Congratulations on being admitted to study at the University of Groningen. We’re delighted to have you on board and you’ll be joining others who have chosen to study at one of the world’s top 100 universities. Deciding to study abroad is an exciting experience and we know that you will have many questions about what to do next. This guide will hopefully answer some of these questions and help you plan your journey to the UG.

This guide will inform you of the steps you should take after you have received your letter of admission, and before your arrival at the UG. Please ensure that you read each section carefully and complete the checklists we have provided to help you. If you have questions that are not answered here, you can contact us on prospectives@rug.nl. Links to key university services are included throughout the guide, but if the question you have is of a more general nature or you are not sure who to ask, please check www.rug.nl/admitted or contact:

International Marketing Office
The University of Groningen
Communications Office
Oude Boteringestraat 44
9712 GL Groningen
Tel: +31 (0)50 363 5374
Email: prospectives@rug.nl

Contents

Part one: Before you arrive

Part two: Welcome to the UG

Arriving in the Netherlands
Registrations
The City of Groningen
The City of Leeuwarden
Student Services
Student Life
Tips and Tricks
Map of Groningen
Map of Leeuwarden
Contacts
Useful links
This checklist will help you to organise your arrival at the UG.

1. **Offer**
   - Receive an offer from the University of Groningen.

2. **Supporting documents**
   - Provide relevant documents to meet the conditions of your offer. See page 5.

3. **Money**
   - Planning the finance for your studies and life in the Netherlands. See page 6.
   - Travel and visa costs
   - Tuition fees
   - Accommodation costs
   - Living costs (food, clothing)
   - Study costs (e.g. books, IT essentials)
   - Extras (unexpected expenses)

4. **Immigration**
   - Make sure you meet the immigration requirements (if relevant). See page 9.

5. **Accommodation**
   - Apply for accommodation through the University partner SSH. See page 10.

6. **Health Insurance**
   - Arrange the correct health insurance to cover the duration of your studies. See page 15.

7. **Follow us on Facebook, and Instagram and Youtube**
   - University of Groningen
   - universityofgroningen
   - University of Groningen

8. **Pack**
   - Follow a packing list packing list to ensure you pack only what you need.

9. **Travel to the UG/Airport Meet and Greet**
   - Make travel arrangements that ensure your arrival during the recommended arrival period.

### In my check-in luggage

1. Do not pack items that are prohibited in the Netherlands.
2. Pack something that reminds you of your family, friends and home country.
3. Essential items of clothing.
4. Electrical equipment. 
   - laptop/tablet, charger
   - Laptops are often prohibited in check-in luggage.
   - mobile phone, charger
   - power adapter (if necessary).

### In my carry-on

1. **I have packed the following documents**
   - My passport and all travel documents.
   - My student visa (if applicable).
   - My offer letter.
   - My tuition fee receipt (if fees have already been paid), and/or a letter confirming I’ve been awarded a scholarship.
   - Details of my accommodation.
   - Any relevant medical certificates showing recent vaccinations.
   - Copies of information about prescription medicines from my doctor in English (if necessary).
   - My driver’s licence translated into English (if I have one and intend to drive a vehicle).
   - Contact numbers for my family and friends, including emergency contact details.
   - Contact numbers for my insurance company, home bank and for the University.

### About the offer

The offer you have received is based on the admission status that you currently hold. There are three types of offers: conditional offers, provisional offers and unconditional offers.

#### Conditional offers

These are for applicants who have yet to fulfil one or more of the admission requirements. In order to be fully admitted and receive an unconditional offer, you will have to satisfy the conditions for admission to your selected programme. This will need to be done before the deadline that is stated in your offer letter. For example, having a conditional offer pending receipt of a sufficient English proficiency test. Once you have successfully passed and achieved the required results for the test, you must contact your contact your Admissions Officer. The Admissions Officer in charge will subsequently change your admission status.

#### Provisional offers

Once you have fulfilled all the entry requirements to your selected programme, you can be provisionally admitted. A provisional offer is pending receipt of certified documents (hard copies).

#### Unconditional offers

You will have fulfilled all the admissions requirements as well as provided your Admissions Officer with certified documents. You will also have received an unconditional offer as well as a Decree of Admission (final unconditional statement). This statement is used to complete your University enrolment.

#### Accepting your offer

You will need to sign and return your confirmation of participation form to confirm/accept your place. The confirmation of participation form is the second page of your offer letter.

#### Deferring your offer

If you are unable to start in the academic year that you have applied for, you are able to defer this offer of admission to the following academic year. Please contact your Admissions Officer for further information.

Admitted student pages: www.rug.nl/admitted
Planning your finances

Living in the north of the Netherlands means your money is likely to go further than it would if you lived in other parts of the country such as Amsterdam or Utrecht. It is essential that you make sure you have enough money to cover your study and living costs while at the UG. You should plan your finances well in advance of your arrival as it can be difficult to arrange funding after you have started your programme.

Some jobs will require communication in the Dutch language. There are, however, a number of shops, bars and cafes which hire non-Dutch speaking students. If you are a non-EU/EEA passport holder, you will need a permit sponsored by your employer before you can work legally.

If you are a non-EU/EEA student and wish to look for a student job in the Netherlands, there are a number of things you should know.

- If you hold a residence permit (VVR) as a student, you are only allowed to work in the Netherlands if your prospective employer requests a work permit (called TWV). It is the employer who makes the request at UWV.
- In addition, you are only allowed to work for a maximum of 16 hours per week or you may do seasonal labour during the months of June, July and August.
- If an internship is a compulsory part of your study programme, your employer is not required to apply for a TWV. Instead you, your employer and your educational institution will need to set up and sign an internship agreement.

