

**Consumer Protection - InfoCons Guide for
Participants at the 2024 European Football
Championship (UEFA Euro 2024)**



The UEFA European Football Championship 2024 (also known as UEFA Euro 2024 or Euro 2024) is the 17th edition of the European Football Championship, organized by the [Union of European Football Associations \(UEFA\)](#). Euro 2024 begins on June 14, 2024, and ends on July 14, 2024.

The host country for this year's edition is Germany, and the matches will take place in 10 cities across the host country: Berlin, Cologne, Dortmund, Düsseldorf, Frankfurt, Gelsenkirchen, Hamburg, Leipzig, Munich, Stuttgart.

To assist participants of the UEFA European Football Championship 2024, **InfoCons – European Organization for Consumer Protection and Promotion of Programs and Strategies from Romania**, provides information regarding travel and event access rules, local emergency numbers (in case consumers encounter any problems), stadium locations, and many other useful details available in the [European InfoCons App](#).

What should you know before travelling to Germany ?

For citizens coming from within the EU / Schengen Area:

- You can travel to Germany using your national identity card or passport;
- It is recommended to carry an identification document with you at all times, as it may be required for check-in at accommodation or if you need assistance with your match ticket at the stadium.

For citizens coming from non-EU or non-Schengen areas:

- You need a passport and must go through border control. Your passport must meet Schengen entry requirements:
 - Valid for at least 3 months after the date you intend to leave the EU;
 - Issued within the last 10 years.
- Some supporters might also need a visa to enter Germany;
- To check the complete list and apply for a visa, visit the website of the [Federal Foreign Office of Germany](#).

What do you need to know before attending a UEFA Euro 2024 match ?

- Entry to the stadium will be done individually, including for children of any age, based on a valid ticket or accreditation issued by the organizer;
- Ticket holders under the age of 16 can only enter the stadium accompanied by an adult, who must also have a valid ticket;
- Ensure you have a valid identification document with you;
- Driving and parking vehicles at the stadium are only permitted with special authorization from the Stadium Authority;
- Entry to the stadium begins 3 hours before the match.

Before attending the matches of the European Football Championship, check the [UEFA](#) website for stadium access rules!

Useful emergency numbers in Germany with the [European InfoCons App](#)

- Emergencies Germany: 112
- Ambulance Germany: 112, 141
- Consumer protection Germany: 258000
- Firefighters Germany: 112, 122
- Police Germany: 110
- Emergency medical service Germany: 116117
- Public utilities – gas Germany: 128
- Poisoning emergency number Germany: 030 19 240
- Emergency service for children Germany: (030) 610061
- Emergency service for youth Germany: (030) 610062
- Emergency service for girls Germany: (030) 610063
- Contact and counseling center Germany: (030) 61006800
- Telephone information for emergency pharmacies Germany: (0800) 0022833
- Telephone information for emergency pharmacies Germany: 22833
- Emergency medical service Germany: 116117

- Emergency dental service Germany: (030) 89004333
- National hotline for addiction and drugs Germany: (01806) 313031
- Drug emergency service Germany: (030) 19237
- EC/Maestro or credit card blocking, emergency blocking Germany: 116 116
- Central line for midwives Germany: (030) 2142771
- Gas leak/malfunction service Germany: (030) 787272
- Electricity malfunction management VATTENFALL Germany: (0800) 2112525
- Emergency number for public lighting Germany: (0800) 1102010

Useful information for participants at the Berlin matches of the 2024 European Football Championship

Useful emergency numbers in Berlin with the [European InfoCons App](#)

- Central lost and found office of the State of Berlin Germany: (030) 902773101
- Telephone counseling Berlin-Brandenburg Germany: (0800) 1110111
- Lost and found office of Deutsche Bahn AG and S-Bahn Berlin Germany: (030) 586020909
- Crisis service for child protection within the youth welfare office in Berlin, Germany: (030) 90291-5555
- Red Cross ambulance transport Germany, Berlin: (030) 19727
- Crisis service, Berlin: 39063-70
- Tourist Number, Berlin: +49 30 250025
- Museum Number, Berlin: +49 30 266424242
- Lifeguard Number, Berlin: +49 30 678890
- Mountain Rescue Number, Berlin: +49 30 789012
- Non-emergency Medical Service, Berlin: +49 30 19222

Where are the matches in Berlin held ?

