

DISTRIBUTION OF MASKS FOR CROSS-BORDER WORKERS – FAQ – frequently asked questions

- Where can I go to collect my disposable masks?

The Army has set up 12 distribution sites across the country, which will be operational from May 11 until May 24, 2020. All cross-border workers working in the Grand Duchy can collect their disposable masks at one of the distribution sites below, which are open every day:

Drive-in

- Bettembourg, Parking Park Merveilleux, Route de Mondorf, L-3260 Bettembourg 🚗
- Diekirch, Zone industrielle ZANO près du Garage Renault, Fridhaff 🚗
- Echternach, Parking eLake Festival, CR 378, L-6412 Echternach 🚗
- Esch-Belval, Parking Square Mile, Boulevard du Jazz, L-4370 Esch/Alzette 🚗
- Frisange, Park & Ride, Chaussée Robert Schumann, L-5754 Frisange 🚗
- Luxembourg, Park & Ride Lux-Sud Howald, rue In Bouler, L-1350 Luxembourg 🚗
- Luxembourg, Aéroport Parking E, rue de Trèves, L-2632 Findel 🚗
- Merttert, Park & Ride Wasserbillig/Mesenich, L-6617 Merttert 🚗
- Steinfort, Park & Ride, rue Collart, L-8414 Steinfort 🚗
- Troisvierges, Gare, rue Staedtgen, L-9906 Troisvierges !🚗

By foot

- Luxembourg, Rondes, Place des Rondes, L-2448 Luxembourg !🚶
- Luxembourg, Funiculaire Kirchberg, Avenue J.F. Kennedy, L-1115 Luxembourg !🚶
- Troisvierges, Gare, rue Staedtgen, L-9906 Troisvierges !🚶 🚗

List of distribution sites on Google maps: <https://gd.lu/sitesmasques>

- When will I be able to collect my disposable masks?

The distribution sites are open from May 11, 2020, for a period of 2 weeks, cross-border workers are asked to collect their masks within 2 weeks after receipt of the letter/voucher.

- Until when can I collect my disposable masks?

The distribution sites are closing on May 24, 2020 at 5 p.m., masks can be collected from May 11, 2020 at 7 a.m. You are requested to collect your masks within 2 weeks after receiving your letter/voucher. In the event that the masks are not retrievable during this period, the Findel and Esch-Belval distribution sites will remain open for a third week.

- What are the opening hours?

The opening hours of all distribution sites are the same:

Monday – Friday: 7 a.m. – 7 p.m.

Saturday – Sunday: 9 a.m. – 5 p.m.

During public holidays (May 21st, 2020) only the Findel and Esch-Belval distribution sites will remain open from 9 a.m. to 5 p.m.

- **How many disposable masks is each person entitled to?**
Each person with a residence in Germany, Belgium or France working in the Grand Duchy is entitled to 50 disposable masks, which they can pick up at one of the distribution sites within two weeks of receipt of the letter/voucher.
- **Can I collect disposable masks for several people (families/colleagues)?**
Masks can be retrieved for other people, as long as the vouchers being presented are valid.
- **Are there a limited number of disposable masks that each person can collect?**
There is no limit to the number of masks that can be collected per person, as long as they can present a valid voucher.
- **What do I need as papers/documents to be able to collect my disposable masks?**
In order to minimize waiting times please keep your voucher with the QR code and your ID ready.
- **I have not received a letter/voucher. What should I do?**
In order to avoid too large of an influx on the same date, letters will be sent sequentially over a couple of days. If you have not received a letter/voucher until May 24 2020, please come to one of the two distribution sites (Findel or Esch-Belval) with an identity document, an agent will assist you.
- **How can I access the distribution sites?**
The majority of the sites operate in the principle of a drive-in, the site "Rotondes" and "Funicular Pfaffenthal-Kirchberg" are only accessible on foot. The list of distribution sites with their addresses can be found on this link: <https://gd.lu/sitesmasques>