You will need to budget for

- Tuition fees
- Accommodation costs
- Living costs (e.g. food, clothing)
- Study costs (e.g. books, IT essentials)
- Travel and visa costs
- Extras (unexpected expenses)

### Monthly estimates of cost of living in Groningen.

Leeuwarden is likely to be roughly €100 cheaper.

<table>
<thead>
<tr>
<th>Category</th>
<th>Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Groceries</td>
<td>€150</td>
</tr>
<tr>
<td>Rent; incl. gas, water and electricity</td>
<td>€350 - €500</td>
</tr>
<tr>
<td>Course materials (depending on your degree programme)</td>
<td>€30</td>
</tr>
<tr>
<td>Insurance</td>
<td>€110</td>
</tr>
<tr>
<td>Internet/Cable/Telephone</td>
<td>€60</td>
</tr>
<tr>
<td>Shopping</td>
<td>€60</td>
</tr>
<tr>
<td>Entertainment</td>
<td>€80</td>
</tr>
<tr>
<td>Monthly estimates of cost of living in Groningen.</td>
<td></td>
</tr>
</tbody>
</table>

If you have questions about your tuition fees, contact:

- Telephone: +31 (0)50 363 8004, 10.00 - 16.00 (weekdays)
- Physical location: First floor Academy Building (building 1112, Broerstraat 5, 10.00 - 16.00 weekdays)

### Non-EU/EEA Fees

Standard tuition fees for new Bachelor’s and Master’s non-EU/EEA students for 2019/20 are in the table below. These annual tuition fees are valid for the duration of your programme of study but are always clarified in your Letter of Admission.

### EU/EEA Fees

Tuition fees are the same for Dutch and European Union students (European Economic Area: all EU countries + Norway, Switzerland, Liechtenstein and Iceland). These annual tuition fees are valid for the duration of your programme of study but are always clarified in your Letter of Admission.

NOTE: The Dutch government has halved the statutory tuition fees specific groups of first-year Bachelor’s students starting their studies in 2019/2020 academic year. This will apply only to first-year EU/EEA passport holders. More information can be found here.

### Payment of tuition fees

There are a number of different ways for you to pay your tuition fees and you can indicate your preferred payment method via Studielink. You need to make sure that you pay your tuition fees before the start date of your degree programme as you may not be allowed to enrol onto your programme if you have not met your financial obligations.

The University of Groningen will notify you about paying your tuition fees. Please note that this notification does not mean that you are officially enrolled at the University as you will be notified of that separately.

### Direct bank transfer

You can pay your fees in full by transferring money from your bank directly into the University’s bank account through an electronic transfer. Non-EU/EEA students have to transfer the tuition fees to the ISD bank account which is a part of the visa application. If you requested to pay your tuition fees by direct debit payment (authorisation for direct debit) via Studielink, you will be sent an authorisation form by the University of Groningen which we need to receive by 1st September.

You can authorise the university to debit your account for the full amount (collected in the last week of September), but you can also opt for staggered payments in five instalments. The instalments will be collected in the last week of the months of September, November, January, March and May. If you pay in instalments, an administration fee of €24 will be charged. It is important that you quote your Student Number or your name, initials and date of birth. For example, 5276890 and your name: Jones, S 01/02/1998. You need to make sure that additional costs (such as bank charges) are also paid.

### PIN payment by bank debit card

You can also pay your tuition fees with your direct debit card at the Central Student Administration at the University of Groningen before the 1st September. Ensure that you have sufficient funds in your account to make the payment.

### PIN payment by credit card

If you wish to pay by Mastercard, VISA Card, JCB Card or CUP Card, you must go to the Central Student Administration and use your credit card in the pin-code reader to pay your tuition fee (only for the full amount). The administration fee for a credit card payment is €50 (per transaction).

### Cash payment

You can also pay your tuition fees in cash at the University cashier’s office. The cashier’s office is situated in the Academic Building (building 1112) and is open every working day from 9.00-12.00 and from 13.00-15.30. Cash should not be posted to us. Although you are able to pay by cash if there is no other method, we advise against carrying large amounts of money into the country for security reasons.

### Direct debit payment

If you have a SEPA bank account (check with your home bank), you can indicate in Studielink that you intend to pay in instalments or in full via direct debit. You will be sent an authorisation form by the University of Groningen which needs to reach us by the 1st September. You can authorise the University to debit your account for the full amount (collected in the last week of September), or you can also opt for staggered payment in five instalments.
Emergency Funds

You still need to have other funds and means of payment available when you initially arrive in Groningen. This is the case even if you intend to open a Dutch bank account.

We recommend that you bring:
• A bank card that will allow you to use an ATM (Automated Teller Machine) in the Netherlands. Maestro and Cirrus are available in many places but check with your bank at home to be sure;
• A credit card (Mastercard or Visa). It is worth noting that you cannot use a credit card in the vast majority of supermarkets and shops in Groningen, so until you get a Debit Card/Maestro card, you will need cash;
• Traveler's cheques need to be insured and cannot be used in shops. They will need to be exchanged for cash at a money changing bureau or bank.

Opening a bank account

If you wish to open a bank account in your home country which you can use in the Netherlands, you should look for a bank with global connections. Information about opening and running a bank account in the Netherlands is available on arrival at the University.

To open an account in the Netherlands, you will normally need to provide proof of the following (these may vary depending on the bank):
• Valid passport or ID;
• Proof of enrolment at the University of Groningen;
• Proof of residence for verification of your Dutch address, e.g. your rental contract;
• Proof of registration at the municipality (BSN-number).

There are different bank branches available and we advise you to read which bank suits your preferences on our website.

