

Welcome to

# Erasmus University Rotterdam!

International Student Handbook 2015 edition



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# The Rector Magnificus welcomes you!



Prof. Huibert A.P. Pols

## Dear student,

It is an honour to welcome you to more than 100 years of academic excellence at Erasmus University Rotterdam (EUR). Since its establishment, EUR has been at the centre of educational distinction. Prominent politicians, business leaders and academics have studied here. We cherish our role in society and are proud to continue this tradition of excellence, which we hope to pass on to generations to come.

As a foreign student, you have made one of the most exciting decisions in your life, choosing to study at Erasmus University. We consider it an honour that you have made us a partner in laying the foundation of your career.

In my opinion, international students make a significant contribution to the success story of Erasmus University. Internationalisation is an important part of academic training. Globalisation has changed the way we look at our surroundings and how we deal with people around us. Travelling abroad, spending time in different countries and interacting with people from different backgrounds enriches the lives of both staff and students. International students add a new dimension to our academic community, further enhancing our international reputation.

Erasmus University is firmly rooted in Rotterdam and is strongly linked to the city and region. Rotterdam is Europe's main sea gateway and plays an important role in shipping and handling goods throughout the world.

With its 173 different nationalities, Rotterdam has an international flavour. About fifty percent of the people living in this city have parents or grandparents who originally came from abroad. This diversity is also reflected in our student population. We are proud to be part of this dynamic city!

In your endeavour to achieve academic excellence, it is not only important to work and study hard, but also to enjoy your stay in the Netherlands to the fullest. Take the time to experience the Netherlands as it has much to offer and you will be amazed by the variety of this small country and its people.

To help you prepare for this journey, we have compiled relevant information about living and studying in Rotterdam, as well as useful information about the Netherlands. In this handbook, you will find everything: from pre-departure advice to information on orientation programmes at the university. We hope that this handbook will help you prepare your stay and that it will help you find your way around Rotterdam once you have arrived.

I sincerely look forward to welcoming you at Erasmus University. I wish you a successful stay at our university and a wonderful time in Rotterdam and the Netherlands.

Best regards,

**Prof. Huibert A.P. Pols**

Rector Magnificus Erasmus University Rotterdam

# Pre-departure information

“ If you are still at home, packing your suitcase and getting a bit (VERY) nervous, check this video. There you can hear several international students talk about their experience of living in the Netherlands

[www.youtube.com/watch?v=ms3-hlGc6AA](https://www.youtube.com/watch?v=ms3-hlGc6AA) ”

**Anastasiya** Belarusian, bachelor student

Blog: [blog.eur.nl/welcome](https://blog.eur.nl/welcome)

## Accommodation

Finding a room that suits your budget and all of your wishes can be challenging, so we advise you to start your search for accommodation as soon as possible. Living as a student in the Netherlands often means having your own bedroom and sharing a kitchen and bathroom with other students.

On [www.housing.eur.nl](http://www.housing.eur.nl) you can find information about the reserved rooms for international students, Rotterdam's neighbourhoods, etc. You can find the main accommodation options below.

### Main accommodation options

#### Reserved short stay accommodation: SSH

Erasmus University Rotterdam has reserved almost 500 fully furnished rooms at Rotterdam's largest provider of student housing, SSH, which can be rented for 12 months or less. The rooms are located on the Woudestein campus or very close to this campus. The monthly rent for most rooms is between €440 and €650.

#### HousingAnywhere

This online housing platform lists the rooms of Dutch students who are temporarily going abroad for their study. The rooms are located all over Rotterdam and are often furnished. The monthly rent for most rooms is between €300 and €750.

#### Private market: Nestpick and other agencies

Since we are unable to offer rooms to all of our new international students, a number of you will have to look for a room on the private market.

We can recommend Nestpick, which is an online platform connecting students and accommodation providers. The rooms are situated all over Rotterdam and the monthly rent varies from €250 to €1,000. You can find more agencies on our website.

#### Temporary accommodation:

##### Stayokay and other hostels

If, for any reason, you cannot move into your accommodation when you first arrive in Rotterdam, or if you have not arranged any accommodation in advance, you can easily book a room in a hostel. We can recommend Stayokay. Rates start at €22.50 per night. You can get a 10 % discount by using the voucher on [www.housing.eur.nl](http://www.housing.eur.nl). Other possibilities are ROOM Rotterdam, De Mafkees and The Student Hotel.



"My decision to study at Erasmus University is similar to many of the students here: get a quality education, explore a different country, and meet people from around the world."

**Petar** Bulgarian,  
bachelor student

Blog: [blog.eur.nl/welcome](http://blog.eur.nl/welcome)



"I have never been to the Netherlands before. Quite frankly I had to check where even Rotterdam was on the map. Finding a place to live took months. And then I packed. I had no idea what I was getting myself into. But I knew I wanted it. Yes, I know it sounds corny. But I really did. And I'm going to give a grand statement here as an explanation, so hold your breath: because the only program in the whole of Europe – yes, the whole of Europe – that combined all my interest was the MA of Arts, Culture and Society at the Erasmus University of Rotterdam."

**Zsuzsi** Hungarian/American,  
master student  
Blog: [blog.eur.nl/welcome](http://blog.eur.nl/welcome)

### Erasmus MC students

For new students of Erasmus MC, additional housing information can be found on:

[www.erasmusmc.nl/internationaloffice](http://www.erasmusmc.nl/internationaloffice).

### Erasmus University College students

For new full degree students of Erasmus University College (EUC), you do not need to arrange housing as EUC has arranged housing for the first 10 months of your study at the Student Hotel. Each EUC student will have their own room with a bathroom, and will share the kitchen area with four other students. More information: [www.eur.nl/euc/student\\_life/housing/](http://www.eur.nl/euc/student_life/housing/). The Student Hotel is also an option for incoming EUC exchange students, email [exchange@euc.eur.nl](mailto:exchange@euc.eur.nl) for more information.

### Housing allowance

Depending on your income and housing situation, you might be eligible for housing allowance. Housing allowance is a compensation given by the Dutch government to people who have a low income and a relatively high cost of rent. One of the conditions for the housing allowance is that you live in an independent unit. Students with a short stay housing contract for a year or less are not eligible for the housing allowance. Contact the Dutch Tax Authorities (Belastingdienst) for more information: [www.belastingdienst.nl/wps/wcm/connect/bldcontenten/standaard\\_functies/individuals/contact](http://www.belastingdienst.nl/wps/wcm/connect/bldcontenten/standaard_functies/individuals/contact).

## Immigration procedures

Most international students from outside the EU/EEA who plan to study in the Netherlands for more than 90 days need to apply for an entry visa and/or a Dutch residence permit.

To find out if you need an entry visa and a residence permit, or only a residence permit, check the Nuffic student visa wizard:

[www.studyinholland.nl/practical-matters/visa-wizard](http://www.studyinholland.nl/practical-matters/visa-wizard).

If you need an entry visa and/or residence permit, Erasmus University Rotterdam will start the application procedure on your behalf. You will receive detailed information after you have been admitted to the programme of your choice. A number of supporting documents are required for the application:

- Proof of sufficient financial means for covering your living expenses in the Netherlands;
- Copy of a valid passport;
- Copy of your residence permit or visa (if you are currently living in another EU country);
- Chinese students only: a Nuffic certificate.

More information: [www.eur.nl/immigration](http://www.eur.nl/immigration).



# Insurance

You are by law obliged to be properly insured, especially for medical expenses, during your time in the Netherlands. In addition, third-party liability insurance is absolutely essential, and if you will be living in student accommodation, it is also a good idea to have fire and furnishings insurance. Erasmus University Rotterdam strongly recommends an AON or IPS Insurance.

## AON Insurance

AON Students Insurance provides a complete and affordable insurance package for students staying in the Netherlands. The package includes all necessary - and mandatory - insurances required for an educational related stay in the Netherlands. The insurance premium is calculated per day, there are no set-up costs, administrative fees or any other charges. Visit the website: [www.aonstudentinsurance.com](http://www.aonstudentinsurance.com).

## IPS Insurance

IPS, the Insurance Passport for Students, is specially developed for students to study worldwide. The IPS travel insurance is specifically designed to meet the needs of exchange programmes and educational trips. IPS offers the complete cross border insurance policy for your stay all over the world. Visit the website: [www.ipsinsurance.info](http://www.ipsinsurance.info).

## Does your own insurance cover your stay in the Netherlands?

If you already have insurance, please check whether your insurance covers the complete period of your

stay abroad, and what type of coverage it consists of. In our experience most foreign insurances do not sufficiently cover medical expenses in the Netherlands (e.g. due to the relatively high costs for medical care in the Netherlands), and an extra insurance package is required.

You also need to keep in mind that if you use medical services with a non-Dutch insurance card or certificate, you will most likely be asked to pay all the costs in advance, and arrange the refund with your insurance provider yourself. Therefore, we advise you to contact either AON insurance or IPS insurance for advice on which insurance package is appropriate in your situation.

## Types of health insurances

### Private healthcare insurance

Private healthcare agreements for international students will most likely suffice for you if you do not have a (part time) job or an internship that pays you more than € 150 per month.

### European Health Insurance Card (EHIC)

If you are a citizen from the European Union, Iceland, Liechtenstein, Norway or Switzerland, you can apply for a European Health Insurance Card (EHIC). You can obtain the European Health Insurance Card free-of-charge by contacting your local health authority. EHIC will cover the most basic and emergency healthcare costs. Please note that an additional insurance package might be necessary for adequate coverage for medical expenses in the Netherlands!

