

## INTERNATIONAL STUDENT ARRIVAL GUIDE

All the information you need to find your way around Utrecht





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## WELCOME FROM THE DIRECTOR

Dear student,

HU University of Applied Sciences Utrecht is very pleased to welcome you to our community of international students! By choosing HU University of Applied Sciences, out of all your options for studying abroad, you have put a great deal of trust in us and I feel honored that you did. It goes without saying that we will do our utmost to make your stay here in Utrecht an unforgettable one.

This guidebook was compiled especially for you to help you take full advantage of your experience at our university. I encourage you to read it carefully as it can help you ease into your new life here. The information presented in this guidebook is a compilation of the most frequently asked questions by the international students who have preceded you and it therefore contains a lot of practical information that might be useful for you.

I trust it to be comprehensive, but if you are still left with questions, feel free to contact us at the International Office. When you arrive at our university, we will also provide you with a comprehensive introduction programme that will prepare you for a successful stay at the HU University of Applied Sciences Utrecht. Please visit our website for more information designed especially for you. For any other questions or feedback, contact us at: [io@hu.nl](mailto:io@hu.nl)

Ultimately, HU University of Applied Sciences Utrecht has only one goal: to shape minds. From personal experience I know that an international experience like you are about to plunge into – although challenging at times – is probably the most enriching and mind-shaping experience you will ever have, and you will carry it with you for the rest of your life. The staff at the International Office takes great pride in supporting you during this experience.

Marieke Haughton

Head of the International Office a.i.  
HU University of Applied Sciences Utrecht  
International Office  
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**HU International Office**

The International Office is here to inform and assist you in a wide range of areas, both before and after your arrival in Utrecht.

*Services for new international students:*

- Information on course requirements, application procedures and tuition fees
- Information on practical topics such as immigration and living in Holland
- Visa procedure for new non-EU/EEA students
- Advice on finding accommodation in Utrecht
- Information on student life and studying in Utrecht

*Services for those already studying at the university:*

- Information and services relating to studying abroad
- Information and services relating to internships abroad
- Grants and scholarships during your studies or after you graduate

*Opening hours:*

You are welcome to stop by our front office during opening hours or to make an appointment to visit us at our back office. Please see below for details on each location.

*IO front office opening hours:*

Monday, Tuesday, Thursday 9.30 - 14.30 hours  
Located at the Student Information Point,  
Padualaan 101, Utrecht

*Back office opening hours:*

Monday to Friday 9.30 - 16.30 hours  
Visits only by appointment

*Visiting and courier address:*

Padualaan 101, 3584CH Utrecht, the Netherlands  
Phone: (+31) (0)88 481 81 81  
E-mail: [io@hu.nl](mailto:io@hu.nl)  
Website: [www.internationalhu.com](http://www.internationalhu.com)

**About our university**

- HU University of Applied Sciences Utrecht was founded in 1995 as the result of a merger between several independent institutions.
- We now have over 38,000 students of more than 100 different nationalities.  
Most of our European students come from

Germany, Bulgaria, Romania, Italy and Belgium.  
Most of our students from outside Europe come from China, Indonesia and Russia.

- There are more than 1,000 international students currently studying at HU University of Applied Sciences Utrecht.
- Of all those who graduate from a university of applied sciences in the Netherlands, on average 88% find a job within a year.
- We offer more than 92 study programmes. A couple of these programmes are taught fully in English.
- We have over 200 partner universities all over the world, meaning that there are plenty of options if you decide to study abroad for a semester or a year.

**Our system of education**

- Your expected learning outcomes are expressed using European Credit Transfer System (ECTS) credits, which are based on workload. One credit represents 28 hours of work (in the form of lectures, seminars, projects, practical work, self-study and examinations). HU students must attain at least 60 credits per year.
- Your study programme may consist of lectures, seminars, tutorials or practical work. Timetabling will vary per term, but the goal is to allow students one day a week without scheduled classes.
- Courses for international students are taught in English. Students are therefore required to provide proof of their English-language skills. Read more about our language requirements on [www.internationalhu.com](http://www.internationalhu.com).
- Most examinations are written examinations, although some may have an oral component.
- The university uses a 10-point grading scale. The highest possible grade is 10, but grades above 8.5 are rarely awarded. The minimum grade for a pass is 5.5. A grade less than 5.5 is a fail.
- The academic year consists of four terms of 10 weeks each: 7 weeks of lectures followed by exams. You always have two opportunities to pass an exam: one during the regular examination period and one resit.