Immigration advice

If you are a student from country group 2, 3 or 4 and you will be staying for longer than three months (90 days), you need an MVV visa (type D - long-term multiple entry visa and/or a residence permit card in order to study in the Netherlands). The University applies for your MVV visa and/or residence permit at the Dutch Immigration Services (IND). You cannot apply yourself.

The University will inform you about the procedure and the documents that are needed for the application. This happens once you have received an offer from the Admissions Office of the University of Groningen.

More details of the procedure can be found here.

<table>
<thead>
<tr>
<th>Country Group</th>
<th>Nationality</th>
<th>Immigration requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 1</td>
<td>Students from Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom</td>
<td>• Do not need an MVV&lt;br&gt; • Do not need a residence permit (stay over 3 months)&lt;br&gt; • Do need a work permit (should you wish to work part-time)&lt;br&gt; • Do need to register as a citizen of Groningen</td>
</tr>
<tr>
<td>Group 2</td>
<td>Australia, Canada, Japan, Monaco, New Zealand, South Korea, United States of America, Vatican City State</td>
<td>• Do not need an MVV&lt;br&gt; • Do need a residence permit (stay over 3 months)&lt;br&gt; • Do need a work permit (should you wish to work part-time)&lt;br&gt; • Do need to register as a citizen of Groningen</td>
</tr>
<tr>
<td>Group 3</td>
<td>Students from Albania, Andorra, Antigua and Barbuda, Argentina, Bosnia and Herzegovina, Brazil, Brunei, Chile, Columbia, Costa Rica, Dominica, El Salvador, Georgia, Grenada, Guatemala, Honduras, Israel, Macedonia, Malaysia, Mauritius, Mexico, Moldova, Montenegro, Nicaragua, Palau, Panama, Paraguay, Peru, Samoa, San Marino, Serbia, Singapore, St Lucia, St Vincent and the Grenadines, Taiwan, Ukraine, United Arab Emirates, Uruguay, Vanuatu and Venezuela</td>
<td>• Do need an MVV (stay over 3 months)&lt;br&gt; • Do need a residence permit (stay over 3 months)&lt;br&gt; • Do need a work permit (should you wish to work part-time)&lt;br&gt; • Do need to register as a citizen of Groningen</td>
</tr>
<tr>
<td>Group 4</td>
<td>Students from all other countries</td>
<td>• Do need an MVV&lt;br&gt; • Do need a residence permit&lt;br&gt; • Do need a work permit (should you wish to work part-time)&lt;br&gt; • Do need to register as a citizen of Groningen&lt;br&gt; • Do need to hand in proof of legal residence for school registration</td>
</tr>
</tbody>
</table>
Accommodation

Finding somewhere to live can be daunting, especially if you are moving to the Netherlands for the first time. We advise that you start looking for accommodation as early as possible as it can be difficult to secure somewhere to stay if you wait too long.

The University of Groningen does NOT provide accommodation for students and it is your responsibility to find somewhere to live. Please do not underestimate the challenge of finding accommodation, as it can be a long and stressful process.

Groningen

SSH Housing
If you have arranged with SSH to move into your accommodation when you arrive in Groningen, you will be able to find more details in your accommodation offer document. For more information go to the SSH website. Please note that these are external websites and not monitored or administered by the University. If you have any questions, contact SSH. Tel: +31 (0) 88 730 4200

The price of a room depends on the location (distance to the city centre) and the size. It is wise to budget for rent between €350-€550 per month and the surface area can be a small yet cozy 12m², or a much larger 30m².

Groningen

Further information
Check the information you received from SSH about your accommodation. Alternatively, refer to the SSH website, which has up to date information of all student accommodation, application and allocation procedures.

Private rentals
Should you wish to live alone, there are also several property rental agencies (makelaar) in Groningen as well as the large property search website Funda.nl. Properties offered are likely to be a great deal more expensive than student housing. Please be aware that rental accommodation is mostly unfurnished.

At Home in Groningen
This is a website collaboration between The University of Groningen and Hanze University of Applied Sciences, and provides useful information about how it is to live in a young, vibrant city such as Groningen. There are a wide range of choices available when looking at accommodation in Groningen:
- types of accommodation: student rooms, containers, student houses, student flats, houseboats;
- diverse neighbourhoods: quiet or lively; close to or far from the city centre and/or University; distance from parks;
- sharing an apartment with other internationals or with Dutch students.

Facebook pages
Facebook pages may be a good place to connect with other students looking for accommodation or to find out about any private rentals. Some of the most popular Facebook groups are “Student rooms Groningen”, “Groningen rooms”, “Free housing announcements in Groningen”, and “Student Housing Groningen”. Please be aware that these are external sites which are not monitored by the University of Groningen. Therefore, you should exercise extreme caution when arranging accommodation - especially where money is involved.

Leeuwarden

The good news is that it is relatively easy to find accommodation in Leeuwarden. Fellow students often rent a room in a shared house or an apartment or there is the opportunity to opt for a one-bedroom studio apartment. There are a number of real estate agents or private landlords who advertise their rooms on different platforms.

Finding somewhere to live
There are numerous platforms advertising accommodation in the city with some being free to join and others asking for a registration or monthly fee. Student Stay is our accommodation partner in Leeuwarden and reserves accommodation for UG/Campus Fryslân students with their locations being located close to the faculty.

Student Stay
Kamernet
Rotsvast
The academic calendar runs from 1st September to 30th July and all faculties follow a semester calendar with the first semester lasting from September to January and the second semester starting in February. You should check your faculty’s academic calendar for specific dates as these can differ.