### Basic health insurance (Basisverzekering)

From the moment you start a (part time) job or an internship that pays you more than €150 per month, you will have to take out basic healthcare insurance, even if another health insurance provider covers you.

## Healthcare allowance

If you have a basic healthcare insurance, you might be eligible for a healthcare allowance. This is a monthly payment from the Dutch government to support citizens, who have a low income, with paying their monthly healthcare insurance fee. In order to be entitled to healthcare allowance your income should meet the following requirements:

1. Do you live alone? Then your income may not be higher than €35,059 per year.
2. Do you live with your partner? Then your combined income may not be higher than €51,691 per year.

You are only eligible if you have a part-time job or traineeship, which provides you with a salary next to your studies. If you are in the Netherlands solely for study purposes, you are not eligible to receive healthcare allowance.

Contact the Dutch Tax Authorities (Belastingdienst) for more information: [www.belastingdienst.nl/wps/wcm/connect/bldcontenten/standaard\\_functies/individuals\\_contact](http://www.belastingdienst.nl/wps/wcm/connect/bldcontenten/standaard_functies/individuals_contact) or go to: [www.studyinholland.nl/documentation](http://www.studyinholland.nl/documentation).

# Finances

## Costs of living in the Netherlands

Experience has shown that students living and studying in Rotterdam spend approximately €1,000 a month. This amount is needed to cover daily expenses, meals, accommodation costs, insurance, etc. This estimate does not include tuition fees, immigration fees and unforeseen costs, and should be used as a general indication of the costs of living.

Below is an overview of the average living expenses per month:

Accommodation (furnished, including (shared or individual) utilities)	€500 - €600
Insurance	€55
Books and study materials (may vary per study programme)	€100
Daily expenses (food, drinks, clothes, going out, public transport, etc.)	€350

Other (non-recurrent) expenses:

Bicycle (second-hand)	€150
Unforeseen expenses (high medical or telephone bill, etc.)	€300

The average prices of a number of items:

Cup of tea or coffee in a café	€2.50
Cheese sandwich	€4.00
Big Mac	€4.00
Meal in a typical student restaurant	€12.50
Cinema ticket	€10.00
Hairdresser (cut and blow-dry)	€25 - €60

## Grants

Erasmus University Rotterdam offers a couple of grants to international students. More information: [www.eur.nl/english/essc/finances](http://www.eur.nl/english/essc/finances).

We also recommend that you try to obtain financial support from your home institution, government agencies in your home country or international organisations (e.g. UN, World Bank, etc.). We have listed other suggestions below.

## Grantfinder

The Netherlands Student Grantfinder ([www.grantfinder.nl](http://www.grantfinder.nl)) is an online search engine for people who want to study in the Netherlands and are looking for financial assistance. The Grantfinder contains information on a range of Dutch scholarships for international students.



## Scholarship Portal

The European Scholarship Portal ([www.scholarshipportal.eu](http://www.scholarshipportal.eu)) integrates the funding opportunities for studying, working or performing research in any of the European countries. The portal aims to encourage and assist students worldwide to find and select appropriate scholarships to study in Europe.

## Student Loan

Dutch students and other European students might be entitled to a loan from the Dutch Education Executive Agency ([www.duo.nl](http://www.duo.nl)).







“There’s been many amazing times that I have had since I got here. I think just meeting people from all over the world and learning about them and their culture/countries has been one of the best experiences.”

**Paulina** Polish, exchange student

## Travelling from your home country to Rotterdam

Rotterdam can be accessed in many different ways: by plane, boat, bus, car and train.

### By plane

Nearby airports in the Netherlands are Rotterdam The Hague (14 km), Amsterdam Schiphol (66 km), Eindhoven (110 km) and Maastricht (200 km). Other international airports close to Rotterdam are Antwerp and Brussels, and even Dusseldorf and Paris can be reached relatively easily.

### By boat

Rotterdam is very easy to reach by boat from England. You sail to Hoek van Holland and, from there, Rotterdam city centre is only 30 minutes away by train or car.

### By bus

Rotterdam has a bus terminal, near the central train station. Eurolines’ coaches connect Rotterdam with over 500 towns and major cities across Europe and Morocco. More information: [www.eurolines.nl/en/](http://www.eurolines.nl/en/).

### By car

Rotterdam is easy to access by car from Germany via the A15 or A16, and from Belgium via the A16.

### By train

You can reach Rotterdam by train from many directions, including Belgium, Czech Republic, Denmark, France, Germany, Luxembourg, Switzerland and the UK. For more information, please refer to the Dutch international railway company’s website: [www.nshispeed.nl/en](http://www.nshispeed.nl/en).



## Travelling from Schiphol Airport to Rotterdam

There is a pick-up service from Schiphol Airport (Amsterdam) to Rotterdam for new international students each semester. It is also possible to travel by train or taxi to Rotterdam.

### Pick-up service

Erasmus University Rotterdam organises a free-of-charge pick-up service at the beginning of every semester. In January and August, several buses leave from Schiphol Airport on selected dates, taking new international students to the university. More information: [www.eur.nl/welcome](http://www.eur.nl/welcome).

### By train

If there is no pick-up service on your arrival date, the most convenient way to travel to Rotterdam is by train.



The trains to Rotterdam CS (Central Station) leave every 15 or 30 minutes (or every hour during the night), depending on the time and the day. The train journey takes about 50 minutes and the ticket prices can be found on [www.ns.nl](http://www.ns.nl). You can find a short instruction video on: [www.eur.nl/welcome](http://www.eur.nl/welcome).

### By taxi

You can also take the taxi from the airport to Rotterdam. Taxis are expensive in the Netherlands, so make sure to have enough cash on you if you wish to travel by taxi. A ride from Schiphol Airport to Rotterdam costs  $\pm$  € 170.



## Students under 18

If you are still under 18 when you start studying at Erasmus University Rotterdam, there are a few extra matters you need to take into account.

### Visa

You may have to take a notarised letter and a full birth certificate to the visa application interview, if you need to apply for a visa.

### Credit card and opening a bank account

Generally, you are not allowed to apply for a credit card in the Netherlands if you are under 18. If one of your parents has a credit card, ask the bank in your home country if they offer the option of applying for a 'partner credit card'. If you wish to open a bank account in the Netherlands, one of your parents must co-sign the agreement.

### Medical release form

In the unfortunate event that a student under the age of 18 has a medical emergency, the consent of the parents or legal guardians is required before any medical treatment can be given. Please bring a signed medical release form with you. This form must stipulate that your parents or legal guardians have consented to medical treatment in the case of an emergency, and provide their full contact details.

### Alcohol and smoking

You are by law not allowed to drink alcohol or smoke if you are under the age of 18.



# Checklists

## Things to do before departure

### Essential

- Make a financial plan
  - Ensure you have sufficient funds
  - Apply for grants and/or scholarships
  - Ensure you have enough cash to cover your expenses for the first couple of days in the Netherlands
- Accept your offer (if applicable)
- Register for your study programme
- Register in Studielink (if applicable)
- Pay your tuition fee (if applicable)
- Make sure your passport is valid for the time that you'll be staying in the Netherlands and check with the authorities in your home country how many months your passport still needs to be valid for when you return there
- Prepare the necessary documents for your visa and/or residence permit (if applicable), and if you need a visa, obtain it before you travel
- Arrange your healthcare (and other) insurance
- Decide how and when to get to Rotterdam
- Arrange accommodation in Rotterdam, at least for your first few nights

### Optional

- Like International Office Erasmus University Rotterdam on Facebook ([www.facebook.com/EurCentralInternationalOffice](https://www.facebook.com/EurCentralInternationalOffice))
- Subscribe to Erasmus University's YouTube channel ([www.youtube.com/channel/UCVu\\_gFmKMDsZmHU8IYp9H1A](https://www.youtube.com/channel/UCVu_gFmKMDsZmHU8IYp9H1A)).
- Sign up for the orientation programmes
- Register for a Dutch language course
- Appoint someone you trust to act as your representative. For instance, for your bank account: if you lose your bankcard, it will be easier if someone in your home country is authorised to arrange a new one for you.

## Things to pack before departure

### Essential

- Your passport
- Proof of your healthcare insurance
- Tickets and journey details
- Credit card
- Some money in the form of cash (euros)
- Clothing for temperatures between -5°C and 25°C (between 23°F and 77°F)
- Toiletries Bag
- Medications (if applicable)
- Emergency phone numbers

### Optional

- Your (international) driver's licence
- Passport photos (you will need a few during your first few days here)
- Camera
- Mobile phone
- Laptop / tablet
- Travel adapter
- Extra contact lenses or spare pair of glasses
- Umbrella (it rains quite often in the Netherlands)
- Towels
- Bed linen (some housing agencies offer linen)
- Travel guide
- International Student Identity Card ([www.isic.org](http://www.isic.org))
- First Aid kit

# First days at Erasmus University Rotterdam

“ One of the best ways to explore a city is by geocaching, a sort of treasure hunt using GPS co-ordinates in order to find otherwise hidden items. ”

**Laura** Australian, exchange student

Blog: [blog.eur.nl/welcome](http://blog.eur.nl/welcome)





## Campuses

Erasmus University Rotterdam is a home base for around 24,000 students, and every year the numbers are increasing. In order to prepare this campus for the future, ambitious construction plans have been implemented the past few years. There are still a couple of plans yet to be realised, so keep in mind that you might encounter some (loud) construction work.



