



# MSM

MAASTRICHT  
SCHOOL OF  
MANAGEMENT

## Student Guide Academic year 2021-2022

# Welcome

## Dear Student

As our student, you are the central point of our concern and the reason of existence of MSM. Therefore, apart from providing you with a high quality education, we also want to make your study at MSM a pleasant experience. Better yet - an unforgettable experience!

In this guide, you will find general information on the services and facilities MSM offers you during your study. In addition, the guide contains practical information on living and studying in the Netherlands and Maastricht. Should you like more personal and detailed information, our enthusiastic staff will be happy to help you.

We wish you good luck with your educational program at MSM and in case you are coming to Maastricht, a memorable stay in this wonderful city!

## Management Board



**Meinhard Gans, MSc**

Dean a.i.  
Chief Executive Officer



**Ms. Chantal Muylers**

Chief Financial Officer





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# Safety Protocol MSM Students Covid-19

Dated September 01, 2021

MSM has created a general safety protocol to ensure that students can study and follow classes in a safe manner in the classrooms or partially online (hybrid) if the group size exceeds the maximum seating number in the classroom.

These measures first and foremost aim at containing the spread of the virus and reducing the risk of infections of our students.

Our protocol is aligned with the guidelines of the RIVM ( National Institute for Public Health and the Environment) <https://www.rivm.nl/en/novel-coronavirus-covid-19/in-depth-information#039;s%20novel%20coronavirus%20COVID-19>

As our knowledge and understanding of the COVID-19 virus continues to evolve, our policies and plans may be updated as appropriate. This RIVM website provides the latest information of the coronavirus, information on how the coronavirus is spread, what is the best way to prevent getting the virus and many other FAQ.

**All students are expected to comply with the protocol outlined in this document.**

## Phased approach:

As of July 8, 2021, we have started with a voluntary, gradual and phased approach to re-open the building. For students, the preventative measures that were implemented as of July 8, 2021, remain in place. In case of large groups of students, hybrid teaching, online classes or other alternative education formats.

## MSM Information Center:

Regarding the MSM Information Center, students need to be aware of the following information:

- The Information Centre is open from 9:30am to 5:30pm.
- No need to pre book
- On first day of Introduction week you will receive further instructions from the Manager of the Information Center.

## Digital registration:

As of July 8, 2021, pre-registration for Students is no longer required. For safety reasons we will digitally register arrival and departure time of all Students. All Students are expected to use the personal student card when entering and leaving the building and hold it in front of the card reader at the entrance door: in the corridor at ground level for those using the parking lot / ApartHotel Randwyck and at the main entrance door for those coming with public transport. When arriving for the first time, you will receive a temporarily card until your personal card with your picture is ready.

## General provisions:

1. Safety rules are visible at all the entrances of the building and are repeated inside;
2. Everyone should keep a social distance of at least 1.5 meter; Keeping a distance of 1.5 meter reduces the chance of people infecting each other;
3. When entering and leaving the MSM building;
  - Wash your hands when entering the MSM building;
  - Wash your hands when leaving the MSM building;
  - There are disinfection columns with disinfectant gel in the building, disinfect your hands regularly.
4. Prevent major movements in the building, no more than 3 persons in a corridor. Maintain the 1.5 meter distancing rule;
5. If necessary, remind your fellow Students to follow up on the general hygiene and safety measures.

### Hygiene measures:

Ensure the following hygiene measures at all times, especially at toilets, in the elevator, banisters, door handles, vending machines, pin terminal and print and copying equipment:

- Do not shake hands;
- No more than 1 person using the elevator at the same time.
- Wash your hands regularly with soap and water or use an alcohol- based hand rub, especially after a visit to the toilet;
- Cover your nose and mouth with a flexed elbow or paper tissue when coughing or sneezing and disposing immediately of the tissue and performing hand hygiene;
- Refrain from touching mouth, nose and eyes;
- Use paper handkerchiefs and discard them after use. Then wash your hands;
- Use face masks when keeping 1.5 meter distance is not possible due to the nature of the work;
- Use face masks when in common area's including hallways.