# WELCOME TO THE NETHERLANDS

## Geography

The Netherlands (which is not the same thing as 'Holland') is a small country covering an area of only 41,528 square kilometres. The greatest distance from north to south is 300 kilometres, and from west to east just 200 kilometres.

We are located in north-western Europe, with the North Sea to the west, Germany to the east and Belgium to the south. The capital of the Netherlands is Amsterdam, although the seat of government is The Hague (Den Haag). The Netherlands is a very flat country and almost 25% of its land is at - or even below - sea level. Along the northern coastline, there is a chain of islands called the West Frisian Islands (Waddeneilanden).

The Netherlands is a politically stable country with a dense population of 17 million people: the Dutch. The country is a constitutional monarchy: the head of the government is the Prime Minister, while the official head of state is King Willem-Alexander. However, he does not play a direct role in government. The national language of the Netherlands is Dutch, but most people in the Netherlands also speak some English and German.

## Climate

The Netherlands has a mild marine climate, with cool summers and mild winters. The average maximum temperatures are 23°C (73°F) in July and 6 °C (42.8°F) in January.

## Time

The Netherlands is located in the Central European time zone, meaning it is one hour ahead of Greenwich Mean Time. Daylight Saving begins at the end of March and lasts until the end of October.

## Cultural basics

Culturally, the Netherlands is a very diverse country with inhabitants from all over the globe. One of the main characteristics of Dutch people is that they are very down-to-earth. They are famous for being very direct and speaking their minds, which might sometimes be seen as rudeness. But don't worry - it is not (usually) meant that way!

The Dutch are very open to other cultures, a characteristic which is also reflected in their

cuisine. Traditionally, a standard evening meal would consist of potatoes, vegetables and a piece of meat, but more and more foreign products and ingredients are being used in daily cooking these days.

Because the Netherlands is such an open and outward-looking country, almost all Dutch people can make themselves understood in English and/or another foreign language. People in the Netherlands will appreciate it if you, as a foreigner, try to speak Dutch, although you may find that people tend to switch to English easily, since they feel that to be quicker and easier. When meeting a Dutch person, it is quite normal to shake hands or, if you know someone better, to give that person three kisses on the cheek. The Netherlands is also well-known for its liberal attitude towards certain issues, such as gay rights or marriage, euthanasia, and soft drugs (within the boundaries of the Dutch law, of course). But as in any country, not everyone shares the same point of view. It is generally considered polite to avoid discussing religion and politics in casual conversation, unless you know the other people very well.

Although the Dutch are usually down-to-earth, at times you may see them suffering from a case of *Oranjegekte* ("Orange madness") or *Oranjekoorts* ("Orange fever"). This phenomenon occurs during major sporting events, especially international football championships, and on Koningsdag (King's Day). The symptoms include wearing orange clothing and decorating houses and neighbourhoods with flags.

## Public holidays

The Dutch observe the main Christian holidays and also some lesser holidays such as Hemelvaart (Ascension Day) and Pinksteren (Whitsunday or Pentecost).

On Remembrance Day (May 4th), the victims of World War II and subsequent wars are remembered. On the following day, May 5th, we celebrate Liberation Day.

Another noteworthy Dutch holiday is Koningsdag (King's Day), which is an annual holiday to celebrate the King's birthday. This public holiday is a day for celebrations,

performances and open-air markets in big cities and small towns all across the country.

And finally, who could forget Sinterklaas on December 5th? Sinterklaas is a Dutch cousin of Santa Claus, who is actually based on the Catholic Saint Nicholas. He rides a white horse, drops presents for children down the chimney and arrives in the country by boat. His arrival in the Netherlands is even broadcast on national television.

### **Higher education**

The Netherlands has a binary higher education system.