### Woudestein campus

Most faculties and schools are situated at the Woudestein campus, which has a green and lively heart with the vibrant and cultural Erasmus Pavilion, a new residence for students (Hatta-building), the Erasmus Food Plaza where dishes from various corners of the world are offered and a mini-supermarket Spar University. Other facilities on this campus include a library, pc workstations, prayer facilities, cash dispensers, a bicycle shop, coffee corners, a bookstore, a hairdresser and a sport centre. More information: [www.eur.nl/english/campus\\_facilities](http://www.eur.nl/english/campus_facilities).



### Erasmus Medical Center

The Erasmus Medical Center (Erasmus MC) is one of the largest medical centres in Europe. The new Education Center includes the Medical Library, lecture rooms, a 'study landscape' of open plan islands where students can work both individually and in groups and a coffee bar. This campus also offers other facilities, such as a library, pc workstations, a bicycle shop, cash dispensers and prayer facilities.



More information: [www.erasmusmc.nl/internationaloffice](http://www.erasmusmc.nl/internationaloffice).

### Erasmus University College

The building of Erasmus University College is the magnificently restored former library of Rotterdam. As one of the few buildings to survive the Second World War, it has great historic significance. In 2014, the first Erasmus University College students started their academic career in this building. Facilities on this campus include formal meeting rooms, study areas and a coffee bar. More information: [www.eur.nl/euc](http://www.eur.nl/euc).

### International Institute of Social Studies

The International Institute of Social Studies is situated in the former headquarters of the Netherlands Post and Telecommunications in The Hague. Every year, around 200 students study here. More information: [www.iss.nl](http://www.iss.nl).



## Orientation programmes

At the beginning of every semester, the university offers several orientation programmes for new international students. Unless otherwise indicated, most of these activities take place at the university's Woudestein campus. You can find a short description of each programme below. For more information and registration go to: [www.eur.nl/welcome](http://www.eur.nl/welcome).

### Intensive Dutch Language Course (only in the summer)

Get comfortable with the Dutch by applying for the Language and Training Centre's Intensive Dutch course for absolute beginners. Please note that this course, with target level A1, will be taught during daytime.

### Eurekaweeek (only in the summer)

The official introduction week of Erasmus University Rotterdam. Get acquainted with your university, the city and student life, as well as with students from your study. There will also be a practical information session specifically for new international students.

### ESN Introduction Days

Take the chance to meet fellow international students, taste Dutch culture (workshop & bike lessons), get to know Rotterdam and experience its cultural highlights and nightlife.

### Faculties' Orientation Programmes

The orientation activities organised by the faculties and schools. It is often mandatory to participate in these activities.

### Official Welcome Ceremony

A welcome ceremony that consists of two parts. The formal part with speeches by prominent university staff and student associations and a performance by a popular stand-up comedian. And an informal part, where you will have the chance to experience true Dutch cuisine.

## Pick up residence permit, tuberculosis check

If you need a residence permit to study in the Netherlands, the application procedure must be started before your arrival in the Netherlands (See Chapter 1). The Immigration and Naturalisation Service (IND) needs your biometrics for issuing your residence permit. Your fingerprints will be scanned at the Dutch embassy or consulate in your home country (if you need an entry visa), or at the IND office in Rotterdam upon your arrival (if you do not need an entry visa). When your residence permit card is ready, Erasmus University Rotterdam will inform you about when and where you can pick it up.

Depending on your nationality, you might have to have a free-of-charge tuberculosis check when you arrive in the Netherlands. You need to make an appointment in advance. More information: [www.eur.nl/immigration](http://www.eur.nl/immigration).

## Registration at City Hall

If you intend to stay in the Netherlands for more than 4 months, you must register at the City Hall of the municipality in which you are living. After registering, you will be given a Citizen Service Number (Dutch: Burger Service Nummer, BSN), which is required by some banks, after opening a Dutch bank account. You will also need a BSN-number if you take on a job or paid internship in the Netherlands.

The following documents are required for the registration:

- A fully completed and signed registration form (the form can be downloaded from our website);
- A valid passport or valid identity card (the original document plus a copy);
- A rental contract and a tenancy agreement (download tenancy agreement) or declaration by the main occupant ('verklaring van inwoning') or a housing permit for those who do not live in accommodation provided by SSH;
- An original and legalised copy of your birth certificate;
- Your Dutch residence permit (non-EU/EEA students only).

In order to register, you must make an appointment in advance. In most cases, it is possible to schedule your appointment through our website: [www.eur.nl/welcome](http://www.eur.nl/welcome).

## Opening a Dutch bank account

You can open a Dutch bank account at several banks. The three most well-known banks are ABN AMRO, ING and Rabobank. Below you can find information about each bank.

Bank	Cost	Necessary Documents	Account Activation	Bank Card
ABN AMRO	€3.35 per month	<ul style="list-style-type: none"><li>Valid passport or ID</li><li>Letter of acceptance from EUR</li><li>Proof of residence</li></ul>	Immediately	3-4 working days
Rabobank	€0	<ul style="list-style-type: none"><li>Valid passport or ID</li><li>Proof of enrolment at the EUR</li><li>BSN-number</li></ul>	Immediately	5 working days
ING	€3.75 every 3 months	<ul style="list-style-type: none"><li>Valid passport or ID</li><li>Proof of enrolment at the EUR</li><li>BSN-number (if available)</li></ul>	Immediately	With BSN: immediately Without BSN: within a week

More information: [www.eur.nl/welcome](http://www.eur.nl/welcome).



“As the train sped out of the Schiphol Airport train station, I looked out my window and exhaled, slowly. Ah, this is more like it. Everything has been so surreal so far, it was nice to finally just sit and gather my thoughts, really process what’s happening. I was hoping to have some deep and sophisticated thought about my life, like look at you, you’ve made it this far, and what this means in the bigger scheme of things. Except, well, I looked out the window and I just couldn’t contain my excitement! Look at that! I’m in EUROPE! And it’s PRETTY! So much green, and such lushness! Bright sun out, cows grazing in the fields. Cute little houses, and farmers out and about on bicycles!”

**Bhagalakshmi** Indian, master student  
Blog: [blog.eur.nl/welcome](http://blog.eur.nl/welcome)

## Wi-fi

To use the computer facilities or the wireless network at one of the EUR campuses and to log on to the university websites from home or any other location, you are given an Erasmus Remote Network Access (ERNA) account. Your account name and password will be sent to you by mail after registration in StudieLink or provided during the faculty introduction meeting (StudieLink is not applicable to all programmes at EUR). More information: [www.eur.nl/english/erna](http://www.eur.nl/english/erna).

## Getting a mobile phone or SIM card

ESN Rotterdam has free SIM cards that you can collect at its office (N1-13). The SIM card provider is Lebara, which has cheap rates for calling other people with a Lebara SIM card.

If you would like to buy a mobile phone or get a SIM card from a different provider, you can go to one of the other providers' shops in Rotterdam's city centre. The best-known Dutch providers are KPN, Hi, Vodafone, T-mobile, Telfort, Ben and Tele2.

Of course you could also order a mobile phone or SIM card online, but as most websites are in Dutch, we advise you to ask ESN Rotterdam to help you with this.

## Checklist

### Things to do upon arrival

#### Essential

- Register at City Hall if you will be living in the Netherlands for more than 4 months;
- Be properly insured (you are by law obliged to be insured in the Netherlands);
- Register yourself at a general practitioner and dentist;
- Take care of your enrolment at the university and make sure that everything is complete (such as the payment of your tuition fee);
- Get your Student ID card;
- Pick up your residence permit (if applicable, you will receive an email once it is ready);
- Take a tuberculosis check (if applicable).

#### Optional

- Open a Dutch bank account;
- Go to Orientation Programmes.
- Buy a bicycle;
- Buy an OV-chipkaart (public transport chip card);
- Buy a mobile phone or Dutch SIM card;
- Become a member of one of the student organisations;
- Buy an Erasmus Sport Pass;
- Subscribe to SIN-Online and channels such as Erasmus Student Service Centre (ESSC), International Student Information and SG Erasmus.
- Like Erasmus University's many Facebook pages (Erasmus University Rotterdam, International Office Erasmus University Rotterdam, Erasmus Student Service Centre, SG Erasmus, Language & Training Centre, etc.).



# All you need to know about studying here

“ I am still coming to terms with calling this city my home since my background is quite the opposite but I think it's safe to say, I absolutely LOVE it. ”

**Parikrama** Nepalese, bachelor student

Blog: [blog.eur.nl/welcome](https://blog.eur.nl/welcome)





## Dutch educational system

When you come to the Netherlands to study, many things will be different than they are in your home country: climate, lifestyle, traffic, food and religion for example. In addition, you may find that the Dutch grading system also differs from the system you are used to. To help you know what to expect, we have listed some information about the Dutch educational system.

### Dutch grading system

A student's workload is measured in ECTS (European Credit Transfer System) credits. According to Dutch law, 1 credit represents 28 hours of work and 60 credits represents one year of full-time study.

The assessment system in the Netherlands consists of marks from 1 (very bad) to 10 (outstanding). The marks 1 to 3, 9 and 10 are seldom given. A minimum score of 6 is required to pass a course.

