Welcome to Groningen Guide
Welcome to the city of Groningen! At the moment you probably are settling in or have finished doing so. Moving to a new city is something you do not do every day. This guide will help you find your way around the city and answer some of the questions you might have.
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Using this guide

This guide will help you find your way around the city and help you get started with your academic career. Should you have any questions or concerns please use the contacts section to get in touch with the right department or institution.
Arriving in the Netherlands

Schiphol Airport
There will be a welcoming team receiving incoming students on **28 and 29 August from 7 a.m. to 8 p.m.**

The best way to get to Groningen is by train. **The trains leave from platform 1-2 at :04 and :34 past every hour.** You can get train tickets at the yellow ticket machines. Please note that most machines take card payments only. A ticket will cost around €30.
The City of Groningen

Although considered a large city in the Netherlands, the city of Groningen is a city of 200,000 citizens, of which approximately 50,000 are students. Therefore Groningen is the youngest city in the Netherlands with an average age of 36. It is the economic and cultural capital of the north, culturally diverse, and with a safe community character. Groningen also is a typical bicycle city with clean air; it has approximately 145 kilometres of bicycling lanes, making it one of the best bicycling cities in the Netherlands and the world.
Registrations

Now that you have arrived in Groningen, it is important that you make sure you are officially registered at different institutions:

**Visa Arrangements**

Most non-EU students who will start in the February semester will be able to pick up their residence permit during visa **day on Februari 1, 2017**.

If you start in September 2017, you will be able to pick up your residence permit on the visa **day on 30 August, 2017**.

There are some situations where your visa or residence permit is not ready for pick up yet. In those individual cases you will be informed about what to do in this case. If you have any questions regarding your visa/residence permit, please contact our International Service Desk: email: isd@rug.nl telephone: +31 50 363 8181.

**Municipality**

You need to be registered at the municipality to live in Groningen legally. To do so you need to register at the municipality.

If you are a **non-EU student**, you can register during the visa day which takes place on **Thursday 30 August** at the Academy Building where you can pick up your residence permit, and register at the municipality as well. For this you need to bring an ID and a copy of your rental agreement.

If you are an **EU student** you can make an appointment at the municipality to register [https://gemeente.groningen.nl/moving-to-the-municipality-of-groningen](https://gemeente.groningen.nl/moving-to-the-municipality-of-groningen). To register you need to bring an ID and a copy of your rental agreement.

**Bank Account**

EU students can make an appointment at the information market during the Welcoming Ceremony or make an appointment themselves by calling ING or walk into their office. If you are a non-EU student you will receive an appointment card during the visa day. With that appointment card you can open a bank account at the ING bank.

**University**

To be formally registered you need to make your (partial) tuition fee payment to the university before August 31st. This is extremely important, because you will not be registered if you make a payment after this date. For more information on how to make payments please visit: [www.rug.nl/education/tuition/payment/](http://www.rug.nl/education/tuition/payment/)
Registrations

Registering for Courses and Exams
Registering for courses and exams takes place through ProgRESS WWW: https://progresswww.nl/rug/

You can log in using your student number and password. You can also go to the student desk at your faculty if you need help with your registration.

Wifi
The university uses the eduroam network. You can sign up with your student account. You can find more information about how to set up your devices in the student portal: http://myuniversity.rug.nl/infonet/medewerkers/ict/servicedesk/handleiding/

Introduction weeks
The quickest way to get familiar with the city and meet fellow students is to sign up for the introduction weeks.

The KEI week is the official introduction week in Groningen where Dutch and International students get familiarized with the city. It takes place from 14–18 of August. https://www.keiweek.nl/

ESN Groningen, the international student society in Groningen and the biggest in the Netherlands organizes 2 introduction weeks per academic year. The introduction week will be from 1 September until 6 September. http://www.esn-groningen.nl/

Health insurance
If you live in the Netherlands it is obligatory to have a valid health insurance. EU students can use a health insurance from their native country as long as it has European coverage (EHIC). However this does not cover liability insurance, household contents insurance or luggage insurance. At AON insurance you will be able to take out this additional insurance package, we strongly recommend you do so.

http://www.students.insurance.eu/

If you are planning to work part time, you need to have a Dutch health insurance.
The University of Groningen offers a lot of support during your studies. Here is an overview of our services:

**University Student Desk**
For any questions regarding official documents, tuition fees or registration, you can visit the University Student Desk, located in the Academy Building at the Broerstraat 5 in the city center.

**International Service Desk**
If you have any questions regarding your Visa or immigration rules, you can visit the International Service Desk, rated #1 in the Netherlands. You can find this desk in the Academy building, Broerstraat 5, city center.

**Faculty Student Desk**
Each faculty has their own Student Desk, where you can ask questions about grades, your courses, registrations for courses and exams etc. During your introduction week you will be shown where these desks are in your faculty.

