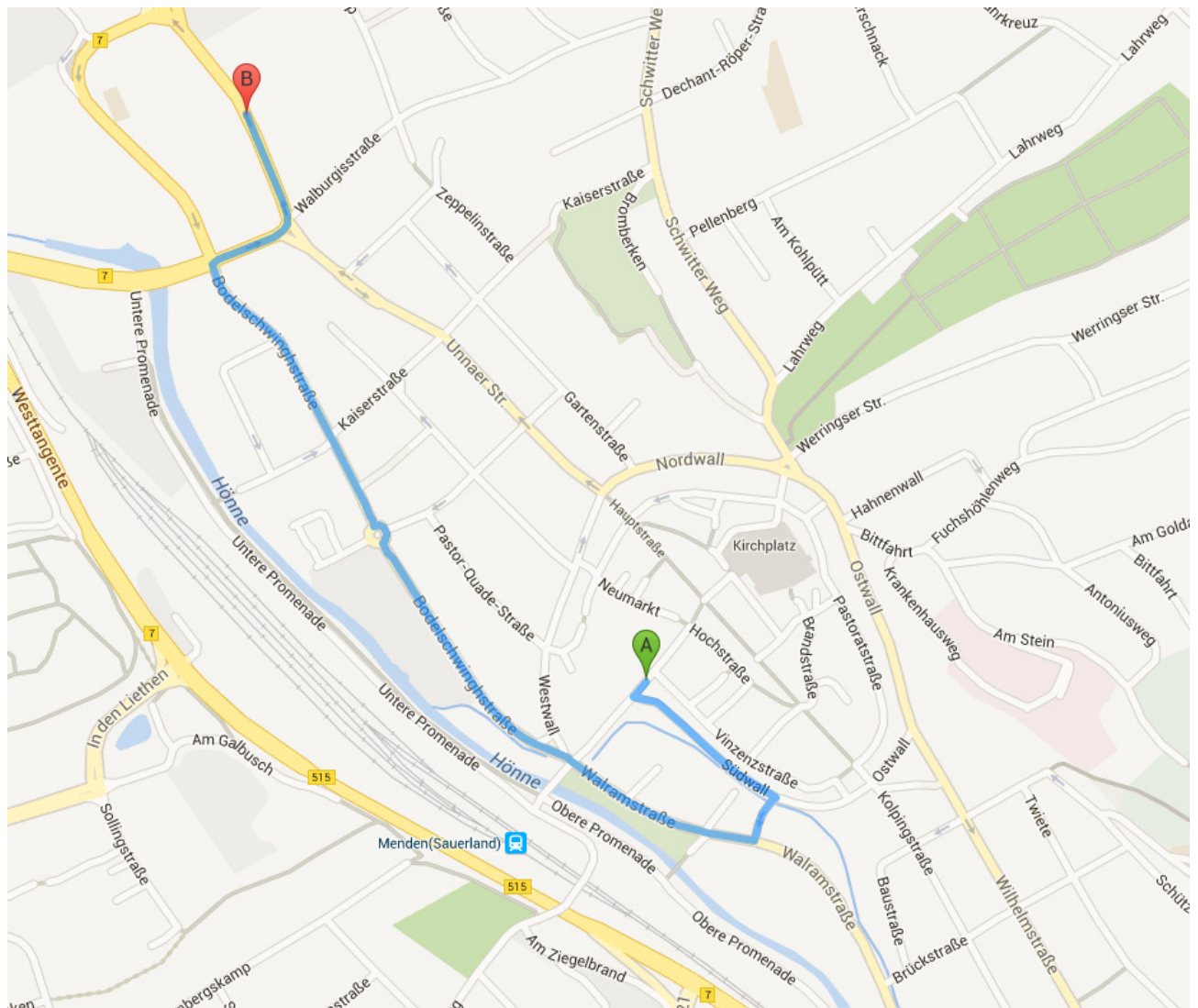
Office hours of the Department of Alien Affairs (*Ausländerbehörde*) in Menden:

Hönne Berufskolleg

Werler Str. 4

58706 Menden

Every Tuesday from 08:30 until 12:00



A= City Hall (*Rathaus*) Menden

B= Hönn Berufskolleg/ Office hours for the Department of Alien Affairs (*Ausländerbehörde*)

2.5 Branches of the Federal Ministry of Migration and Refugees (*Bundesministeriums für Migration und Flüchtlinge*)

- ➔ Implementation of the asylum application process
 - Hearings of the asylum application process
 - Decisions on the application for asylum

e.g.

