

FONTYS STUDENT GUIDE

CAMPUS EINDHOVEN

THINK
BIGGER



UNIVERSITY OF
APPLIED SCIENCES



WORD OF WELCOME

Dear students,

As directors of Fontys Campus Eindhoven (English stream programs FTB/IB) we would like to warmly welcome you to Fontys. Our university of Applied Sciences is a university where students (bachelor and exchange) coming from all over the world are educated to become high-class bachelors. Fontys UAS offers you well-developed university programmes in ICT, Engineering, Industrial Engineering, Communication Management and International Business that give you excellent prospects on the Dutch and foreign job market. At the same time, it is a community where students from various countries work with each other and learn from each other in international classrooms. Students and lecturers show interest in and respect other cultures, different opinions and different values and standards.

Highly trained and experienced lecturers guarantee our expertise and a top grade education. Fontys maintains an extensive partnership network of (international) companies, organisations and educational institutes.

This student guide offers you some practical information that will help you on your way. It gives you information about Fontys English taught programs in Eindhoven, but also about preparing your trip, about the Netherlands, about Eindhoven and anything else that might be worthwhile for you to look into. We hope that you will enjoy your stay here and that you will look back on your experience here in Eindhoven that changed your life.

Mrs E. J Hueting (Ella)
Director Fontys Engineering (FTB)

G.H.L. Lenssen (Gerard)
Director Fontys IE&M (FTB)

R.J. Philipsen (Ronald)
Director Fontys IB (FHMM)

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Director Fontys ICT (FTB)

COMING TO EINDHOVEN

PRE-DEPARTURE AND DEPARTURE



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COMING TO EINDHOVEN

PRE-DEPARTURE AND DEPARTURE

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Hello!
You have decided to come to
Eindhoven. So what's next.
What is essential to prepare before
coming to us?

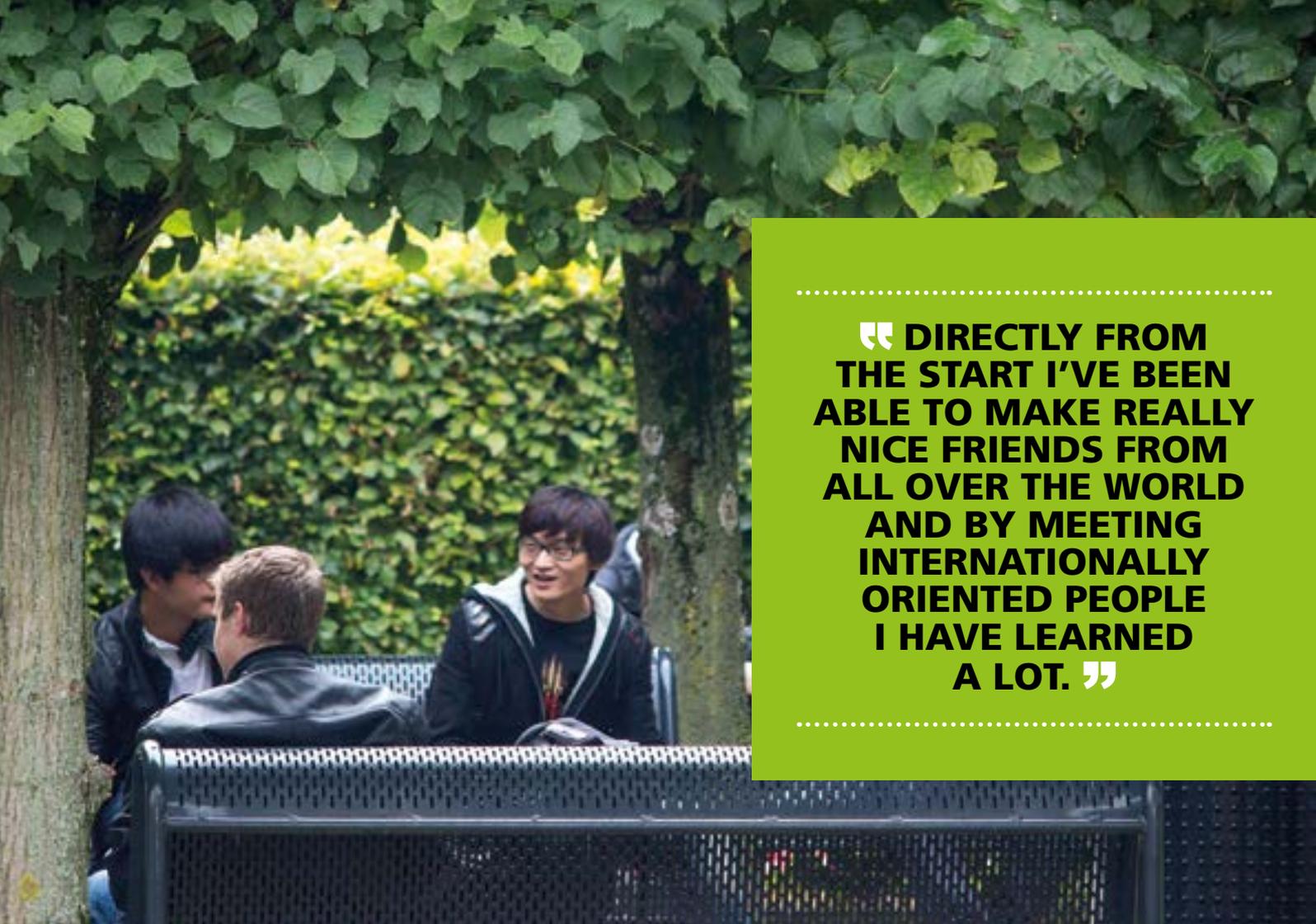
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**“ DIRECTLY FROM
THE START I’VE BEEN
ABLE TO MAKE REALLY
NICE FRIENDS FROM
ALL OVER THE WORLD
AND BY MEETING
INTERNATIONALLY
ORIENTED PEOPLE
I HAVE LEARNED
A LOT. ”**

.....



COMING TO EINDHOVEN

Before you take off to the Netherlands, there are some very important things you need to prepare. Make sure there won't be any unpleasant surprises when you arrive in Eindhoven! See also *My departure checklist* on one of the next pages.

Valid travel documents

All students (exchange and bachelor) from NON EEA countries, except students from Australia, Canada, Japan, New Zealand, the United States and South Korea, need a Temporary Residence Permit (*Machtiging Voorlopig Verblijf – MVV*) before coming to the Netherlands to study. This MVV enables you to stay in the Netherlands for up to 90 days. Because you will stay in the Netherlands for more than 90 days, you also need to apply for a residence permit. Fontys will help you with this procedure. Please note that it is not possible to apply for a study-visa yourself!

The requirements are not completely the same for all nationalities so it is important to read carefully all the information you will receive from the online system VisaCare+ from (Fontys) Student Administration International (SAI).

NON EEA Exchange students will have to pay the amount for the MVV, the residence permit and insurance and give proof of sufficient financial means. Non-EEA bachelor students will have to pay the total payment letter amount before the visa application procedure is started. You can find detailed information on our website fontys.edu (see practical information). If you encounter any kind of difficulties during your application process for the MVV/ visa please contact: visacare@fontys.nl.

We would like to mention that on average (depending on your lifestyle), a student living and studying in Eindhoven will need 875-1,100 Euro a month to cover his expenses. This includes rent for accommodation, meals, insurance, public transportation, books, clothing and other general costs.

EEA countries are all EU member countries including Norway, Iceland, Liechtenstein and Switzerland.



COMING TO EINDHOVEN

Accommodation

In order to make use of accommodation offered by Fontys you will need to download, fill in and return the accommodation form before the set deadline.

Mind that change of housing - once the contract has been signed - is not possible. By placing a request for accommodation with the accommodation form, you will be informed by Fontys Student Administration International (SAI) about your placement and you will be asked to transfer a deposit to the housing company which has to be paid in advance. Mind that accommodation arranged by Fontys is for the 1st academic year. For more information, see: fontys.edu click on practical information.

According to the Economist Intelligence Unit (EIU), the Netherlands is not an expensive place to live compared to other countries worldwide. Compared to other cities in the Netherlands Eindhoven is a safe and affordable place to live in. Fontys offers its international students two options of accommodation. Rooms in dormitories offered by housing agencies or rooms from private landlords.





COMING TO EINDHOVEN

Emergency form :

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During the first weeks, your Fontys study counsellor will ask you to fill in an emergency form. The data you provide are used to inform your family/friends in case of an emergency. Therefore you have to fill out an emergency form with contact data from your parents or relatives as soon as you have arrived in the Netherlands. In case of emergencies Fontys will know whom to contact then.