For marks with one decimal point, 5.5 is the minimum pass mark. For the programme as a whole, an average mark of 8.25 or higher entitles the student to a pass cum laude (with distinction).

### Comparing your marks

Several countries use grading systems that appear similar to the one used in the Netherlands. One example is the 1-100 system. However, it would be inaccurate to compare a 90-100 grade in such a system with a 10 in the Dutch system, or an 80-90 with a 9, and so on. An 80 in China, for example, is not considered a good grade since most grades in higher education in China are between 80 and 100. In the Netherlands, however, an 8 is a very good grade, since most grades are between 6 and 8.

### Dutch teaching methods

Respect for each individual's opinions and convictions is a national virtue. This is the foundation of the teaching method used in Dutch educational institutions. The teaching style can be described as interactive and student-centred, providing students with the attention and freedom they need to develop their own opinions and creativity in applying their newly acquired knowledge.

### Problem-based learning

The Netherlands has received international acclaim for its groundbreaking problem-based learning system, which trains students to analyse and solve practical problems independently through emphasis on self-study and self-discipline. A large part of all



study programmes is dedicated to writing papers, working in groups to analyse and solve specific problems, acquiring practical work experience through internships, and conducting experiments in laboratories.

### Interaction in class

Interaction in class is highly appreciated. Students are expected to think about the knowledge that is presented to them and develop and express their own opinions. They should not be passive, but ask questions and be critical of what lecturers or fellow students say.



## Learning the language

Working together in an international classroom should pose no problems, as everyone speaks English. Nevertheless, it would be beneficial to be able to mingle in conversations in Dutch and contribute to discussions in Dutch between local classmates. This may make working in groups even more interesting and meaningful.

## Binding study advice (Nominal is Normal, N=N)

Dutch universities have recently introduced the 'binding study advice'. At Erasmus University Rotterdam, this specifically means that new Bachelor's students are obliged to obtain all 60 ECTS credits out of a possible 60 in their first year (this is not applicable to exchange students). More information: [www.eur.nl/english/essc/advice\\_counselling/binding\\_study\\_advice](http://www.eur.nl/english/essc/advice_counselling/binding_study_advice).

## Erasmus Student Service Centre

The ESSC provides students with information on student registration, finances, making appointments with counsellors and various other services. If you have any questions that do not relate to your study programme, you can contact the ESSC. The ESSC is located in the hall of the E-building on the Woudestein campus. More information: [www.eur.nl/english/essc/](http://www.eur.nl/english/essc/).

## International Office EUR

At Erasmus University Rotterdam, several offices promote, support and facilitate incoming and outgoing student mobility. At the faculties, institutes and schools, these offices are usually called 'international offices'. On a university-wide level, the concerning office is called the International Office EUR. More information: [www.eur.nl/internationaloffice](http://www.eur.nl/internationaloffice).

## Student Information Network Online

Students receive regular updates by email and via the online student information channel SIN-Online. Using your ERNA account, you can log on to the website: [www.sin-online.nl](http://www.sin-online.nl). Interesting channels to subscribe to are the channels 'Erasmus Student Service Centre' and 'International Student Information'.

## Language & Training Centre

The Language & Training Centre (LTC) offers language courses in Chinese, Dutch, English, Italian and Spanish. For other languages (such as German and French), the LTC cooperates with other language institutes.

Other activities offered by the LTC are:

- Academic writing courses for Bachelor, Master or PhD students;
- TP-TOEFL test;
- Language assessments.

More information: [www.eur.nl/ltc](http://www.eur.nl/ltc).

## Advice and counselling

There are various forms of guidance and advice available. Here you can find an overview of the different forms.

### Study advisor

Every faculty has its own study advisor(s). For counselling or advice concerning the content of your study or faculty, you can schedule an appointment with a study advisor. A study advisor can give you guidance concerning the study programme, compensation regulations, study planning and study delay, the Binding Study Advice, individual arrangements in case of illness, personal circumstances and top-level sport, writing a request to the examining board and studying abroad etc. Please refer to your faculty's website for the contact details of your faculty's study advisor.

### Student counsellor

Student counsellors offer advice, assistance and information regarding personal affairs, practical issues and problems related to the course programme. Furthermore, they are responsible for handling and directing student complaints.

## University psychologist

It is not uncommon for students to experience problems during their studies. This is sometimes caused, for example, by having to adjust to independent living, relationships that are not going well or events that are difficult to cope with. Often it is not exactly clear whether study-related or personal difficulties are the cause or the consequence of the problem. One thing is clear: a vicious cycle has been created. The university psychologists can help to break this cycle, their goal is to help students resolve problems that prevent them from focusing on their studies.

## Careers advisor

The transition from study to a career is not always easy, so it is a good idea to prepare yourself for this step in good time. It is also wise to think carefully about your choice if you are contemplating a Master's degree. You can do this by exploring the job market and considering your opportunities in the job market. If you feel you would like some advice in this area, you can make an appointment with the university's careers advisor.

## Studying with a disability

If you would like more information about facilities and accommodation for students with impaired mobility, or would like to discuss personal functional disabilities – such as dyslexia, a physical handicap, a chronic and/or psychological disorder which could affect your performance as a student – then please contact a staff member via the ESSC. You might be eligible for help. More information: [www.eur.nl/swd](http://www.eur.nl/swd).

## Confidential counsellor

EUR has appointed a confidential counsellor who serves as the contact person for anyone who has been confronted with unwanted behaviour (such as sexual harassment, aggression and violence) or unequal treatment in their study or work environment.

## Making an appointment

You can schedule an appointment with one of the counsellors/psychologists through the website: [www.eur.nl/english/essc/advice\\_counselling](http://www.eur.nl/english/essc/advice_counselling).

## Working in the Netherlands

Foreign students can do internships and take on part-time jobs during their studies. However, the possible lack of knowledge of the Dutch language might make it difficult for them to find a job. Students can search for part-time jobs through temporary job agencies, advertisements in newspapers, or the internet. General information can be found on: [www.studyinholland.nl](http://www.studyinholland.nl).

## Non-EU/EEA students

Students from outside the EU/EEA with a valid residence permit are allowed to work up to a maximum of 10 hours per week throughout the year, or full-time during the months June, July and August. Your employer will need to apply for a work permit before hiring you.

Non-EU/EEA students are only allowed to do internships as long as the internship is a compulsory part of the study programme.

## EU students

Students from EU countries are allowed to work in the Netherlands and do internships without restrictions. Your employer does not need to apply for a work permit and you may work as many hours as you wish.

You must be aware of the fact that once you take on a job alongside your studies, you will need to have Dutch public healthcare insurance and pay income tax (you will need a Citizen Service Number (Dutch: Burger Service Number, BSN) for this).

EU students working at least 56 hours a month may be eligible for student finance. More information: [www.duo.nl](http://www.duo.nl).

## Erasmus MC students

If you are going to study at Erasmus MC, we strongly advise against taking on an extra job, alongside your studies. You will need your valuable time to study, prepare for classes, write reports, and perform your research projects in the lab.



## Student organisations

There are many organisations in Rotterdam for both national and international students. A couple of organisations have been highlighted below. You can find a complete overview on [www.eur.nl/internationaloffice](http://www.eur.nl/internationaloffice).

### ESN Rotterdam

Erasmus Student Network Rotterdam enhances the academic and social experience of international students in Rotterdam. In this framework and with this purpose, ESN Rotterdam endeavours to foster friendships that will transcend boundaries and enlarge the professional and social networks of international students. It organises lots of activities, and you can contact the board if you have any questions. You can find their contact details on [www.esn-rotterdam.nl](http://www.esn-rotterdam.nl).

They also have a buddy programme, which aims to help new students establish a social and academic network from day one. Request a buddy through: [www.esn-rotterdam.nl/content/request-buddy](http://www.esn-rotterdam.nl/content/request-buddy).

### Sigma Delta Phi

Sigma Delta Phi is the first international platform for female students at Erasmus University. By forming a close group of talented, international and ambitious female students, Sigma Delta Phi wants to create a multicultural environment where you can get the most out of your studies. More information: [www.sigmadeltaphi.nl](http://www.sigmadeltaphi.nl).

### SG Erasmus

SG Erasmus is part of the Erasmus University Rotterdam (EUR) and organises scientific, social and cultural programmes throughout the year. The complete programme consist of lectures and debates, monthly talk shows, film screenings, cultural and scientific events and a wide range of courses and performances. More information: [www.eur.nl/sgerasmus](http://www.eur.nl/sgerasmus).

### Erasmus Pride

Erasmus Pride is a network for lesbian, gay, bisexual and transgender (LGBT) employees and students. Erasmus Pride regularly organises social gatherings for employees and students. More information: [www.eur.nl/english/erasmuspride](http://www.eur.nl/english/erasmuspride).



“The start of an exchange semester is incredibly daunting. Even though most of your mind is so excited, there’s always a little part of it in the background saying “but what if you don’t make any friends? What if you run out of money? What if you can’t find your favourite food? What then?? Luckily, my exchange hasn’t resulted in any of the above circumstances – yet. In fact, I’ve met some amazing people who are the most incredible, fun and intelligent individuals I could ask to spend this time with.”

**Laura** Australian, exchange student  
Blog: [blog.eur.nl/welcome](http://blog.eur.nl/welcome)



“Besides finding a lot of new friends at the university tennis club, it is also a very cultural experience for me every time. I am mostly the only foreigner present, so I really get to practice my Dutch a lot and on away games I see many different places in Holland that one would never get to know otherwise.”