Düsseldorf

Erkrather Straße 349
40231 Düsseldorf
Telephone: 0211 9863-0
Fax: 0211 9863-199

Hearing Centre:
Graf-Recke-Str. 82
40239 Düsseldorf, Nordrhein-Westfalen
Telephone: 0211 9863-0
Fax: 0211 9863-199

Bad Berleburg

Hermann-Böttger-Weg 7
57319 Bad Berleburg, Nordrhein-Westfalen
Telephone: 0911 943-26008
Fax: 02751 4119918

Dortmund

Märkische Straße 109
44141 Dortmund, Nordrhein-Westfalen
Telephone: 0231 9058-755
Fax: 0231 91255890

Unna

Lippestraße 37
59427 Unna, Nordrhein-Westfalen

Burbach

Building: 30
Zur Eisenkaute 7
57299 Burbach, Nordrhein-Westfalen
Telephone: 0911 943-26102
Fax: 02736 2947868

Bochum

Alleestr. 165
44793 Bochum, Nordrhein-Westfalen
Telephone: 0911 943-47676
Fax: 0231 9058-199

Köln

Poller Kirchweg 101
51105 Köln, Nordrhein-Westfalen
Telephone: 0221 92426-0
Fax: 0221 92426-199

2.6 Emergencies

Police

Kolpingstraße 30, 58706 Menden

Telephone: 110 or 02373-90990

Emergency doctor, Fire Department und Ambulance

Telephone: 112

Support hotline: violence against women

Counselling in a number of languages, Telephone: 0800116016

Support hotline: Pregnant with many questions

Counselling in a number of languages, Telephone: 08004040020

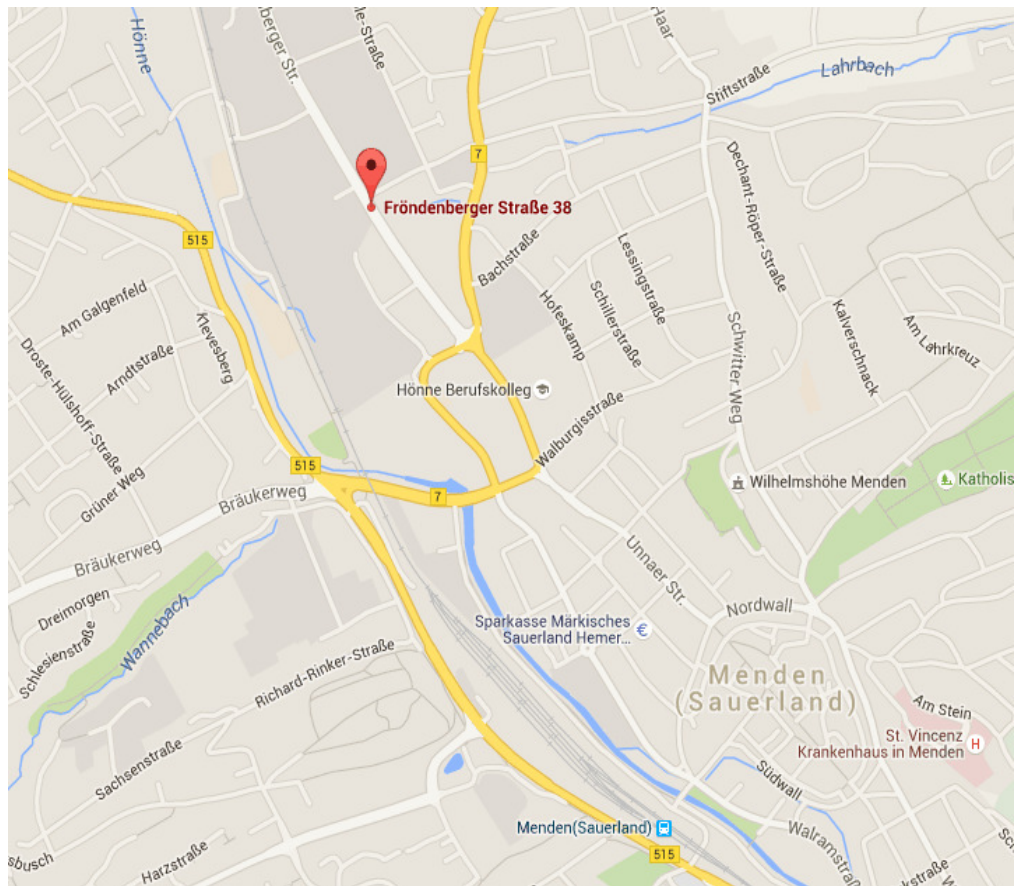
3. Other

3.1 Low-priced shopping

Social market

Address:

Fröndenberger
Straße 38
58706 Menden



with the following services:

1. De-Cent-Laden

- ➔ Low-priced groceries
- ➔ For holders of a buyer's card of the Catholic Organisation for Community Services (*Kath. Verein für soziale Dienste Menden e.V. (SKM)*) only
The buyer's card is issued by the SKM at Pastoratstraße 20

Opening hours:

Monday, Wednesday, Friday 14.00 – 17.00

Lendringsen: Meier-Frankenfeld-Str. 8, 58710 Menden

Every 2nd and 4th Tuesday of the month 14.00-16.00

2. Clothing store

- ➔ Second-hand clothing
 - Additionally reduced prices for holders of the buyer's card of the SKM

Opening hours:

Monday 15.00 – 17.00

Wednesday 9.00 – 12.00

Thursday 15.00 - 17.00

Friday 15.00 – 17.00

Saturday 10.00 – 12.30

3. Furniture store

Opening hours:

Monday 15.00 – 17.00

Wednesday 9.00 – 12.00

Thursday 15.00 - 17.00

Friday 15.00 – 17.00

4. Help centre for universal social counselling

Social counselling is available to all, regardless of personal problems, descent, gender, or world view.

Opening hours:

Monday / Tuesday / Friday 10:00 until 12:00

Monday / Wednesday / Thursday 15:00 until 17:00

Children's store "Ringelsocke"

- ➔ Second-hand baby and children's clothing, sleeping bags, prams, changing mats, baby beds, bed linen, play pens, car and bicycle seats, back packs, toys, children's books...
- ➔ Additionally reduced prices for holders of the buyer's card of the SKM

Address:

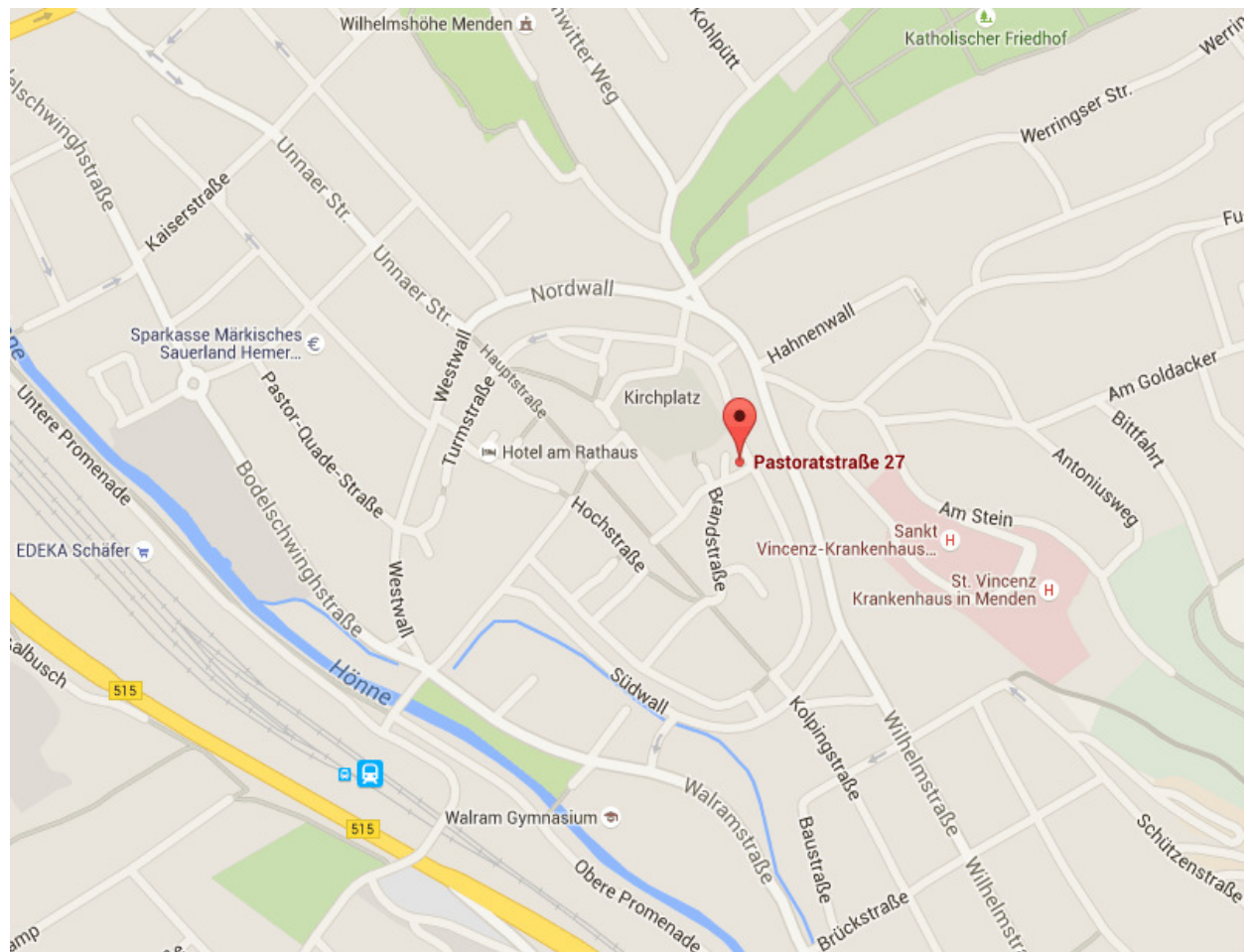
Pastoratstr. 27

58706 Menden

Opening hours:

Tuesday – Friday 9.30 – 12.30

Tuesday and Friday 15.00 – 17.00



3.2 Illness/ medical assistance

Important: for all doctor's appointments and in hospitals you are likely to require a translator!

1. Illness

If you are ill you can visit a general practitioner, family practitioner, gynaecologist *etc.* Present your residence permit for specific purposes (*Aufenthaltsgestattung*)/ registration as an asylum seeker (*Meldung als Asylsuchender*)/ permission to remain due to exceptional circumstances (*Duldung*).

In case of inquiries, the doctor's practice may telephone the Department of Social Services (*Sozialamt*).

If possible, bring an interpreter.

Menden City covers costs associated with necessary treatment regarding *acute illness and pain*.

2. Prescriptions (hospital treatment, therapies, prostheses *etc.*)

If the doctor considers, for example, hospital treatment, therapy, a prosthesis *etc.* essential, he/she will issue a „prescription of aids“ (*Verordnung von Hilfsmitteln*), „prescription for hospital treatment“ (*Verordnung einer Krankenhausbehandlung*) or a „treatment and cost plan“ (*Heil- und Kostenplan*). Submit these documents to the Department of Social Services (*Sozialamt*). The Department of Social Services (*Sozialamt*) will send the documents to the responsible public medical officer for verification of necessity. You will be notified in writing of the decision of the public medical officer (denial or approval).