Registering for your programme

You can register for courses through progress. You should receive information from your faculty detailing how and when you can register for your courses. Please ensure that you follow these instructions and if you have any questions, you should contact your faculty’s Education Desk.

You are also able to find out more about the courses you will study by visiting the course catalogue.

Binding Study Advice

First-year Bachelor’s students at research universities in the Netherlands have to earn a minimum of 3/4 of their 60 ECTS (credits) for the first year. This means 45 of the total 60 credits for that year (some programmes such as the BA/BSc Liberal Arts and Sciences require the full 60 credits). This is called Binding Study Advice (BSA) and you will be advised in January of your first year about your results and progress. If you are not able to achieve the 45 credits, you will have to discontinue your degree. Halfway through your first year, you will receive what is called preliminary advice and at the end of the study year you will receive the Binding Study Advice.

Summary:

- at the end of your first year you need to have earned a minimum of 45 ECTS, otherwise you will have to discontinue your studies
- a negative BSA stays for a period of two years, starting the first of September of the following academic year;
- a negative BSA for a degree may also count for a cluster of related degrees (providing there is at least a 70% overlap between the different first years).

All the rules regarding the BSA can be found in the BSA Manual, which also includes information on planning and procedures, study support and evaluation.
The University of Groningen student card (known as the ‘RUidcard’) is proof that you are a student at the University and it will be used throughout your time as a student at the UG. It will contain your name, ID number and will certify your student status. It is also used for a number of things including identification during exams, gaining access to the University Library (UB - Universiteitsbibliotheek), using printers and even buying coffee.

Once you have uploaded your photo and are completely enrolled in your study programme, your student card will automatically be created. This takes approximately two weeks and the address that you have provided in Studielink will determine where you will receive your student card.

If you have provided an address in the Netherlands, your student card will automatically be sent to your address. However, if you have not yet updated your information and Studielink only has your address abroad, your student card will be sent to your faculty.

Welcome events

50,000 students (roughly a quarter of the population) call the city of Groningen home and Leeuwarden has 30,000 students living there. Both cities hold a number of events at the start of the academic year to help you get to know others who have recently arrived in your new city.

Welcoming Ceremony

The University of Groningen has two Welcoming Ceremonies every year - in August and February, depending on when you start your programme. As a new international student, it is strongly recommended that you attend as you will learn more about your new city, student associations, and get the opportunity to meet other new students.

Groningen

ESN introduction week

The ESN introduction week will take place between 30th August and 4th September, during which you will have the chance to get involved in a number of activities. These will include exploring the city, learning about Dutch history, watching a comedy show and even learning to ride a bike. You can sign up for the introduction week online but it is worth mentioning that the ESN is a student association offering several events throughout the year for both Dutch and international students.

KEI-Week

KEI-Week (which started in 1969) is the biggest student introduction week in Europe and takes place from the 12th August –16th August.

Participants at KEI-Week are placed in groups of 12-15 people, with the KEI leaders (who are older students) taking you to all the KEI events and showing you around the city.

Leeuwarden

As a new student in Leeuwarden, you have the opportunity to learn more about your new city through KEI! who will hold 2 weeks of introduction called KEI! Deluxe. Held from 25th August to 5th September, you will be able to explore the city in small groups, participate in sporting activities, visit an information market and check out Leeuwarden’s nightlife.

Faculty introductions

All faculties will have an introduction programme to tell you more about what to expect when you start and to provide an insight into your programme. Details can be found here:

- Faculty of Economics and Business
- Faculty of Behavioural and Social Sciences
- Faculty of Theology and Religious Studies
- Bachelor’s students / Master’s students
- Faculty of Arts
- Faculty of Medical Sciences
- Faculty of Law
- Faculty of Spatial Sciences
- Faculty of Science and Engineering
- Faculty of Philosophy
- UCG: University College Groningen
- University College Fryslân, Global Responsibility & Leadership

Health Insurance

If you live in the Netherlands it is obligatory to have valid health insurance.

EU/EEA students can use health insurance from their native country as long as it has European coverage (European Health Insurance Card: EHIC).

Non-EU/EEA students will need to take out a private Health Care insurance. It is possible that the health insurance you currently have will cover you during your stay in the Netherlands. Be sure to check with your insurance company whether you’re covered, and exactly how much coverage you have during your stay. Otherwise, you can apply for private insurance through AON.

This does not cover liability insurance. If you accidentally cause injury to someone else, you are liable. The other person or party can reclaim his or her financial loss from you. With a liability insurance, the insurer will reimburse the ‘victim’ for the costs of the damage caused.

Household contents insurance protects you against the financial consequences of fire, theft and storm. At AON student Insurance you will be able to take out this additional insurance package and we strongly recommend you do so.

You are obliged to take out Dutch basic health insurance if:
- you are planning to work part-time or have a paid internship
- you are over 30 years old and your stay in the Netherlands is not temporary (generally, if your stay lasts longer than a year it is not temporary).
- you are a PhD Scholarship student, participating in the PhD Scholarship Programme.

Should you require any medical assistance or emergency services, you can find more information here.

Health insurance overview
These tips will help you plan your journey to the Netherlands and hopefully make the experience more relaxed and enjoyable.

What to carry in your hand luggage

**Documents**
Non-EU/EEA nationals will need to carry the following items in your hand luggage:
- your University of Groningen letter showing you have been admitted
- details of your permanent or provisional accommodation (if relevant)
- any relevant medical certificates showing recent vaccinations
- A passport or national identity card

Make sure to keep these original documents safe. We strongly advise you to keep these with you in your hand luggage.