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**When travelling always take care of your luggage
and beware of pickpockets!**
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My departure checklist for things to settle or to consider before leaving to the Netherlands:

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- Valid passport (including visa, if needed).
- Mail of admission letter of Fontys.
- Certified copies diploma and grade list both in original language and translation.
- Copy of proof of marital status (if applicable).
- Copy of birth certificate.
- Arrange health, liability and repatriation insurance (for EEA students).
- Arrange accommodation.
- Book travel ticket to the Netherlands.
- Contact buddy students.
- Fill in the emergency form Finalize enrolment procedure with Fontys (if necessary).
- Medical records (if required).
- Instructions to locate your country's embassy/consulate.
- Be sure you have cash money (Euros) with you; **amount needed approximately € 800,-**.
- Departure checklist.



ARRIVING IN THE NETHERLANDS/ EINDHOVEN

FIRST THINGS TO DO

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Pack your bag, grab the ticket and take the plane. Well prepared, you have arrived in the Netherlands. What are the next steps in your Dutch adventure?

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“ FONTYS HAS A REALLY NICE EXCHANGE PROGRAM. I HAVE REALLY APPRECIATED THAT. FONTYS GAVE ME AN IMPRESSIVE EXPERIENCE IN MY FIRST STUDY ABROAD. ”

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ARRIVING IN THE NETHERLANDS/ EINDHOVEN

Arrival in the Netherlands

When you arrive in the Netherlands there are several things you will need to have at hand or do in order to get started at Fontys. Your point of arrival in the Netherlands will most likely be Amsterdam Schiphol Airport:

Information for international students arriving at Schiphol Airport Amsterdam

- After leaving the aeroplane follow the signs “Baggage hall”.
 - At passport control take the counter “EU citizens” or “Other passports” and show your passport/visa.
 - In the “Baggage hall” look at the monitor which belt you have to go to for picking up your luggage. In case luggage is missing go to the counter to report missing luggage.
 - When leaving the “Baggage hall” choose the exit “Nothing to declare”.
 - In the arrival hall follow the signs “Nederlandse Spoorwegen”(= Dutch Railways).
 - The Railway station is situated directly below Schiphol airport and it will take you 3 minutes walking to get there. Of course, you can take a trolley for your luggage.
- Train tickets and departure information are available from the ticket offices of the Nederlandse Spoorwegen or from yellow ticket machines which are situated close to the red/white cube at Schiphol Plaza. General information and schedules for all public transport can be found on 9292ov.nl or can be accessed by phone: +31 (0)900-9292. Of course, you can also download the NS travel planner app: With Reisplanner Xtra, you always have access to up to date travel information. The app shows you departure times and platforms, crowd forecasts, price and the average punctuality for your train and route, as well as possible delays or planned engineering work. In addition, the Reisplanner Xtra app provides current news and useful notifications. For example, a notification regarding checking out with your OV-chipkaart. Download the Reisplanner Xtra travel planner app for free.
 - At the railway station you need to go to platform 3 (= direct train to Eindhoven) or platform 2 (=one stop train in Utrecht). Travelling time by train from Schiphol to Eindhoven is approximately 1 hour and 26 minutes. Price for a single ticket is € 21,10 (choose second class).



ARRIVING IN THE NETHERLANDS/ EINDHOVEN

- At Eindhoven railway station you leave the train. Go downstairs and take the exit Bus station.
- From your “digital” buddy you will receive information how to settle/find your accommodation. In most cases you will need to take a bus to the accommodation office first. It is also possible that a staff member from the housing agency will pick you up from the railway station. Take care you have been well informed about settling/getting to your accommodation by your buddy before departure.

Important telephone numbers (only during office hours) are:

	Telephone number	Room number
Secretariat FTB	+31 8850 78127	Building R1, room 2.47
	+31 8850 78347	Building R1, room 2.47
Secretariat IB	+31 8850 81282	Building R3, room 3.10

Fontys IB / FTB buddy

Adjusting to studying in a new country can be exciting and challenging. Our new international students often have (practical) questions before coming here and during their first weeks of studying. For example about what to pack and/or how the trains work etc. To help our international students with the transition, we have an IB / FTB “digital” buddy. This buddy is a senior Fontys student whom will inform you about important matters before arrival and help you find your way upon arrival in the Netherlands. As they have been studying at Fontys for at least one year, their knowledge can help you in adapting faster to the different culture. All in all a buddy is supposed to help you getting started at your new university, the city of Eindhoven, and getting you accustomed to student life. You will receive an email from your buddy in which he/she introduces him/herself. Feel free to contact your buddy any time before arrival. As mentioned you could be in contact with your buddy concerning your arrival time. He/she can inform you what to do upon arrival in Eindhoven and will help you to be directed to accommodation. Make sure you tell him/her what time you will arrive at the train station.



ARRIVING IN THE NETHERLANDS/ EINDHOVEN

Your first weeks at Fontys University of Applied Sciences

You will receive a lot of information during the first weeks. Because of that you might forget some of it. If you do, don't hesitate to contact your buddy or the Secretariat (FTB room 2.46 building R1/ IB third floor in building R4). They will help you to find the answer to your questions.

During the introduction week you will start exploring Eindhoven and the campus. By doing so you will also be able to take care of some final arrangements which are important to make your stay official and all people involved know you have arrived. Depending on your status (bachelor/exchange and EEA/NON-EEA) you will visit the City Hall for registration, health services, a bank to open an account during the introduction week. Make sure that the address where you are living during your stay in Eindhoven is registered in *Studielink* as soon as possible (studielink.nl). If you need help to change your personal data, please ask an officer of the secretariat to help you.

Culture shock: develop social networks

By starting your studies at Fontys University of Applied Sciences, you accepted the challenge of experiencing a new culture. New worlds are discovered, horizons broadened, challenges met. As well as being exciting, an intercultural experience can at times be disorienting and stressful, with most people experiencing some degree of culture shock during their stay abroad.

What is culture shock? Culture shock can be described as a reaction that occurs when a person steps out of a familiar culture into a totally different culture. It is important to realize that culture shock is a normal response to a sudden change, and that it passes as you adjust to the new culture. The way people react to a cultural transition varies from person to person, depending on their background, experiences and personality. Some of you may be only mildly affected, while in others the reaction may be much more intense. Again, some students may feel disoriented soon after arrival, while others may react to the new situation only after sometime has elapsed.



ARRIVING IN THE NETHERLANDS/ EINDHOVEN

Knowing that culture shock exists and that it will probably affect you will make it easier to accept. (Reverse culture shock is likely to occur when you return home.)

Adjust your expectations: realize that many things will be done differently here. Examine your assumptions about how they should be done, and be willing to adjust your expectations and behaviour. Develop social networks: It is important to have people around you with whom you can share experiences, laugh and give mutual support. Keep active and stay positive! Keep physically active; take the opportunity to discover the Netherlands and try out new things. This will help keep you positive and confident, benefiting your study as well. Of course it is important to stay in touch with your friends and family. Especially in the beginning, regular contact with family and friends at home can help you adjust to the unfamiliar environment.

Give yourself time to adjust. Many things will be done differently and you can't expect to immediately adjust to this new way of living. In this way, we hope that you will make the most out of this exciting, new experience!



**INFORMATION ABOUT STUDY
ENVIRONMENT AND MORE
ABOUT LIVING IN EINDHOVEN**

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Studying at a university in a different country is always an exciting experience.

Fontys will help you as much as possible in finding your way at the university. Find out about the university, its people and its courses.

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**” IT IS A
GREAT CHANCE
TO MEET MANY
FRIENDS FROM
ALL COUNTRIES
AND ENJOY
THE CLASS WITH
NICE TEACHERS! ”**

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This student guide is meant for students FTB and IB (department of FHMM). Please be informed that some parts of this guide are only related to FTB or IB students.

CAMPUS EINDHOVEN

Fontys Technology and Business bachelors (FTB) Eindhoven and Fontys School of Marketing and Management (FHMM) are part of Fontys University of Applied Sciences. All in all, Fontys University of Applied Sciences (UAS) counts about 45,000 students, about 10,000 of those study at the Campus in Eindhoven. The campus is located near the city centre of Eindhoven. Through various expansions and renovations the campus buildings have always been state of the art on the inside and outside.

The campus houses several faculties: Business and Economics, Physics, ICT and Engineering, which all offer 4 year bachelor degree study programmes.

Fontys FTB offers the following bachelor programs completely in English:

- Electrical & Electronic Engineering
- Industrial Engineering & Management
- Information & Communication Technology (5 study programmes)

- Mechatronics
- Mechanical Engineering

The Fontys Technology & Business Bachelors (FTB) have a focus on higher professional university training based on a strong theoretical and practical foundation. Teaching is done by using different methods: theory and practical classes, lectures, laboratory assignments but also doing applied science projects and self-study activities. For all programs you can have an influence on your own content and planning of your study. A study counsellor will help you in making the right decisions.