### COVID-19 like symptoms:

- **Students** will be expected to self-certify their ability to safely work on-site asking themselves the following questions.

If any individual answers 'yes' to any of the questions, they should report it to their Program Manager and not come to the MSM School building.

By coming to MSM/ attending classes, you are confirming that you answered no to all the questions listed below:

- Have you had any of the following symptoms in the last 14 days?  
Cough, shortness of breath, a mild fever below 38 degrees, chills, running nose, muscle pain, sore throat, new loss of taste or smell.
- Have you had any contact lasting longer than 15 minutes with a person known to have COVID-19?

- When feeling sick or getting any symptoms while at the school building at MSM, inform your Program Manager by email or phone and go home!
- Get yourself tested free of charge. To make an appointment click on following link;  
<https://www.ggdzl.nl/english/coronavirus-covid-19/coronavirus-student-information/>
- You must be free of ANY symptoms potentially related to COVID-19 for at least 24 hours to be eligible to report back to school.

### Meetings:

- Meetings or events with external people should be held as much as possible via video conference such as Zoom.

### MSM Building:

- Use a touch screen pointer or something similar to operate the elevator, printer, vending machines etc;
- Cleaning staff will take care of disinfecting the banisters, elevator buttons etc.;
- Students should avoid using any shared office supplies or supplies belonging to others;
- For security reasons the air-conditioning has been switched off in the building.

### Catering:

The restaurant will be closed until further notice, 2021. Please bring your own lunch.

The allocated spaces in the restaurant can be used for lunch. Please do not re-arrange the furniture as it was set up according to the 1.5 meter distance rule.

# General Guide

Introduction to the facilities and services of Maastricht School of Management

## 1. General information

### 1.1 Building: address & opening hours

**Visitors address:**

Endepolsdomein 150, 6229 EP Maastricht  
The Netherlands

**Postal address:**

PO Box 1203, 6201 BE Maastricht  
The Netherlands

T: +31(0)43 38 70 808

Fax: +31(0)43 38 70 802

Email: [info@msm.nl](mailto:info@msm.nl)

**MSM building opening hours:**

Monday - Friday: 8.00 a.m. - 8.00 p.m.

### 1.2 General rules

- Lecture hours can vary per program. Please regularly check the schedule for any changes. We expect students to be on time and present in each class.
- It is not permitted to smoke in and around the MSM premises. It is forbidden by Dutch law to smoke in any educational area.
- It is not allowed to take food or drinks into the lecturing halls, the Function Hall, the Information Center or the Computer Room.

In case of fire in the MSM building, the fire alarm will go off. All students and staff are requested to leave the building immediately via the emergency exits and gather outside the main entrance. DO NOT use the elevator!! You must NOT return inside the building before the fire brigade has declared the area safe. Twice a year, a fire drill will be held to rehearse the procedure described above.

### 1.3 Educations Operations Office

The Education Office is located on the second and third floor and can be found in the following offices:

EP: 319

MSc: 332

MM: 330

MBA: 329

Executive MBA: 332

Online MBA: 351

### 1.4 Research Department

The Research Department is located on the third floor  
In room 350 and room 351.

### 1.5 Career, Student and Alumni Services

The goal of the Career, Student and Alumni Services is to give students and alumni a complete “MSM experience” where not only the knowledge on management is developed, but also the soft skills and attitudes of becoming a good manager and a more self-aware person. One of the tools MSM’s uses to achieve this is the mentorship program. Maastricht School of Management uses ‘mentorships’ as a tool to make its students familiar with the Dutch way of living and doing business. In return, senior managers participating in the mentorship program get personally acquainted with foreign business cultures and expertise.

**Preparing for MSM**

During the preparation phase, the admissions office will guide you and advise you in arrival-related matters: visa and residence permit for the Netherlands, housing and medical insurance, information on general facilities, libraries (information centers), public transportation, recreation facilities etc.

### During your study

The Student Counselor can assist you on personal issues. For questions related to your study your first point of contact is the Education Operations Office. The Education Operations Office, the Academic Coordinators and the Student Counselor work together in monitoring your performance and well-being during your stay at MSM.

