

**The Hague**

University of  
Applied Sciences

# PRE DEPARTURE GUIDE

for international students



**let's change**  
YOU. US. THE WORLD.

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# Welcome

## Welcome to The Hague University of Applied Sciences (THUAS)

We hope that you're making good progress in preparing for your studies. We look forward to having you study with us and hope that you're excited about this new and challenging step in your life and education. At the end of your journey, you'll be awarded a university of applied sciences diploma.

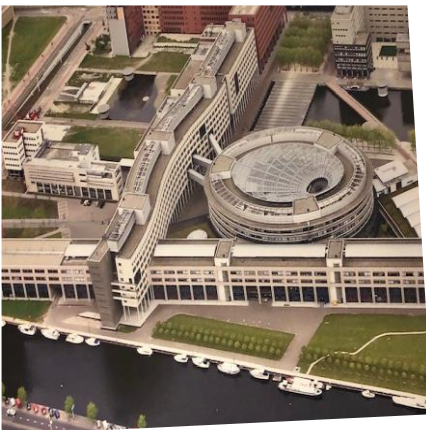
At THUAS, we have almost 26.000 students from more than 140 different countries. On our website [About THUAS](#), we show what we want to give our students, how the organisation works as a whole and where you'll find our campuses.

To ensure that your arrival will go as smoothly as possible, please carefully read this guide carefully to find information about visa, housing, how to get to The Hague, and what to expect once you have arrived.

If, after reading this guide, you're still left with some questions, please do not hesitate to contact us. At the final page of this guide, you'll find our contact details.

Kind regards,

**The Hague University of Applied Sciences**  
Unit Student Services



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# Checklist

## Organize your move

Moving to another country can be an overwhelming experience and proper organization is necessary to make it a smooth process. Below is a basic checklist to help you. On the next pages, we will elaborate further on what specific steps need to be taken.

You can find some of the information also in the [Study in Holland](#) website.

Also, on our website you'll find more information about [arrival formalities](#) and [Tips & Tricks](#).

## Before Departure

- Arrange your accommodation;
- Apply for visa (we will arrange this for you);
- Apply for student insurance;
- Prepare documents you need;
- Arrange Military letter (*if applicable*).

## Once you arrived

- Register with the local municipality;
- Open a Dutch bank account;
- Register at local General Practitioner (GP);
- Tuberculosis (TB) test (*if applicable*).

## Settling in

- Apply for a DigiD to access governmental sites;
- Student and Academic Services;
- Student ID;
- Grocery stores in The Hague;
- Get connected – telephone, tv and internet;
- Where to buy housing supplies;
- Public transportation;
- Bicycle.

## During your study

- [Holiday schedule](#);
- [Events & Activities](#);
- [News](#).

### Good to know

All THUAS programmes are accredited by The Accreditation Organisation of the Netherlands, [www.nvao.net](http://www.nvao.net).

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# Housing

## Have you arranged your accommodation?

We understand your need for comfortable and safe student accommodation. In The Netherlands, students usually do not live on campus but have their own room. Finding good, affordable accommodation can be a problem.

Although finding accommodation is your own responsibility, The Hague University of Applied Sciences can provide you some helpful information and/or guidance when making your living arrangements, since we cooperate with several accommodation providers. Read more on our [housing information page](#).

## What to expect

You may have to share the shower, toilet, kitchen and living room with other students. Also, the rooms can be quite small compared to what you are used to. It is common for men and women to live together in a shared house. Check beforehand if a room is furnished or unfurnished. The quality can vary greatly and the design of the room can also vary from just a bed and a chair, to a fully furnished room with internet.

If you decide to go for an unfurnished room, you can buy or rent inexpensive furniture from secondhand shops in your city, they often deliver the furniture to your room for free.

## Rent and bills

An average room in The Hague is somewhere between € 400,- to € 600,- a month. Please note that rooms in a Student Hotel are more expensive. Prices vary as there are public and private housing providers. Before you accept a room, please check which bills (gas, electricity, internet, TV) are included in the rent.

## Check your contract

Make sure you read your rental contract carefully before signing it. Check what you are allowed to do in your room. For example, you may not be allowed to paint the walls. Also, ask who you should speak to if there is a problem, like a blocked drain. In addition, we advise you not to pay your rent in cash unless your housing provider issues proof of payment.

## Housing issues

If you have a complaint about your accommodation, first speak to your housing provider. If you need additional help, email us at [accommodation@hhs.nl](mailto:accommodation@hhs.nl) or visit our Student Services Desk on the 1<sup>st</sup> floor.