**Fabian German**, bachelor student  
Blog: [blog.eur.nl/welcome](http://blog.eur.nl/welcome)

## Study associations

Study associations try to bridge the gap between theory and practice, and organise activities for all students interested in that specific field of study. They often offer discounts on your study books, study-related trips (abroad) to interesting companies and social drinks. Every faculty has one study association at least. Some only have one association for the whole faculty, while in other faculties every programme has its own association.

## Religion

Pastors from various churches work together in the student rectory. The student pastor makes time available to discuss the philosophy of life, ethical issues and personal questions about life; these discussions are strictly confidential. More information: [www.spr-vision.nl/en-index.htm](http://www.spr-vision.nl/en-index.htm).

NSR is an open, Christian student society that offers students the possibility to think about the meaning of life and the Christian faith. For more information, please send an email to: [info@nsr.nu](mailto:info@nsr.nu).

To enable Muslim students to fulfil their prayer obligations, the university provides prayer facilities. On the Woudestein campus, these are located in the N-building, the opening hours are: 8.00 - 18.00. The Muslim prayer area is a designated place where Muslim students and staff can pray and contemplate; it is only intended for individual use.



The prayer room is not used by other religions and is oriented towards the East. In the front section, ritual washing facilities are available. Prayer mats and a Koran are also available.

## Erasmus Sport Center

Over 50 different sports, professional instructors and trainers, 22 different student sport associations and all this at very reasonable prices! The Erasmus Sport Center on Woudestein campus has two large venues for all kinds of indoor sports, 2 training halls, a dance studio, spinning studio, five squash courts, a brand new gym and six outside tennis courts. In co-operation with student associations, the Erasmus Sport Center also offers numerous outdoor sports (soccer, lacrosse, rugby, and field hockey to name a few).

The Erasmus Sports pass comes in different types: valid for 12, 6, 3 months or just 1 month. Be aware of their co-operation with ESN Rotterdam, with whom they have developed custom-made deals for international students.



## Top-level sport

Many people believe that studying and top-level sport is a difficult and time-consuming combination. Erasmus Topsport is the central organisation at the Erasmus University offering support to top athletes. The support mainly focuses on facilitating students in combining their sport and study through study and sport facilities. More information: [www.erasmusport.nl](http://www.erasmusport.nl) and [www.facebook.com/erasmus.sport/](https://www.facebook.com/erasmus.sport/).

## International Student Barometer (ISB)

We value the opinion of our international students! It is likely that during your studies at EUR you will receive a request to complete a survey called the International Student Barometer. Please help us improving our education and support services for current and future international students by completing the survey.

## International Student Experience Blog

Every semester, EUR students give other students a look into their experiences in Rotterdam. You can find the blog here: [blog.eur.nl/welcome](http://blog.eur.nl/welcome).

## International Student Panel

The International Student Panel (ISP) aims to provide international students with a platform for sharing experiences and ideas with each other and with university staff. Topics previously addressed included the welcome pages for new internationals, career services, and housing for international students. Recruitment for the ISP usually starts in September and the selection generally takes place in October.

## Departure checklist

Once you leave the Netherlands, there will be a couple of matters that you should take care of. Examples of these matters are deregistering at city hall and closing your bank account. You can find a checklist on: [http://www.eur.nl/english/essc/internationaloffice/before\\_leave/](http://www.eur.nl/english/essc/internationaloffice/before_leave/).





# Rotterdam and the Netherlands

“To go really Dutchie and understand Dutch culture, traditions etc. you can check the funny but useful posts on the website “Stuff Dutch people like”.  
[stuffdutchpeoplelike.com](http://stuffdutchpeoplelike.com)”

**Anastasiya** Belarusian, bachelor student

Blog: [blog.eur.nl/welcome](http://blog.eur.nl/welcome)



## The Netherlands and the Dutch

The Netherlands is a country in north-western Europe with a population of nearly 17 million. It is a parliamentary democracy and constitutional monarchy. The capital is Amsterdam and the seat of Government is The Hague.

The Netherlands is often called 'Holland', which is technically incorrect as North and South Holland are actually only two of its 12 provinces. The word 'Dutch' (or 'Nederlands' in Dutch) is used to refer to the people, the language and anything pertaining to the Netherlands.

According to Lonely Planet: "There are not many countries with so much land below sea level. There are not many - if any - countries this flat. There are not many countries with so much reclaimed land. There are not many countries this densely populated, and yet so liberal. There are not many countries with so much water and wind, or so many boats, sails, bikes, birds, dykes, polders, windmills, flowers, fish, bridges, cafés, cheese - and tall people." (Introducing the Netherlands, 2010).

## National holidays and celebrations

1 January 2015	<b>New Year's Day</b>	5 May 2015	<b>Liberation Day</b> (not an official holiday). Celebrated to mark the end of the occupation by Nazi Germany during World War II.
3 April 2015	<b>Good Friday</b> (not an official holiday) Religious holiday for Christians, commemorating the crucifixion of Jesus Christ.	14 May 2015	<b>Ascension Day</b> Religious holiday for Christians, commemorating the ascension of Jesus Christ into heaven.
5 April 2015	<b>Easter Sunday</b> Religious holiday for Christians, commemorating the resurrection of Jesus Christ.	24 May 2015	<b>Pentecost – Whit Sunday</b> Religious holiday for Christians, 50 days after Easter, celebrating the descent of the Holy Spirit upon Jesus Christ's disciples.
6 April 2015	<b>Easter Monday</b>	25 May 2015	<b>Pentecost Monday – Whit Monday</b>
27 April 2015	<b>King's Day</b> Celebration of the birthday of King Willem-Alexander, as a day of national unity. On this day, a lot of people wear orange clothes, wave flags and drink beer. Others will hold or visit rummage sales in the streets.	5 December 2015	<b>Sinterklaas</b> (not an official holiday) Sinterklaas, the original version of Santa Claus, is celebrated in Flanders and the Netherlands. Loosely based on Saint Nicholas, this fictional character arrives each year from Spain to hand out presents and sweets to children.
4 May 2015	<b>Remembrance Day</b> (not an official holiday) The 'Dodenherdenking' is held for those who fought and died during World War II, or in later combat or peacekeeping operations. Throughout the country two minutes' silence are observed at 20.00.	25 December 2015	<b>Christmas Day</b>
		26 December 2015	<b>Second Christmas Day – Boxing Day</b>
		31 December 2015	<b>New Year's Eve</b> (not an official holiday)



The Netherlands has a culture of openness and tolerance towards the rest of the world and towards each other. This attitude is reflected both in business and in social life. Most people know the Dutch as down-to-earth and direct in their communication.

## Language

The official language in the Netherlands is Dutch, which is spoken by almost all the inhabitants. Another official language is Frisian, which is spoken in the northern province of Friesland. English is understood and spoken at a fair level by almost everyone in the Netherlands.

## Climate

The Netherlands has a typical 'marine climate'. In summer, fine, hot weather may last for weeks, but the weather can just as easily be cool and unsettled.

In winter, spells of cold weather lasting from a week to two months or more may cause rivers and canals to freeze, but in mild winters this may not occur at all. Rainfall is well distributed over the year. The average daily temperature in January is around 5°C and in June around 20°C.

## Rotterdam

Rotterdam is the second largest city of the Netherlands, with over 600,000 citizens, while the population of the greater Rotterdam region is around 1.2 million. This all started when a dam was built in the river 'Rotte' in 1270. The city was granted a charter in 1340. In the 15th century, Rotterdam produced perhaps its most famous son: Desiderius Erasmus, one of the founders of Humanism. Erasmus University Rotterdam is named after this philosopher.

The river Meuse runs through Rotterdam and the city is famous for its port, the largest in Europe, earning it the name 'gateway to Europe'. Rotterdam is only a short distance from Europe's most magnificent cities – London, Paris, Barcelona, Berlin, Brussels and Amsterdam.

Cultural life in Rotterdam is vibrant. There is a wide selection of museums, including modern art, historical treasures, architecture, photography, historical ships and exotic animals. According to the New York Times and Rough Guides, Rotterdam is a must-see city. They specifically recommend the city's architecture.



"Rotterdam represents "new beginnings" and "uniqueness", which resonates quite deeply to me. I have personally come to believe, this is a place for young souls- the creative, hopeful and rebellious kind. You know the kind- the ones who lead the future."

**Parikrama** Nepalese, bachelor student  
Blog: [blog.eur.nl/welcome](http://blog.eur.nl/welcome)





The skyscrapers adorning the skyline along the river are fine examples of what modern architecture has to offer, while there is still a historic heart within the city. It is those skyscrapers that have given Rotterdam the nickname of 'Manhattan on the Meuse'.

Rotterdam is famous for its many festivals and events. It is also a true sports city and holds many sports events, such as its world famous marathon, a world tennis tournament, the largest outdoor international equestrian event in the Netherlands, and many more. More information: [en.rotterdam.info/visitors](https://en.rotterdam.info/visitors), [www.rotterdamfestivals.nl/public](https://www.rotterdamfestivals.nl/public) or [weownrotterdam.nl](https://weownrotterdam.nl).