### Where to find the various contact people

**Manager Enrollment and Career Services,**

**Ms. Hermina Kooyman**

E: [kooyman@msm.nl](mailto:kooyman@msm.nl)

T: +31(0)43 38 70 817

**Student Services & Alumni Officer, Ms. Denise Dupont**

E: [dupont@msm.nl](mailto:dupont@msm.nl)

T: +31(0)43 38 70 885

**MBA Student Counselor, Ms. Pilar Gonzalez Vigil**

E: [gonzalez@msm.nl](mailto:gonzalez@msm.nl)

T: +31(0)43 38 70 855

**MM Student Counselor, Ms. Nicky de Bie**

E: [bie@msm.nl](mailto:bie@msm.nl)

T: +31(0)43 38 70 897

### MSM Social events

The aim of the social events program is to enhance interaction between students in and outside the classroom environment; to stimulate interaction between the various programs and to expose students to Western-European culture and traditions. A diverse program of social activities will be set up in collaboration with the Education Department, the program can be adjusted and tailored to the needs of the students the moment a social class representative has been appointed.

## 1.6 Information Center

The MSM Information Center is a sophisticated multi-functional resource center where students have access to a wealth of knowledge that can be applied to every aspect of their study. It is a learning resource center featuring the most advanced online knowledge tools. The ICT-platform is equipped with 10 computers and state-of-the-art facilities to deliver computer based courses. The Information Center

specializes in English language literature in the fields of management, finance, information technology, operations, environment, accounting, marketing, tourism and economics, enabling students to acquire in-depth study foundation in management education.

### Opening hours

Monday 8.00 a.m. - 5.30 p.m.

Tuesday 8.00 a.m. - 5.30 p.m.

Wednesday 8.00 a.m. - 5.30 p.m.

Thursday 8.00 a.m. - 5.30 p.m.

Friday 8.00 a.m. - 5.30 p.m.

*These times may deviate due to the Covid-19 pandemic and measures taken.*

### Information Center Staff

Manager: Ms. Iris Weijenberg, BA

E: [infocenter@msm.nl](mailto:infocenter@msm.nl)

T: +31(0)43 38 70 877

### ID-card

To use the facilities of the Information Center every student needs a valid ID-card with a barcode. Your ID-card will be distributed during the introduction program. This does not apply to the students taking part in our short programs.

### ICT facilities

The ICT-platform in the information Center is equipped with 10 multimedia monitors, internet access and many software applications. These can only be used when the ICT-platform is not in use for classes. We advise you to always bring your laptop with you.

Scanning and printing facilities are available in the Information Center.

### Collection, website

The Information Center contains about 10,000 books. The majority of the academic journals are available in electronic format via databases. There is also a growing collection of research papers written by MSM students worldwide, as well as theses and dissertations. An international thesaurus is used to classify the materials.



### 1.6.1 Information Center portal

The Information Center offers a virtual portal, where registered staff and students have access to the library web catalogue, databases, and several other facilities. At the beginning of your study program, you will receive a login and password via email to access the Information Center Portal. The Information Center works with a library software, V-smart Air. V-smart Air is a web based integrated library software developed by Infor. The Information Center uses V-smart to simplify the management of the library collection and to provide faculty and students improved access to a wide array of information resources.

#### Facilities available via the portal:

- V-smart Air (Information Center catalogue)
- Business Source Ultimate (EBSCO)
- eBook Business Collection (EBSCO)
- Regional Business News (EBSCO)
- ScienceDirect (Business, management and accounting package)
- Emerald Insight
- EBSCO Discovery Service
  - Company.info (accessible at MSM premises only)

### 1.6.2 Regulations

All facilities of the Information Center are available for students and staff, free of charge. A membership card (valid ID-card with barcode) is required to access the facilities. Students and staff can borrow books and magazines. Reference textbooks are not available for loan, but can be consulted in the Information Center.

Reserved items need to be returned at once. The cost of lost material will be charged to the borrower.

The Information Center is a place for study, research, group work and discussion.