In this context, binary means that there are two types of higher education: research-oriented and vocation-oriented:

- Research-oriented education (*wetenschappelijk onderwijs, WO*) is traditionally provided by research universities.
- Higher professional education (*hoger beroepsonderwijs, HBO*) is provided by universities of applied sciences (*hogescholen*).

Universities of applied sciences, such as HU University of Applied Sciences Utrecht, prepare students for particular professions and these study programmes tend to be more practically oriented. They lead to either a Bachelor or Master degree.

For more information, please see  
[www.studyinholland.nl](http://www.studyinholland.nl)



→  
Rijkswegen A27, A28

# UTRECHT, A GREAT STUDENT CITY

## A vibrant and ancient city

When you choose to study in Utrecht, you are also choosing a friendly and charming city. With as many as 70,000 students, Utrecht is famous for being a student city. It is located in the middle of the country, within convenient traveling distance from many other major cities, and has a very young population, although the city itself is impressively old. Utrecht has all the intimacy of a small town and the amenities and ambitions of a big city. Utrecht is a self-contained world of its own, where you are sure to feel at home. No wonder so many students want to live here!

Utrecht is one of the oldest cities in the Netherlands. It has unique medieval boatyards along the canals in the city centre. You can enjoy a stroll along these canals and quays and discover the bars and restaurants located in the cellars that once formed a medieval port complex unlike anything in any other city in the world. Another highlight is the Dom Tower, which symbolizes the important role Utrecht has played in the religious sphere for centuries.

In the old town you will find many nice shops, cinemas and pubs. Utrecht is home to student organisations of all shapes and sizes, and the opportunities in the fields of culture, sports and entertainment are numerous. Events such as the Dutch Film Festival and the Cultural Sundays ensure that you will always have something interesting to do when you are not studying.

## The history of Utrecht

Utrecht is one of the oldest cities in the Netherlands. Its origins date back to 47 AD, when the Romans built a fortress at a river crossing ("Traiectum") along the northern frontier of their empire.

For hundreds of years, the Church dominated the life of the city. This period was the height of Utrecht's power and fortune, and the old city retains many reminders of its mediaeval glory. The unique warehouse cellars along the canals date from the thirteenth century, when they were used to load and unload boats and store goods. You can still visit many of the churches built in the Middle Ages, too.



**Student housing**

In the Netherlands, students usually live together with other students in a shared house (*studentenhuis*). All the occupants generally have their own room, which serves as living room, bedroom and study, and they share a bathroom and kitchen. University-owned halls of residence are rare in the Netherlands; students either live *op kamers* (in a rented room as described above), where they live independently and cook their own meals, or with their parents. Living *op kamers* will give you a lot of freedom and allow you to experience genuine Dutch student life!

An ideal student room would be spacious, cheap, and located in the scenic downtown area. But since Utrecht is a very popular student city, the student housing market is quite competitive and demand generally exceeds supply. It is difficult for new students to find a room, and Dutch students sometimes spend years on a waiting list or end up paying very high rents for small rooms with landlords who may not take their responsibilities seriously.

**Finding a room**

HU University of Applied Sciences works with three different housing agencies, which reserve a limited number of rooms especially for international students at our university.

After your application at HU the International Office will inform you of the different housing options available to international students. They will also provide you with details on how to apply. The earlier you register, the more options you will have, so please register as soon as you have made your final decision to come to Utrecht!

All rooms have a bed, a desk and a closet. You will usually share your kitchen and bathroom with 4 or 5 other students, but there are also some self-contained studios available.

For more details on procedure and deadlines, please see [www.internationalhu.com](http://www.internationalhu.com).

Rooms are available for exchange students and first year international degree students from outside the EU.

All contracts are for a minimum of 5 and a maximum of 12 months!

### **Finding your own accommodation**

If you prefer to find your own accommodation, or if you were too late to apply for HU reserved accommodation, we have some tips and advice for you. Please note that finding your own accommodation can be a challenge, as it is a tight housing market!

Our website lists a number of websites and agencies that our students have found helpful. Many of these work by linking those seeking accommodation to those who have a room available. Please be aware that these agencies operate independently and that HU University of Applied Sciences Utrecht is not responsible for the outcome of any contact between you and any third-party supplier.

