



YOUR GUIDE

2

to the Netherlands and Wageningen UR



WAGENINGEN UR

For quality of life

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A WORD OF WELCOME

On behalf of the university community, our HR Department is pleased to welcome you to Wageningen University and Research Centre (Wageningen UR). Whether you are here for a long or short period, we would like to wish you a pleasant stay and hope that you will soon feel at home after your arrival.

Most of you have probably never been in the Netherlands before and are perhaps feeling a bit lost in the first period in Wageningen. Feeling 'at home' has everything to do with being well informed. Knowing how to get things done, where to go, what to do and how to do it helps you find your way more easily. To help ease your stay in the Netherlands, our HR Department has compiled this booklet to offer practical information, especially about necessary and commonplace things that need to be done during the first few days after your arrival. Of course, this booklet cannot answer every question. However, if you cannot find the answer here, please do not hesitate to ask someone in your department or in the HR Department for help.

FIRST THINGS FIRST

Registering at our organization

On the first day after your arrival you need to do the following:

- You must register at our organization and make passport photographs;
- You need to sign a work agreement and, if applicable, a confidentiality agreement, depending on whether you have paid employment or if you are here as a guest without a work agreement;
- If you have paid employment, you will have an appointment with a personnel advisor, who will inform you about the most important rights and duties with respect to your work and provide you with some essential information about, for example, pension rights, holidays, and what to do in case of illness. If you have any questions about your contract, you may ask them during this appointment.

A stay of less than three months

If you are staying in the Netherlands for less than three (3) months, you need to register with the Aliens Department at the police station in Arnhem within three (3) days after your arrival. You can register by filling in the application form under http://www.politie.nl/Gelderland-Midden/mailformulier/short_stay.asp The Aliens Department is located at Mercatorweg 28, 6827 DC Arnhem (near the Westervoortsedijk). You will receive the invitation for an appointment to go there by e-mail. At the appointment you will get a stamp or seal in your passport stating your permitted length of stay in the Netherlands.

You will be asked to show

- your passport;
- your return ticket;
- the invitation letter from our organisation;
- your work permit, if applicable.

If you are in the Netherlands on a short-stay visa, you can never be issued a residence permit nor can you apply for an extension.



A stay of more than three months

- you need to apply for a *residence permit* (within three working days after arrival);
- you need to have *health insurance* (requirement under Dutch law);
- you need to have *legal liability insurance*;
- you may need a *tuberculosis check*;
- you are obliged to *register at the municipality*.

Residence Permit

When you are a citizen of a non-EU/EEA country and you intend to stay in the Netherlands for more than three (3) months, you are obliged to apply for a residence permit. For this you need to make an appointment with your contact person in the Personnel Division within three (3) working days after your arrival. This person will provide the application form, help you fill it in correctly, see that all the required appendices are added, make an appointment for you to hand in the application, if applicable, and will go with you through the whole procedure.

Please bring the following documents to this appointment:

- your valid passport (or passports if your family has travelled with you);
- one passport photograph (of each of you) according to the Dutch requirements for passport photos. You can have them taken at any photo shop in the Netherlands. **Please, do not bring passport photos from home, they are not accepted;**
- the original documents, such as birth certificate(s), marriage certificate, or other documents proving your marital status, translated and legalized or with an apostille stamp;
- if available, a rental contract or the address in the Netherlands where you will be staying.

Health and liability insurance

Everyone staying in the Netherlands needs to be insured properly for medical treatment. If your own insurance does not cover your stay in the Netherlands or does not cover Dutch tariffs, we advise you to take out a private insurance policy.

We also strongly advise visitors to get liability insurance. If you are liable for an accident that injures someone or damages another person's property, you are responsible for paying all the costs resulting from the accident. The resulting claim for damages could be quite high. Special policies are available for international students and guests. Your contact person in the HR Department can provide you with information about health and liability insurance and can help you arrange these insurances.