EU/EEA nationals do not need to obtain a visa to come to the Netherlands but will need to present the following document:
- A passport or national identity card

Money

Please do not bring large sums of cash with you. We suggest that you carry enough money to cover your first four weeks here to pay for expenses such as phone cards, transportation, toiletries and food. When exchanging your money, ask for lower denominations of currency: for example, €5, €10 or €20 notes. If you are unable to get smaller notes, you can change these in a bank when you arrive.

Electrical equipment

- Your computer/laptop (and/or tablet) with a charger
- Mobile phone with a charger
- If your phone is locked, you will not be able to use it with any of the Dutch mobile phone operators.

Please note that appliances purchased outside the EU may not be safe to use in the Netherlands because of the higher voltage supply (230V, 50Hz).

Power adapter

In the Netherlands, electrical sockets have two holes (types C and F). If it is different from your country, you will need to buy a power adapter sold at the airport or at a number of shops in the city.

Safety tips

- Do not bring large amounts of cash
- Pack your own luggage
- Do not put cash in your suitcase
- Throughout your journey, do not accept help with your luggage from people that you do not know
- Do not leave your luggage unattended at any time
- Do not accept requests to carry items for other people

What to pack

**What to carry in your hand luggage**

**Documents**

- your University of Groningen letter showing you have been admitted
- details of your permanent or provisional accommodation (if relevant)
- any relevant medical certificates showing recent vaccinations
- A passport or national identity card

**Climate**

The Netherlands has a moderate climate with mild winters, cool summers and a fair amount of rain. Temperatures throughout the year can range from -7 degrees Celsius (19.4F) in winter to 30 degrees Celsius (86F) in the summer but the weather is unpredictable. It is recommended to carry an umbrella or raincoat with you as the weather can change a great deal – even within a single day.

**Essential items of clothing**

- Winter coat – one that should keep you dry and warm in all weather
- Winter accessories such as gloves, a scarf and warm hat
- Waterproof shoes
- Jeans
- Sweatshirts, sweaters or cardigans
- A smart outfit for formal occasions (shirt, trousers, skirt and/or dress with smart shoes.)
- Summer wear (shorts, t-shirts, flip flops, swimwear)
- Gloves, Sportswear
- Trainers (sneakers), or any shoes comfortable enough for running to class if you’re late!

It is worth knowing that these can also be bought when you arrive as there are a range of international chain stores as well as smaller, boutique or second-hand shops.

**Things to consider**

- Items of bedding and kitchen equipment can be bought cheaply when you arrive – either new or second hand, so it is not necessary to bring these when you come. This is also the case for sports equipment unless you have special equipment that you wish to bring.

For information on what you are allowed to bring into the Netherlands, check the Dutch customs site. If you are a non-EU/EEA student, you are prohibited from bringing food and plant produce into the Netherlands.

**Sending luggage in advance**

If you are unable to bring all your personal items in your luggage, it is advised that you make sure your belongings arrive after you have checked into your accommodation as there is no space for storing luggage at the University.
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 and this guide will help you find your way around your new home and answer some of the questions you might have.
Arriving in the Netherlands

Schiphol Airport

Should you be starting your programme in September or February, remember to arrange your travel to the Netherlands so that you can attend the Welcoming Ceremony and your faculty’s introduction programme.

To Groningen

There will be a welcome team receiving incoming students on 26th and 27th August from 7.00 - 20.00. Please let us know when you are arriving at: Moving-To-Groningen.

The best way to get to Groningen is by train. The trains leave from platform 1-2 at 4 and 34 minutes past every hour. You can get train tickets at the yellow ticket machines. Please note that most machines take card payments only. A one-way ticket will cost €26,50.

To Leeuwarden

You can get from Schiphol Airport to Leeuwarden by a direct train which departs every hour and the journey from Schiphol Airport to Leeuwarden usually takes 2 hours. There are additional connections, but those involve a change of trains. When entering the train, make sure you board one of the carriages marked with the destination Leeuwarden, as the other part of the train travels to Groningen. See also the national railway timetables to plan your journey.

Bremen Airport

To Groningen

The quickest way to get to Groningen from Bremen Airport is to take the Flixbus to Groningen Train Station. Flixbus takes you from Bremen to Groningen in 2.5 hours and the buses run about 8 times a day. The costs depend on the time you travel. You can book your Flixbus ticket online.

To Leeuwarden

Getting to Leeuwarden from Bremen Airport requires you to take the Flixbus to Groningen Train Station as above. Once you arrive in Groningen, you can take the direct train to Leeuwarden, which takes 34 minutes. You can buy your ticket at the station and traveling from Bremen to Leeuwarden takes around 3.5 to 4 hours in total.

National train information: www.ns.nl
Flixbus: global.flixbus.com
Now that you have arrived, it is important that you make sure you are officially registered with the various parties relevant to living and studying here.

**Visa Arrangements**

Most non-EU/EEA students starting in September 2019 will be able to pick up their residence permit during the Immigration Day on 28th August from 10.00 to 17.00 at the ‘Oosterpoort’ cultural centre.

If you start in February 2020, you will be able to pick up your residence permit on the Immigration Day on 30th January.

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.

If you have any questions regarding your visa/residence permit, please contact:

- Immigration Service Desk: isd@rug.nl
- Tel: +31 50 363 8181

**Registration at the municipality**

**Groningen**

Once you move to Groningen, you will need to be legally registered at the municipality. You will need to make sure you have the following:

- a passport
- a registration form
- a rental agreement

If you are a non-EU/EEA student, you can register during the visa day which takes place on Thursday 30th August at the Academy Building where you can pick up your residence permit, and register at the municipality as well. You will need to bring your passport and a copy of your rental agreement.