A standard procedure for finding a room is to apply for the listed room by sending a small letter in which you tell something about yourself, why you want that room and why the current occupants should pick you. Next, you, and several other contestants, might be invited to the house to meet your possible new flatmates and see the room.

Unfortunately, there will always be those who try to take advantage of the housing shortage in Utrecht. To ensure that you are not taken advantage of, always make sure you get a contract and read it carefully. Do not accept a "permission to stay" agreement (some landlords may offer you this), but ask for a real contract. If the landlord is not willing to supply this, then most likely something is not right. In addition, you will need your contract in order to register with the municipality. Another piece of advice is never hand over any money until you have a key and a contract in hand. Remember: if it sounds too good to be true, it probably is!

### **SSH Regular Accommodation**

In addition to reserved accommodation, SSH Short Stay also has rooms available in the 'regular accommodation' category. These rooms tend to be in a higher price range and are subject to different terms and conditions, but they are available to all international students. You will also have the advantage of renting from a reputable and well-known housing organisation.

Find out more through the SSH Short Stay website [www.sshxl.nl/en](http://www.sshxl.nl/en).

## **Immigration services**

Students who do not have an European Union or the European Economic Area (EU/EEA) nationality need to obtain a Dutch residence permit (VVR) to study in the Netherlands. For some nationalities, an entry visa (MVV) will also be required.

The Dutch university must submit your visa application to the Dutch Immigration (IND), you can't arrange this yourself. Students coming from a country belonging to the EU/EEA must have a valid passport or identity card to enter the Netherlands.

Non-EU/EEA nationals will receive an invitation to submit documents in our online immigration application programme Osiris after confirmation of admission for a degree programme or selection in the HU exchange programme. You will also need to pay a fee for the visa and prove you will have access to sufficient funds during your stay in the Netherlands.

Check the procedure for your nationality in our Pathfinder and Immigration Guide in the practical matters/immigration section on our website: [www.internationalhu.com/practical-information](http://www.internationalhu.com/practical-information).

To make sure your visa is arranged on time for the start of the study we keep strict deadlines. Please submit your visa application online in Osiris and make your payment before the following dates:

- starting in September: 15th of June for MVV visa and for temporary residence permit only before the 15th of July.
- starting in February: 1st of December for all non-EU/EEA nationals.

## **Health insurance**

When living in the Netherlands, even temporarily, you are obliged by law to have adequate health insurance cover. The Netherlands has a Basic insurance for all residents. However, students can be exempt from this type of insurance depending on a few factors.

### **Non-EU/EEA students**

When notified of the issue of your Dutch visa you shall receive details on how to arrange a student Health insurance cover from a Dutch insurance organisation.

If you are an exchange students staying for a short period, it is possible to use a health insurance from your own country. It is your responsibility to make sure the cover is sufficient for living in the Netherlands!

Important: if you decide to take a job during your stay in the Netherlands, your employer will need to arrange a work permit and your health insurance must be changed to the Dutch Basic health insurance.

### **EU students**

When not working in the Netherlands you may use your health insurance from your home country. Your insurance provider or government insurance agency can provide you with a card called an EHIC (European Health Insurance Card). Please make sure you obtain an EHIC before you leave for the Netherlands!

As soon as you start working (even if this is only a few hours), you are obliged to take out Dutch Basic health insurance.

On the website [www.studyinholland.nl](http://www.studyinholland.nl) you can find a detailed explanation of the Dutch insurance system.

**You may also use the Pathfinder tool on our 'Practical Information' page:  
[www.internationalhu.com/practical-information](http://www.internationalhu.com/practical-information). If you still have questions after reviewing this information, you are welcome to contact the International Office!**



### **Healthcare Benefit (Zorgtoeslag)**

If you are required to take out basic Dutch health insurance, you may be eligible for financial assistance called *zorgtoeslag*. This assistance is meant to help those on lower incomes to meet the cost of Dutch health insurance and is definitely worth applying for, since you may be entitled to a reimbursement of up to 80% of your health insurance premiums.

### **Liability insurance**

Over 95% of Dutch citizens have liability insurance, which covers the cost of accidentally damaging someone else's property. This kind of claim can be quite large and yet the premiums are just a few euros per month, so it is worth making sure that you are covered!