### 1.6.3 Services

#### Information requests

The Information Center accepts information requests via phone or e-mail. The Information Center staff strives to help you as much as possible in finding appropriate answers to your questions.

#### Worldshare ILL

This service is available for staff and students working and studying at the MSM premises in Maastricht. ILL is a service for borrowing books and obtaining articles from other libraries through a national service.



## 1.7 Travel Office

For all requests concerning your flights or travel tickets please firstly contact the Admissions Office ([admissions@msm.nl](mailto:admissions@msm.nl)).

### How to report loss or damage to luggage at the airport

Report the loss or damage to your suitcase to an airport officer. You will receive a "Property Irregularity Report (PIR)"

- Complete the PIR carefully
- Have the PIR signed and stamped by an airport officer
- Take the completed, signed and stamped PIR to MSM
- Contact the Travel Officer ([to@msm.nl](mailto:to@msm.nl)) for assistance

In case of loss of luggage the airport services will strive to deliver your luggage within 48 hours at the address you have indicated in the PIR.

## 1.8 Finance Office

The Finance Office is located in room 143. The Finance Office is open for students on the following days: Monday-Tuesday-Thursday-Friday, between 10.00 - 11.00 a.m. and 13.00 - 13.30 p.m.

## 1.9 Restaurant

The MSM restaurant is located on the ground floor of the MSM building and is open to staff and students. Opening hours are listed to the left of the entrance. There is a coffee vending machine in the restaurant and in the business lounge on the first floor (study area).

The kitchen staff caters a varied and healthy menu, as respectful as possible of religious restrictions. The prices of the dishes are listed in the restaurant. Please kindly clear the table after your meal and place used cups and plates in the designated area. As in the rest of MSM, smoking is not allowed in the restaurant.



## 1.10 Accommodation

Every student is responsible for their own travel and residential arrangements and costs. MSM will provide you with a list of various accommodation options and services which can help you to find accommodation in Maastricht.

## 2. Visa and Permits

### 2.1 Residence permit

#### Tourist Visa / Schengen Visa

Students staying in the Netherlands up to 90 days need to apply for a Schengen (Tourist) Visa and students staying longer than 90 days need to apply for a MVV (Machtiging tot Voorlopig Verblijf). Application for visa has to be done via one of the embassies or consulates of the Netherlands in your country of residence. Whether a visa is required depends on your nationality.

For more information about a tourist visa check:

<https://ind.nl/en/short-stay>

For more information about the MVV check:

<https://ind.nl/en/study/Pages/study-at-university.aspx>

#### Residence Permit

The Admissions Office will take care of the application process for residence permits for students. Note that residence permits are only required for students staying longer than three months in the Netherlands.



#### Procedure:

- The Admission and Enrollment Officers inform students about the admission procedure and asks students to e-mail all documents necessary for application for the residence permit.
- The Admissions Office sends the documents to the IND (Immigration and Naturalization Service of the Dutch Ministry of Security and Justice) in the Netherlands.
- When their application is approved by the IND, students can collect their visa (called MVV) in their home country and may travel to the Netherlands.
- Upon their arrival, the students can pick up their residence permit in Den Bosch or Maastricht. The dates and location will be indicated in the IND letter received by MSM and given to the students when they arrive at MSM.

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### 2.2 Registration with municipal authorities

Students staying longer than four months in the Netherlands are required to register at the Municipality or City Hall of Maastricht. Your education officer will share the link to register digitally, here you will also need to upload a copy of your passport. After this the Municipality will process your request and they will contact you to make an appointment at the City Hall. You will need to bring your passport, birth certificate and if possible your rental agreement. During this appointment you will immediately receive your BSN number.

## 2.3 International students and part-time jobs

As international students in the Netherlands, you might want to take a part-time job. It is important to take a number of legal issues into account as depending on the nationality of the student there are some restrictions.

Only citizens from the EU/EEA Switzerland and Japan do not need a work permit to work in The Netherlands.

Citizens of all other countries need a work permit. Dutch immigration law restricts the number of hours international students may work (with a work permit). They may either do seasonal full-time work (only in June, July and August) or work part-time throughout the rest of the year, but no more than 16 hours per week. It is up to the employer of the international student to apply for the work permit for the student.