If you are an EU/EEA student, you can make an appointment at the municipality to register and will need to bring your ID and a copy of your rental agreement.

**Leeuwarden**

Both non-EU/EEA and EU/EEA students will receive an appointment to register with the municipality and these appointments will take place at NHL Stenden in late August or early September. If you are studying a programme at Campus Fryslân, you will receive details directly from the faculty about your appointment.

**Bank Account**

We advise you to open a Dutch bank account after your arrival in the Netherlands since most common payment methods are with cash or PIN. More information about how you can open a Dutch bank account and what kind of Dutch banks are available in the Netherlands can be found here.

**Tuition Fees**

EU students: To be formally registered you will need to make your (partial) tuition fee payment to the university before 31st August. This is extremely important, because you will not be registered if you make a payment after this date.

Non-EU/EEA students will need to transfer one academic year’s worth of tuition fees to the university’s Immigration Service Desk. You will receive more detailed information about this once you have received an offer.

**Registering for Courses/Exams**

Registering for courses and exams takes place through Progress. 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.

**Wi-Fi**

The university uses the eduroam network and you can sign up with your student account. You can find more information about how to set up your devices in the student portal.

**Introduction weeks**

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

**Groningen**

The KEI week is the official introduction week in Groningen where Dutch and International students become acquainted with the city. It takes place from 12th - 16th August.

**Leeuwarden**

Leeuwarden Studiestad also organise an introduction event for all students in Leeuwarden called LEIP! This runs from 26th August - 7th September and includes events such as a sports day, BBQ and open-air cinema screening.

If you are starting in February, please keep checking the relevant websites for dates.
The City of Leeuwarden

Studying at Campus Fryslân will mean that you are fortunate enough to be based in Leeuwarden located in the north-west Dutch province of Friesland. The city has been described as being like Amsterdam but without the crowds and it lives up to this with a continuous flow of cyclists riding on canal paths – with tunnels lit up in purple at night.

You will be joining the other 30,000 students studying at the various colleges and universities in the city. Furthermore, there is the chance to explore the Wadden Sea and the Wadden Islands – one of Europe’s most important ‘wet land’ nature reserves.

The City of Groningen

Although considered a large city in the Netherlands, the city of Groningen has a population of 200,000, of which approximately 50,000 are students. This means that 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, with a safe community character. Groningen is also a typical bicycle city with clean air, approximately 145 kilometres of bicycling lanes, making it one of the best cycling cities in the Netherlands and the world.
We know university life can present different concerns and questions, so if you need information, advice or support during your degree – we’ve got you covered.

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 Groningen city centre. Phone: +31 (0)50 363 8004.

If you are based in Leeuwarden, you can visit the Student Service Desk on the second floor at the Beurs (Wirdumerdijk 34, 8911CE Leeuwarden). You can also email: cf-sec@rug.nl

Immigration Service Desk

In the event that you have any questions regarding your visa or immigration rules, you can visit the Immigration Service Desk. You can find this desk in the Academy building, Broerstraat 5, Groningen. More information here.

Faculty Student Desk

Each faculty has its 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 located within your faculty.

Study advisors

You are not on your own. There is always a friendly face and listening ear nearby so if you are having problems studying, your first point of contact is your study advisor. You are able to make appointments with them at your faculty’s Student Desk.

Student Service Centre

We have a number of services available to support you if you are experiencing more complex problems such as those related to mental health. Your study advisor is able to forward you on to the Student Service Centre where study counsellors and psychologists can help and/or advise you on what to do next. This service is also aimed at students with learning difficulties (dyslexia, dyscalculia), or physical disabilities, hearing and visual impairment. More information is available here.

Doctors and Health Services

Dentists
Should you need a dentist and not have one already, you can contact the information desk at the Department of Dentistry (based in Groningen) for an appointment. If it is an emergency, you should ask for a receipt in order to get a refund from your insurance company. 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. If you require emergency dental care, however, you will be given an appointment immediately.

Groningen
Department of Dentistry
(in Dutch: Centrum voor Tandheelkunde en Mondzorgkunde)
Antoniussinglau 1, 9713 AV Groningen
Opening hours:
Monday to Thursday 8.00 to 17.00;
Friday 8.00 to 12.00
Appointments by tel: +31 (0)50 363 75 05*
Emergency telephone: (only after 17.00):
Tel: +31 (0)50 535 03 70

*Note: Answering machine is only in Dutch and when you call you will get the options menu. Do not hang up, you will be automatically connected to a receptionist.

Leeuwarden
Dental Clinics Leeuwarden Aldlân
Stinzenflora 155, 8935 LG Leeuwarden
Opening hours:
Monday to Friday 8.00 to 12.00
Appointments by tel: +31 (0)58 870 73 26
Emergency telephone: +31 (0)900 215 31 11 (after opening hours only)

Tandarts Verlengdeschrans
Verlengdeschrans 52, 8932NP Leeuwarden
Opening hours:
Monday to Thursday 8.00 to 17.00;
Friday 8.00 to 12.00
Appointments by tel: +31 (0)58 212 44 54
Emergency telephone: +31 (0)900 215 31 11 (after opening hours only)

General Practitioners

In the Netherlands, a general practitioner (GP) or family doctor is called a ‘huisarts’ and we strongly advise you to register with a GP as soon as possible. GPs can be visited during consultation hours after making an appointment by telephone and, in some cases, by email.

Groningen

There are two options: register with a GP in your neighbourhood or register with the Studentenarts. For the first option, you can ask your neighbours or your student manager for advice.