Non-EU students: if you have arranged your insurance with HU University of Applied Sciences Utrecht, liability is already included.

### **Finances**

#### *Cost of living*

We estimate the monthly cost of living and studying in the Netherlands to be between € 800 and € 1,100 a month. This amount should be enough to cover rent, food, insurance, and transport as well as books and study materials. Full information on student finances, costs and our tuition fees is available on our Finances page.

Are you curious about how much you can expect to spend on daily purchases? Here are a few examples:

One-way train ticket from Amsterdam-Utrecht, second class: € 8.10  
Cup of coffee: € 2.30  
Beer: € 2.60  
Glass of wine: € 3.70  
Pizza: € 7.70  
Loaf of bread: € 1.20  
Pack of butter: € 2.00  
Kilo of bananas: € 1.80  
Dinner in a restaurant: € 25  
Litre of milk: € 0.90  
Cinema ticket: € 11.00  
Haircut (men): € 25.00  
Haircut (women): € 38.00

### **Scholarships**

Some students may qualify for scholarships or grants. Exchange students from within the EU can study at our university and obtain an Erasmus scholarship, provided their home university has a bilateral agreement with our university.

*International degree students who pay the higher, non-EU tuition fee may apply for the Holland Scholarship during their first year, or the HU Talent Scholarship during their second year and beyond.*

### **Need assistance?**

**Government procedures and regulations can be complex and not all information is available in English. For general information, the Pathfinder tool on [www.internationalhu.com/practical-information](http://www.internationalhu.com/practical-information) can help. If you need advice or assistance on your individual situation, you are welcome to contact the International Office.**

## **Employment**

Many international students plan to work part-time alongside their studies. In reality, however, it can be difficult to find work if you do not speak Dutch when there are plenty of others who do. If you do decide that you would like to find a job, there are certain regulations that you need to be aware of:

- Students with certain nationalities need a work permit and may work only a limited number of hours per week.
- As soon as you are employed to do paid work in the Netherlands, you have to take out Dutch health insurance. Your student health insurance or the European health card no longer suffice, and if you do not take out Dutch insurance when you are required to do so, you will risk a large fine. (See the 'Health Insurance' section on page 12 of this guide).

We recommend that you do not count on being able to work when you plan your finances. Since students often find it difficult to get work, this can be a source of stress and prevent you from focusing on your studies and adjusting to your new home. Make sure that you have at least € 800 to € 1,100 available per month, so that if later you decide to work, this will be for extras and not for necessities.



## ARRIVING IN Utrecht

### From Schiphol Airport to Utrecht

The easiest way to travel from Schiphol Airport to Utrecht is by train. This takes 30-45 minutes, and trains depart every 15 minutes. Follow the signs for 'TRAINs' at Schiphol Airport.

Train tickets are available at the yellow ticket machines near the platforms on Schiphol Plaza or from the ticket offices. Another way to pay for buses, trains, trams and metro in the Netherlands, is the OV-chipkaart. This is a small plastic card that you can charge with credit or automatically recharge through your bank account. It allows you to use all kinds of public transport in the Netherlands. There are personal, anonymous and disposable cards. Anonymous cards can be obtained at railway stations, at the supermarket and tobacco shops.

For travel advice and timetables you can also check [www.ns.nl](http://www.ns.nl).

### Travel within Utrecht

From Utrecht Central Station you can take a bus, a taxi or a tram. Visit [www.9292.nl](http://www.9292.nl) to see timetables for buses and trams in Utrecht. There are also direct buses and trams to Utrecht Science Park. It is possible to buy a disposable ticket by credit or debit card.

### Accommodation on arrival

Most rooms will be available from 1 September. When planning your arrival, you should book a hotel, hostel or B&B for any nights prior to 1 September.

Some rooms may be available earlier. You can contact your housing provider (SSH or private owner) to ask whether your room will be free earlier. If so, they will charge you a small amount for the extra nights.