Tuberculosis check

Depending on your country of origin, you may also need a tuberculosis check to stay in the Netherlands. The check involves a lung X-ray. The X-ray will be taken by the GGD (municipal public health service). The contact person in your HR Department will make an appointment and give you further information about this.

Registering at the Municipality

The city government, in Dutch 'De Gemeente', provides a number of services for its residents such as offering a wide range of civil information, exchanging foreign driving licenses, registering births and marriages, registering citizens' residences and moves. These services are located in various buildings in Wageningen.

To register for your residence permit you are requested to go to the Department of Citizen Affairs ('Publiekszaken') in the town hall of the town where you are going to live. In Wageningen, the Department of Citizen Affairs is located at Markt 22 (in the centre of town) and is open from Monday through Friday from 8.30 am until 12.30 pm. When registering, you will be asked to show your passport, your original (legalized or apostilled) birth certificate, if applicable your (legalized or apostilled) marriage certificate, and proof of suitable accommodation (e.g. a rental contract). You will receive a form to prove that you have registered at the Municipality. This form must be added to your application for a residence permit.

In some cases you are asked to submit your application for a residence permit in person at one of the branches of the Dutch Immigration Office (IND).



This could be in 's Hertogenbosch (also written Den Bosch), Utrecht or Rijswijk. If this applies to you, your HR Department will make the appointment for you and give further details about the procedure.

In this situation, you will receive a sticker in your passport. This sticker confirms your legal stay in the Netherlands and is valid until you have received your residence card.

EXTENDING YOUR RESIDENCE PERMIT OR CHANGING YOUR PURPOSE OF STAY

Circumstances may arise that require extending your residence. To extend your residence permit, you will need to submit an extension form and some documents to the IND. If necessary, you may contact your contact person in your HR Department for assistance. He or she will tell you which documents and information you need for the extension process.

You may also want to change your purpose of stay while temporarily residing in the Netherlands, for example, if you originally came to the Netherlands as a student and later accept a research position. If you want to change the purpose of your stay, you have to apply for a new residence permit related to the new purpose of stay.

Before beginning this procedure, we advise you to contact your advisor in the HR Department.

TRANSPORT

Public Transport

In the Netherlands, public transport consists of trains, train-taxis, busses, trams, metros/underground (only in Amsterdam and Rotterdam) and trolleys (in Arnhem). You can find information about public transport in English on the website www.9292ov.nl or www.ns.nl or by calling tel. 0900 92900.

For all public transport, with the exception of railways, a 'strippenkaart' (a multiple-trip ticket) is needed. This ticket can be bought in the bus, but it is cheaper if bought beforehand at, for example, the bus station, railway station, bookshop Kniphorst in Wageningen or in some supermarkets. The tickets are stamped according to the distance (divided into zones) to be travelled. A 'strippenkaart' is valid throughout the country, also in trams and metro.

Attention: a new way of paying for public transport will be implemented in the course of 2010, using a card called the OV Chipkaart. It is already in use in Rotterdam and Amsterdam. For more information ask your advisor in the HR Department.

Busses

Busses frequently run in Wageningen and throughout the area.

There are regular bus services from Wageningen bus station to towns such as Ede, Arnhem, Utrecht, etc.

Trains

(the Dutch railways: 'Nederlandse Spoorwegen' / NS)

The Netherlands has an extensive railway network with regular train services. Trains run frequently and usually on time. Stops are often rather short, so you need to get on or off quickly. There are two train classes, differing in price and comfort: first class is more expensive than second class. Train tickets cannot be purchased on the train, they have to be bought beforehand at one of the Tickets Machines at the station or (at the bigger stations) at the ticket counter. There are three types of trains in the Netherlands: an 'intercity trein' stops only in major cities, a 'sneltrain' stops at a few more stations, and a 'stoptrein'



stops at all stations. Wageningen does not have a railway station. You can take busses to Ede and Rhenen; both towns have a railway station.

Information about tickets, prices, and times of departure and arrival (timetables) may be obtained at the railway stations or from the website www.ns.nl. Wageningen UR provides a train and taxi ticket service for staff members.