As a future (business) engineer or ICT specialist you are able to work in teams. In other words: you are a real team-player. Moreover you need to understand how to use high-tech knowledge in real-time situations. That's why theory classes are always supported by practical assignments. As a student you also search for additional knowledge and skills to improve your own development. This requires a high sense of responsibility, a high level of analytical thinking and leadership qualities. It goes without saying that your communication skills and level



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of English are very good. At secondary school your grades for mathematics and physics need to be very good as well.

The teaching for all ICT programs is done in Building R1, Rachelsmolen 1, 5612 MA Eindhoven.

The teaching for all Engineering programs is done in the Rondon building situated at the TU/e campus.

Fontys School of Marketing and Management (FHMM) offers several bachelor programs in the fields of economics and marketing/(retail)/management. The program in International Business(IB) is offered completely in English.

In the world of work and international business, the standards and requirements have changed considerably over the past few years. Not only an individual's intelligence (level of knowledge) but the entire person has become important. Alongside IQ (Intelligence) there is now increasing attention for EQ (Emotional Intelligence) as a critical success factor for an individual's

work and private life. Many job advertisements call for "good social skills", a term that refers to such characteristics as team spirit, ability to cooperate, flexibility, communication skills, listening skills and the ability to accept criticism.

For the most part, students can acquire their competences by following modules. A module consists of support classes, guest lectures, and individual and group assignments. As far as possible, use is made of the student's own environment, such as relevant work experience.

The teaching for the IB program is done in Building R3/4, Rachelsmolen 1, 5612 MA Eindhoven.

Going abroad is always a challenge, especially if you will encounter a completely different culture than your own. Not only do you have to get used to living in a different country, you will also have to get used to a different teaching and learning style. At Fontys you will find out that you are expected to work on big and small projects in groups with



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students from all kind of nationalities. This might be a little bit scary at first, but after a while you will discover that it is actually a lot of fun to work with other students on a project. Likewise lecturers will expect you to actively participate in class. This means that you will be asked to form your own opinion on specific topics and maybe even present those opinions to the rest of the group. Training these kind of skills will come in really handy in later life and professional career. Fontys teaching style is partly problem based. This means that lecturers will challenge you to solve problems. By learning theory and applying it in practical problem based cases or real life situations you will not only acquire theoretical knowledge but also practical skills. Fontys assigns a lecturer as mentor to every bachelor student at Fontys. This mentor will help you with problems that might occur and will give you tips on how to solve these problems. Next to that your mentor will help you with making choices during your study period regarding your future professional career.

Structure of the IB foundation year

The program in the first semester is called “Soft Landing”. This basically means that the program will offer you the time and opportunity to get adjusted to our way of teaching and assessing. Moreover it will give you the opportunity to learn the Dutch way of studying and living. Important topics in the field of International Business will be brought to you in the pace needed to make sure everybody is on the same page. Let’s not forget that you are studying in an international environment consisting of students from many different countries.

The program is divided into three levels.

- Level 1 is the foundation year, so semester 1 and 2.
- Level 2 is the main phase so semester 3,4 and 5
- Level 3 is semester 6,7 and 8.

Of course, your first focus should be on level 1!

The courses will be explained in more detail in the semester guide



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IB foundation phase

During your study program in IB, you can get credits (ECTS). You collect these ECTS by successfully completing examinations, assignments and projects. To pass the foundation phase, you need 60 ECTS. This is the maximum number of points you can obtain in the foundation course phase. You must however have collected at least 50 ECTS after the first year. If you achieve that number, you can start the second year of study (semester 3). The missing ECTS from your foundation phase will of course still need to be completed and will lead to an additional workload in the higher years. If you have not acquired 50 ECTS, you will unfortunately be issued a binding negative study advice, and will be required to leave the program. Detailed information about exam regulations, retakes, etc. is available in the TER (Teaching and Examination Regulations). This document is available on the IB portal.

Talent academy/honours programmes

Are you the student who is ambitious and willing to “go the extra mile”? Then the Honours programmes are there for you! If you do well in your first year, you can apply for the Honours programme related to your study field. The Honours programme is developed to offer motivated and talented students the opportunity to develop themselves even more on a personal and professional level during their studies to eventually differentiate themselves on the labour market. It is not without reason that the Honours programme’s slogan is “Create your own future”.

Year schedule

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The year schedules including education, examination weeks and holidays will be given to you at the start of the academic year. Keep in mind that an academic year starts in the last week of August and ends in the second week of July. **You are expected to arrive at least one week before the lectures start!**



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DID YOU KNOW:

A complete bachelor program is 4 academic years of study; each year is divided into 2 semesters. Within one academic year a Fontys student can obtain 60 credits (according to the European ECTS procedure). One credit is the equivalent of 28 working hours. Every semester of the course covers 30 credits (ECTS) mounting up to 840 hours of study load. This study load is divided into actual hours spent in a classroom, laboratory, meeting room, preparing tasks or doing homework.



In order to receive the necessary 240 credits (ECTS) to either graduate at Fontys or take back your credits to your home university as an exchange student, you will have to round off your chosen courses in a satisfactory way. This does not always mean a written exam. Other forms of examinations can be a group presentation, an individual report, a group report, an oral exam, etc. The grading system in the Netherlands is probably different from the one you are used to. The lowest grade is 1 and the highest grade is 10. The lowest pass grade is 5,5. Grades 9 and 10 are rarely given. Competition among students plays little or no role. Grades can also be indicated by descriptions like "voldoende"(V) = sufficient" or "onvoldoende (OV)= insufficient".

Conversion table grades and grading			
Dutch	Standard US	Dutch	Standard US
1.0 – 3.9	FX	6.5 – 7.4	C
4.0 – 5.4	F	7.5 – 8.4	B
5.5 – 5.9	E	8.5 – 10.0	A
6.0 – 6.4	D		



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Additional to state of the art buildings and classrooms, Fontys provides students a selection of facilities to ensure the right study environment. These facilities are generally available during the opening hours of the campus (Monday-Thursday from 08.00 to 22.00; Wednesday and Friday from 08.00 to 18.00 hrs).

Class hours

Class hours		
	begin	end
1	08.45	09.35
2	09.35	10.25
break	10.25	10.45
3	10.45	11.35
4	11.35	12.25
5	12.25	13.15
6	13.15	14.05
7	14.05	14.55
break	14.55	15.15
8	15.15	16.05
9	16.05	16.55

Facilities on campus

Student card

Every student at Fontys will receive a student card. You can upgrade this card in the upgrade machines (opwaarderingmachine) in the various Fontys buildings. This card can be used as a payment card for photocopies and for purchases in the canteen. For more information about the student card or how to upload your photo go to fontyskaart.nl

NOTE: If you lose the card a new one will cost you € 10,-!





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Facilities on campus

Every student receives personal log in data to use the computers at the campus as soon as the student is enrolled at the university. All computers are equipped with Windows and the latest Microsoft Office, Acrobat Reader and Media players. Students can also use their own laptop or tablets at the campus by connecting to the free Wi-Fi. On the Intranet students will find all necessary information regarding time schedules, announcements by the university, study materials, news messages from lecturers, absence of lecturers etc.

As a Fontys student you will have access to wireless internet during the opening hours of the campus. This enables you to contact your peers, friends and family without any problem. Most student rooms offered by Fontys have internet access. Therefore you will even be able to contact anybody from your room. Wi-fi is also offered in many bars and restaurants.

IT & Computers

In the Multi Media Center (MMC) which is a digital library 2.0. students can study here, do their research (both offline and online) through digital international library databases, reserve and borrow books from the campus catalogue and partnering universities, borrow Audio-Visual equipment and read popular newspapers and magazines. The MMC is located in Building R3.

Copying, scanning and printing

The Copy Shop, located in Building R1 (ground floor) not only offers copying services but also sells course manuals, office necessities like pencils, document files, post-its, etc. Throughout the campus there are several high level office machines that can be used to copy, scan or print documents. At the Copy Shop you can only pay with your bank card.



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Canteens

The canteens on the campus (in Building R1 and R3) offer a variety of food and drinks. Although the choice in hot meals is limited you can choose from many different sandwiches, salads, snacks and drinks.

Sports

Close to Fontys the TU/e (University of Technology Eindhoven) is situated. Fontys students can buy the sports card of the TU/e Student Sport Centre, located at the TU/e premises. As a Fontys student you can use all the sporting facilities, join one of the 40 student sports, clubs and participate in all 70 sports that are on offer. This card will only cost you around € 92 for one year. For more information visit website: studentensportcentrumeindhoven.nl/

Student counsellor (“decaan”) and psychologist

Although your mentor will be your first contact person for almost every question you will have, some things just can't be solved without professional help. On campus Eindhoven we offer students the opportunity to talk to a professional student counsellor (“decaan”) or psychologist that may help in cases of personal needs.

In case you want to make an appointment please first discuss your situation with your mentor. You can make an appointment with one of the counsellors by email iStudent@fontys.nl or by phone 08850 82222.