For questions or issues about housing you can also go to the [Housing Hotline](#) of the Dutch Student Union. They will assist you and use the information anonymously to improve the overall housing situation of international students.

# Visa guide

## Do you need an entry visa or a residence permit to study in The Netherlands?

If that's the case, you've received a tab with your visa information online via Osiris application. If you have any questions about it, please feel free to contact us via [immigration@hhs.nl](mailto:immigration@hhs.nl).

### EU/EEA students

As a student from an EU/EEA country you have the right to study in the Netherlands without a residence permit. You can come to the Netherlands without applying for any permit. In some cases, you might want to register with the [Immigration and Naturalization Service \(IND\)](#). If you wish to apply for an EU/EEA residence permit yourself, please visit the website of the IND for more info.

### NON-EU students

- The applicable immigration procedure is mentioned in a new tab in [OSIRIS Application](#);
- You transfer the package fee and upload documents in Osiris application before the 15<sup>th</sup> of June 2021;
- We'll apply for your entry visa\* and a residence permit for your entire study period;
- When the application is approved by the IND, we will inform you via email;
- You make an appointment with the embassy for getting the visa sticker\* in your passport;
- After visa pick-up or receiving the IND approval letter, you're ready to travel to the Netherlands.

*\*if applicable*

### Do you need a residence permit without entry visa

If you are from a country where you do not need a visa to enter the Netherlands such as Australia, Canada, Japan, Monaco, New Zealand, South Korea, USA and Vatican City, you can travel to the Netherlands with only the (Dutch) IND confirmation letter stating that you receive a residence permit (kennisgeving). You'll receive this letter from us via email, after the IND approval.

### Do you need an entry visa (MVV)

You collect the MVV from the [Dutch embassy](#) that you mentioned in Osiris application. Make an appointment as soon as possible, waiting times can vary, and in regular times could be up to around 3 weeks. You have 3 months to collect the MVV. Please make an appointment for this with the representation. Be aware that your passport must be valid for at least 6 months on the day you get the MVV sticker in your passport and you have to provide your biometric information upon collecting the MVV. The Dutch embassy will inform you what documents to bring to the appointment; *Please consult [www.netherlandsandyou.nl](http://www.netherlandsandyou.nl) to find out more about the embassies and reach out to them directly for further information to collect the entry visa.*

### Keeping your residence permit

Now the official part. If you don't meet the academic requirements (at least 50% in the study workload each academic year) or quit, we have to inform the IND. That's not quite it. Each year, you'll also need to show proof of sufficient financial means for both tuition fees *as well as* living expenses (around € 11.100,-) for the next academic year to keep your study permit.

Each year in the summer, we'll email you how to upload the required document(s). On the IND website, you'll find more information about [study progress monitoring](#) and the amount of [sufficient financial means](#). If you don't have the money, or if you have insufficient study progress, we have to inform the IND. As result, your residence permit may be cancelled. It's the law.

# Insurance

## Required by Dutch Law

All international students in the Netherlands are required by law to be properly insured for health and liability for the duration of their studies. These arrangements must be made before you arrive in the Netherlands.

## For EU/EEA students

If you have an [European Health Insurance Card \(EHIC\)](#), please check with your insurance company if you have enough coverage in the Netherlands during your entire study period. Some eastern European Countries only offer this for 3 months. If it does not cover your entire study period, please make proper arrangements before you travel to the Netherlands.

The health insurance coverage that is best suited to you will depend on various factors, including your nationality, age, nature of residence, and whether you have a job. Adequate health insurance for international students in the Netherlands should cover urgent medical care, emergency hospital treatment, and repatriation on medical grounds in case you need to return to your home country. We also strongly recommend that students take out third-party liability insurance. Such liability insurance should have a coverage of approximately € 1.25 million. Your health is precious.

## For NON-EU/EEA students

For newly arriving international students who have paid a complete package fee, THUAS will arrange your Masterplan+ Student health insurance from Insure to Study, but only for the first academic year. After this, the insurance company will contact you for the extension of your insurance.

During the (compulsory) presentation in the orientation period, you'll receive your insurance package, but you'll also receive a digital copy via email from the Insurance company. For more information, check the [Insure To Study website](#). Please note that non-EU/EEA students who already live in the Netherlands, are considered to already have proper and valid health insurance!

If you're living and studying in the Netherlands without working, this student insurance will suffice. There are a few cases in which a Dutch Basic healthcare insurance is obligatory for international students:

- When you study and also have a (part-time) job or an internship with a minimum wage salary;
- When you study and you have a zero-hour (casual) working contract.