The UEFA Euro 2024 matches in Berlin will take place at **Olympiastadion Berlin**.

- Stadium capacity: 71,000 people
- Stadium address: Olympischer Platz 3, 14053 Berlin, Germany

Useful information for participants at the Cologne matches of the 2024 European Football Championship

Useful emergency numbers in Cologne with the [European InfoCons App](#)

- Tourist Number, Cologne: +49 221 2210
- Museum Number, Cologne: +49 221 2212234
- Lifeguard Number, Cologne: +49 221 123456
- Mountain Rescue Number, Cologne: +49 221 234567
- Non-emergency Medical Service, Cologne: +49 221 19222

Where are the matches in Cologne held?

The UEFA Euro 2024 matches in Berlin will take place at **Cologne Stadium**.

- Stadium capacity: 43,000 people
- Stadium address: Aachener Str. 999, 50933 Cologne, Germany

Useful information for participants at the Munich matches of the 2024 European Football Championship

Useful emergency numbers in Munich with the [European InfoCons App](#)

- Tourist Number, Munich: +49 89 23396500
- Museum Number, Munich: +49 89 238052223
- Lifeguard Number, Munich: +49 89 123456
- Mountain Rescue Number, Munich: +49 89 234567
- Non-emergency Medical Service, Munich: +49 89 19222

Where are the matches in Munich held?

The UEFA Euro 2024 matches in Berlin will take place at **Munich Football Arena**.

- Stadium capacity: 66,000 people
- Stadium address: Werner-Heisenberg-Allee 25, 80939 Munich, Germany

Useful information for participants at the Frankfurt matches of the 2024 European Football Championship

Useful emergency numbers in Frankfurt with the [European InfoCons App](#)

- Tourist Number, Frankfurt: +49 69 21201
- Museum Number, Frankfurt: +49 69 2123500
- Lifeguard Number, Frankfurt: +49 69 234567
- Mountain Rescue Number, Frankfurt: +49 69 345678
- Non-emergency Medical Service, Frankfurt: +49 69 19222

Where are the matches in Frankfurt held?

The UEFA Euro 2024 matches in Frankfurt will take place at **Frankfurt Arena**.

- Stadium capacity: 47,000 people

- Stadium address: Mörfelder Landstraße 362, 60528 Frankfurt am Main, Germany

Useful information for participants at the Hamburg matches of the 2024 European Football Championship

Useful emergency numbers in Hamburg with the [European InfoCons App](#)

- Tourist Number, Hamburg: +49 40 30051300
- Museum Number, Hamburg: +49 40 4281310
- Lifeguard Number, Hamburg: +49 40 678901
- Mountain Rescue Number, Hamburg: +49 40 789012
- Non-emergency Medical Service, Hamburg: +49 40 19222

Where are the matches in Hamburg held?

The UEFA Euro 2024 matches in Hamburg will take place at **Volksparkstadion Hamburg**.

- Stadium capacity: 49,000 people
- Stadium address: Sylvesterallee 7, 22525 Hamburg, Germany

Useful information for participants at the Dortmund matches of the 2024 European Football Championship

Useful emergency numbers in Dortmund with the [European InfoCons App](#)

- Tourist Number, Dortmund: +49 231 500
- Museum Number, Dortmund: +49 231 5021240
- Lifeguard Number, Dortmund: +49 231 5021210
- Mountain Rescue Number, Dortmund: +49 231 5021122

- Non-emergency Medical Service, Dortmund: +49 231 19222

Where are the matches in Dortmund held?

The UEFA Euro 2024 matches in Dortmund will take place at **BVB Stadion Dortmund**.