Names of student counsellors are:

Mrs Nannie Beernink R1 room 0.98

Mr Nico Schloen R1 room 0.34

Name of student psychologist:

Mr John Tuerlings R1 room 0.96



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Student Administration International (SAI)

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Fontys has an international team which can help you with questions or problems concerning IND (=Dutch Immigration Service), insurance and accommodation.

E-mail: internationalstudents@fontys.nl

Student associations

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Do you want to experience the real student life in Eindhoven? Become an active member of the Business club (for IB students) or INNOVUM (for Engineering students) or PROXY (for ICT students) or LEAN (for IEM students).

The Business Club is a study association set up by students of marketing and management. We organize study related and social activities. When you become an active member you will get a chance to gain experience in organizing activities. To give you a good impression of what we organize we have made a list of all activities we have done in the past school year.

- A few drinks
- Party's
- Workshops
- Introduction week activities
- Lectures and company visits

Are you a student from International Business? Then you are automatically a member of the Business Club! That means that you can join all the activities that we organize. Besides that you can become an active member by helping organizing activities.





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The Fontys Engineering Students' Associations INNOVUM, LEAN and PROXY give international students who study in any Engineering or ICT related study field important first-hand information about the dynamic organisation that Fontys is. The goal of INNOVUM, LEAN and PROXY is ensuring the social well-being and rights of the international students. All international students are invited to take part in all kind of activities organised by one of the Students' Associations.



Medical and liability insurance

Fontys wants its students to be properly insured. Which insurance is applicable to you depends on your nationality, age, nature of residence, whether you have an additional job, etc. Find more information on studyinholland.nl/practical-matters/insurance. Fontys especially differs between students from EEA and NON-EEA countries. Students from NON EEA countries will be insured automatically through SAI. Mind that this insurance is for the first year only. Please notice that you have to extend your insurance after 1 year! SAI will help you with the extension. This insurance includes a complete package (health insurance, repatriation, private liability and legal aid).



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Students from EEA countries should check their insurance if it meets at least the following standards:

- Medical costs: the insurance has to cover 100% of the tariffs of the Dutch health care system.
- Repatriation: the insurance has to cover the costs of repatriation.
- Liability: the insurance has to cover at least € 1.250.000 per event.

Students from EEA countries therefore can use their own insurance or they can ask Fontys to arrange an insurance. More on this insurance can be found at:

<https://studentsinsured.com/en>

In the Netherlands you should go to a doctor first if you need medical help. Only in case of emergency you can go to the hospital directly, otherwise the insurance will not cover the costs.

Registration

It is very easy to register yourself as a patient in one of the health care centres. For detailed information about health care services in Eindhoven, check the website www.sgeinternational.nl

For students with an IPS Insurance (i.e. the health/liability insurance you can settle through Fontys) the procedure is as follows:

- Normally you have to pay for the doctor etc. first.
- You fill in the claim form of IPS.
- They will refund you the money in due time.
- Please mind that costs for medicines will not be covered if you already had the illness or disease in your home country (like tuberculosis or malaria etc).
- Claim forms can be downloaded from the website of IPS: <https://studentsinsured.com/en/schade-melden>.



CAMPUS EINDHOVEN

Chemist (“Drogist”)

This shop only sells lighter medicines for more common complaints, such as headaches, toothaches, menstrual pains, diarrhea and common cold all of which are non-prescription medicines. There are various chemists in every city for example: **Etos, Kruidvat, DA Drogisterij.**

GGD Eindhoven (Gemeentelijke Gezondheidsdienst)

This is a specific office which takes care of general health services (e.g. vaccinations) in the region of Eindhoven. Students from NON-EEA countries will have to go there upon arrival for a tuberculosis check. The secretariat of IB and FTB will make an appointment for you which is mandatory. Also students at Fontys that would like to study a semester abroad or do their internship in a specific country will have to go to the GGD to get vaccinations.

Address GGD

Clausplein 10, 5611 XP Eindhoven

Tel +31 (0)880031310

Emergency

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In case of emergencies (serious accident, fire, social unrest) and/or need of police, ambulance or fire brigade call: **112** (national emergency number).

For local issues call: 0900-88 44 In case of special or emotional need you can call the organization SENSOR: 0900 0767.

In Eindhoven are several hospitals:

Catharina Hospital
catharinaziekenhuis.nl
Michelangelolaan 2
Eindhoven
Tel +31 (0)40 239 9111

Máxima Medisch Centrum (MMC) Hospital Eindhoven
mmc.nl
Dominee Theodor Fliednerstraat 1
Eindhoven
Tel +31 (0)40 888 8000



CAMPUS EINDHOVEN

St. Anna Ziekenhuis, locatie Eindhoven

st-anna.nl

Antoon Coolenlaan 1

Eindhoven

Tel +31 (0)40 286 4040

Dentist

Kliniek voor Mondzorg

kliniekvoormondzorg.nl

Botenlaan 82

Eindhoven

Tel. +31 (0)40-2514527

Bank account

Fontys advises to open up a bank account upon arrival in the Netherlands at one of the following banks: ABN AMRO, ING, Rabobank or SNS. During the introduction week you will be informed in more details about opening a bank account especially at ING-Bank. Address: Nieuwstraat 15, Eindhoven. You will need the following documents to open an account: a valid passport, statement of Fontys (to be picked up from the FTB or IB secretariat, copy housing contract (legal address) and BSN-number (=social fiscal number which is issued by the Town Hall). You also need the BSN-number when you want to apply for a job.

Experience shows that not all foreign debit cards work in the Netherlands. By opening a Dutch account you will receive a Dutch debit card which enables you to pay almost anywhere in the Netherlands. For all bachelor students opening a Dutch bank account comes with a second advantage. If you enrol into the second year you will be able to pay your tuition fees on a monthly basis through a standing order (9 instalments).



CAMPUS EINDHOVEN

ATMs are mainly found in or near banks. Just as in your own country you will be able to choose from several languages. If you want to exchange currencies either to or from Euros the GWK Office (located at the train station in Eindhoven) is the place to go. Be aware of the fact that exchanging currencies will cost money. Although almost every Dutch person owns at least one credit card, they are not used very often. Visa and Mastercard are among the most accepted, but be prepared that your cards will not be accepted in some shops, bars, restaurants or supermarkets.

Registration Town Hall

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When your study period at Fontys will last for more than 4 months, it is mandatory to register at the Town Hall, EU-citizens as well as non-EU citizens. Non-EU citizens must have a valid residence permit or be in the process of applying for one. Secretariat FTB and IB will make an appointment for your registration.

The Hub Eindhoven

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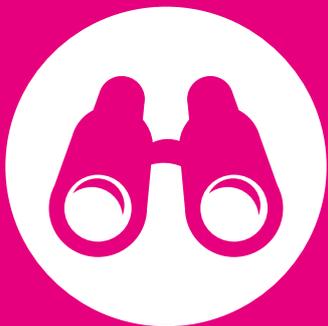
The Hub Eindhoven improves the socialization and integration of international knowledge workers and students in Eindhoven. Many Fontys students take part and enjoy the variety of activities organized by the Hub. For more information see: meetup.com/TheHubEindhoven/

Location: Vestdijk 25, Eindhoven

Learning Dutch

.....

It is important that everyone in the Netherlands speaks some Dutch and that everyone has some useful knowledge of the country itself and its traditions. Speaking the language is especially important for those people who want to find a job. Learning the Dutch language can be done at various levels, ranging from a basic beginners level to a very advanced level. You want to know more? The current offer and supply as to courses can be found on eindhoven.nl/taalcursussen.



**TYPICAL INFORMATION
YOU SHOULD KNOW ABOUT
EINDHOVEN**

.....

Eindhoven is a City of about
210.000 inhabitants, and really
nice for living and studying!
Besides that it has many lovely
and open people around!

.....

EXPLORING EINDHOVEN

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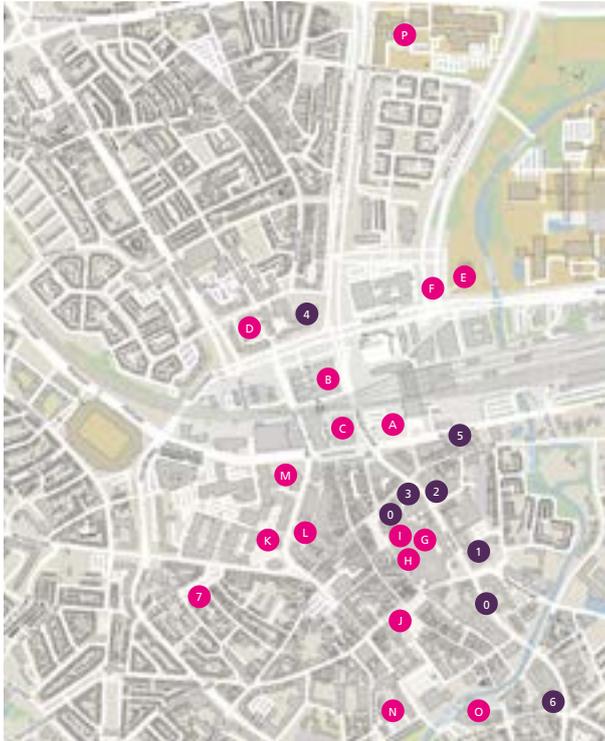
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**“ EINDHOVEN IS
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.....



