

Tartu Welcome Centre

Janika Hango

YEAR 2023 IN NUMBERS

TARTU WELCOME CENTRE

we offered services to people from
countries **82**

TOP 5 COUNTRIES OUR
VISITORS WERE FROM:

- 1 Ukraine
- 2 Germany
- 3 Finland
- 4 Italy
- 5 India



2406 counselling sessions, from which

603 were regarding the refugee situation
in Ukraine

548 new Estonian ID-codes

535 residency registrations

611 personalised bus cards



TARTU



Start here!



Estonian ID-code



Bus card personalization



Discount groups:

- child (7-19 years old)
- youth (20-26 years old)
- (discount for resident)

Based on your ID-code!

ARRIVAL ABC



Opening
a bank account
Free of charge
at LHV bank



ID-CODE

- Apply for an ID-code at Tartu Welcome Centre
- You can only apply for an ID-code at our center **before** applying for any kind of residence permit (TRP, Temporary Protection)



BUS CARD

- Personalize your bus card at Tartu Welcome Centre
- Only registered cards can receive discounts.
- Registered card ensures that credit is preserved in case of losing your card.
- Tartu city bus and bike share prices are related to the rider's **age** and **residency**.
- Registered cards are valid only with valid identification.



SMART BIKE SHARE

- 750+ bikes across 100 stations; 2/3 with electric-assist motors
- Register your account;
- Connect your account to your bus card and your credit card;
- Enjoy your free 60-minute ride while your membership is active.
- Redocking a bike will reset the 60-minute ride time.
- Tartu Infoline 1789

EMERGENCY PHONE | 112

- Silent time from 22 to 6 and before weekends or holidays from 00 to 7
- Estonian laws against driving under the influence of alcohol are strict and follow a zero-tolerance policy
- Wear **reflectors** during the dark period!

FAMILY DOCTOR'S ADVICE | 220

- 24/7 RUS + ENG 15–17
- if you would like to know whether to go to the emergency department, visit your family doctor or if you can solve the health issues at home
- if you can't reach your family doctor
- if you are abroad call +372 634 6630
- The caller's person doesn't have to be identified, and you do not need to have Insurance.

PHARMACIES

- In each Shopping Centre
- 24/7 at Town Hall
- You will get prescribed medication prescription from a doctor
- Possibilities of COVID-19, flu and tick-borne encephalitis vaccination
- Blood pressure and blood sugar measurement

Good to know:

- State Helpline **1247**
- Tartu Infoline **1789**



Drink
tap water



Sort your garbage!
Garbage Game

GREEN TARTU



Use
Smart Bike Share
and public transport



Old battery collection
boxes in stores



Take old or leftover
medicines to
pharmacies



Return your bottles
(and get your
money back)



Locate the nearest
waste plant

Tartu Welcome Centre

Ülikooli 17, Tartu

Monday – Friday 9 to 16

Thursdays 9 to 18



Information: www.tartuwelcomecentre.ee

Questions: info@tartuwelcomecentre.ee

Events and news:

www.facebook.com/tartuwelcomecentre