This is compulsory and you risk a fine if you do not have this. With [Insure To Study](#), you can easily switch from your student insurance to basic health insurance for the applicable period.

Are you unsure whether it is mandatory for you to apply for a Dutch health insurance plan, for example, when you're a student? Then please check the website [Zorgwijzer.nl](#) or call +31 (0)10 340 00 20.

## Preparing to leave home

### Academic and other important official documents

There are a number of documents that are important to bring with you when you travel to the Netherlands:

- A valid passport with your MVV entry visa (if applicable);
- Birth certificate translated for registration in the municipality (only when you will live outside The Hague);
- Accommodation contract in the Netherlands;
- Cash, credit card or a Maestro debit card. Keep in mind that credit cards are not accepted everywhere;
- Passport sized photographs;
- Medical certificates, including vaccination records, if you have them.

### Some recommendation on what to bring:

- Contact numbers for any family/friends in the Netherlands;
- Contact details of family/friends in the event of an emergency;
- Adaptor for European plugs (230v with a two-pin plug);
- Prescription medication you may need during the first weeks of your stay;
- Comfortable and smart clothing, including a warm coat that can stand a bit of rain;
- If you have a laptop or tablet: it is not required during your studies, but will be very useful;
- You might need to bring a set of bed linen & kitchen-set, or you can buy them (at the city centre / online);

Websites for online purchases:

[bol.com](https://www.bol.com), [hema](https://www.hema.nl), [blokker](https://www.blokker.nl), [ikea](https://www.ikea.com), [coolblue](https://www.coolblue.nl).

### Military Service Letter *(if applicable)*

Students who come from a country with mandatory military service need to arrange this matter before their departure to the Netherlands. A (conditional) acceptance letter from THUAS showing that you are accepted and will be studying regularly on campus, will be sufficient for you to be allowed to travel for study. Furthermore, if you decide to wait until after you arrived in the Netherlands to arrange this matter the situation will prove to be problematic.

### Covid-19

On our website, you'll find updated information about [studying and working in times of corona](#).

We hope to answer your questions as fully as possible. If you can't find the answer to your question, please send it by mail to [anderhalvemeter@hhs.nl](mailto:anderhalvemeter@hhs.nl). Personal questions or agreements about work and study should always be referred to the relevant study programme or supervisor.

Do you have COVID-19 related health complaints? Please check [this flowchart](#).

For more information, also see [General > COVID-19 health complaints](#).

Brochure: [Help and support when self-quarantining](#).



## Once you arrived

### Getting to The Hague by yourself

Many students arrive at [Amsterdam Schiphol Airport](#) and travel to The Hague with public transport. The train station is situated directly below the airport. How to travel from Schiphol Airport to THUAS by public transport is explained in [this video](#).

[Single train tickets](#) for domestic travel are available from the yellow ticket machines near the platforms and from the ticket counters, which are situated close to the red/white-checked cube at Schiphol Plaza. There is a direct connection to railway station called "Den Haag HS" (HS stands for Hollands Spoor), opposite of THUAS.



### Public Transportation

You will probably use the Dutch public transportation system quite often. We advise you to get a so-called [anonymous OV chip card](#). You can top up this card to pay for all your public transport fares in the Netherlands, not just the train fares.

If you have a smartphone, there are 2 very useful apps available.

- [NS train app](#). (available for Android and iOS);  
This app lets you plan train trips and is published by the Dutch Railway Company called NS. The NS also offers travel planners on their website [NS Train Planner](#).
- [9292 Public Transport](#). (available for Android, iOS and Blackberry);  
This app is from an independent company called 9292, which you can use to plan all trips with public transport companies within the Netherlands, not just the NS. They also offer their travel planners on their website [9292 public transport planner](#).

Should you prefer to travel by taxi, you might want to use the services of [TAXI2AIRPORT](#), an extended airport taxi service for tourists that will take you directly from the airport to your new Dutch address.

Please be aware of unsolicited taxi services offered to you in and near the entrance of Schiphol, please do not use them.

## What else to expect

### Municipality registration (BRP)

In the Netherlands you must register at the local municipality (gemeente). The municipality will record the personal data of all residents in the Personal Records Database (BRP). This registration will automatically be shared with the Immigration and Naturalization Service (IND) if you are a non-EU/EEA student. If you move to another municipality, your personal data automatically moves with you.