Students who are in the Netherlands solely for study reasons can conclude a relatively cheap student medical insurance but as soon as a student starts a part-time job, he/she is an employee and immediately will have to take out the more expensive Dutch basic health care insurance.

For more information about our internship policy, students are requested to familiarize with the MSM Education and Examination Regulations (EER).

For more information, the following website may be helpful:

[www.studyinholland.nl/practical-matters/working-while-studying](http://www.studyinholland.nl/practical-matters/working-while-studying)







### 3. Being a student at MSM

#### 3.1 Your name in the Netherlands

You will be asked to fill in your name on many forms. In the Netherlands, one's family name is the main name used in all formal and official correspondence. If you have more than one family name, we advise you to choose the name that should be mentioned on identity cards, diplomas and other documents. Always write your names in the same order in order to avoid unnecessary confusion later.

#### 3.2 Your mailbox and mailbox address in the Netherlands

##### Mailbox

Mailboxes are available for students participating in programs with a duration of more than three months. These boxes are for individual use and are located on the ground floor, in room 024. In order to facilitate the delivery of your mail, please inform your friends and family of your mailbox number. Only mail mentioning your mailbox number will be deposited in your mailbox during your stay at MSM. When you return to your home country, all mail will be forwarded to your home address during the first two months after your departure. After two months, the mail will be returned to the sender.

##### Mailbox address

Your full mailbox address in the Netherlands is:

(Yours):	(Example):
Mr./Mrs./Ms. ...	Ms. A.L.O. Powell
Mailbox...	Mailbox 048
Program (MSc/MBA/PhD/DBA)	MBA
P.O. box 1203	P.O. box 1203
6201 BE Maastricht	6201 BE Maastricht
THE NETHERLANDS	THE NETHERLANDS
T: +31...	T: +31(0)43 38 70 808
Fax: +31...	Fax: +31(0)43 38 70 802

#### 3.3 Phones

##### General rules

It is simple to make a phone call in or to the Netherlands. The basic rules for phone numbers are the following. A typical phone number in Maastricht looks like this:  
+31(0)43 38 708 08

Country code: +31 (The Netherlands)  
Area code: (0)43 (Maastricht)  
Local number: 38 70 808

In order to dial this number from within the Netherlands, leave out the country code and INCLUDE the zero:  
043 38 70 808.

To dial this number from outside the Netherlands, start with two zeros (00), dial the country code, and SKIP the zero (0) in brackets: 003143 38 70 808.



The same rules apply for mobile phones. A mobile phone number looks like this: +31(0)6 123 45 678.

### Decoding phone numbers:

- +31 Any number starting with 0031 is a phone number in the Netherlands.
- +32 Any number starting with 0032 is a phone number in Belgium.
- +31(0)43 All numbers with a +31(0)43 area code is a Maastricht land line.
- 06 All numbers starting with 06 are mobile phone numbers.
- 0900 Numbers preceded by 009 will charge an extra fee. They are often used for information lines, as well as government offices. A recording will indicate the extra fee per minute.
- 0800 Numbers starting with 0800 are free of charge, but please note that if you call from a mobile phone, the conversation may still charge you for the number of minutes, so be careful.

**Note:** All phone calls (including local calls) cost money. Local calls, regional calls or calls to mobile phones and foreign countries all apply different rates. To call abroad from the Netherlands, dial 00 followed by the international country code.

### Mobile phones

If you would like to have your own phone, we advise you to buy a so called prepaid mobile phone. There are several shops in the city center of Maastricht where you can buy prepaid phones. A few examples are:

#### T-Mobile

Kleine Staat 13, Maastricht  
T: 0800 7123, [www.t-mobile.nl](http://www.t-mobile.nl)

#### Vodafone

Grote Straat 24, Maastricht  
T: 0800 0094, [www.vodafone.nl](http://www.vodafone.nl)

#### KPN

Muntstraat 13, Maastricht  
T: 0800 0402, [www.kpn.com](http://www.kpn.com)



### Important phone numbers

112	General emergency number for alerting police, fire department and ambulance.
0900 8844	General police number.
0900 9292	Information on public transport in the Netherlands, including door-to-door itineraries.
+31(0)30 23 00 023	Information on international train travel (NS international).
1888	Phone directory enquiry (KPN).
0900 8418	International directory enquiries.
+31(0)43 38 70 808	General phone number MSM.