**Study advisors**
If you are having problems studying, your first point of contact is your study advisor. You can make appointments with them at your faculty’s Student Desk.

**Student Service Centre**
If you have complex problems regarding mental health or your studies, your study advisor can also forward you to the Student Service Centre, where study counsellors and psychologists can help and advise you in any problems you might have.
Doctors and Health Services

Dentistry
If you need a dentist, please contact the information desk at the Department of Dentistry for an appointment. You must pay cash for a consultation. Remember to check whether dental care is included in your insurance package. If it is, ask for a receipt in order to get a refund from your insurance company later. If you are here for a long period of time and need a simple check-up be aware that you will be placed on a waiting list, meaning that it may take a couple of weeks before you get an appointment. However, you will be given an appointment immediately for emergency dental care.

Department of Dentistry (in Dutch: Centrum voor Tandheelkunde en Mondzorgkunde)
› Antonius Deusinglaan 1
9713 AV Groningen
Opening hours: Monday to Thursday 8 a.m. – 5 p.m.; Friday 8 a.m. – 12 p.m.
Appointments by tel. +31 (0)50 363 75 05*
Emergency telephone number (only after 5 p.m.): +31 (0)50 535 03 70

General Practitioners
In the Netherlands a general practitioner (GP) or family doctor is called a ‘huisarts’. GPs can be visited during consulting hours, after making an appointment by telephone.

We strongly advise you to register with a GP as soon as possible. There are two options: to register with a GP in your neighbourhood or to register with the Zernike GP post. For the first option you can ask your neighbours or your student manager for advice.

Studentarts location Zernike
› Zernikeplein 17 (parking P4, building S, back entrance)
9747 AS Groningen

Studentarts location Hanzeplein
› Hanzeplein 121 (across UMCG)
9713 GW Groningen

Telephone +31(0)50 211 09 11
Emergency telephone: +31 (0)50 211 16 66
Emergency Weekend number: 0900 – 9229

* Note: Answering machine is only in Dutch! When you call you will get the options menu. Do not hang up, you will be automatically connected to a receptionist.
By coming to Groningen, you have made an excellent choice if you appreciate an eventful student life. The city of Groningen is truly a student city where you can enjoy cultural events and lots of festivals. Here is an overview of what the city has to offer.
ACLO
The ACLO is the overarching student sports organization of the University of Groningen and the Hanze University of Applied Sciences and for the 49 sports clubs of the ACLO. For the students of both organizations, the ACLO offers sports in many different ways. The ACLO was founded in 1945 and is the largest overarching student sport organization of the Netherlands. The ACLO represents the students’ sport of Groningen on a national level. At this moment, nearly 19,000 students sport at the ACLO for €59.95 a year. The ACLO is therefore the most important supplier of sports for students in Groningen.

Bicycling (rental)
Since the city centre has been closed off for cars, 70% of all transport in the city takes place by bicycle. Having a bicycle is the quickest and cheapest way to get anywhere within the city in 20 minutes. There are several bicycle markets organized by the municipality and/or student societies for reasonable prices.

Make sure you carry bicycle lights with you (white light in the front, red light at the back) that you either attach to your bicycle or your clothes. Especially in the wintertime police regularly check bicyclists for these lights and if you don’t have working lights the fine will be 90€.

Also, make sure you always lock your bicycle with 2 locks, the wheel lock and a chain lock. The best protection for bicycle theft is to lock your bike to something, like a lamp post. However, check local rules because sometimes that is not allowed and the municipality will remove your bicycle.

OV card
The public transportation in the Netherlands is increasingly more dependent on the OV chip card, a pass that you top up with credit. It is still possible to buy paper tickets, but they are relatively more expensive than using the OV card. You can buy OV card at supermarkets, kiosks and train stations for €7.50. You then need to top up the credit to use it.

Identification
As a citizen of Groningen, it is required by law that you always carry identification with you in case the police wants to check who you are. Also, for most exams at the uni, you are required to bring your student card with you so make sure you carry these with you at all times.
Student Societies
Joining a student society is one of the best ways to meet fellow students and discover what Groningen has to offer. Student societies often organize fun events like movie nights, pub quizzes, city trips and parties. You can find an overview of the international student societies here: http://www.rug.nl/education/find-out-more/extra-curricular-activities-associations/international-student-associations

Food
Dutch cuisine is most likely different from what you are used to at home, and the Dutch do not have a strong "eating out" culture. The Dutch prefer to cook their own food, resulting in the best reasonably priced stocked supermarkets in the world. Most supermarkets also offer ingredients from different cuisines, so your time in Groningen is a great opportunity to expand your cooking skills.

Night Life
Groningen has a lot to offer when it comes to night life. As it is the only city that has no closing times for its bars and café’s, there is always something going on at night. The Grote Markt and the Poelestraat and Peperstraat are the centre of Groningen’s night life.