Example Verordnung

Freigabe 12.03.2006

Verordnung von Krankenhausbehandlung 2
(Nur bei medizinischer Notwendigkeit zulässig)

Krankenkasse bzw. Kostenträger

Name, Vorname des Versicherten geb. am

Kassen-Nr. Versicherten-Nr. Status

Betriebsstätten-Nr. Arzt-Nr. Datum

Diagnose

Verbindliches Muster

Bitte dem Patienten gesondert mitgeben!

Untersuchungsergebnisse

Bisherige Maßnahmen (z. B. Medikation)

Fragestellung/Hinweise (z. B. Allergie)

Mitgegebene Befunde

Ausfertigung für den Krankenhausarzt! Vertraulich!

Muster 2b (7/2008)

Example Heil- und Kostenplan

Heil- und Kostenplan

Hinweis an den Versicherten: Bonusheft bitte zur Zuschussfestsetzung beifügen.

I. Befund des gesamten Gebisses/Behandlungsplan

TP = Therapieplanung R = Regelversorgung B = Befund

II. Befunde für Festzuschüsse

Befund-Nr. 1 Zahn/Gebiet 2 Arzt

III. Kostenrolle

1 Fortsetzung 2 Fortsetzung

IV. Rechnungsbeträge (siehe Anlage)

1 ZA-Honorar (BEMA siehe II) 2 ZA-Honorar zuzügl. Leist. BEMA 3 ZA-Honorar GOZ 4 Mat- und Lab.-Kosten Gewerks 5 Mat- und Lab.-Kosten Praxis 6 Versandkosten Praxis 7 Gesamtsumme 8 Festzuschuss Kasse 9 Versichertenanteil

Ärztlich befürwortet ja nein teilweise Eingliederungsdatum

Herstellungsort bzw. Herstellungsland des Zahnmaterials

Die Zahnheft wurde in der vorgesehenen Weise eingeleistet.

Example Prescription

Krankenkasse bzw. Kostenträger

Name, Vorname des Versicherten geb. am

Kassen-Nr. Versicherten-Nr. Status

Betriebsstätten-Nr. Arzt-Nr. Datum

Rp. (Bitte Leerräume durchschreiben)

Vertragsarztstempel

Abgabedatum in der Apotheke

Unterschrift des Arztes Muster 16 (1.2013)

Bei Arbeitsunfall auszufüllen! Unfalltag Unfallbetrieb oder Arbeitsbezeichnung

Exceptions:

A „prescription for hospital treatment“ (*Verordnung einer Krankenhausbehandlung*) will be issued by your doctor if he/she considers hospital treatment to be necessary (see above). If, however, the doctor checks „emergency“ (*Notfall*), you may go directly to hospital with the prescription.

Only in emergencies are you able to go directly to hospital without a „prescription for hospital treatment“ (*Verordnung einer Krankenhausbehandlung*) and without approval from the Department of Social Services (*Sozialamt*); if possible, take a taxi. If this is not possible, you can reach emergency services by telephone: 112.

3. Medication

If you are prescribed prescription medication, it will be provided at no charge. Costs for prescription-free medication are your responsibility.

4. Hospitals in Menden and surrounds

St.-Vincenz-Krankenhaus Menden



Address:

Am Stein 24
58706 Menden
Telephone: 02373 168-0

Ev. Krankenhaus Bethanien Iserlohn



Address:

Hugo-Fuchs-Allee 3
58644 Iserlohn
Telephone: 02371 212-0

St. Elisabeth Hospital Iserlohn



Address:

Hochstr. 63
58638 Iserlohn
Telephone: 02371 78-0

Hans-Prinzhorn-Klinik Hemer (Psychiatrie)



Address:

Frönsberger Str. 71
58675 Hemer
Telephone: 02372 861-0

Lungenklinik Hemer



Address:

Theo-Funccius-Str. 1
58675 Hemer
Telephone: 02372 908-0

Paracelsus-Klinik Hemer



Address:

Breddestraße 22
58675 Hemer
Telephone: 02372 903-0

3.3 School and Kindergarten

To enrol your child/ children you may contact an Integration Officer of Menden City (see above) or enrol your children directly.