Taxis

Travelling by taxi is expensive. A few taxi companies offer a Schiphol airport service.

Bicycles

The bike is a very popular means of transport in the Netherlands. A reliable bicycle is essential in Wageningen. A bike, either new or second hand, is certainly no luxury. Most bicycle shops sell second-hand bikes. Bikes can also be bought in other shops or through advertisements, e.g., in the newspapers.

Tips:

- Small bikes are rare; ask the shopkeeper for assistance if you need a small bike.
- When buying a bike, always check that the lights work, and whether the brakes and the tires are in good order. You are legally required to have lights on your bike at night, and you can get fined if you don't.
- Be aware of thieves! Never leave your bicycle unlocked on the street, not even for just a few minutes.
- When buying a bike, also buy a good lock.
- A non-attractive bike has less chance of being stolen.
- If you have never biked before, ask a friend to help you to practice, or
- Contact the University Sport Centre the Bongerd at office.fb-usb@wur.nl for bicycle riding lessons.

Car/Driving license

The ANWB Automobile Association in Ede, Molenstraat 80, 6711 AW Ede, tel. 0318-619122, offers a wide range of information, services and items for travelling. It also provides information on national and international road traffic, sells books on travelling and camping as well as maps and other useful articles for the cyclist and the

motorist. It also provides information on importing or exporting cars and it sells travel insurance. For a number of ANWB services, you need to become a member of the association.

Any foreign visitor coming from an EU country, incl. Norway, Iceland, and Liechtenstein, can continue using their national driving license for ten (10) years. For other countries, an international license may be required. You may use your own license or the international license for a maximum of six (6) months. People from the above mentioned countries as well as a few others can exchange their license for a Dutch one. We advise you to ask for detailed information at the municipality, tel. (0317) 492911.

Pedestrians

Dutch drivers are not as polite as you might hope. It is therefore wise to know a bit about the current traffic rules. The most unexpected traffic rule for foreign pedestrians or cyclists is that all traffic approaching from the right has priority, unless signs or markings indicate otherwise. Trams have priority over everyone, no matter where they come from. As a pedestrian, you should also get accustomed to the network of bicycle paths ('fietspaden'), which you might at first mistake for pedestrian paths.

Attention: in the Netherlands driving is on the right side of the road, in contrast to a number of countries where driving is on the left. Be aware of this when you cross the street.

TRAVELLING ABROAD

Transportation to Schiphol (Amsterdam) Airport

Some taxi companies offer a Schiphol airport service. Of course, you can also travel by train to the airport, please see www.ns.nl.

Visa requirements

Always check if a visa is required for the countries you intend to visit. When you are staying in the Netherlands for longer than three (3) months and need a residence permit, you may not leave the Netherlands until the residence permit, which is like an identity card, has been issued, unless you have been issued a D/C visa, which allows



multiple entries or when you come from a country without visa requirements for the first three months.

A D/C visa has features of both a short stay visa (VKV or C-visa) and an MVV (entry visa, or D-visa, valid for a stay of more than three months). It is basically an MVV with the travelling possibilities of the short stay visa. This means that you can travel freely through any of the Schengen countries during your first three months in the Netherlands, and you can enter the Netherlands more than once. This visa is meant to bridge the period that applicants are waiting for the residence permit.

If you have a D/C visa but are still waiting for your residence permit after three (3) months, you will then face the same travel restrictions as holders of a simple MVV. If an emergency situation arises and you really need to travel abroad in that period, you may be able to get a special 'return visa' from the IND that will allow you to return to the Netherlands.

FINANCIAL MATTERS

Banks

Below are the names and addresses of some banks in Wageningen.