Utrecht has a number of B&Bs, hostels and hotels:

- [www.strowis.nl](http://www.strowis.nl)
- [www.starlodge.nl](http://www.starlodge.nl)
- [www.hostelutrecht.nl](http://www.hostelutrecht.nl)
- [www.apollohotelsresorts.com](http://www.apollohotelsresorts.com)
- [www.stayokay.com](http://www.stayokay.com)

You could also try something different and stay with a local:

- [www.airbnb.com](http://www.airbnb.com)
- [www.couchsurfing.org](http://www.couchsurfing.org)

### International Student Introduction

Every August, Utrecht University and HU University of Applied Sciences Utrecht organise four days of activities for new students, the Utrecht Introduction Time (UIT). About 3,500 students participate in this general introduction to the city.

Besides this general introduction, the International Office at HU University of Applied Sciences Utrecht organises an introduction especially for international students just before the start of your studies. At the event you will be introduced to the school and there will be a chance to discuss all the fun and practical matters concerning your stay in the Netherlands. Before you arrive, you will receive a welcome letter with additional information about the introduction programme.

## "TO DO'S" AFTER ARRIVAL

There will be some practical matters that you will need to arrange shortly after your arrival. On the introduction day, you will hear about all the details, but here is some general information to give you an idea.

### **Registration with a Dutch municipality**

Everyone who stays in the Netherlands for more than four months is obliged by law to register with the local municipality. This will also allow you to be issued a BSN number (burgerservice-nummer): a citizens' services number which is required if you want to work, open a bank account, use any healthcare institution, or apply for study finance and other benefits in the Netherlands.

Shortly before your arrival it is possible for new students to arrange an online appointment for registration in Utrecht for a date after arrival. Further information on the municipality registration is available in the HU internal search engine AskHU (search for 'municipality'). Unfortunately other municipalities do not currently offer online appointments.

### **Completing your enrolment with the university**

It is very important for degree students to complete your enrolment as soon as possible after arrival if you had not already done so. If you do not do this, your HU email- and intranet-accounts will be made inactive until you finalise it. This will cause much inconvenience to you during the first weeks and can even cause an eventual cancellation of your enrolment.

The Enrolment Office can answer general questions about your enrolment. The Admissions Officers at the International Office can help you with any questions about the equivalency evaluation of your diploma and will also be available on the introduction day.

### **Non-EU/EEA students**

After your arrival in the Netherlands, you will need to collect your residence permit, to be kept on your person at all times. You will receive advice on the collection from the Immigration officers at HU and further details are available on our internal search engine [www.AskHU.nl](http://www.AskHU.nl).

Some nationalities are required by the Dutch immigration to undergo a tuberculosis test as part of the residence permit application. If this applies to you, it is very important you take this test within 3 months after arrival or you have the possibility of your residence permit being cancelled.

### **Banking**

To open a bank account in the Netherlands, it is generally necessary to have a citizens' services number (BSN). You will receive this BSN number at the time of registration with the Dutch municipality. To open a bank account, you will need proof that you are a registered student at HU University of Applied Sciences Utrecht, as well as your passport and your rental agreement.

ING bank and ABN AMRO bank have special procedures for international students, which allow you to open a bank account without a BSN. More information about these procedures can be found on [www.askhu.nl](http://www.askhu.nl) (search for 'bank account'). However, it is important to realise that you can choose any bank that you wish.

**HU student card**

Every HU student receives a student card. You will need this student card to use the various services available at the school, for example to reserve project rooms or use printing facilities. On showing your HU student card, you are also granted free use of HU multimedia centres, free membership of the Utrecht University Library, access to sport and exercise facilities at Olympos Sports Centre at student rates and discounts at various museums and cultural centres.

Your student card will be printed once you have uploaded a picture as part the process of enrolling at the university. If you have already entered your address in the Netherlands into Osiris, the card will be sent straight to this address. If not, then you can collect it from the student information point (STIP) at Padualaan 97.

**Student counselling**

Student counselling is there to provide information, advice and assistance on a wide range of topics. Every faculty has one or more student counsellors. They can help answer your questions and deal with problems, for instance regarding enrolment or disenrolment, issues that arise during your studies, special circumstances or financial affairs. The student counsellors can also refer you to other specialists, such as the campus doctor or psychologist. Everything you discuss with a student counsellor will be handled in the strictest of confidence.

