

## **IMMIGRATION OFFICE: access and opening times**

As from Tuesday 3<sup>rd</sup> November 2020 and until further notice, due to the ongoing public health crisis and in accordance with Prime Ministerial Decree of 24<sup>th</sup> October 2020 which sets out “urgent measures to deal with the COVID-19 pandemic”, access to the Immigration Office is restricted in order to prevent large groups of people gathering outside the premises.

Applicants and holders of residence permits **for international protection**, both in printed and electronic form, must **pre-book an appointment** by e-mailing: [immig.quest.go@pecps.poliziadistato.it](mailto:immig.quest.go@pecps.poliziadistato.it) stating their name and surname, date of birth and nationality and attaching a copy of their residence permit, if any.

Appointments will be scheduled as follows:

Tuesdays and Thursdays from 9.00 to 12.30: issue and renewal of residence permits;

Fridays from 10.00 to 12.00: collection of residence permits only.

Similarly, **all other types of residence permits** (study, work, etc.) will be processed by appointment only, in line with the procedure already in place.

All visitors are required to wear appropriate **personal protective equipment as defined by current legislation (face masks)**. For safety reasons, **access to the desk is permitted only to the holders of any residence permits available for collection**.

Everyone attending must **follow instructions from staff members** and obey all the **information signs displayed**. While waiting for your turn outside the premises, **keep a safe distance of at least one metre from other people**.

Declarations of hospitality under Article 7 of Legislative Decree No. 286/1998 must always be e-mailed to the following address: [immig.quest.go@pecps.poliziadistato.it](mailto:immig.quest.go@pecps.poliziadistato.it).

Equally, cases of documented urgency and necessity must be submitted to [immig.quest.go@pecps.poliziadistato.it](mailto:immig.quest.go@pecps.poliziadistato.it).

For further information please contact the Immigration Office on the following numbers: 0481-589886 or 0481-589814.