ABN-AMRO, Stadsbrink 43

(Monday: 12.00 – 17.00 hrs; Tuesday to Friday: 09.00 – 17.00 hrs);

Rabobank, Plantsoen 55

(Monday: 13.00 – 17.00 hrs; Tuesday to Thursday 09.00 – 17.00 hrs; Friday: 09.00 - 20.00 hrs);

SNS Bank, Stationsstraat 3

(Monday: 13.00 – 17.00 hrs; Tuesday to Thursday 09.00 – 17.00 hrs; Friday: 09.00 – 20.00 hrs);

Main Post Office, Plantsoen 40-42

(Monday to Friday: 09.00 – 18.00 hrs;
Saturday: 09.00 – 13.30 hrs)

Cash Dispensers

To use a cash dispenser (in Dutch: geld-/ pin-automaat), you must have a bank account and a corresponding bank pass with a Personal Identification Number or 'PIN code'. This pass and pin code can be used in many shops.

'Geld/pin-automaten' or cash dispensers are located at every bank and post office, in railway stations and in other public places. If a dispenser is out of service, the display will read in Dutch 'buiten dienst'. If you type in the wrong pin code, you may try again, but after three tries, the machine will capture your card. If this happens, you will have to contact the bank to get your card.

Attention: when using your 'PIN code' to collect money from the dispenser, make sure not to be distracted and let nobody look on with you.

Chipper

Most bank cards also include a 'chipper'. This service means that money can be transferred from a personal account onto an 'electronic wallet', especially suitable for the appropriate and efficient payment of small amounts. The chipper is the common means of paying in shops and restaurants at most Wageningen UR buildings.

Paying with the chipper is easy, you do not need a PIN code. You can upload your chipper at most Wageningen UR buildings.

Currency exchange

Currency exchange is possible at any bank or post office.

Safe-deposit

For the safekeeping of valuables, you can rent a safe-deposit box at a commercial bank.



HEALTH AND PERSONAL CARE

General practitioner / family doctor

In contrast to many other countries, the first person to consult in the Netherlands for almost all medical assistance is a general practitioner (GP) or family doctor ('huisarts'). It is not customary to make an appointment directly with a specialist. If necessary, the GP will refer you to a specialist. When staying for a longer period in the Netherlands, it is advisable to register with a GP. Registration is according to the first letter of your surname, see list [GPs in Wageningen](#).

Appointments for a visit to your GP can be made by telephone. Be aware that a GP's office usually has fixed times for telephone contact and that only in very urgent cases a GP makes a house call.

In case of emergencies outside regular working hours, during the weekends and on national holidays, you can call the 'huisartsenpost', located in the hospital in Ede, tel. 0318-434444 for help.

Moreover, all medical professionals have a code of ethics forbidding them to pass on information about patients, even to parents or official authorities.

Dentist

The abovementioned information more or less applies to dentists (in Dutch 'tandarts') as well. When staying in the Netherlands for a longer period, it is advisable to register with a dentist. Dental treatment is often not covered by medical insurance. All dental prices are fixed, please ask your insurance company for its dental regulations. After working hours, during the weekend or on national holidays, a dentist can only be reached for emergencies by phoning 0318-434444. The medical dentists post is also located in the hospital in Ede.

Prescriptions and pharmacy

If you are given a prescription, you need to collect the medicine from one of the pharmacies in Wageningen. Please ask your GP where to go. Please note:

- medicines bought without prescription are usually not covered by your insurance;
- not all medicines (even if prescribed by a doctor) are covered by your insurance;
- insurance only covers medicines for the duration of the policy.

Hospital

The nearest hospital ('ziekenhuis') in the Wageningen area is 'Ziekenhuis Gelderse Vallei' located in Ede at Willy Brandtlaan 10, Ede, tel. 0318-434343. If you need to be hospitalized, your GP will contact the hospital first. In the event of hospitalization, inform your insurance company immediately. During your first visit to the hospital, the employee at the information desk will issue you a hospital identity card with your personal data, insurance information and the name of your general practitioner. You will need to show this card each time you go to hospital. Hospitals usually have fixed visiting hours. Please go to www.geldersevallei.nl for the local hospital's hours. If you do not have a car or cannot drive yourself to the hospital, there is a special bus connection to the hospital.