Please visit [husite.nl/hu-helps-en](http://husite.nl/hu-helps-en) to find the student counsellor at your faculty.

**Studying with a disability**

Does your disability or chronic illness interfere with your ability to study? HU University of Applied Sciences Utrecht is happy to discuss the options available to support you in finding a solution. However, the initiative here lies with you. It is therefore important that you disclose your functional disability or chronic illness, in order to benefit from any adjustments or facilities. You can do this by informing the International Office when you apply to HU so we can refer you to the right staff member. You may also contact the student counsellor at your faculty directly. Together with him or her, you can then explore the options available within the faculty and address any problems you may be experiencing.

**To find out more about studying with a disability, please see  
[www.onbelemmerdstuderen.hu.nl](http://www.onbelemmerdstuderen.hu.nl).**

**HU Library**

The main HU library is located at Padualaan 99. Here, you can work quietly and borrow a wide range of foreign newspapers, magazines and books using your student card. You can also access a number of international databases for academic publications. HU students can also join the Utrecht University library, which has locations on the campus and in the city centre!

# LIVING IN THE NETHERLANDS

## Medical care

When you need a general practitioner (GP), dentist or physical therapist, there are many options. Located on the Utrecht Science Park Campus is Campus de Uithof General Practitioners ([www.huisartsdeuithof.nl/en](http://www.huisartsdeuithof.nl/en)), and very close by, in the soccer stadium Galgenwaard, is the health centre Gezondheidscentrum Galgenwaard ([www.artsenzorg.nl/galgenwaard](http://www.artsenzorg.nl/galgenwaard)). Make sure to register with a doctor's office shortly after arrival—don't wait until you get sick!

Often international students need to pay an administration fee. Be sure to check whether this is the case when making an appointment, so you don't show up without money.

Please note that for minor issues (the flu, a urinary tract infection, an earache etc.) you must go to your GP and not the emergency room! Your insurance may not cover an emergency room visit unless it is a true emergency or you have been referred by your own doctor.

The nearest hospital is UMC Utrecht,  
Heidelberglaan 100, Utrecht.  
Tel: +31 (0)88 75 555 55  
Website: [www.umcutrecht.nl](http://www.umcutrecht.nl)

## Pharmacy

Over-the-counter drugs (like painkillers, remedies for headache, hay fever, etc.) are available in drugstores (drogist). Prescription drugs are only available at pharmacies. Your GP will write out a prescription and send you to the nearest pharmacy where you can pick up your medicine.

## Emergency numbers

General emergency number (ambulance, police, fire brigade): **112**

In case of emergencies, please also contact the International Office: **+31 (0)88 481 81 81**  
Police (no emergency): **0900 8844**

## Food

Some typical Dutch dishes are: curly kale with mashed potatoes and sausages, pea soup with dark rye bread, herring, kroketten (a type of deep-fried breaded ragout), bitterballen (a bite-sized version of the kroket, very popular at parties), huge pancakes which hardly fit on the plate, and also mini pancakes, called poffertjes, which are eaten hot with icing sugar and lashings of slowly melting butter!

Dutch supermarkets offer a large variety of food and drink from around the world, and in some neighbourhoods you will find a number of multi-ethnic food stores (such as Turkish, Moroccan, Surinamese, Vietnamese shops). Be aware that prices of goods in the different supermarkets can vary considerably!

## Sports

For sports in Utrecht, the Olympos Sports Centre is the place to be. Olympos has extensive and versatile facilities for individual and team sporting activities. It is situated on the Utrecht Science Park campus, home to HU University of Applied Sciences Utrecht.

Do you want to participate in a competitive sport (such as football or volleyball)? Please subscribe via [www.olympos.nl](http://www.olympos.nl).

## Erasmus Student Network (ESN)

The Erasmus Student Network Utrecht is a Dutch student organisation that provides volunteers to help international students integrate smoothly into student life in Utrecht. They provide mentors to help you with practical problems but also organise parties, trips, sporting events and excursions throughout the year. The ESN also organises a special introductory session for international students at HU University of Applied Sciences Utrecht.

For more information, please visit [www.esn-utrecht.nl](http://www.esn-utrecht.nl).