EXPLORING EINDHOVEN



Eindhoven City Centre

Hotels

- 0 Hotel Queen
- 1 Hotel Pullman
Eindhoven Cocagne
- 2 Little Grand
- 3 Crown Hotel
- 4 Holiday Inn
- 5 de Bengel
- 6 Mandarin Park Plaza

- H Philips Music Centre
- I Holland Casino
- J St. Catrien Church
- K Cultural Centre
- L First Philips Factory
- M Philips Light Tower
- N Town Hall
- O van Abbe Museum
- P Fontys University of
Applied Sciences

Important buildings and landmarks

- A Tourist Information
- B Beursgebouw
- C De Bijenkorf
department store
- D World Trade Centre
- E Eindhoven University
of Technology
- F Flying Pins
- G Heuvel Shopping Mall



EXPLORING EINDHOVEN

The city of Eindhoven

If you have read the previous chapter you should have a good first impression about our university and campus. This chapter will give you the necessary information about the city our campus is located in: Eindhoven, the Netherlands.

The city of Eindhoven

Eindhoven is a town with a history dating back to Roman Times and it has an intercultural tradition, located centrally within Europe. It is a very safe city that is easily accessible. Eindhoven is the 5th biggest city in the Netherlands 'not to get lost' but big enough for fun and action. Your studies will keep you busy, but will definitely allow you some time to become acquainted with at least your immediate surroundings.

The city centre was rebuilt after the Second World War, retaining the historical significance of its monuments and old facades. The main features of Eindhoven are of course the Van Abbe Museum, the Evoluon and the PSV-stadium.

Getting Around

As mentioned before Eindhoven is a middle-sized city which can be discovered by foot. But you might consider using various other sorts of transportation in order to see more of the city, bordering cities, the countryside or destinations in the Netherlands or Europe. There is no better way to travel short distances in the city or the countryside than by bicycle. This mode of transportation is most used by the Dutch themselves and is practiced on special marked red coloured cycling paths painted on almost every road in the city or countryside.



EXPLORING EINDHOVEN

Transport

Bicycles

The fact that a person rides a bicycle is not taken as a sign of relative poverty. In fact, social status has nothing to do with it; there are even Members of Parliament who go to work by bicycle. You will see people cycling with one child on the handlebars, one child on the back, and shopping bags hanging from the sides. You even see businessmen with their attaché cases strapped to their bikes; and on Sundays you see families out just for the pleasure of cycling, each parent with a hand resting on the shoulder of a little one who is just learning to master this very Dutch form of transportation.



To offer international students the same experience you can buy perfect and affordable 2nd hand bikes at the TU/e campus: address Het Eeuwsel 8, building “G”.

Other options:

De Bolderkar, Sint Theresiaplein 15, 5652 EV Eindhoven
Rijwielcentrale, Kruisstraat 98, 5612 CL Eindhoven.

kruisstraat@rijwielcentrale.nl

Since bicycles are one of the most common ways of transportation bicycles are an object of desire and therefore often stolen. Make sure that you always lock your bicycle very well! The bus is generally used for short distance travel within the city of Eindhoven or to smaller towns bordering Eindhoven. From the train station in Eindhoven you can travel to almost any place in the Netherlands within 2-3 hours with trains leaving every 30 minutes. Travelling to Germany, Belgium and France is also directly possible from Eindhoven. Within two hours you will reach Brussels, within five hours you will arrive in Paris.



EXPLORING EINDHOVEN

Public transport

For travelling there are two different kind of tickets: disposable paper tickets and a smart card System the OV-Chip Card: ov-chipkaart.nl The Dutch public transport system is very safe, comfortable and clean. Eindhoven offers three options of public transport: bus, train and plane. The disposable tickets can be bought at the train station on ticket machines or counters or in busses. Tickets bought at counters or directly in busses will generally be more expensive. Currently discussions are going on to stop the option to buy tickets directly in busses. Although no date has been set yet, but within the Netherlands the disposable public transport tickets will soon be replaced by the OV-Chip Card. This is a smart card which has the size of a debit card which you can fill with a certain amount of Euros. This credit is deduced every time you are travelling. In especially the bigger cities, the OV card is the only means of payment, so it might be worthwhile to buy one (you can get one at the train station in Eindhoven. Costs: 7 euro). When travelling by public transport you will need to check-in and check-out.

You do so by holding your card in front of the smart card reader in busses or at train stations. If you forget to check-out, then it affects your credit. So pay attention when you travel! More information on travelling with the OV-chip card can be obtained at the train station Eindhoven. General information and schedules for all public transport can be found on 9292ov.nl or can be accessed by phone; +31 (0)900-9292.

Car

If you want to drive a car in the Netherlands do not forget to check if your current driver's license is accepted in the Netherlands or if you might get an international driver's license.

Air

If you want to see a little bit more of Europe, you will be able to obtain cheap tickets to some of the capitals in Europe like London, Paris, Berlin, Prague, Rome or Madrid. Especially the low fare carriers (Ryan Air, Wizz Air) flying from the nearby Airport Eindhoven might be interesting.



EXPLORING EINDHOVEN

Taxi

Although taxis are operational in Eindhoven for most students they are not really affordable due to the high transportation fares. Our advice: only use taxis if there is no other way possible.



Shopping / Groceries

Stores

In the city centre you will find all kinds of different stores, from clothing and shoes to books/newspapers and hobby and from delicatessen to electronics e.g Media Markt, The shopping malls are called "Piazza Centre" and "De Heuvel Galerie" which you can find in the centre of Eindhoven. Shops in Eindhoven generally are open from 09.00 to 18.00 hrs. (Mon-Wed, Fri). On Fridays shops are open from 09.00 to 21.00 hrs. On Saturday shops are open from 9.30 to 17.00 hrs. On Sunday some shops are open from 12.00 to 17.00 hrs – especially supermarkets. For exact information please go to: thisiseindhoven.nl/koopzondagen-openingstijden.

Second hand stores

Are you looking for secondhand furniture, cutlery, household goods, clothes etc?

"Het Goed": hetgoed.nl/vestigingen/eindhoven.aspx

Location: Meerakkerweg 2, Eindhoven

"Emmaus": emmauseindhoven.nl

Location: Genneperweg 11A, Eindhoven



Supermarkets /Groceries

There are various supermarkets in Eindhoven. To name a few: *Albert Heijn (AH)*, *Super*, *JUMBO*, *Jan Linders*, *C1000*, *Lidl* and *Aldi*. The general opening hours are Monday till Saturday from 8.30 to 20.00 hrs. On Sunday most of them are open from 12.00 to 17.00 hrs. Note that Aldi and Lidl are the cheapest but often do not (always) have a wide range of products and often do not have many brand products. Albert Heijn is often listed as the most expensive, although in many cases the prices with Super C1000 or JUMBO are not that different. Also check the products with “the huismerk” that many supermarkets offer. These products are branded with the logo of the supermarket and are often cheaper than the brand products but the quality is very good. Also in the supermarkets you are expected to pack your own groceries. Be sure to take a shopping bag with you or buy one there.

EXPLORING EINDHOVEN





EXPLORING EINDHOVEN

Open market

On one or more days of the week there will be an open air market not too far from where you live. You can save yourself a lot of money on food if you shop at these markets, although you will need to keep an eye on the quality of the products. Larger open air markets - for example on Saturdays the open market in Woensel - also sell clothing, cosmetics, fabrics, groceries and other items. Again, there are excellent bargains to be found, but quality can vary.

Vegetables especially are plentiful, of high quality, and quite cheap. What is not grown in the Netherlands is, just as food products from almost any ethnic cuisine, available in supermarkets or open markets. Rice, pasta dishes and curry are now almost standard fare in most Dutch homes. You will find imported tropical vegetables and fruit sold in many shops, and tropical cooking ingredients can be found at the special Indonesian grocery store called a Toko. There are some ritual butchers (Islamic, Hindu and Jewish) and shops selling products from Turkey and northern Africa. Be aware that prices are fixed.

Bargaining is not customary; with a few exceptions you are expected to pay the price that is marked.

Smoking

Be aware that in the Netherlands there is a smoking ban in public places. This also includes pubs, cafés and restaurants.



EXPLORING EINDHOVEN

Getting connected

Mobile phone

The Dutch mobile phone network is available 24/7 and covers the whole of the Netherlands. You can buy prepaid phones from € 99,- at several service provider shops like BelCompany, The Phone House, T-Mobile or Vodafone. Buying a prepaid phone will help prevent that you will have a high service bill at the end of the month.