## Getting around

### Bicycles

To get around quickly, easily and cheaply, buy a bicycle (Dutch: fiets) and a good quality bicycle lock. A second-hand bicycle in reasonable shape will cost you approximately €150. Second-hand bicycles can be bought at most bicycle shops and at the bicycle shelter at Central Station. There are also bicycle shops at Woudestein campus and Erasmus MC.

### Public Transport

To plan your journey there is one website that combines all public transport throughout the Netherlands and will help you plan your journey from door to door: [9292.nl/en](https://9292.nl/en).

### Public transport chipcard

In order to use public transport in the Netherlands, you need a public transport chipcard (Dutch: Openbaar Vervoer chipkaart, OV-chipkaart). A personalised or anonymous card, that can be used multiple times, costs €7.50. It is possible to rent an OV-chipcard from ESN Rotterdam. You have to pay a €10 deposit, which you will get back once you leave Rotterdam and return the OV-chipcard. More information: [www.ov-chipkaart.nl/?taal=en](https://www.ov-chipkaart.nl/?taal=en).

### In Rotterdam

The Rotterdam Transportation Authority (RET) provides mass transit services by tram, bus, metro and ferry in the Rotterdam area. More information: [www.ret.nl/en](https://www.ret.nl/en).

### Train

Dutch rail services are widespread across the country, in most cases provided by Dutch Railways (Dutch: Nederlandse Spoorwegen, NS). More information about the Dutch railways, prices of tickets or travel information: [www.ns.nl/en](https://www.ns.nl/en).

If you plan on travelling by train a lot, it might be a good idea to buy one of the discount passes. More information: [www.ns.nl/producten/en](https://www.ns.nl/producten/en).

### Cars

With such a good public transport infrastructure in the city, we advise you not to bring your car into Rotterdam's city centre, where parking or a parking permit is very expensive. However, you might



sometimes need or want to hire a car. Through StudentCar, you can rent a car by the hour and pick up the car from Woudestein campus. More information: [www.studentcar.nl](https://www.studentcar.nl).

## Postal services

You can buy stamps for letters and postcards, or send larger packages, from post offices at various locations in Rotterdam. Mail can be posted at these post offices (bearing the sign 'Postkantoor' and/or 'PostNL') or at any of the orange mailboxes you find in the street. Mail is not delivered on Sundays and Mondays.

## Water

Clean drinking water is available straight from the tap throughout the country.

## Health

### General practitioner

For medical assistance, the usual practice in the Netherlands is for a patient to have an initial consultation with a general practitioner (Dutch: huisarts), before making an appointment with a specialist in hospital.

The university has made arrangements with the following general practitioners:

Students living in Kralingen:	<b>Dr. C.H. Baar-Poort / Dr. F.E.E. van der Does</b> Noordeinde 97 Tel: + 31 (0)10 412 24 30 Entrance hours: 7.45 - 8.15, or call to make an appointment
	<b>Huisartsenpraktijk Kralingen (Dr. T.J. Schenk)</b> Oudedijk 60U Tel: + 31 (0)10 452 78 78 Call to make an appointment
	<b>Gezondheidscentrum DWL de Esch</b> Rijnwaterstraat 10 Tel: + 31 (0)10 452 63 63 Entrance hours: 8-10.45, or call to make an appointment
Students living in the centre/ Crooswijk:	<b>Expat-GP</b> Goudsewagenstraat 5 Tel: + 31 (0)10 233 14 50 Make an appointment through their website ( <a href="http://www.expat-gp.nl">www.expat-gp.nl</a> )
Students living in Rotterdam Zuid:	<b>Gezondheidscentrum Afrikaanderwijk</b> Maashaven Oostzijde 155 Tel: + 31 (0)10 485 41 11 Emergency: + 31 (0)10 485 68 59 Call to make an appointment



If you do not live near one of these doctors, you should find a general practitioner in your area yourself.

If you need medical assistance after office hours or during the weekend, you should contact the GP out-of-hours service (Dutch: huisartsenpost). In the case of a life-threatening emergency or if immediate medical assistance is needed, you can get help 24 hours a day at the EHBO ('First Aid') or SEH ('Accident & Emergency') department at any hospital. See the last chapter of this handbook for the contact details of the hospitals and the GP out-of-hours service.

### Pharmacy and chemist

Most medications are only available on prescription. You will be given the prescription by your general practitioner and can collect your medication(s) at a pharmacy (Dutch: apotheek).

Chemists (Dutch: drogist) sell medications that do not require a prescription, such as aspirin and cough medicine. There is always a pharmacy open, even in the weekend. Every pharmacy posts a notice in its window showing which pharmacy is open in the evenings and weekends.

### Hospitals

The main hospital (Dutch: ziekenhuis) in Rotterdam is the Erasmus Medical Center. It is located at 's Gravendijkwal 230. For other hospitals in Rotterdam and their contact details, please refer to the last chapter of this handbook.

### Dentist

Appointments for the following recommended dentists (Dutch: tandarts) should be made in advance; it is usually only possible to pay with cash. The university has made arrangements with the following dentists:

#### Tandartsenpraktijk Strevelsweg

Strevelsweg 121

Tel: + 31 (0)10 485 92 06

Call to make an appointment between 9.00 - 17.30 or make an appointment through their website ([www.rotterdamtandarts.nl](http://www.rotterdamtandarts.nl)).

#### Mondzorgcentrum Noordereiland

De Ruyterstraat 4-6

Tel: + 31 (0)10 414 12 00

To make an appointment you can call between 10.00 - 17.00

#### Tandartspraktijk Uys

Voorschoterlaan 130A

Tel: + 31 (0)10 413 28 93

To make an appointment you can call between 10.00 - 16.00 (Mondays-Thursdays) or 9.00 - 13.00 (Saturday).

### Physiotherapist

There is a physiotherapist (Dutch: fysiotherapeut) on the Woudestein campus. To make an appointment for a consultation, you can contact him by phone on: + 31 (0)10 408 18 74. More information: [www.fysiotherapiewoudestein.nl](http://www.fysiotherapiewoudestein.nl) (only in Dutch).

## Emergencies

By international standards, the Netherlands is a safe country with low levels of violence and street crime. However, Rotterdam is a large city. As in all large cities, it is important to watch your belongings, both on and off campus.

If you need the police, fire and/or ambulance services in a serious life-threatening situation, call the (European) emergency telephone number: 112. If you need the police in a non-emergency situation, call 0900-8844.

### On-campus emergency

If you encounter an emergency on one of the campuses, you can also call the numbers listed below.

Woudestein campus	+31 (0)10 408 11 00
Erasmus MC	+31 (0)10 703 40 04, if you can use internal calls, dial *12 for cardiac massage or *15 for emergency
Erasmus University College	+31 (0)10 408 90 00
International Institute of Social Studies	+31 (0)70 426 04 60



## Shopping, supermarkets and markets

### Shopping

Rotterdam is a fabulous shopping city any season of the year. Even on Sundays, when many shops in the Netherlands close their doors for a day off, shopaholics can indulge themselves in Rotterdam. From exclusive to popular, from megastore to small boutique, situated in an arcade or a bustling street, Rotterdam has it all.

### Supermarkets

The larger supermarkets in Rotterdam are open 7 days a week. Most of them are open until 20.00 every day except Sunday, when they mostly close at 18.00. Albert Heijn supermarkets are considered the best, ALDI and LIDL the cheapest. In addition to groceries, most supermarkets sell stamps, toiletries and mobile phone prepaid.

### Markets

Weekly open-air markets sell affordable fresh food, flowers and clothing are held on Tuesdays and Saturdays at the Binnenrotte Square in the city centre, and in other locations, such as the Visserijplein in the west of Rotterdam and Afrikaanderplein in the south. A new attraction is the Markthal, which is open every day.

## Rotterdam Pass: lots of discounts!

There's always plenty to do in Rotterdam and with the Rotterdam Pass you can do many of these things at a lower price, or even for nothing! The price of the standard Rotterdam Pass is €60, but as a student you can get it for just €12.50. More information: [www.rotterdampas.nl](http://www.rotterdampas.nl) (only in Dutch).



# Contact / Further information

“ If living in Rotterdam has taught me anything, it’s that it may rain all week (and it does), but when the sun finally peeks through, you forget your complaints, put on your boots, crank up your jam and race out that door! ”

**Bhagyalakshmi** Indian, master student  
Blog: [blog.eur.nl/welcome](https://blog.eur.nl/welcome)

For questions that do not relate to your study programme, you are welcome to contact the Erasmus Student Service Centre ([www.eur.nl/english/essc](http://www.eur.nl/english/essc)) or the International Office EUR ([www.eur.nl/internationaloffice](http://www.eur.nl/internationaloffice)).

## Faculty information

If you have questions relating to your study programme, please ask the international office of your faculty, as your faculty staff members offer most services.