For registration at the municipality registration the following documents are required:

- Original valid passport incl. a colour copy of it;
- Proof of habitation (your signed rental contract);
- IND approval Letter or Residence permit (if you're a NON-EU student);
- BRP form (we will provide this);
- Birth certificate (only if you'll live outside The Hague).

Sometimes your document needs legalization and/or translation. You can check this per country at [Netherlands worldwide](#). Enter the country where your document was issued.

### BSN - Citizen service number or (in Dutch) Burger Service Nummer.

After the registration with the municipality you will receive a confirmation of your registration, which will contain your citizen service number (BSN). This BSN number is equivalent with Social Security Number. Everyone residing in the Netherlands must have a BSN; an exclusive personal number to arrange all your matter with the Dutch government. Further it is also required in almost every formal step such as opening a bank account, part-time job, register with the health care system/GP and paying tax.

### Tuberculosis (TB) Test

To obtain a residence permit for the Netherlands, and for reasons of Public Health, students from a number of countries are obligated to have a Tuberculosis Examination (TB check).

Students who are 18 years and older get an Rx test. An Rx test is a test which involves an X-ray of the lungs. Students who are below 18 years old get an Mx test. This is a Mantoux test, which is a skin test. The skin test requires two visits with a health care provider. A person given the tuberculin skin test must return within 48-72 hours to have a trained health care worker look for a reaction on the arm.

If you have the nationality of one of the countries on this [list of exemptions](#), you do not have to undergo a TB check. Students who are obligated to take this TB Health Check, will be informed by us.

# Finances

## Preparing a budget

For your next step at THUAS, [preparing a budget](#) is crucial to ensure that all your costs are covered for your university life. Effective budgeting will not only help you anticipate the average monthly cost of living, but it will also help you avoid undesirable financial circumstances.

## Tuition fee

How much in tuition fees you will have to pay is based on the information known at THUAS and depends on three things - your nationality, if you have a higher education diploma, and the degree programme you've chosen. In case of relevant changes in this information, the tuition fees will be adjusted accordingly.

Want to know for sure which tuition rate applies to you? Visit our [tuition fee calculator](#) and you'll know within a few clicks. Please note that no rights can be derived from a calculation via this tool.

## Scholarships

You can find more information about [scholarships](#) on our website. These scholarships are one-time scholarships only, meaning that if you obtain them it is only for your first year of study. Keep in mind that for some scholarships the application deadline may already have passed.

## Package fee

For non-EU/EEA students, THUAS will apply for your residence permit for the purpose of study (incl. the entry visa, *when required*). To avoid any delay in the application we ask all our international students to transfer a package fee of € 20.000,- to the account of THUAS before the deadline\*. Please note that this does *not* include accommodation.

*\*Check your invoice for the bank account details.*

We realize this amount is high, however one of the requirements from the Immigration and Naturalization Service (IND) is to have sufficient financial means since living in a foreign country like ours is expensive.

For the academic year 2021-2022 we will deduct the following costs from this package fee;

- |  |           |
|--|-----------|
| • Applicable tuition fees for the first academic year                        | € 8.475,- |
| • Legal application fees for your residence permit ( <i>non-refundable</i> ) | € 192,-   |
| • Dutch Health insurance for the first academic year                         | € 683,11  |

Please note that, *if applicable*, you'll need to pay for transfer costs yourself.

The remaining amount is to provide in your own needs during your stay and will be refunded to your Dutch bank account after arrival.

## Refund policy

- When you cancel your enrolment before we have applied for your residence permit, we'll deduct € 100 cancellation fees and the remaining amount will be refunded.
- When you cancel your enrolment after we applied for your residence permit, we will deduct € 100 cancellation fees and the (*non refundable*) legal application fees, and the remaining amount will be refunded.
- When IND will not approve the application, we'll deduct the legal application fees (*non refundable*), and the remaining amount will be refunded to you.

# Banking in the Netherlands

## Opening a Dutch bank account

Opening a bank account is a crucial first step to take when you are new to the Netherlands, to manage your day-to-day finances. You might hear the following terms, when you start to organize your Dutch finances:

- A current account is called a '*privérekening*' In Dutch;
- Occasionally, you might come across the term '*girorekening*' too; this is the old term for a Dutch current account.

## In order to open a Dutch bank account in the Netherlands, you must take the following steps:

1. Decide which Dutch bank you would like to use;
2. Visit your chosen bank in person. If you want to avoid waiting to be seen by an employee, visit the banks website and book an appointment;
3. Whether you have contacted the bank online in advance, or chosen to simply walk in, you need to bring certain documents with you;
  - Proof of identification. Your passport, or your EU identity card, will be accepted as valid proof;
  - Please note that you might need a [Citizen Service Number](#) (BSN) in order to open a bank account;
  - Your (conditional) letter of acceptance.