Enrolment Kindergarten

Address:

Frau Hennecke
Rathaus
Neumarkt 5
58706 Menden
Room: B236
Telephone: 02373 903-1492
Fax: 02373 903-101492
Email: m.hennecke@menden.de

Enrolment School

Address:

Frau Werny
Rathaus
Neumarkt 5
58706 Menden
Room: B 231
Telephone: 02373 903-1477
Fax: 02373 903-1386
Email: d.werny@menden.de

Student bus tickets

Address:

Frau Schneider
Rathaus
Neumarkt 5
58706 Menden
Room: B 234
Telephone: 02373 903-1472
Fax: 02373 903-101472
Email: l.schneider@menden.de

Additionally:

Application for monetary assistance for education and participation through the Department of Social Services (*Sozialamt*):

1. Students receive 70,00 € assistance if they begin at the start of the school year (August), or 30,00 € if they begin in the middle of the school year (February), for the purchase of school materials (school bag, pens, notebooks, *etc.*).

→ A certificate of enrolment (*Schulbescheinigung*), obtainable from the school secretariat, must be submitted to the Department of Social Services (*Sozialamt*) for this purpose

2. The cost of lunch provided in school or kindergarten can be covered in part. The legal guardian must pay 1€ per meal, the remainder can be covered.

→ An application, along with a certificate obtainable either from the school secretariat or kindergarten, must be submitted to the Department of Social Services (*Sozialamt*).

3. Costs associated with school excursions (covering one or more days) can also be covered, along with other school activities that incur costs.

→ An application, along with a certificate obtainable from the school secretariat, must be submitted to the Department of Social Services (*Sozialamt*).

4. Assistance with costs of tutoring is also available.

→ An application must be submitted to the Department of Social Services (*Sozialamt*).

5. Likewise, costs resulting from participation in club activities for children can also be partly covered (e.g. membership fees for sport and/or music clubs).

→ An application, along with proof of membership, must be submitted to the Department of Social Services (*Sozialamt*).

3.4 Language courses for adults

Information regarding language courses can be obtained from, for example, the *Volkshochschule Menden* (VHS).

Volkshochschule Menden-Hemer-Balve

Untere Promenade 28, Room 16

58706 Menden

Monday 13:00-15:00 + Tuesday 09:00-12:00

3.5 Drinking water

Tap water in Menden does not pose a risk to health and can be used for drinking water.

3.6 Smoking

Smoking is not permitted in public buildings and housing (City Hall (*Rathaus*), shared accommodation *etc.*).

3.7 Transport costs

Transport costs are generally your responsibility.

Transport costs associated with attendance of a German-language or integration course run by an approved provider (e.g. VHS) can, under some circumstances and with the provision of a certificate of attendance (*Teilnahmebescheinigung*), be partly covered by the Department of Social Services (*Sozialamt*). Likewise, transport costs incurred in carrying out requirements of the asylum application process (*Asylverfahren*), e.g. hearings, can be covered by the Department of Social Services (*Sozialamt*) under some circumstances.

You should discuss this with the department in advance.

3.8 Bus services in Menden

Be advised: no travel without a ticket!

Summary of fares:



Fahrpreistafel

		Kurzstrecke		Iserlohn		Kreis		im MK:	
		Iserl.	Kreis	Lüd.	Unna	1 Zone	City-Tarif	Unna	1 TG / 2 Zonen
		K MK	K UN	OM	C	K2S	K3S	AUN	1M
TagesTickets	9 Uhr TagesTicket 1 Person			3,30 €			4,70 €	3,90 €	4,50 €
	9 Uhr TagesTicket 5 Personen			6,40 €			9,90 €	8,00 €	8,50 €
	TagesTicket 1 Person			5,10 €			6,30 €	6,70 €	8,20 €
	TagesTicket 5 Personen			7,70 €			12,50 €	10,60 €	11,80 €
EinzelTickets	EinzelTicket	1,10 €	1,40 €	2,00 €		1,75 €	2,50 €	2,70 €	3,20 €
	KinderTicket	0,75 €	0,95 €	1,20 €		1,05 €	1,50 €	1,40 €	1,80 €
	AnschlussTicket	0,75 €	0,95 €	1,30 €		1,40 €	2,00 €	1,40 €	1,90 €
	4erTicket			7,20 €		6,20 €	8,90 €	9,70 €	11,40 €
	4er KinderTicket			4,80 €		4,20 €	6,00 €	5,60 €	7,20 €
	4er AnschlussTicket			5,20 €		5,60 €	8,00 €	5,60 €	7,60 €
	GruppenTicket			1,20 €				1,40 €	1,80 €
Gruppen ab 11 Pers. je Fahrt und Person*						1,05 €	1,50 €		
ZeitTickets	7 TageTicket			17,20 €	19,60 €	17,60 €	26,50 €	20,50 €	25,90 €
	9 Uhr MonatsTicket					35,90 €	53,50 €	51,80 €	49,40 €
Zusatznutzen Mo. bis Fr. ab 19:00 Uhr Sa + So. + Feiertag ganztägig 2 Erw. u. 3 Kinder im Geltungsbereich	9 Uhr MonatsTicket Abo					29,00 €	43,30 €	41,44 €	39,52 €
	MonatsTicket			50,50 €	55,30 €	51,30 €	76,40 €	58,20 €	73,90 €
	MonatsTicket Abo			40,40 €	44,24 €	43,30 €	61,80 €	46,56 €	59,12 €
	30TageTicket 9 Uhr					35,00 €	52,20 €		
	30TageTicket					50,00 €	74,50 €		
	JobTicket				38,43 €			38,43 €	51,63 €
	JobTicket Westfalen								
	JobTicket Westfalen plus								
	60plusTicket MK								
	60plus Abo								
	60plusAbo Westfalen								
	Schüler/Azubi			38,50 €	43,10 €			45,30 €	57,60 €
	Schüler Abo Plus			33,70 €	39,20 €			39,20 €	52,00 €
	SchulwegMonatsTicket (Schulträger)			35,30 €	40,20 €	40,00 €	59,50 €	40,20 €	53,60 €
	AzubiTicket					38,80 €	57,70 €		
	SchulwegMonatsTicket (Freiverkauf)					40,00 €	59,50 €		
	FunTicket							13,80 €	13,80 €
	Fun Abo							11,00 €	11,00 €
	FunJahresTicket								
	FunTicket Westfalen								
	FunAbo Westfalen								
	Fahrrad			1,70 €		3,30 €	3,30 €	1,70 €	1,70 €
1. Klasse Aufpreis	FahrradTagesTicket								
	FahrradMonatsTicket								
	FahrradAbo								
	1. Klasse EinzelAufpreis			1,60 €	1,60 €	1,60 €	1,60 €	1,60 €	1,60 €
	1. Klasse 7 TageTicket Aufpreis			9,70 €	9,70 €	9,70 €	9,70 €	9,70 €	9,70 €
	1. Klasse MonatsAufpreis			24,70 €	24,70 €	24,70 €	24,70 €	24,70 €	24,70 €
	1. Klasse AboAufpreis			21,00 €	21,00 €	21,00 €	21,00 €	21,00 €	21,00 €
	1. Klasse JobTicket Aufpreis			21,00 €	21,00 €	21,00 €	21,00 €	21,00 €	21,00 €
	Spezielles								
Stand: 01.08.2017	UrlauberTicket Sauer- und Siegerland			für 3 Tage: 20,00 €				für 10 Tage: 40,00 €	
	Zeitliche Gültigkeit EinzelTickets			40 Min		60 Min	90 Min.		
* unter 15 Jahren je 2 Personen									
Hintergrundfarben der Tickets		im Bus und im Vorverkauf			im Vorverkauf				

In order to travel within Menden on a valid ticket, you will generally require a ticket from the column marked with an arrow.

Validating your bus ticket:

- BarTickets (see table)

Some tickets will need to be validated at the beginning of the journey (in particular single tickets or 4-person tickets (*Einzeltickets* or *4er-Tickets*)). These tickets are specially marked and have a validation field on the narrow side.