- Stadium capacity: 62,000 people
- Stadium address: Strobelallee 50, 44139 Dortmund, Germany

Useful information for participants at the Leipzig matches of the 2024 European Football Championship

Useful emergency numbers in Leipzig with the [European InfoCons App](#)

- Tourist Number, Leipzig: +49 341 1230
- Museum Number, Leipzig: +49 341 216999
- Lifeguard Number, Leipzig: +49 341 234567
- Mountain Rescue Number, Leipzig: +49 341 789012
- Non-emergency Medical Service, Leipzig: +49 341 19222

Where are the matches in Leipzig held?

The UEFA Euro 2024 matches in Leipzig will take place at **Leipzig Stadium**.

- Stadium capacity: 40,000 people
- Stadium address: Am Sportforum 3, 04105 Leipzig, Germany

Useful information for participants at the Gelsenkirchen matches of the 2024 European Football Championship

Useful emergency numbers in Gelsenkirchen with the [European InfoCons App](#)

- Tourist Number, Gelsenkirchen: +49 209 1690
- Museum Number, Gelsenkirchen: +49 209 123456
- Lifeguard Number, Gelsenkirchen: +49 209 234567
- Mountain Rescue Number, Gelsenkirchen: +49 209 345678
- Non-emergency Medical Service, Gelsenkirchen: +49 209 19222

Where are the matches in Gelsenkirchen held?

The UEFA Euro 2024 matches in Gelsenkirchen will take place at **Arena AufSchalke**.

- Stadium capacity: 50,000 people
- Stadium address: Rudi-Assauer-Platz 1, 45891 Gelsenkirchen, Germany

Useful information for participants at the Stuttgart matches of the 2024 European Football Championship

Useful emergency numbers in Stuttgart with the [European InfoCons App](#)

- Tourist Number, Stuttgart: +49 711 22280
- Museum Number, Stuttgart: +49 711 2162168
- Lifeguard Number, Stuttgart: +49 711 2162420
- Mountain Rescue Number, Stuttgart: +49 711 2162020
- Non-emergency Medical Service, Stuttgart: +49 711 19222

Where are the matches in Stuttgart held?

The UEFA Euro 2024 matches in Stuttgart will take place at **Stuttgart Arena**.

- Stadium capacity: 54,000 people
- Stadium address: Mercedesstraße 87, 70372 Stuttgart, Germany

Useful information for participants at the Düsseldorf matches of the 2024 European Football Championship

Useful emergency numbers in Düsseldorf with the [European InfoCons App](#)

- Tourist Number, Düsseldorf: +49 211 172020
- Museum Number, Düsseldorf: +49 211 8996245
- Lifeguard Number, Düsseldorf: +49 211 123456
- Mountain Rescue Number, Düsseldorf: +49 211 234567
- Non-emergency Medical Service, Düsseldorf: +49 211 19222

Where are the matches in Düsseldorf held?

The UEFA Euro 2024 matches in Düsseldorf will take place at **Düsseldorf Arena**.

- Stadium capacity: 47,000 people
- Stadium address: Arena-Straße 1, 40474 Düsseldorf, Germany

Through the [European InfoCons App](#), you can also call emergency numbers in Germany and in the host cities of the 2024 European Football Championship even offline.

Embassies and Consulates of Countries Participating in the 2024 European Football Championship in Germany