## Banks in the Netherlands

[ABN AMRO](#); - [Rabobank](#); - [ING](#); - [SNS Bank](#); - [ASN Bank](#).

Once you have selected your bank you should check out the details of the accounts offered to see whether they suit your needs and requirements. After your account is completely set up you'll receive a debit card at your home address, with an activation code and a pin, by mail. You can use the debit card to make payments in stores.

## Important information for minors <18 to open a bank account

At [ABN-AMRO](#), the following documents are required;

- Passport or ID-card, valid during your entire stay in the Netherlands;
- An official statement of your Dutch higher education institution (e.g. the registration letter, letter of acceptance or student card) in which your status as a student is mentioned, as well as the period of time you're supposed to be staying here;
- Copy of ID/Passport of your parent(s) and or guardian(s);
- Filled in Declaration of consent;
- TIN/FIN number (If you have to pay taxes in your home country).

*Please note:*

Your parent(s) and/or guardian(s) need to be present at the appointment, either in person or by means of video chat; Due to Covid-19, if you have to go into (self) quarantine you cannot have an appointment with the bank during your quarantine period.

If you apply for an bank account you don't need a BSN number directly, but it's mandatory to provide your BSN number within 6 weeks. You can provide your BSN number by using the ABN AMRO app or ABN AMRO Internet Banking. On their website, you'll find more information about the [Student Package](#).

## Withdraw money

Another name for most ATM's in the Netherlands is [Geldmaat](#). Finding a ATM/Geldmaat will be no problem in towns and cities in the Netherlands. Just look in or near bank branches, shopping centres and sometimes in supermarkets. However, if you're headed to somewhere more rural it's always a good idea to take some cash with you, as Geldmaat access could be more limited.

Dutch Bank cards have chip and pin technology, with a 4 digit PIN code. That means, to use an ATM in the Netherlands, even if you have an American magnetic stripe card, you'll need a PIN code. Generally, you can get this easily from your bank before you travel.



## Number Punctuation

It is very important to know about number punctuation in the Netherlands! The Dutch way of punctuating numbers and decimals is exactly opposite to that of the English, so you risk making some significant financial mishaps if you get muddled. Dutch number punctuation works as follows:

- € 25,25 means: 25 euros and 25 euro-cents;
- € 10.000,- means: ten thousand euros;
- Whole numbers are written with a comma and a dash;
- So, 15 euros is written as: € 15,- in the Netherlands.

## The Exchange Rate

Via the [Currency Converter](#), you can easily calculate how much euro you'll get. When you travel to a country that uses another currency, the issue of the exchange rate will come into play for you:

- In Dutch, the exchange rate is referred to as the 'wisselkoers'
- A new exchange rate is fixed upon every day
- It will be displayed at any establishment in which you can exchange money in the Netherlands •  
In the Netherlands, the exchange rate does not vary from one bank to the next
- The charge for exchanging money, however, may differ.

# Medical assistance

## Visiting your GP (General Practitioner) or Huisarts (in Dutch)

In the Netherlands your general practitioner (*huisarts*) should always be your initial contact for all medical matters. The GP has access to many hospital facilities and can - on short notice if necessary - refer you to medical specialists. He or she will keep your medical record up to date and prescribes your medication.

The huisartsen (GPs) are responsible for gathering all your medical records and are the gatekeepers to all the other types of medical treatment, so they are the first point of contact when you have a health problem (unless it's an emergency). They deal with routine health issues, perform standard gynaecological and paediatric examinations, and refer you to other services, including hospitals, specialists and physiotherapy.

## Which GP?

For all students in The Hague, we recommend to register at the [Student Doc Huisartsenpraktijk](#) (GPs) which is especially for students! They are located in the city centre of The Hague. You can visit them at address: Boomsluiterskade 299, The Hague | Phone: +31(0)70 382 47 77 | email: [info@dedoc.nl](mailto:info@dedoc.nl).

## Office visits (spreekuren)

You normally have to make an appointment in advance and may have to wait a few days to get a slot. Appointments often run late and they only last around 15 minutes, so be succinct when you're in front of the doctor. Many doctors have daily first-come, first-served sessions (*inloopspreekuur*) for short phone or drop-in consultations. These days, it's rare for doctors to make house calls.