NOTE: Phoning friends and relatives abroad with a mobile phone is very expensive.

Postal service

If you are not so much in a hurry, postal services are still a good old fashioned way to connect to people. Eindhoven does not have a Post Office in the city centre. Nevertheless in several newspaper/magazine stores you will find Post Office Agencies recognizable by the orange sign of TNT Post.



Religion

The Netherlands have an open view on religion. You will find many different religious beliefs living among each other in good harmony. In Eindhoven you will find churches, mosques and synagogues.

Discounts

~~The Dutch are champions in discounts. If you pay attention~~ you will find discounts almost everywhere. Traveling by train can be made cheaper by buying a so-called voordeelurenkaart. This enables you to travel with 40% discount. See ns.nl for more information. Going to museums can become very attractive by purchasing a so called museumjaarkaart. This card will give you access to more than 400 museums all over the Netherlands. museumkaart.nl for more information. If you are a student at Fontys you will be able to purchase hard- and software to a discount price through an online service surfspot.nl Even your own Fontys student card will give you all kinds of discounts in the city of Eindhoven.



EXPLORING EINDHOVEN

Side jobs

Working next to your study may affect your study performance. Nevertheless many Dutch students do it in order to pay for their monthly expenses or just to have some extra money. For international students it is not easy to find a job, but not impossible. Often there is a language barrier or a lack of understanding of important rules, regulations and formalities. For NON-EEA students the procedure to obtain a work permit is difficult and unwillingness of employment agencies, low payment and undemanding jobs are often reasons not to start working. In order to prevent difficulties with your studies the Dutch government has limited the number of working hours for an international EU-student to a maximum of 14 hours a week. For NON EEA the maximum is 10 hours a week. EEA students working 14 hours a week on a structural basis are able to ask for a tuition fee loan and/or scholarships (“studiefinanciering”). For more information about loans/scholarships/side jobs go to duo.nl, studyinholland.nl/practical-matters/working-while-studying. Students from the EU/EEA or Switzerland will qualify for student finance if they work at least 56 hours a month.

NOTE: Be aware that employer healthcare insurances and taxes are deducted from your gross salary. Also mind that you need to take a special health insurance, the so-called *Basiszorgverzekering* which is compulsory when you accept an official job in the Netherlands. For more information about de Basisverzekering visit iamexpat.nl/

Holland Expat Center South

The Expat Center is a joint initiative of the participating municipalities, the IND, Brainport Development, and the provinces of Noord-Brabant and Limburg. Address: Vestdijk 27a, 5611 CA Eindhoven. More information about the Expat Center can be found at: hollandexpatcenter.com/

Student Sport Center Eindhoven

Sport is central in Eindhoven and at the university. The Student Sport Center Eindhoven (SSC) is the most extensive of all Dutch universities, offering all students and staff of TU/e, Fontys Hogescholen Eindhoven and Design Academy Eindhoven sport (70 sports), recreation, health and relaxation. Our sport cards, allowing you to participate in all sports and courses, are available at low rates.



EXPLORING EINDHOVEN

Tourist information

Tourist office

The Tourist Office in Eindhoven can provide you with specific information on the Eindhoven region (e.g. touristic attractions, museums, events, hiking and cycling routes, etc.) and general information on tourism in the Netherlands (e.g. day trips to cities in the Netherlands, admission tickets to music concerts, etc.). The address of the Tourist Office Eindhoven (VVV) is- close to the Railway station:

Openinghours VVV / Tourist Information Office Eindhoven

Monday: 12:00 to 18:00 pm

Tuesday / Friday: 9:00 to 18:00 pm

Saturday: 10:00 to 17:00 pm

Address Stationsplein 17, 5611 AC Eindhoven (You will find the Tourist Office next to the Central Railway station)

Telephone number Information: +31 (0)40 29 79 115

Fax: +31 (0)40 - 243 31 35

E-mail: info@vveindhoven.nl

Internet: vveindhoven.nl
thisiseindhoven.nl

Culture

Theatres

The cultural site of Eindhoven has grown with the recent additions of the new pop podium the Effenaar, youth centre Dynamo, and the Park Theatre. But we shouldn't forget the unique Plaza Futura , the international renowned top concerts and performances in Muziekcentrum Frits Philips.



EXPLORING EINDHOVEN

Museums

This overview is definitely not complete, but you will find here the most important museums in Eindhoven.



Van Abbemuseum - Bilderdijklaan 10

The Van Abbemuseum is one of the leading museums for modern and contemporary art. The impressive collection includes works of Picasso, Chagall, Kandinsky, El Lissitzky, Theo van Doesburg, Mondriaan and Appel. January 2003 the completely renovated museum opened its doors again.

Eindhoven Museum (former Historic Open Air Museum and Kempenland Museum) - Boutenslaan 161 B

Let's go back to prehistoric time and the Middle Ages. Brew your own beer, be your own Iron Age blacksmith, stroll among centuries' old farm houses, hayricks, and herb gardens. The Eindhoven Museum makes you relive times from long ago.

Philips Museum - Emmasingel 31

The Philips museum provides a fascinating picture of the way in which Philips evolved from a small incandescent lamp manufacturer into a large and prestigious international group of companies. From the company's origins in 1891 to the innovations of tomorrow.



EXPLORING EINDHOVEN

Ton Smits Huis - Jacob Reviuslaan 25

The house, brightly painted in blue, white and pink, used to be the home of the world famous cartoonist Ton Smits (1921-1981). The place, still inhabited by his widow, houses a large collection of his paintings and lyrical cartoons.

More Museums

DAF Museum, Tel +31 (0)40 24 44 364

This museum shows you a collection of DAF old-timers including all kind of trucks. You will get a clear historic overview of the production and use of this typical Dutch car brand. Address: Tongelresestraat 27, Eindhoven.

PSV Museum - Ingang 17 Philips Stadion, Stadionplein 2

The PSV museum opened its doors today after PSV hero Willy van der Kuijlen had performed the unveiling ceremony, in the presence of many former players. Accompanied by two 100-year-old fans, Mister PSV' symbolically opened the museum with a well-struck shot.

Events

Carnival, in the local dialect vastenaovond, announces the start of Carnival. For three crazy days, the drudge of everyday life is left far behind. As a visitor, it is an astonishing experience to be caught up in the mass of thousands of residents of Eindhoven who are dressed up in colourful and extraordinary costumes. During the three days the whole city is one big party area with processions, music and dancing.

There are lots of activities for young and old. On 27 April (Kings Day) all shops are open. There are small market stalls everywhere and all sorts of activities are organized for young and old.

For more information about typical Eindhoven festivals, fairs etc please visit vveindhoven.nl/en/agenda/events/agenda



DUTCH CULTURE AND LIVING HABITS

Once you have arrived, it is time to start getting settled and explore the Dutch way of living and the way the Dutch are.

The best way to do this is to emerge yourself into festivals, parties, friends and school life as well as deepen your knowledge about our country, culture, etiquette, food and our personalities.

THE DUTCH WAY

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.....

” STUDYING IN THE NETHERLANDS HAS BEEN FUN AND I’LL REMEMBER THIS THE REST OF MY LIFE. I HAVE GAINED NEW FRIENDS, LEARNED ABOUT OTHER CULTURES AND WITNESSED SO MANY MOMENTS OF HAPPINESS. ”

.....



THE DUTCH WAY

The Netherlands literally refers to low lands. A large part of the Netherlands is below sea level. This might seem impossible, but because of many dikes and waterworks (*the most famous ones are the Deltawerken and the Afsluitdijk*) the sea is kept at a safe distance. The highest point in the country is 321 m above sea level and the lowest point is 6,7 m under sea level. Extensive beaches and sand dunes stretch out from the northern to the most southern point of the west coast for around 300 km.

The province of Friesland, one of the twelve provinces in total, has lots of lakes and water sports such as sailing or surfing which are well practiced leisure activities. The Netherlands in general are very flat, making it a great country for biking trips. Hardly any patch of land is wasted in the Netherlands. The high value placed on land can be seen in the careful planning evident everywhere.

Zoning laws are very rigid and urban areas are kept within strict boundaries so that you see built up areas ending abruptly and farm fields beginning literally across the street. This extreme care in land use can be frustrating to people who would like to build their own house, but it is also the reason why such a crowded country can be a net exporter of food.





THE DUTCH WAY

Holland vs. the Netherlands

The Netherlands is often referred to as Holland, which is not correct. Holland is only a small part of the Netherlands, but due to the fact that cities like Amsterdam, The Hague and Rotterdam are situated in that region Holland is known abroad as well. "Holland" refers to a long time ago, when the Dutch land contained quite extensive forests, as in "holt land" ('holt' meant wood).

FUN FACT:

Longest distance from north to south 300 km.

Longest distance from east to west 200 km.