For live music there are several great places to visit. The VERA is Groningen’s most famous underground music venue that has concerts off little known bands on the verge of breaking through almost daily. The Simplon is also a great place if you are looking for alternative music.
Shopping
Groningen has an IKEA which is great for your regular interior needs. Groningen also offers many thrift stores for clothes and furniture, where you can find those quirky one-of-a-kind items. The most famous thrift stores are called mammamini: [http://www.mamaminisecond-hand.com/](http://www.mamaminisecond-hand.com/) they are great to browse in if you have an afternoon with nothing to do.

Entertainment/Festivals
The website [Uit Groningen](http://www.uit Groningen) gives a comprehensible overview of what is happening in Groningen city and province. Although in Dutch, you can still get a sense of fun events of places to visit.

Noorderzon
In summertime there are festivals almost every weekend. The most famous festival of Groningen is called [Noorderzon](http://www.noorderzon.nl), and it’s an performing arts and music festival that takes place in the Noorderplantsoen at the end of August. Entry is free for the festival area with live music during the day and night. Individual performances might cost a small fee.

Eurosonic
Eurosonic is the biggest showcase music festival in Europe and takes place in the second week of January. Make sure you get tickets quickly because they rapidly sell out! [https://www.eurosonic-noorderslag.nl](https://www.eurosonic-noorderslag.nl)

Social Media
There are a couple of good facebook groups where you can buy stuff you might need. One is called *For sale* in Groningen and the other one is called For sale in Groningen for everyone!

USVA
Student Culture Centre Usva is the cultural facility of the University of Groningen. Here you can take courses such as yoga, film, photography, improv comedy, dance, and drawing. Usva also organises a variety of events throughout the year that appeal to students. These include, Flicks Film Festival, a singer songwriter contest (Nootuitgang), clothing swap (O-Swap), mini festival (Usva at the Park) and a monthly Quiz Night. Moreover, Usva supports student organisations with their artistic projects by providing grants, facilities and practical knowledge. It is also possible for all students to rent rooms or our theatre.
Contact

Police stations
Rademarkt 12, 9711 CV Groningen
Korreweg 3, 9714 AA Groningen
T 0900 8844 (non emergency number)
T 112 (emergency number)

Martini Hospital
(Martini Ziekenhuis)
Van Swietenplein 1, 9728 NT Groningen
T (050) 524 52 45
www.martiniziekenhuis.nl

Pharmacy Hanzeplein
(Apotheek Hanzeplein)
HANZEplein 122, 9713 GW Groningen
T (050) 311 50 20 (during office hours)
F (050) 311 50 21
info@hanzeplein.nl
www.hanzeplein.nl
Monday to Saturday 8.00 a.m. to 8.00 pm.
After 8.00 p.m. and during the weekend:
T 0900 111 50 20 (€ 0.20 p/m)

Public Health Department (GGD)
HANZEplein 120, 9713 GW Groningen
T (050) 367 40 00
Monday to Friday 8.00 a.m. to 5.00 p.m.

Psychological Counselling
Uurwerkergang 10, 9712 EJ Groningen
T (050) 363 80 66
Monday to Thursday 9.00 a.m. to 16.30 p.m.
Friday from 9.00 a.m. to 13.00 p.m.

Student Service Centre
Uurwerkergang 10, 9712 EJ Groningen
T (050) 363 80 66
Monday to Thursday 9.00 a.m. to 16.30 p.m.
Friday from 9.00 a.m. to 13.00 p.m.

University confidential advisor
(Vertrouwenspersoon)
Visserstraat 47–49, 9712 CT Groningen
T (050) 363 54 35
Monday to Friday 9.00 a.m. to 5.00 p.m.
(after having made an appointment
by phone or mail)

University Medical Center Groningen
(UMCG)
(Universitair Medisch Centrum
Groningen)
HANZEplein 1, 9713 GZ Groningen
T (050) 361 61 61
www.umcg.nl
Contact

Admissions Office
First floor academy building
Broerstraat 5
+31 (0)50 363 8976
admission@rug.nl

General enquiries
International Office
prospectives@rug.nl

Accommodation SSH
+31 (0) 88 730 4200
groningen@sshxl.nl

Visa and immigration related questions:
International Service Desk
Academy building first floor
Broerstraat 5
+31 (0)50 363 8181
isd@rug.nl

Exchange and Erasmus
Mobility and Scholarship Desk
Academy building first floor
Broerstraat 5
+31 (0)50 363 3962/5972
msd@rug.nl

Payment of tuition fees
University Service Desk
+31 (0)50 363 8004

Course-related enquiries
Please contact your faculty
www.rug.nl/aboutus/organization/faculties/?lang=en

Useful links

Online course catalogue
www.rug.nl/ocasys

Groningen Life
www.groningenlife.com