## Referrals to a medical specialist

You can't go directly to a specialist for treatment, you have to be referred by a GP (*huisarts*). In some cases your GP might refer you to a specialist, generally in a hospital. He/she will give you a letter explaining your condition for you to pass on to the specialist. You can make an appointment at your convenience. In serious matters, for example a bone fracture, your GP's office will communicate directly with the specialist.

## Medical emergencies

During office hours, first call your doctor. For rudimentary first aid (open wounds, burns, bruising etc.) your GP can help you immediately. For emergencies outside of opening hours, phone your GP. On the answering machine you will hear options of where you can call. For a serious emergency between 5:00 pm and 8:00 am you can call the [Hadoks](#) "doctors' night and weekend service" via phone number +31 (0)70 346 96 69.

## Payment

You may have to pay the doctor at the time and use the receipt to reclaim the money from your insurance company; the doctor may send you an invoice for you to pass onto the insurance company or, if your GP has your insurance number on record, the bill will be sent electronically to the insurance company depending on your insurance provider and the GP practice.

## More information

- Police, Fire brigade and Ambulance Emergencies      Call 112 (*only in life threatening situations*);
- Police for non-emergencies      Call 0900 – 88 44;
- Advice after traumatic events (Bureau Slachtofferhulp) Call 0900 – 01 01;
- [Emergency assistance in The Hague](#);
- [Medical information](#)

# Working in the Netherlands

## EU/EEA students

With the nationality of an [EU/EEA](#) Member State or Switzerland, do not need a work permit or have any restrictions on the number of hours they are allowed to work.

## Non-EU/EEA students

With a residence permit for study, you are allowed to work in the Netherlands, however no more than 16 hours a week. Your residence permit states '*TWV vereist voor arbeid van bijkomende aard, andere arbeid in loondienst niet toegestaan*'. Instead of these 16 hours a week, you are also allowed to carry out seasonal work in June, July and August. As a foreign student, you must choose between these two options:

- (Full-time) seasonal work in the months of June, July and August;
- Part-time work throughout the year, but no more than sixteen hours a week.

You're not allowed to do both.

Please note that your employer has to obtain a work permit for you. You cannot apply for a work permit [TWV \(Tewerkstellingsvergunning\)](#) yourself, your employer must arrange this for you. In addition, you're allowed to work as a [self-employed person](#). Important is that you continue to meet the requirements for your residence permit for study.

## Information for graduated students

After graduating from THUAS, you're permitted to extend your stay for a period of one year in order to search for a job. To be eligible for this job search period, you must apply for a different type of residence permit, which entitles you to seek work after graduation (*verblijf gedurende zoekjaar afgestudeerde*).

You can choose not to immediately apply for a job-seeking visa and to wait until the labour market has recovered. This is possible up to 3 years after graduation. During this one-year job search period, you're not allowed to apply for (or receive) state benefits.

After the one-year job search period, you must be employed as a highly skilled migrant or labour migrant, or you will have to leave the country.

For the latest information, please visit the [IND website](#).

## Student job in The Hague

More information about working in The Hague, can be found at [Study in The Hague](#).

## Internship

Are you going to do an internship in the Netherlands? You do not need a TWV if the internship is relevant to your study. You must have signed an internship agreement with the company where you will do your internship and your educational institution. You can find more information on doing an internship in the Netherlands at [Study in Holland](#).

# Settling in

## Calling from and to the Netherlands

If you want to call a telephone number from abroad, first dial +31, followed by the area code (without the first 0), and the local number. If you want to call a number in another country, dial the country code.

## DigiD

The DigiD is a Digital Identification. It is a personal ID number, which you need to obtain if you want to use governmental services online. You can request a login when you have received your BSN-number. By logging in online with the DigiD you can identify yourself to the government, for example to submit your tax returns or register at a new address in case of moving. This ensures that your personal data are always protected. For more info, check [DigiD.nl](https://www.digid.nl).

## Get Connected – telephone, tv and internet

There are several possibilities for mobile phone providers. In the city centre you will find general telecom shops and specific shops per provider. Some will offer a complete package with phone and contract, others prepaid or sim card only. A lot of the information can be found online. Good websites to compare the providers are: [www.prijsvergelijk.nl](https://www.prijsvergelijk.nl) or [www.telecomvergelijker.nl](https://www.telecomvergelijker.nl).

If you do not have tv and internet included in your housing rental, some providers for mobile phones, also offer connections for tv and internet. You can choose an all-in-one package: phone, tv and internet or just one or two of the connections. You can request for a technician to set up the system in your home, which is sometimes included in the price.