Country data

Population 16,847,000

Capital Amsterdam

Seat of government The Hague

Government Constitutional monarchy

Number of provinces 12

Area 41,543 km²

Voltage 220-230 volts

Time zone CET

Fun facts about the Netherlands

75% of the entire world flower bulb production comes from the Netherlands. The Netherlands are among the 20 most densely populated countries in the world. The Dutch company Philips invented the audio cassette, the video tape, the compact disc and CD-rom. The Dutch national anthem (*Wilhelmus*) is the oldest in the world. Flevoland, the twelfth province, used to be sea (*Zuiderzee*). The Dutch are the tallest people in Europe and the second tallest in the world. Every Dutch person has a bike and there are twice as many bikes as there are cars. Rotterdam has the third largest port in the world.



THE DUTCH WAY

Geography & climate

Cool summers and mild winters. This is typical of the marine climate one would predict for the Netherlands after looking at the map and seeing its position with respect to the North Sea. Nothing could be less predictable than the Dutch weather, however. In the morning there may be bright sunshine, but within a few hours the wind can change direction and all of a sudden a cold gale is blowing in from the west. In winter (December to February), there are not too many days with temperatures below zero, and although you will probably see snow there is seldom a lot of it. The winter cold is penetrating, therefore, because it is often wet and windy, you will need a warm winter coat and at least a thick sweater. In the summer months, June to August, there will be a few fairly hot days (5 days in a row above 25C° is considered a heat wave). In the other months the temperature will vary between about 5C° and 15C° during the day.

Economy

The Netherlands is a thriving country due to the working climate; hard work and resourcefulness is much appreciated. Since the 14th century the Netherlands has played a significant role in shaping the world economy. It is especially known as the nation of traders, having its climax in the 17th century (also referred to as the Golden Age). The Netherlands belong to the top 10 of exporting countries in the world. Most important are the main ports Rotterdam port and Schiphol Airport. In recent years, the Netherlands has increased its trade in industrial products and decreased trade in food products. However food is still a major industry today. Other important industries include manufactured goods, chemicals, petroleum products and natural goods. Principal imports are machines, crude petroleum and chemicals. The Dutch economy is the fifth-largest economy in the euro-zone and is noted for its stable industrial relations, moderate unemployment and inflation, a sizable trade surplus, and an important role as a European transportation hub.



THE DUTCH WAY

The main economic sectors are: agro industries, metal and engineering products, electrical machinery and equipment, chemicals, petroleum, construction, microelectronics and fishing. Also the possession of gas has supported the economy. Nowadays, over 80% of Dutch economy is service based. The economy is characterized by a stable investment climate and a fairly low unemployment rate. The Dutch government believes that knowledge is a vital part of a growing economy and invests heavily in knowledge improvement and expansion, therefore subsidizing universities and research centres. Education is therefore one of the most important anchors in the Netherlands and the exchange of foreign students is a crucial development in the country's aim for a knowledge society.





THE DUTCH WAY

Social structure & society

Family, Women & Men

ocial experimentation includes changes in the relationship between men and women. The traditional pattern of a regular family, with the father as boss and breadwinner and the mother staying home to look after her husband and children, is giving way to a more equal sharing of responsibilities. One characteristic of Dutch society is that family members are relatively independent of one another, particular in financial terms. The elaborate national system of social welfare makes this possible. Parents receive money from the state to help cover the costs of raising children. Likewise, children are not expected to support their parents financially in later life. The pensions provided by the state and by private pension funds are adequate, and elderly people pride themselves on being able to manage their own. Dutch children generally leave their parental home at about the age of 19 or 20. They move into a rented room by themselves, set up housekeeping with a friend or friends (and in some cases marry).

You may be surprised how many single people you meet, and how many couples without children. Many young men and women live together without being married. The decision to live together is not taken lightly and most Dutch people no longer view such a relationship as promiscuous. Homosexual marriages are legalized and widely accepted. The Dutch tolerate a wide variety of lifestyles with the attitude that everyone should be able to live as they wish as long as they are not too much of a public nuisance. For centuries, the country's historical ties with other parts of the world has brought people of non- Dutch origin to settle in the Netherlands. This makes the Dutch generally open-minded, freedom loving and usually tolerant towards foreigners. The Dutch believe every person is unique and want to be fair by treating everyone the same way.

THE DUTCH BELIEVE EVERY PERSON IS UNIQUE



THE DUTCH WAY

Multicultural society

That is why there are so many rules and regulations: everyone has equal rights. The custom is to treat everyone with the same amount of respect. This is also an integral part in the social political system: everyone has the right to decent housing, education, food and healthcare regardless of their income. To make this happen the Dutch pay a lot of taxes. Also a wide network of voluntary work groups exist to support this. As the Dutch favor the feeling of freedom and equality, they are also very interested in people from different countries.

Moreover, they will also be very interested in you: what are you doing here, why are you're here, where are you from, etc. Most Dutch people speak English to a certain extent which will make it easier for you to communicate in English to for example shopkeepers and fellow students.

Etiquette & customs

Meet & greet

The Dutch generally are very informal in the way they greet and address each other, using the informal *jij* (Engl. "you") more than the formal *u* (Engl. Also "you"). However, when you are introduced to someone older than yourself, you address that person with *u*.

When meeting a Dutch person you have never seen before, you shake hands and exchange a *hallo* (and your name). If you know each other well as friends, you kiss each other on the cheeks three times (usually: right, left, right). Sometimes confusing when you start with the left cheek and end up "nosing".

People from the Netherlands also like structure. Although they are easy going and open in terms of meeting people, spontaneous actions or just dropping by for a visit is not always appreciated without letting them know some time beforehand. So make sure you call or tell them accordingly.



THE DUTCH WAY

Dutch friends will easily invite you for a *kopje koffie* (cup of coffee), which means that you will meet for a chat or a drink in general, not necessarily a cup of coffee. If you are invited to someone's home for dinner or a drink it is very customary to bring a little gift such as chocolate, a bottle of wine or some flowers. This just shows your appreciation for the invitation.

The Dutch are very strict about planning and being on time when you have an appointment or date. It is better to show up five minutes earlier than arrive late. Perhaps being a few minutes too late won't matter, but they expect you to take traffic jams, traffic lights, open bridges and delaying trains into account when leaving home. This is not only the case in social life, but also at the university!

Emotions and sensitiveness

The Dutch are straightforward and direct in the way they talk to each other. They look you straight in the eye and can sound very blunt, especially when they are speaking English or another foreign language and cannot express all the shades of meaning they would be able to express in their own language. They do not mean to be impolite, and our habit of coming to the point quickly can actually make things easier for you. This also means that the Dutch are hardly ever offended when you express a different opinion or accidentally use the wrong words. You will see few displays of either anger or extreme exuberance. The equivalent of cosy means creating a homely, welcoming surrounding. One of the main characteristics of the Dutch is their sense of the *"ludiek"*. This is the touch of light humor that can be added to any situation, however serious. The Dutch can also poke gentle fun at themselves and others without being cruel. The Dutch are known for their tolerant way of dealing with social and political issues, for example: abortion and use of soft drugs.



This might seem the case but they are also fond of rules and are very strict that you follow these rules. For instance using public transport without buying a ticket or parking illegally is not tolerated. Although the Dutch appear to be open, they do not always show their emotions very easily. They are also very proud people and love their country and especially the Dutch football team. You will see Dutch people dressed entirely in orange (the national colour), ranting and raving when the team succeeds in winning a match. A very popular word in Dutch and very often heard is the word “gezellig”. It is used whenever they like a situation because of the warm and pleasant atmosphere. The Dutch do not queue, as you will soon notice. You must learn the art of gently but firmly getting into the bus or train, for example. You must also learn the art of getting served in a shop. If there is no system by which the customers draw numbers, you are expected to keep track of who was waiting before you. This takes practice (and patience). If a fellow customer starts glaring at you it is probably because you unwittingly spoke up before it was your turn. When entering a shop, simply ask who came last, this way you know when your turn is up.

THE DUTCH WAY





THE DUTCH WAY

Food and eating

Food and eating habits

The traditional Dutch diet is simple. For breakfast, there is bread with cheese, cold meat, jam or typical Dutch spreads like *pindakaas* (peanut butter), and *hagelslag* (chocolate sprinkles). Lunch is very much the same, with a possible addition of soup, salad or fruit. The evening meal traditionally consists of potatoes, vegetables and meat or fish. However other cuisines are popular too (think of Italian or Asian food).

The Dutch eat dinner rather early compared to other European countries, somewhere between 17.30 and 18.30 hrs. They then have time left for a coffee with a cookie at 20.30 hrs. Keep in mind that restaurants quite often close the kitchen at 21.30 hrs. Table etiquette in the Netherlands requires a fork and knife for the main course and usually a spoon for eating dessert (*toetje*). Because you come across so many different nationalities in the Netherlands, you can find many countries represented in the restaurant industry: Chinese, Italian, Indian and many more.

Eating out

Turkish, Greek, Indian, Mexican and Thai restaurants are very well spread throughout the country, as well as many other food cultures.