### 3.4 Post office mail

The nearest post office is located at the Stationsstraat 60 in Maastricht. There are several smaller post offices and post service points scattered over town. Mailboxes are orange and have two slots; the slot marked “streekpost” (local post) is reserved for delivery in the zip code areas indicated on the mailbox, and the slot marked “overige bestemmingen” is reserved for delivery elsewhere (rest of the Netherlands and foreign destinations). If you plan to send a parcel, we advise you to enquire the most suitable service at the post office. Parcels can be sent by airmail or express mail.

### 3.5 Health and medical care

#### Health Insurance

According to Dutch law all foreign residents are requested to have adequate health insurance. Everyone coming from outside EU who studies at MSM will receive a basic medical insurance from MSM for the duration of their study in the Netherlands. Students from within EU are expected to arrange their medical insurance themselves. All students must be insured immediately upon their arrival in the Netherlands. The insurance arranged through MSM has been specially designed for international students. It must be taken into account that the medical insurance provided by MSM is only for the student him- or herself.

### Rules and reimbursements

The following information will facilitate the use of your insurance. In case of illness, please make an appointment with the MSM General Practitioner (GP). Make sure to take your insurance policy documents with you to the appointment and show your insurance policy to the GP. If you wish to see a specialized doctor, you still need to go to the GP first, as GPs only may direct you to the relevant specialist (please find the relevant information below). In such cases the insurance company requires a written and signed statement from the referring doctor (see the conditions in your insurance certificate). First settle the doctor’s bill (and, if necessary, the pharmacy’s bill) and keep all bills and receipts. Please make and keep photocopies of all bills. Please click on the following link to see AON’s webinar and find all the information.

[https://www.youtube.com/watch?v=umwX\\_VKnoZs&feature=youtu.be](https://www.youtube.com/watch?v=umwX_VKnoZs&feature=youtu.be)

#### Illness/toothache

If you are unable to attend lectures due to illness or toothache, please inform (or have someone else inform) your Program Coordinator as soon as possible. As mentioned earlier, you should see a General Practitioner (family doctor, “huisarts” or “dokter”) before receiving a referral to a specialist; it is not possible to go to a specialist directly.

#### General Practitioner:

Gezondheidscentrum “de Heerderrein”

Doctor van Sint Fiet

Rijksweg 72A7, 6228 XZ Maastricht

T: +31(0)43 36 73 737 (Press 3 in the menu to speak with the assistant to make an appointment)

[www.huisartsvansintfiet.nl](http://www.huisartsvansintfiet.nl)

*When you contact Doctor van Sint Fiet you need to mention that you are an MSM student and don’t forget to bring a copy of your insurance policy with you to your doctors appointment.*

#### Following dentist can be consulted:

Dentist Kies 22A

De Beente 22A, 6229 AV Maastricht

T: +31(0)43 36 18 111

### Dentist which can be consulted as well is:

Tandarts Praktijk Wyck  
 Hoogbrugstraat 27, 6221 CN Maastricht  
 T: +31(0)43 32 11 893,  
 E: [tandartspraktijkwyck@gmail.com](mailto:tandartspraktijkwyck@gmail.com)  
[www.tandartspraktijkwyck.nl](http://www.tandartspraktijkwyck.nl)

When you go to the dentist all bills need to be paid directly. Afterwards you need to fill in the claim form which you need to sent together with the bill to AON for reimbursement

[www.aonstudentinsurance.com/students/en/claims](http://www.aonstudentinsurance.com/students/en/claims)

In case of emergency, call the national emergency number 112. You will be asked whether you need an ambulance, the police or the fire department and will then be connected to the relevant service. If you need to speak to the police but it is NOT an emergency, please call 0900 8844.