## Bicycle

Cycling is a fun and easy way of getting around. And very much part of the Dutch lifestyle. There is an extensive network of separate bicycle paths, and big streets have separate lanes for bicycles. There are even guarded parking facilities for bicycles! Cycling is the perfect way to explore the city and its surroundings on two wheels.

Buy your own bicycle or consider the popular [Swapfiets](https://www.swapfiets.nl) with the blue front tires. You will rent your bicycle for a monthly amount and get good service alongside: if you have any issues, they will provide you with a working bicycle within a day. Many students decide to buy a second-hand bike if they decide to not rent one. *Important: Never forget to lock your bike!*

## Dutch language

The official language of the Netherlands is Dutch. Although you can speak English with practically anyone in the Netherlands, learning Dutch helps you to get to know the country and its culture and society. On [Duolingo](https://www.duolingo.com), you'll find information how to learn Dutch, *for free*. Below are some words for you to practice:

| English      | Dutch                | English                    | Dutch                            |
|--------------|----------------------|----------------------------|----------------------------------|
| Hello        | Hallo/Hoi            | Yes                        | Ja                               |
| Good morning | Goedemorgen          | No                         | Nee                              |
| Goodbye      | Tot ziens /dag /doei | Sorry, I don't speak Dutch | Sorry, ik spreek geen Nederlands |
| Excuse me    | Sorry / pardon       | Do you speak English?      | Spreekt u Engels?                |
| Thank you    | Dankjewel            | Supermarket                | Supermarkt                       |
| Please       | Alstublieft          | Food                       | Eten                             |
| Good         | Goed                 | Drinks                     | Drinken                          |



# Life in the Netherlands and The Hague

## Holland or the Netherlands?

The Netherlands is also often called 'Holland', which refers to the 2 western coastal provinces, North and South Holland. In the 17th century this was the most powerful area of the Dutch Republic. The country's formal name is the Kingdom of the Netherlands – Netherlands for short. The name refers to the flatness and low level of the land. Much of it is at or below sea level.

Did you know that the Kingdom of the Netherlands is bigger than just the Netherlands? There are also 3 countries that are also part of the Kingdom: [Aruba](#), [Curaçao](#) and [Sint Maarten](#) and 3 special municipalities; [Bonaire](#), [Sint Eustatius](#) and [Saba](#). Learn more about the Kingdom of the Netherlands on [Wikipedia](#).

## The Hague

The Hague is bursting with culture and creativity and offers students an all-round experience, from galleries packed with Dutch masters to idyllic beaches and parks and buzzing nightclubs. It's a small-scale, hospitable city with an international attitude. In The Hague, students are in the hub of Dutch politics and international justice. Students graduating from The Hague have a head start in industry with an international outlook and names of renowned organizations on their CVs.

## Cultural Highlights

The Hague has many cultural highlights, including [Mauritshuis](#), the home of Vermeer's iconic Girl with a Pearl Earring painting, the Mondriaan collection at the [Kunstmuseum](#) and the [Peace Palace](#). The city boasts excellent theatres and music venues and is reputed to be Holland's top pop city. [Parkpop](#), Europe's largest free festival, takes place in June. Scheveningen's sandy beaches, just outside the city centre are a popular place to relax. [Discover the most beautiful places in the Netherlands](#).

## City of peace and justice

The Hague has worked hard to earn its title - International City of Peace, Justice and Security. The city boasts around 131 international institutes and 80 justice organisations and follows only New York, Geneva and Vienna in importance as a United Nations city. Since 1913, the Peace Palace has been a centre of world justice, hosting the Permanent Court of Arbitration and the [International Court of Justice](#). The [International Yugoslavia Tribunal](#), [Europol](#) and the [International Criminal Court](#) are located in The Hague, along with many other courts, tribunals and NGOs.

## Climate

The country has a mild climate, with few extremes, however the weather can change quickly: four seasons in one day. Be prepared. It can be quite wet and cold in winter (roughly November to March). With daytime temperatures from 2°C-6°C a warm coat, hat, scarf and gloves can be very useful. Summers can be showery, but are mostly pleasant and rarely extremely hot. The main advantage of our position on the globe: the days are long and it stays light until late in the evening, so lots of opportunities to enjoy the nice weather and city. Daytime temperatures in summer are on average 17°C-21°C.

## Multicultural

Dutch society is liberal and openminded with a vibrant cultural scene. You'll be part of a dynamic, cosmopolitan and multi-cultural community right in the heart of Europe. The Netherlands was the first non-native English speaking country in Europe to offer international study programmes taught entirely in English. We started a trend and there are now over 2.000 such programmes.