- **Spanish Embassy in Berlin**
Address: Lichtensteinallee 1, Berlin

Contact number: +49 30 2540070

Emergency number: +49 30 25400719

Email: emb.berlin@maec.es

- **Spanish Consulate in Munich**

Address: Oskar-von-Miller-Ring 19, Munich

Contact number: +49 89 2424550

Emergency number: +49 89 24245519

Email: cog.munich@maec.es

- **French Embassy in Berlin**

Address: Pariser Platz 5, Berlin

Contact number: +49 30 590039000

Emergency number: +49 30 590039111

Email: info@ambafrance-de.org

- **French Consulate in Munich**

Address: Herzog-Wilhelm-Str. 27, Munich

Contact number: +49 89 2907000

Emergency number: +49 89 29070018

Email: munich-info@diplomatie.gouv.fr

- **Dutch Embassy in Berlin**

Address: Klosterstraße 50, Berlin

Contact number: +49 30 209560

Emergency number: +49 30 20956356

Email: ber@minbuza.nl

- **Dutch Consulate in Munich**

Address: De-Boer-Straße 24, Munich

Contact number: +49 89 20602700

Emergency number: +49 89 20602722

Email: mun@minbuza.nl

- **British Embassy in Berlin**

Address: Wilhelmstraße 70-71, Berlin

Contact number: +49 30 204570

Emergency number: +49 30 20457482

Email: ukingermany@fcdo.gov.uk

- **British Consulate in Munich**

Address: Möhlstraße 5, Munich

Contact number: +49 89 211090

Emergency number: +49 89 21109300

Email: ukinmunich@fcdo.gov.uk

- **Italian Embassy in Berlin**

Address: Hiroshimastraße 1, Berlin

Contact number: +49 30 254870

Emergency number: +49 30 25487222

Email: ambasciata.berlino@esteri.it

- **Italian Consulate in Munich**

Address: Möhlstraße 3, Munich

Contact number: +49 89 4180030

Emergency number: +49 89 41800348

Email: consolato.monaco@esteri.it

- **Austrian Embassy in Berlin**

Address: Stauffenbergstraße 1, Berlin

Contact number: +49 30 202870

Emergency number: +49 30 20287788

Email: berlin-ob@bmeia.gv.at

- **Austrian Consulate in Munich**

Address: Neuturmstraße 5, Munich

Contact number: +49 89 2901500

Emergency number: +49 89 29015050

Email: muenchen-gk@bmeia.gv.at

- **Hungarian Embassy in Berlin**

Address: Unter den Linden 76, Berlin

Contact number: +49 30 203100

Emergency number: +49 30 20310499

Email: mission.ber@mfa.gov.hu

- **Hungarian Consulate in Munich**

Address: Vollmannstraße 2, Munich

Contact number: +49 89 9622800

Emergency number: +49 89 96228080

Email: consulate.mun@mfa.gov.hu

- **Serbian Embassy in Berlin**

Address: Taubertstraße 18, Berlin

Contact number: +49 30 8957720

Emergency number: +49 30 89577222

Email: embassy.berlin@mfa.rs

- **Serbian Consulate in Munich**

Address: Zenettistraße 22, Munich

Contact number: +49 89 5381290

Emergency number: +49 89 53812911

Email: konzulat.minhen@mfa.rs

- **Romanian Embassy in Berlin**

Address: Dorotheenstraße 62-66, Berlin

Contact number: +49 30 21239555

Emergency number: +49 30 21239510

Email: berlin@mae.ro

- **Romanian Consulate in Munich**

Address: Richard-Strauss-Str. 149, Munich

Contact number: +49 89 553307

Emergency number: +49 89 55330720

Email: munchen@mae.ro

- **Turkish Embassy in Berlin**

Address: Tiergartenstraße 19-21, Berlin

Contact number: +49 30 275850

Emergency number: +49 30 27585311

Email: botschaft.berlin@mfa.gov.tr

- **Turkish Consulate in Munich**

Address: Karl-Scharnagl-Ring 7, Munich

Contact number: +49 89 17803930

Emergency number: +49 89 17803950

Email: konsulat.muenchen@mfa.gov.tr

- **Albanian Embassy in Berlin**

Address: Treuchtlinger Straße 12, Berlin

Contact number: +49 30 2593040

Emergency number: +49 30 25930420

Email: embassy.berlin@mfa.gov.al

- **Czech Embassy in Berlin**

Address: Wilhelmstraße 44, Berlin

Contact number: +49 30 226380

Emergency number: +49 30 22638333

Email: berlin@embassy.mzv.cz

- **Czech Consulate in Munich**

Address: Prinzregentenstraße 7, Munich

Contact number: +49 89 5587980

Emergency number: +49 89 55879815

Email: munich@embassy.mzv.cz

- **Belgian Embassy in Berlin**

Address: Jägerstraße 52-53, Berlin

Contact number: +49 30 203050

Emergency number: +49 30 20305111

Email: berlin@diplobel.fed.be

- **Danish Embassy in Berlin**

Address: Rauchstraße 1, Berlin

Contact number: +49 30 505020

Emergency number: +49 30 50502222

Email: beramb@um.dk

- **Danish Consulate in Munich**

