

## Give the reception centre your contact details and inform its representatives if you are going to be away

You receive reception services at the reception centre with which you are registered as a customer.

At certain intervals, the reception centre checks that you are still in Finland and that you need reception services. If the reception centre cannot reach you, you may no longer receive reception services.

**This is why it is important that the reception centre has your current contact details (address, telephone number, email address) and can contact you if necessary.**



## Being away from the centre

You have the right to move freely around Finland and leave the reception centre area. You can travel without a visa in the Schengen area for up to 90 days during any 180-day period.

If you live at a reception centre but plan to stay away from it for more than 7 days, you need to agree on this with the centre in advance. You cannot stay away from the centre for more than 14 days unless you have a special reason for being away longer. This is the time for which the reception centre will keep your place in the accommodation reserved for you.

If you stay abroad for more than 7 days during a one-month period, you only have the right to receive the reception allowance for the days that you have actually spent in Finland. If you stay abroad for the entire month, you are not entitled to receive the reception allowance for that month.



## Let the reception centre know if you leave Finland permanently

Let the reception centre know in advance if you are going to leave Finland permanently. You must do this even if you are not living at the centre. If you leave Finland permanently, you must also cancel your application for temporary protection or your residence permit granted on the basis of temporary protection.

## Private accommodation

If you wish, you can find yourself a place to live outside the centre. This is called private accommodation.

- The accommodation must be a place intended for living in, and it must have an address where you can receive your mail.
- You must actually live at the address you give.

- Submit a notification to the centre that you are moving to your new address. You can get the form at a post office or in the information system of Posti.
- Inform the reception centre in writing of the address of the accommodation you have arranged yourself. This is important in order to preserve your right to other reception services.

## Ending your customer relationship

Your customer relationship with the reception centre may be ended if:

- it is suspected or known that you have left Finland permanently,
- you have not been seen in person at the reception centre for two months,
- the reception centre cannot reach you at the phone number you have given,
- you have been away from the centre and you do not return to the centre at the agreed time,
- you have not given the centre the address of your private accommodation, or you are not living at the address you have given.

The reception centre will try to reach you and look into the situation before ending your customer relationship. This is why it is particularly important that you keep your contact details up to date and that you answer if the reception centre calls you or sends you a message.

If the reception centre reaches you, it may ask you to visit the centre in person or to give the address of your private accommodation. You have to do this to hold on to your accommodation place at the reception centre and to keep receiving reception services there.

If the reception centre cannot reach you, your customer relationship will be ended, and you will no longer receive reception services.



## Returning to reception services

You will keep your right to reception services if you have not cancelled your permit granted on the basis of temporary protection. If you come back to the reception centre after your customer relationship has ended, the centre will determine whether you have a right to receive services.

If you have a right to reception services and need accommodation, you will be directed to a centre which has space. The centre at the location where you would like to live may not have any available spaces.

You can also submit the address of your private accommodation to the reception centre, but you may be asked to visit the centre in person to register.

## Refusing to receive reception services

You do not have to be a customer of the reception centre if you prefer not to. This means that you will not receive services from the centre and, for example, you will have to pay for your own health services. You will also not receive a reception allowance. You must take care of any residence permit matters yourself with the Finnish Immigration Service and make sure that you have provided your up-to-date contact information directly to the Finnish Immigration Service.



**You can always ask your reception centre for more information and instructions.**