First Aid Service

Dutch hospitals generally have emergency rooms for first aid. However, hospital staff is allowed to refuse help in a non-life threatening emergency if you are not referred by your local general practitioner. Therefore, always call your GP first. He or she will help you decide what you should do and arrange an ambulance if necessary. Just going to the First Aid post (EHBO) at the hospital may result in long waiting times or in not being helped at all.

Life-threatening emergencies

In case of life-threatening emergencies, fires, accidents, crime, etc. outside your workplace, **please call 112**. The operator will ask you whether you need the police, ambulance, and/or fire brigade, where you need them and then ask you for details. These services should arrive within a few minutes. This number is only for very serious emergencies; unnecessary use of this number may endanger the life of others. Calling this number for no reason or just for fun will result in a heavy fine. For emergencies at work, please follow the instructions for your



specific building, which should be posted in labs and rooms.

LANGUAGE COURSES

Students and staff who plan to stay in Wageningen for 6 months or longer are advised to follow a NT2 (Dutch as a second language) course from the Language Services at Wageningen UR at the Forum Building 102, Droevendaalsesteeg 2, 6708 PB, tel. (0317) 482552. Language Services also offers other language courses at various levels (English, Spanish, French), language consulting, translating and editing. Please visit www.languageservices.wur.nl for more information.

Other Dutch language courses at various levels are given by:

- the 'Volksuniversiteit' Wageningen, Vergersweg 22, Wageningen, tel. (0317) 415234, website: www.volksuniversiteit.nl Wageningen.
- ROC A12, Costerweg 5, 6702 AA Wageningen, tel. (0317) 420787, website: www.a12.nl

STUDIUM GENERALE

We would also like to bring to your attention the Program Studium Generale and the associated Movie theater Movie-W. The Studium Generale team organizes for staff and students an extra-curricular program of lectures, presentations, debates, workshops etc. on topical issues in Science and Society. All topics are related to the domain of Wageningen UR, and the "extras" are brought to Wageningen by non-resident presenters in the fields of research, business and politics. Movie-W shows 6 evenings a week non-commercial art movies from all over the world. The programme is offered in Dutch and in English. Please have a look at <http://studiumgenerale.wur.nl>. You are cordially invited to come to LA13, the Laboratory for Culture and Debate, located at Lawickse Allee 13, Wageningen (near the Bestuurscentrum, building 400) and/or contact the SG-team. Indeed, we would very much welcome any idea from your side for a presentation in our program!

Please contact us via info.sg@wur.nl

SPORTS

University Sport Centre De Bongerd (USB)

University Sport Centre *De Bongerd* (USB) of Wageningen University is a multi-functional sports centre with both indoor and outdoor activities. The Sport and Movement programme offers 31 sport activities for students and staff of Wageningen UR. The USB has a gymnasium, track, climbing wall, four squash courts, six tennis courts, a swimming pool (*Sportfondsenbad de Bongerd*), and four outdoor fields along with a completely renovated fitness room, built according to the latest standards. The Sport Centre is open 7 days a week, so you can take part during the weekend as well. To be able to make use of the facilities or participate in the Sport and Movement Programme, you must have the sports option on your WUR-card activated. For further information on activities and the fee, please visit the USB website: www.usb.wur.nl /UK or contact the reception at Sport Centre De Bongerd, Bornsesteeg 2, tel. (0317) 483877.

ADDITIONAL INFORMATION

It is important for you to know that in the Netherlands a given time for an official appointment is strictly adhered to, under normal circumstances. So, should you have an appointment at 09.00 am, you are expected to be there at 09.00 am.

For more information that might be interesting to you please consult the following internet sites:

- <http://www.nuffic.nl/index-en.html>
- <http://www.euraxess.nl>
- <http://www.IIND.nl>
- <http://www.wur.nl/uk>
- <http://newtoholland.nl>
- <http://www.svb.nl/int/en/index.jsp>

We very much look forward to meeting you in Wageningen.

HR Department Wageningen UR