### Erasmus Medical Center

Tel: +31 (0)10 704 35 24  
Email: [internationaloffice@erasmusmc.nl](mailto:internationaloffice@erasmusmc.nl)  
[www.erasmusmc.nl/internationaloffice](http://www.erasmusmc.nl/internationaloffice)

### Erasmus School of Economics (ESE)

[Exchange programmes](#)  
Tel: +31 (0)10 408 13 80  
Email: [exchange-students@ese.eur.nl](mailto:exchange-students@ese.eur.nl)  
[www.eur.nl/ese/studyingabroad/](http://www.eur.nl/ese/studyingabroad/)  
[Master and Pre-Master programmes](#)  
Tel: +31 (0)10 408 13 80  
Email: [master-info@ese.eur.nl](mailto:master-info@ese.eur.nl) (master)  
Email: [premaster@ese.eur.nl](mailto:premaster@ese.eur.nl) (pre-master)  
[International Bachelor programmes](#)  
Tel: +31 (0)10 408 13 80  
Email: [internationalbsc@ese.eur.nl](mailto:internationalbsc@ese.eur.nl)  
[www.eur.nl/ese/english/information\\_for/prospective\\_students](http://www.eur.nl/ese/english/information_for/prospective_students)

### Erasmus School of History, Culture and Communication (ESHCC)

[History and Arts & Culture Studies](#)  
Tel: +31 (0)10 408 28 74  
Email: [international@eshcc.eur.nl](mailto:international@eshcc.eur.nl)  
Email: [exchange.hc@eshcc.eur.nl](mailto:exchange.hc@eshcc.eur.nl) (exchange)  
[www.eshcc.eur.nl/english/welcome](http://www.eshcc.eur.nl/english/welcome)  
[International Bachelor in Communication and Media \(IBCoM\)](#)  
Tel: +31 (0)10 408 12 48  
Email: [ibcom@eshcc.eur.nl](mailto:ibcom@eshcc.eur.nl)  
Tel: +31 (0)10 408 22 71 (exchange)  
Email: [exchange@eshcc.eur.nl](mailto:exchange@eshcc.eur.nl) (exchange)  
[www.eshcc.eur.nl/english/welcome](http://www.eshcc.eur.nl/english/welcome)

### Erasmus School of Law (ESL)

Tel: +31 (0)10 408 9764  
Email: [informationdesk.llm@law.eur.nl](mailto:informationdesk.llm@law.eur.nl) (master)  
Email: [internationaloffice@law.eur.nl](mailto:internationaloffice@law.eur.nl) (exchange)  
[www.esl.eur.nl](http://www.esl.eur.nl)

### Erasmus University College (EUC)

Tel: +31 (0)10 408 90 00  
Email: [euc@eur.nl](mailto:euc@eur.nl)  
[www.eur.nl/euc](http://www.eur.nl/euc)

### Faculty of Philosophy

Tel: +31 (0)10 408 89 67  
Email: [herold@fwb.eur.nl](mailto:herold@fwb.eur.nl)  
[www.eur.nl/fw/english/exchange](http://www.eur.nl/fw/english/exchange)

### Faculty of Social Sciences (FSS)

Email: [internationaloffice@fsw.eur.nl](mailto:internationaloffice@fsw.eur.nl)  
[www.eur.nl/fsw/english/information\\_for](http://www.eur.nl/fsw/english/information_for)

### Institute of Health Policy and Management (iBMG)

Tel: +31 (0)10 408 85 37  
Email: [hepl@bmg.eur.nl](mailto:hepl@bmg.eur.nl)  
[www.hepl.nl/newstudents](http://www.hepl.nl/newstudents)

### Institute for Housing and Urban Development Studies (IHS)

Tel: + 31 (0)10 408 98 25  
Email: [admission@ihs.nl](mailto:admission@ihs.nl)  
[www.ihs.nl](http://www.ihs.nl)

### International Institute of Social Studies (ISS)

Tel: +31 (0)70 426 04 60  
Email: [studentoffice@iss.nl](mailto:studentoffice@iss.nl)  
[www.iss.nl](http://www.iss.nl)

### Rotterdam School of Management, Erasmus University (RSM)

[Exchange programmes](#)  
Tel: +31 (0)10 408 19 84  
Email: [intoffice@rsm.nl](mailto:intoffice@rsm.nl)  
[www.rsm.nl/international-exchange](http://www.rsm.nl/international-exchange)  
[International Business Administration \(IBA\)](#)  
Tel: +31 (0) 408 95 91  
[www.rsm.nl/bsciba](http://www.rsm.nl/bsciba)





## Useful addresses and links

### Erasmus University Rotterdam (4 campuses)

Woudestein campus  
Burgemeester Oudlaan 50  
3062 PA Rotterdam  
Tel: + 31 (0)10 408 11 11  
[www.eur.nl/english](http://www.eur.nl/english)

Erasmus Medical Center  
Wytsemaweg 80  
3015 CN Rotterdam  
+31 (0)10 704 07 04  
[www.erasmusmc.nl/?lang=en](http://www.erasmusmc.nl/?lang=en)

Erasmus University College  
Nieuwemarkt 1a  
3011 HP Rotterdam  
Tel: +31 (0)10 408 90 00  
[www.eur.nl/euc](http://www.eur.nl/euc)

International Institute of Social Studies  
Kortenaerkade 12  
2518 AX The Hague  
Tel: +31 (0)70 426 04 60  
[www.iss.nl](http://www.iss.nl)

### Rotterdam and Tourist Information

City Hall – Stadhuis  
Coolingsingel 40, Rotterdam  
Tel: 14 010  
[www.rotterdam.nl/home\\_english](http://www.rotterdam.nl/home_english)

Tourist Information – VVV Rotterdam  
Coolingsingel 195-197 (entrance Binnenwegplein),  
Rotterdam  
Tel: + 31 (0)10 790 01 85  
[en.rotterdam.info/visitors](http://en.rotterdam.info/visitors)

Netherlands Board of Tourism

[www.holland.com](http://www.holland.com)

### Housing

General information and links to accommodation  
providers  
[www.housing.eur.nl](http://www.housing.eur.nl)

## Other organisations

Employee Insurance Agency (UWV)  
Schiekade 830, Rotterdam  
Tel: + 31 (0)10 850 22 20  
[www.werk.nl](http://www.werk.nl)  
(only in Dutch)

Tax Office – Belastingdienst  
Rotterdam  
Laan op Zuid 45, Rotterdam  
Tel: 0800 05 43  
[www.belastingdienst.nl](http://www.belastingdienst.nl)

Aon Students Insurance  
[www.aonstudentinsurance.com](http://www.aonstudentinsurance.com)

IPS Insurance  
[www.studentsinsured.com/ips/](http://www.studentsinsured.com/ips/)

Dienst Uitvoering Onderwijs  
Tel: + 31 (0)50 599 77 55  
[www.duo.nl](http://www.duo.nl)

Immigration and Naturalisation  
Service (IND)  
Tel: 0900 123 45 61  
[www.ind.nl/en](http://www.ind.nl/en)

Nuffic  
Kortenaerkade 11, Rotterdam  
Tel: + 31 (0)70 426 02 60  
[www.nuffic.nl/en](http://www.nuffic.nl/en)

## Hospitals in Rotterdam

### Centre District

Erasmus MC  
's Gravendijkwal 230, Rotterdam  
Tel: + 31 (0)10 704 07 04  
[www.erasmusmc.nl](http://www.erasmusmc.nl)

Havenziekenhuis  
(also Travel Clinic)  
Haringvliet 2, Rotterdam  
Tel: + 31 (0)10 404 33 00  
[www.havenziekenhuis.nl](http://www.havenziekenhuis.nl)

### Centre/North District

Sint Franciscus Gasthuis  
Kleiweg 500, Rotterdam  
Tel: + 31 (0)10 461 61 61  
[www.sfg.nl](http://www.sfg.nl)

### East District

IJssellandziekenhuis  
Prins Constantijnweg 2, Capelle a/d  
IJssel  
Tel: + 31 (0)10 258 50 00  
[www.ysl.nl](http://www.ysl.nl)

### South District

Maasstad Ziekenhuis  
Maasstadweg 21, Rotterdam  
Tel: + 31 (0)10 291 19 11  
[www.maasstadziekenhuis.nl/en](http://www.maasstadziekenhuis.nl/en)

Ikazia Ziekenhuis  
Montessoriweg 1, Rotterdam  
Tel: + 31 (0)10 297 50 00  
[www.ikazia.nl](http://www.ikazia.nl)

## Health

Emergency telephone number: 112	Local police, non-emergency: 0900-8844
General practitioner's office after working hours and during the weekend	
<b>Central district</b> Huisartsenpost SFG Kleiweg 500, Rotterdam Tel: + 31 (0)10 466 95 73	<b>South district</b> Huisartsenpost Zuid Maasstadweg 59, Rotterdam Tel: + 31 (0)10 290 98 88
All 'Huisartsenposten' Huisartsenposten Rijnmond (SFG, IJsselland, R'dam Zuid, Ruwaard, Hellevoetsluis) <a href="http://huisartsenpostenrijnmond.nl">huisartsenpostenrijnmond.nl</a>	Municipal Public Health Authority – GGD Schiedamsedijk 95, Rotterdam Tel: + 31 (0)10 433 99 66 <a href="http://www.ggdrotterdamrijnmond.nl">www.ggdrotterdamrijnmond.nl</a>

## Transport

Dutch Railways	<a href="http://www.ns.nl/en/travellers/home">www.ns.nl/en/travellers/home</a>
Public Transport planner	<a href="http://journeyplanner.9292.nl">journeyplanner.9292.nl</a>
Public Transport Rotterdam	<a href="http://www.ret.nl/?sc_lang=en">www.ret.nl/?sc_lang=en</a>
Schiphol airport	<a href="http://www.schiphol.nl/index_en.html">www.schiphol.nl/index_en.html</a>
Schiphol taxi	<a href="http://www.schipholtaxi.info/english/index.html">www.schipholtaxi.info/english/index.html</a>
Route planner	<a href="http://routenet.nl">routenet.nl</a> <a href="http://maps.google.nl">maps.google.nl</a>