## Useful and fun stuff

### Student organizations & Study associations

From a student union to a leisure society and from an orchestra to the rowing club, a wide range of student organizations and societies can be joined in The Hague, Delft and Zoetermeer. Your degree programme also has a study association that you can join.

### Campus - Student Life & Sports

If you would like to start a student organization or association, or, would like to join the board of an organization, Campus of THUAS can offer support and advice. Email: [campus@hhs.nl](mailto:campus@hhs.nl) or stop by the office, Johanna Westerdijkplein 66 (across from the main entrance of THUAS). THUAS Campus has its own [Facebook page](#) if you want to stay up to date on student life and [student sports](#) in The Hague.

Visit the website [Study in The Hague](#) to find out more about studying, living, working, sports, leisure and health care in The Hague.

### Fun to watch (*short movies*)

- [Study in Holland;](#)
- [Why Dutch people are so easy to love;](#)
- [12 Things I Love About Living In The Netherlands;](#)
- [Dutch Culture Shocks;](#)
- [What surprised you about the Netherlands.](#)

### Do's

- Respect a Dutch person's personal space. Many value their physical and personal privacy;
- Engage in deep conversations with your Dutch counterpart if possible. People are generally open to converse about most topics. The Dutch enjoy discussing and rationally debating topics;
- The Dutch enjoy a good joke, so feel free to use humour when appropriate and if you're comfortable doing so;
- In a shop or restaurant, people are expected to help themselves as much as possible before asking a service provider. Always show service providers the same level of respect you would show your friends. Many Dutch frown upon those who display a sense of superiority.

### Dont's

- Avoid displaying intolerance towards ethnic minorities or alternative lifestyles. This will likely lead to disapproval from your Dutch counterpart as many have a strong sense of tolerance;
- Do not ask a Dutch person how much they earn;
- Try not to make pretentious or boastful comments that give the impression that you see yourself as superior to others. Your Dutch counterpart is unlikely to appreciate this;
- Do not criticise the [Dutch royal family](#) without a strong justification. For many, the monarchy is considered to be the heart of the country.

## Contact details

### The Hague University of Applied Sciences

The Hague, Main Campus

Visitor's address      Johanna Westerdijkplein 75  
2521 EN The Hague, the Netherlands

Postal address        P.O. Box 13336  
2501 EH The Hague

Delivery address     Stamkartplein 40  
2521 EP The Hague

Phone number        +31(0)70 – 445 88 88

Opening hours        Monday – Tuesday: 8am till 11 pm  
Friday: 8 am till 7 pm

Route                  Route decription



### Student Services

Address                Johanna Westerdijkplein 75  
2521 EN The Hague, the Netherlands

Room                  Ovaal 1.02 (1<sup>st</sup> floor, stair N° 4)

Opening hours        weekdays between 9:00 am and 5:00 pm (*Central European Time*)

Website                [www.thehagueuniversity.nl](http://www.thehagueuniversity.nl)

### Enrolment

For questions about your enrolment, [email](#) us, call us +31 (0)70 445 85 85, or fill out this [contact form](#).

### Immigration

For questions about immigration matters, visa's or residence permits, email us at [immigration@hhs.nl](mailto:immigration@hhs.nl)

### Housing

For questions about housing, please email us at [accommodation@hhs.nl](mailto:accommodation@hhs.nl)

### Scholarships

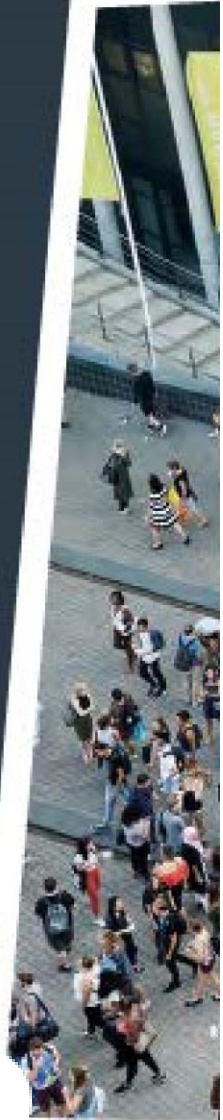
For questions about scholarships, please email us at [talentscholarships@hhs.nl](mailto:talentscholarships@hhs.nl)

### Study related issues

For questions about courses or other study related questions such as book lists, timetables and how to apply for exemptions, please contact your [faculty front office](#).

**let's change**  
YOU. US. THE WORLD.

thehagueuniversity.com



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