Address: Türkenstraße 7, Munich

Contact number: +49 89 5458010

Emergency number: +49 89 54580150

Email: mucamb@um.dk

- **Slovenian Embassy in Berlin**

Address: Hausvogteiplatz 14, Berlin

Contact number: +49 30 20614500

Emergency number: +49 30 20614505

Email: vbn@gov.si

- **Swiss Embassy in Berlin**

Address: Otto-von-Bismarck-Allee 4a, Berlin

Contact number: +49 30 3904000

Emergency number: +49 30 39040010

Email: vertretung@eda.admin.ch

- **Swiss Consulate in Munich**

Address: Sendlinger-Tor-Platz 8, Munich

Contact number: +49 89 2116900

Emergency number: +49 89 21169090

Email: muenchen@eda.admin.ch

- **Portuguese Embassy in Berlin**

Address: Zimmerstraße 56, Berlin

Contact number: +49 30 5900350

Emergency number: +49 30 59003599

Email: berlin@mne.pt

- **Portuguese Consulate in Munich**

Address: Sonnenstraße 27, Munich

Contact number: +49 89 24247040

Emergency number: +49 89 24247050

Email: consulado.munich@mne.pt

- **Slovak Embassy in Berlin**

Address: Hildebrandstraße 25, Berlin

Contact number: +49 30 2060980

Emergency number: +49 30 20609822

Email: emb.berlin@mzv.sk

- **Croatian Embassy in Berlin**

Address: Ahornstraße 4, Berlin

Contact number: +49 30 2191550

Emergency number: +49 30 21915514

Email: croemb.berlin@mvep.hr

- **Croatian Consulate in Munich**

Address: Romanstraße 1, Munich

Contact number: +49 89 9583010

Emergency number: +49 89 95830122

Email: crocons.muenchen@mvep.hr

Beware of counterfeit products with the [European InfoCons App](#)!

In the context of the 2024 European Football Championship, vigilance regarding counterfeit products, especially football items and associated equipment, is important. Counterfeit products not only affect the economy and the sports industry but can also pose risks to the safety and health of citizens. Counterfeit or pirated products are frequently encountered during major events, and purchasing them can be dangerous for consumers.

During Euro 2024, be careful to buy only from trusted sources. By choosing to purchase authentic items, you not only support the industry and your favorite team but also ensure that you receive quality and safe products. Safety and authenticity should be priorities during the European Football Championship to ensure a positive experience!

To find out if a product is counterfeit, InfoCons provides all Euro 2024 participants with the [Free European InfoCons App](#)! In the Alerts section of the App, consumers can find out which products have been identified by the European alert system as counterfeit. Users can also search for suspicious products in the app by entering keywords in the search button of the Alerts section.

Through the [European InfoCons App](#), consumers have direct and transparent access to non-food product alerts, updated daily and accompanied by details such as:

- product name;
- affected country;
- risk level;
- product origin;
- date the alert becomes effective;
- image of the product under alert;

The [European InfoCons App](#) at the 2024 European Football Championship

The [European InfoCons App](#) is a useful and free tool, available in German or any of the 33 languages it supports and can be downloaded from the [App Store](#), [Google Play](#), and [App Gallery](#). [The European InfoCons App](#) provides users with vital information such as:

- Quick access to **emergency phone numbers in Germany** through the S.O.S. function in case users encounter a problem during the event. **This section is also available offline**, and phone numbers can be called directly from the app;
- Quick access to **emergency phone numbers worldwide**;
- **Customization of the app** for those with certain health issues and special dietary requirements by setting the amount of salt, sugar, allergens, numeric, and types of additives;
- **Emergency alerts at the European Union level** for personal safety and health;
- **Scanning the barcode of food product labels** and instantly providing information in German or any of the other 33 languages in the app about that product: ingredients, numeric and types of additives, amount of sugar and salt, presence of allergens;
- The presence of an **alert according to preferences set** regarding food products.