Ticket validation machines can be found in the bus near the front door. Insert your ticket with the validation field facing up, until the stop position in the machine is reached.

- ZeitTickets (see table)

ZeitTickets (tickets covering a certain period of time) are connected to a particular identity card (*Ausweis*). It is important to fill out your name and address, and sign the ticket.

Travelling without a valid bus ticket:

Should you be caught travelling on the bus without a valid bus ticket, a fine (called „*erhöhte Beförderungsentgelt*“) of 60,00 € applies. The fine can be paid using the bank account details attached to the request for payment.

Payment of the fine is also possible at the following locations:

Service Centre	Service Centre	Head Office
Konrad-Adenauer-Ring 15 58636 Iserlohn (Centre) Tel. 02371 6909-69	Knapper Str. 19 58507 Lüdenscheid Tel. 02351 1801-0	Wehberger Str. 80 58507 Lüdenscheid Tel. 02351 1801-0
Opening hours: Monday - Friday 09.00 until 17.30 Saturday 09.00 until 14.30	Opening hours: Monday - Friday 09.00 until 17.30 Saturday 09.00 until 14.30	Opening hours: Monday - Friday 08.00 until 16.00

3.9 GEZ-fees

Asylum seekers are exempt from the GEZ-fees (contributions to the broadcasters ARD, ZDF, etc.). The Department of Social Services (*Sozialamt*) will confirm the receipt of benefits under the AsylbLG in writing. This confirmation must then be submitted to the citizen's centre (*Bürgerbüro*).

3.10 Contracts (e.g. Mobile or Internet purchases)

Written and verbal contracts are generally binding in Germany.

Take note of – before you sign a contract!- the conditions of the contract, such as period of validity or price rises. Ensure that you have understood the contents of the contract in its entirety.

Many people enter contracts, e.g. mobile contracts, that they are not able to afford.

In such situations, the creditor can obtain a court order for a bank account to be blocked or an attachment order.

Some have mobile phones but are unable to afford food due to the high mobile phone fees.

As such, it is necessary to exercise great care when entering contracts!

3.11 Waste separation



The following waste belongs in the grey/ black bins:

- Food waste
- Cigarette butts (cold)
- Sanitary products, e.g. nappies
- Old personal effects, pots and pans, hair brushes, *etc.*
- Old clothing, shoes, rags (favour charitable donation!)
- Heavily soiled waste
- Ceramic / porcelain / stoneware



The following waste belongs in the yellow bins:

- **Plastic** packaging, such as: dishwashing liquid, washing liquid and cosmetic care bottles; yoghurt, margarine and quark containers; carry bags; plastic wrap; foam packaging (e.g. Styrofoam); single-use cutlery
- **Composite** packaging, such as: juice and milk cartons; vacuum packaging; lined cartons from frozen foods
- **Metal** packaging, such as: aluminium foil and containers; tin cans and beverage cans; screw-tops und crown seals



The following waste belongs in the containers:

- Paper and cardboard
- Glass

3.11 Public holidays in the state of North Rhine-Westphalia

Public holidays 2017/2018:

German Unity Day:	03.10.2017
Reformation Day:	31.10.2017
All Saint's Day:	01.11.2017
Christmas Day:	25.12.2017
Boxing Day:	26.12.2017
New Year's Day:	01.01.2018
Good Friday:	30.03.2018
Easter Monday:	02.04.2018
Labour Day:	01.05.2018
Ascension Day:	10.05.2018
Whit Monday:	21.05.2018
Corpus Christi:	31.05.2018
German Unity Day:	03.10.2018
Reformation Day:	31.10.2018
All Saint's Day:	01.11.2018
Christmas Day:	25.12.2018
Boxing Day:	26.12.2018

Important:

Doctor's surgeries, public offices (City Hall (*Rathaus*), Department of Alien Affairs (*Ausländerbehörde*), Federal Ministry of Migration und Refugees (*Bundesministeriums für Migration und Flüchtlinge*) etc.), as well as most shops, are closed on public holidays.