The more luxurious the place looks, the higher the price will be. However that doesn't mean that the food in other restaurants will be bad. There are a lot of so-called eetcafé's in the Netherlands. They are a combination of a pub and a simple restaurant and generally offer real value for money when it comes to dinner plates.

When you are eating out with a group it is customary to pay for your own meal which is called "going Dutch". This is normally discussed beforehand so that everyone can agree with it. In a pub it is usually too much hassle for everyone to order their drinks individually. Therefore, people very often put money in the kitty (*bijleggen* in de pot) beforehand and drinks are paid with this money.



THE DUTCH WAY

Convenience foods are increasingly available. You can either choose from convenience foods from the supermarket which you will have to heat up at home or from take away restaurants. Some of these are not so healthy, but they save time and cost less than eating in a restaurant.

Convenience food

The traditional Dutch take away convenience foods are French fries (friet or patat), ready fried fish, shoarma, bami- or nasi goreng. The French fries are often eaten with deep fried meat specialties like a kroket (crispy roll with ragout filling) or a frikandel (minced-meat hot dog). All supermarkets sell ready to- cook meals, for example meals that are ready for eating after 5 min. heating in a microwave.

Dutch (seasonal) delicacies

Although the Dutch do not really have a cuisine they pride themselves in having lots of different delicacies. Typical Dutch food in winter is stamppot (mashed potatoes with green cabbage, endives, sauerkraut or carrots and onions, topped off with a big piece of gerookte worst and some fat gravy).

Another delicacy is erwtensoep (blended green peas with pieces of meat). The soup is supposed to be so thick that your spoon should be able to stand upright in it!

On New Year's Eve the Dutch bake oliebolle (sort of round donuts with raisins) and appelbeignets (sort of donut filled with apple).

You almost can't go wrong with any kind of cheese in the Netherlands. The Dutch are known worldwide for their wide variety of cheese.



THE DUTCH WAY

Soused or brined herring (Hollandse nieuwe or maatjes) is a specialty over which even the Dutch are divided. Some can't live without it, others have tried it once and never again. Generally the freshest herring is available at the start of June just after vlaggetjesdag.

For candy the Dutch have various sorts of drop (black liquorice). When Dutch people drink a cup of coffee there is always a cookie involved. There are many varieties, but the stroopwafel (thin waffles filled with a thick syrup) would be the best known.





THE DUTCH WAY

Recipes

Boerenkool stampot (serves 4 persons)

Put the potatoes, kale and onion in a cooking pot, fill it with enough water to cover everything and let it boil softly for about 20 minutes until the potatoes are tender. Put the smoked sausage (rookworst) on top. In the meantime fry the bacon until crispy. When the potatoes are done remove the sausage from the pot and cut it into 4 pieces. Drain any excess water from the pot, and add the bacon. Use a potato masher to mash the kale until it looks a little lumpy. Add the butter and pepper if you wish. Pour gravy on top if desired.

Ingredients:

6 large potatoes peeled and diced;
 1 large onion sliced;
 2lbs kale (finely chopped boerenkool);
 1lb smoked sausage (rookworst),
 ½ lb bacon, 3 tablespoons butter,
 Fresh ground black pepper,
 Beef gravy (optional)

Preparation time:

15 minutes

Total time:

45 minutes

Erwtensoeep (serves 4 persons)

Take a large pan and fill it with water. Add the split peas, the trotter, the steak and a tablespoon of salt. Let it boil for one hour, stirring every now and then. When necessary, use a skimmer to skim the peas. Take out the meat and get rid of the bones. Cut the meat in small pieces and put it back in the pan. Add the celeriac and leeks and let everything boil for another 45 minutes. You can add some pieces of smoked sausage (*rookworst*) the last 10 minutes. Enjoy!

Ingredients:

1 pack of split peas
 1 pig's trotter,
 1 pork steak,
 1 celeriac (cut in pieces),
 4 leeks (cut in rings),
 1 tablespoon of salt

Preparation time:

15 minutes

Total time:

2 hours



THE DUTCH WAY

Important Dutch days

King's day – 27 April

On King's day (27 April) people celebrate the birthday of the Dutch King. Originally this day was founded in 1898 by the grandmother of the current King Willem-Alexander. The annual date of 27 April is the birthday of the King. King's day is a national holiday, so everyone in the Netherlands has the chance to celebrate this exciting event. In almost every town or city in Holland, Dutch people celebrate this day often dressed in orange clothes (the Dutch national colour) drinking and eating on the streets and selling or buying second-hand goods at the flea markets.

Remembrance of the dead & Liberation Day – 4 & 5 May

Although World War II has ended almost 70 years ago its impact is still noticeable in the Netherlands on 4 and 5 May. On 4 May the Dutch commemorate the people who fought and died during this war (and other wars in which Dutch soldiers died) with national and local remembrance services at important locations. At 20.00 hrs. sharp two minutes of silence are observed.

On 5 May the Dutch celebrate the liberation from the Nazi occupation from 1940-1945. Liberation Day is declared a national holiday but is now not anymore only related to the liberation of the Dutch people, but to liberation of people all over the world from oppression.

Sinterklaas – 5 December

On 5 December in the evening every child in the Netherlands awaits the arrival of Sinterklaas. Sinterklaas or Saint Nicolaas is a fictional figure, who, accompanied by one or more Zwarte Pieten (black faced helpers), hands out presents to children. By looking into his big red book he can tell if children have behaved or have been naughty which then reflects on the gift. If a child has been good it will receive gift, if a child was naughty it will get a birch rod or even worse will be taken to Spain (the home of Sinterklaas).



THE DUTCH WAY

Dutch language

Although most people speak English it might be handy to learn a few Dutch words or sentences. It will help you make contact with Dutch people and find your way around more easily. The Dutch very much appreciate your effort learning their language and will help you to improve it.

In English	In Dutch
Hello, how are you?	Hallo, hoe gaat het met jou?
I am fine, thanks!	Met mij gaat het goed, dank je wel!
My name is Marco and I come from Sweden.	Mijn naam is Marco en ik kom uit Zweden.
I study ICT in Eindhoven.	Ik studeer ICT in Eindhoven.
I speak a few Dutch words.	Ik spreek een beetje Nederlands.
Where is the train station?	Waar is het treinstation?
Where can I find the city hall?	Hoe kom ik bij het gemeentehuis?
At what time does the shop open/close?	Hoe laat gaat de winkel open/dicht?
Two beer and three coca cola, please.	Twee bier en drie cola graag.
How much is this?	Hoeveel kost dit?
Would you like to join me for a movie/dinner/sports?	Ga je mee naar de film/uit eten/sporten?

Additional information

If you want to learn more about the Dutch these books and websites might help you to get a broader perspective:

- *The Undutchables*.
An observation of the Netherlands: Its culture and inhabitants, Colin White and Laurie Boucke.
- *Lonely Planet: the Netherlands*, Travel Guide.
- *The Holland Handbook*.
The Indispensable Reference Book for the Expatriate, Published by: Xpat Media.
- *The Dutch I Presume?* Icons of the Netherlands, Martijn de Rooij, N & L Publishing.
- *Dutch Delight*. Eating and Drinking the Dutch Way, Sylvia Pessireron, N & L Publishing.
- www.nuffic.nl Official website for international students in the Netherlands.
- <http://www.lonelyplanet.com/the-netherlands>
Website on touristic and traveling information for the Netherlands.
- www.undutchables.nl
Website on working in the Netherlands.



LEAVING EINDHOVEN

TIME TO SAY GOODBYE

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Before you leave Eindhoven, remember that there are some arrangements to be made.

The following list is a helpful guide as to what should be done before you leave Eindhoven.

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LEAVING EINDHOVEN

Departure checklist

My checklist for things to settle or to consider before leaving the Netherlands:

- Unregister from the university in Studielink; check at the secretariat whether you may get a refund for part of your tuition fees.
 - Pay the last month's rent.
 - Return your keys to your landlord or leave them in your room in the dormitory and get the deposit back for your housing.
 - Return all your library books.
 - Unregister at the City Hall (if applicable).
 - Return the residence permit.
 - Close your bank account.
 - Make sure that all the details on your diploma/certificate are correct and complete(if applicable).
- Settle/cancel any outstanding contracts (i.e. mobile phone, insurances etc.) In some instances you are required to cancel three months before the contract is due to end. Please check the company's agreements/contracts
 - Say goodbye to all your favorite people and places in Eindhoven



WELCOME

to Fontys in Eindhoven!

We are very pleased with your choice to study at Fontys University of Applied Sciences in Eindhoven. This guide will help you with your first steps and give you practical tips about:



preparing your trip to Eindhoven



arriving in Eindhoven



finding your way around Fontys University Campus in Eindhoven



exploring the city of Eindhoven, where to go & what to do



getting to know Dutch culture



important things to do before leaving Eindhoven

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