Students from Campus Fryslân are currently welcome to register at Compas Huisartsenpraktijk (please mention that you are a CF student when registering):

Rengerslaan 2E, 8917 DD, Leeuwarden
Emergency weekend number: 0900 – 9229

Here’s a list of GPs in Groningen that the university is happy to recommend to its students.

- Huisarts en praktijk Groningen (site available only in Dutch)
- Huisartsen Groningen
- Huisartsen Ossenmarkt
- De Stads Huisarts praktijkinfo (site available only in Dutch)

Leeuwarden

Students from Campus Fryslân are currently welcome to register at Compas Huisartsenpraktijk (please mention that you are a CF student when registering):

Rengerslaan 2E, 8917 DD, Leeuwarden
Opening hours:
Monday – Friday: 8.00 to 17.00
Appointments by tel: +31 (0)58 266 22 31

Between 8:00 and 10:00
Appointments by tel: +31 (0)58 266 22 31

Emergency number: 0900 – 9229

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- Huisartsen Ossenmarkt
Choosing to come and study at the UG is a great choice, as beyond the University, you will find that there is a vibrant city life - whether you are in Leeuwarden or Groningen.

You will have access to cultural events, festivals and nature - not to mention events held by the various student societies. Here is an overview of what the cities have to offer.

**Sports**

Groningen has the ACLO as the overarching student sports organisation of the University of Groningen and the Hanze University of Applied Sciences and home to 49 sports clubs. The ACLO (founded in 1945) is the largest student sports organisation of the Netherlands and represents the Groningen students’ sporting interests at a national level. For a fee of just €9.90 per year, you will join 19,000 others paying who have access to sports and activities including water polo, African dance, bouldering, basketball and rugby.

Students in Leeuwarden can use the sports facilities offered by Leeuwarden Studiestad for a small yearly fee. There is a choice of different sports, including basketball, futsal, swimming and kickboxing.

**Cycling**

Owning a bicycle is usually the quickest and cheapest way to get anywhere in both Leeuwarden and Groningen. In Groningen, most of the city centre has been closed off to cars, so 70% of all transport in the city takes place by bicycle.

As a bike owner, 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. Throughout the year, but particularly during the winter, the police regularly check cyclists for these lights and if you don’t have working lights the fine will be €90.

It is also advisable to lock your bicycle with two locks - the wheel lock and the 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 chip card**

Public transport 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 an OV chip card online as well as at supermarkets, kiosks and train stations for €7.50. You will then need to top up it up with credit at the locations above.
Identification
As a resident of Groningen and Leeuwarden, it is required by law that you always carry identification with you in case the police want to check who you are. You will also need to bring your student card with you for most university exams.

Student Societies
Joining a student society is one of the best ways to meet fellow students and discover what the university 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.

If you are studying in Leeuwarden these student associations will ensure you get to know students at Campus Fryslân as well as others in the city.

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. It is common for people to share a meal at home with friends - resulting in some of the best, most reasonably priced supermarkets in the world. Most supermarkets also offer ingredients from different cuisines, so your time at the university might provide a great opportunity to expand your cooking skills.

Night Life
Groningen
Groningen has a great deal to offer when it comes to nightlife. As it is the only city that has no closing times for its bars and cafes, there is always something going on at night. The Grote Markt, Poelestraat and Peperstraat are all at the centre of Groningen’s nightlife with several additional options for live music throughout the city. VERA is our most famous underground music venue and has hosted several little known bands on the verge of breaking through. In the past, these have included Nirvana, Joy Division, Pearl Jam and U2 who all performed at the club at the start of their careers.

Leeuwarden
Leeuwarden has a great nightlife with a range of music played in the different bars and clubs throughout the city. With a 5th of the population being students, you have a variety of options from themed music nights to sports cafes and more traditional bars dating back to the early 1900s.
**Leeuwarden**

**Shopping**

For essentials such as duvets, sheets, pillows, pans etc. shops like HEMA, Action and Xenos have got you covered. If you are looking for a bargain, you need to head to Vorstreek where there are several second-hand shops.

Most shops in Leeuwarden are located around the Nieuwestad or the Verlegdeschrans. Amongst others, you can find Etos, Kruidvat and Trekpleister for your health and beauty needs, with supermarket chains like Albert Heijn, Jumbo, Aldi and Spar, and Zara, H&M and Vero Moda available for a bit of retail therapy.

Every Friday (9.00 - 17.00) there is a large market at Wilhelminaplein which is full of stalls selling fresh fruit and vegetables, fish, meat and cheese. There are also many flower and clothes stalls.

**Entertainment / Festivals**

The website [Uitloper Leeuwarden](https://www.uitloper.nl) gives you an idea of the different festivals and events in the city.

**Welcome to the Village**

The most loved of all festivals in Leeuwarden is [Welcome to the Village](https://www.welkomtonleeuwarden.nl). Held over four days in mid-July at the Groene Ster, this festival has a big focus on sustainability. Alongside a great line up of artists and musicians from all genres, it also showcases theatre, innovation, art, dance, food and innovation.

**Oerol**

The [Oerol](https://www.oerol.nl) theatre festival takes place in June each year on the beautiful island of Terschelling off the Frisian coast. The festival welcomes theatre artists, street performers and musicians from all over the world leading to the whole island being taken over by creativity and art.

**Neushoorn**

The [Neushoorn](https://www.neushoorn.nl) is Leeuwarden’s creative hub. As well as a music, comedy and dance venue, it also hosts events for talent development.

**Groningen**

**Shopping**

Groningen has an IKEA which is great for your regular interior needs alongside other stores such as Primark or HEMA which offer essentials such as duvet, pillows, sheet and pans.