## General information

Undutchables	<a href="http://www.undutchables.nl">www.undutchables.nl</a>
How to survive in Holland	<a href="http://www.howtosurviveholland.nl">www.howtosurviveholland.nl</a>
NL Planet	<a href="http://www.nlplanet.com">www.nlplanet.com</a>
Expatica	<a href="http://www.expatica.com">www.expatica.com</a>
Holland Handbook	<a href="http://www.xpat.nl">www.xpat.nl</a>
I am expat in the Netherlands	<a href="http://www.iamexpat.nl">www.iamexpat.nl</a>

# Maps

## Woudestein campus





Erasmus MC campus

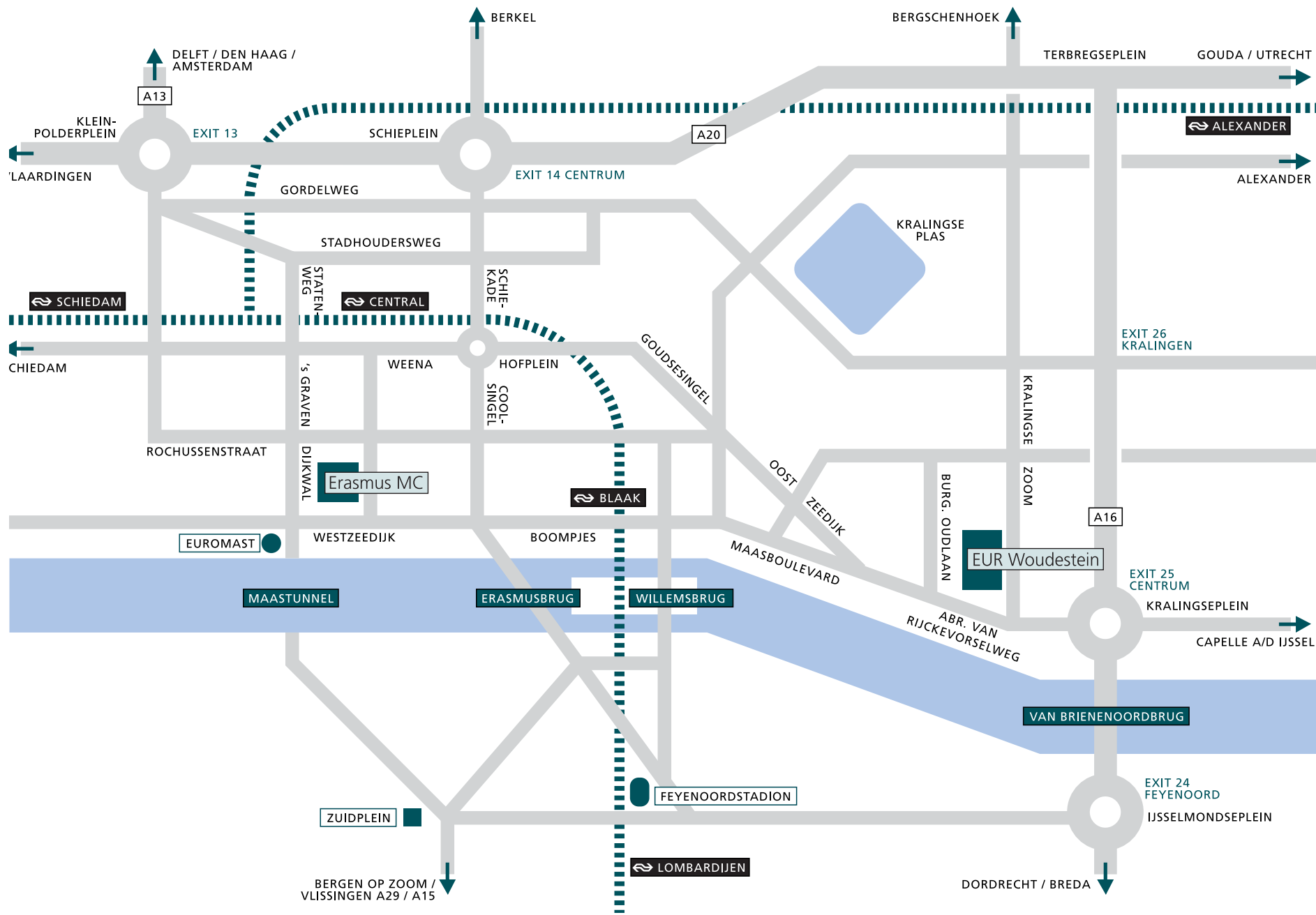


# Directions to entrances and Reception desks

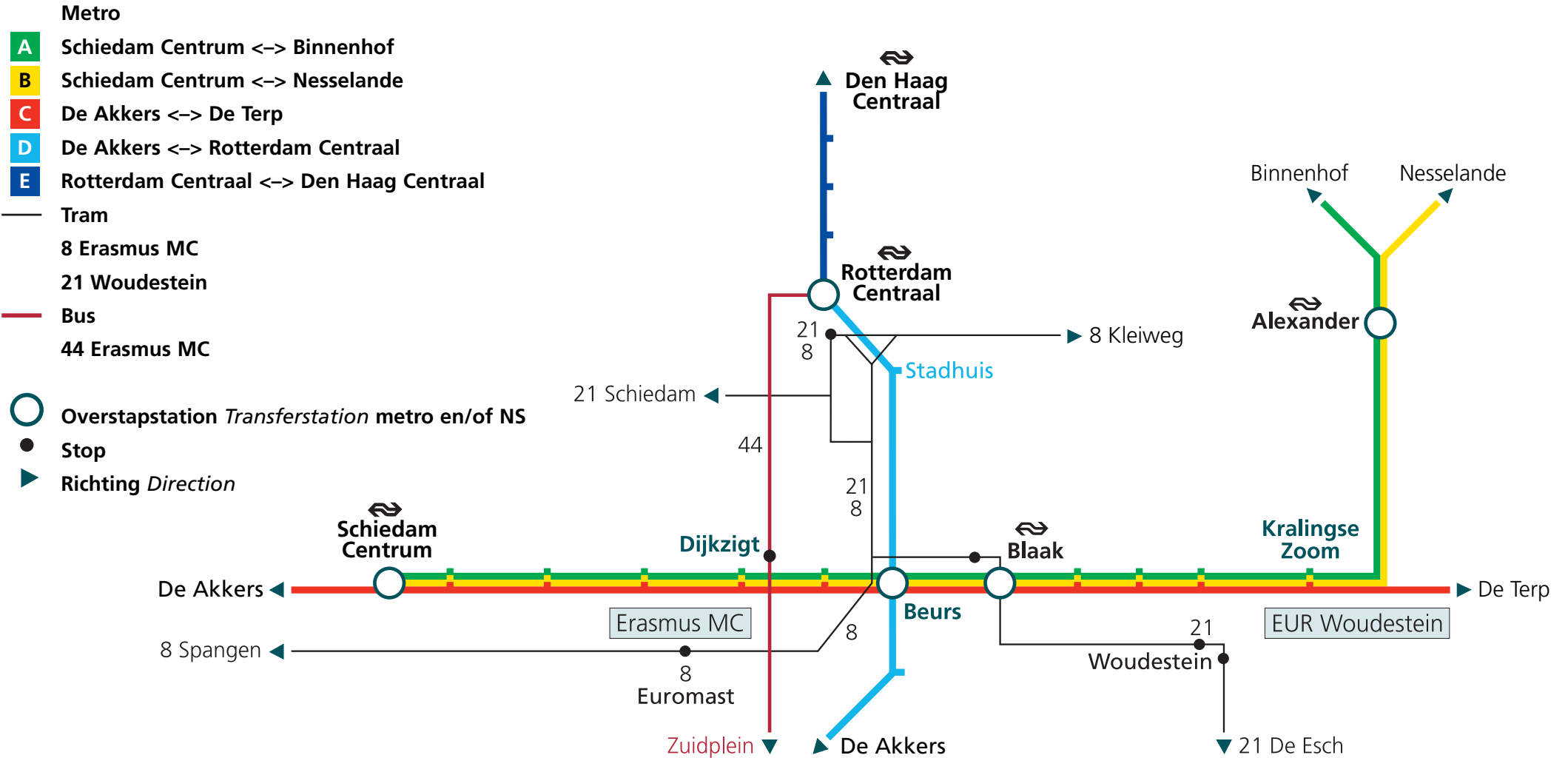
**(1<sup>st</sup> FLOOR)**

- Walking route to entrances and Reception desks
- Reception/Information desk
- Reception/Information desk Education Center (2<sup>nd</sup> floor, Fe-209)
- Erasmus MC (main entrance) – Kiss & Ride
- Erasmus MC Wytemaweg (entrance)
- Erasmus MC Museumpark (entrance)
- From car parking garage Westzeedijk**
- Ingang 2 (entrance) – Kiss & Ride
- Ingang 3, 4, 5 (entrances)
- From car parking garage Wytemaweg**
- Lift/stairs to parking garage Wytemaweg
- Car parking garage
- Bus 44 and 46
- Metrostation Dijkzigt
- Tram 8
- Unguarded bicycle parking
- Unguarded scooter- and motorbike parking

Rotterdam



Public transport in Rotterdam



# Metro in the Rotterdam area





The Netherlands





## Colophon

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