Most shops in Groningen are located in Herestraat and Westerhaven where you can find, among others, health and beauty chains (like Kruidvat, Etos) and supermarkets chains (Albert Heijn, Jumbo, Coop, PLUS, Lidl and Aldi).

Every Tuesday, Friday and Saturday (9:00 - 17:00) the squares of the Grote Markt and Vismarkt are filled with vegetable, fruit, cheese and fish stands as well as numerous other produce. In front of nearby A-Kerkhof is where you will find the flower and plants stalls.

There are a number of thrift stores for clothes and second hand furniture shops where you can find those quirky one-of-a-kind items. The most famous thrift stores are called ‘Mamamini’ which are second-hand shops selling furniture, kitchen items and clothes.

**Entertainment / Festivals**

The website [Uit Groningen](https://www.uitgroningen.nl) gives a comprehensive overview of what is happening in Groningen city and province. Although in Dutch, you can still get a sense of fun events or places to visit.

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**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 sell out fast!

**Social Media**

There are a couple of good Facebook groups where you can buy second-hand items (including furniture, home essential, bikes and clothing). The most popular ones are: For sale in Groningen and For sale in Groningen for everyone.

**USVA**

Student Culture Centre, USVA is the cultural facility of the University of Groningen which strives to encourage students to develop themselves in arts and culture. Usva provides an artistic platform in Groningen where you have the opportunity to discover and engage with the arts.

There are various courses available in artistic disciplines, such as film, improv comedy, dance, and drawing with the chance to also learn how to sew or play the piano.

Throughout the year, Usva hosts many events such as the Flicks Film Festival, a singer-songwriter contest (Nootuitgang), clothing swap (O-Swap), mini festival (Usva at the Park) and a monthly Quiz Night. Student organisations also receive support for artistic projects from the venue in the form of grants, facilities and practical knowledge. Rooms and the theatre are available for students to rent.
Contacts

Emergency number 112

Police stations
Rademarkt 12, 9711 CV Groningen
Korreweg 3, 9714 AA Groningen
Tel: +31 (0)900 8844 (non-emergency number)

Police station Leeuwarden-Holstmeerweg
Holstmeerweg 3, 8936 AS Leeuwarden
Tel: +31 (0)900 8844 (non-emergency number)

Martini Hospital
(Martini Ziekenhuis)
Van Swietenplein 1, 9728 NT Groningen
Tel: +31 (0)50 524 52 45
martiniziekenhuis

Medical Centre Leeuwarden
Henri Dunantweg 2, 8934 AD Leeuwarden
Tel: +31 (0)58 286 6666

Pharmacy Hanzeplein
(Apotheek Hanzeplein)
Hanzeplein 122, 9713 GW Groningen
Tel: +31 (0)50 311 50 20 (during office hours)
info@hanzeplein.nl
hanzeplein
Monday to Saturday 8.00 to 20.00
After 8.00 and during the weekend:
Tel: +31 (0)900 111 50 20 (€ 0.20 p/m)

Alphega Apotheek Centraal
Voorstrek 58, 8911 JS Leeuwarden
Tel: +31 (0)58 213 52 55
Monday- Friday 8.30to 18.00

Apotheek Sonnega
Tweebaksmarkt 28 8911KX Leeuwarden
+ 31 (0)58 212 30 57
Monday- Friday 8.30 to 18.00

Public Health Department (GGD)
Hanzeplein 120, 9713 GW Groningen
Tel: +31 (0)50 367 40 00
Monday to Friday 8.00 to 17.00

Psychological Counselling
Uurwerkersgang 10, 9712 EJ Groningen
Tel: +31 (0)50 363 80 66
Monday to Thursday 9.00 to 16.30
Friday from 9.00 to 13.00

Harlingertrekweg 58, 9313 HR Leeuwarden
Tel: + 31 (0)88 229 92 22
Monday to Friday: 8.00 to 17.00

Student Service Centre
Uurwerkersgang 10, 9712 EJ Groningen
Tel: +31 (0)50 363 80 66
Monday to Thursday 9.00 to 16.30
Friday from 9.00 to 13.00

University confidential advisor
(Vertrouwenspersoon)
Visserstraat 47–49, 9712 CT Groningen
Tel: +31 (0)50 363 54 35
Monday to Friday 9.00 to 17.00 (after having made an appointment by phone or mail)

University Medical Centre Groningen (UMCG)
(Universitair Medisch Centrum Groningen)
Hanzeplein 1, 9713 GZ Groningen
Tel: +31 (0)50 361 61 61
umcg.nl

Admissions Office
First floor Academy Building
Broerstraat 5
Tel: +31 (0)50 363 8976
admission@rug.nl

General enquiries
Prospective students: International
prospectives@rug.nl

Accommodation
Groningen
SSH
Tel: +31 (0) 88 730 4200
groningen@sshxl.nl
Leeuwarden
Student Stay
Tel: +31 (0)58 844 21 00
www.studentstay.roomeo.com/#/information

Visa and immigration related questions:
Immigration Service Desk
First floor academy building
Broerstraat 5
Tel: +31 (0)50 363 8181
isd@rug.nl

Exchange and Erasmus
First floor academy building
Broerstraat 5
Tel: +31 (0)50 363 3962/5972
msd@rug.nl

Payment of tuition fees
University Service Desk
Tel: +31 (0)50 363 8004
payment-possibilities

Useful links
Online course catalogue
www.rug.nl/ocasys
Groningen Life
www.groningenlife.com
Student City, Leeuwarden
https://www.leeuwardenstudentcity.nl

Alphaga Apotheek Centraal
Voorstrek 58, 8911 JS Leeuwarden
Tel: +31 (0)58 213 52 55
Monday- Friday 8.30to 18.00
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