### Pharmacy

You need to present a prescription from a doctor/GP in order to receive medication. The doctor/GP will indicate if and how often the pharmacist may renew the prescription. When a pharmacy (“apotheek”) is closed, a notice on the door will indicate the address and telephone number of a pharmacy offering after-hours service.

When you go to a pharmacy all bills need to be paid directly. Afterwards you need to fill in the claim form which you need to sent together with the bill to AON for reimbursement.

[www.aonstudentinsurance.com/students/en/claims](http://www.aonstudentinsurance.com/students/en/claims)

## 3.6 Access to MSM facilities for persons with disabilities

Maastricht School of Management (MSM) promotes an inclusive and nondiscriminatory policy and recognizes that it has clear obligations towards all its students to ensure that persons with disabilities are afforded equal opportunities to study within the organization. Therefore MSM has worked in order to make any reasonable alterations to the school

premises required to ensure that these are accessible and safe for persons with disabilities and that a person with a disability would not be at any substantial disadvantage compared to a non-disabled person.

MSM facilities and resources are accessible for persons with disabilities and include:

### Main access

The main entrance door to MSM is accessible through a small permanent ramp.

### Lift

All floors are reached by an elevator, which is directly accessible from the parking lot and has room enough for a wheelchair.

### Teaching Rooms

80% of the teaching rooms are accessible by wheelchair and their space can be easily arranged to host people with physical disabilities.

### Conference Hall

Accessible on the ground floor and the basement, the hall has enough room for a wheelchair in the rear of the hall.

### Function Hall

Easily accessible on the second floor and with a small platform specifically for hosting a wheelchair.

### Toilet

One accessible toilet designed to accommodate people with physical disabilities.

### Canteen

Accessible on the ground floor and with enough room for a wheelchair. The outside patio areas are accessible through small permanent ramps.

### Library

Easily accessible and with enough room for a wheelchair. The printer location is specifically arranged in order to be accessible and usable by people in a wheelchair.



## 4. In class

### 4.1 The class representative

The class representative is elected by the students of the respective programs. His or her tasks may include:

- Reporting to the Program Coordinator on issues concerning the course, the group as a whole or individuals in particular.
- Thanking guest speakers and hosts of organizations during work visits on behalf of MSM and the students.
- Meeting with representatives of MSM at regular intervals to discuss practical matters concerning the study-environment at MSM.

### 4.2 Books and writing materials

Some courses require a textbook. Costs will vary based on the textbook being used. There are also a limited number of textbooks available in the library. The set of other materials is provided once, usually during the introduction period, and contains the following items: a writing pad, a ballpoint and an information booklet. Other materials you would like to use are for your own expense and can be bought in local stores.



# Social Guide

## Introduction to living in the Netherlands and Maastricht

### 1. The Netherlands

#### 1.1 General

The Netherlands is a constitutional monarchy with a parliamentary system. It forms part of the Kingdom of the Netherlands, which consists of the Netherlands itself and six islands in the Caribbean: Aruba, Curaçao and Bonaire, just off the Venezuelan coast, and St Eustatius, Saba and St Maarten, located southeast of the Virgin Islands.

The Netherlands are sometimes referred to as 'Holland'. Holland is part of the names of the two western coastal provinces, North and South Holland, which have played a dominant role in the country's history.

Situated between the North Sea, Belgium and Germany, the Netherlands is roughly 300 km (+/- 190 miles) from north to south, and about 200 km (+/- 120 miles) from east to west. The capital city is Amsterdam, while the government is located in The Hague. Amsterdam is also the largest city, with a population of approximately 1.140.339 in 2019.

#### Major cities

Amsterdam, The Hague, Rotterdam and Utrecht all belong to the large Randstad conurbation which has a population of 8.2 million (almost half of the entire Dutch population), making it one of the largest metropolitan areas in Europe. This intense urbanization is due not so much to the four main cities themselves, but to the high number of medium-sized cities and towns.

The major cities of the Netherlands all have a distinctive character, even though they are located quite close to each other. With its historic center, majestic buildings, museums and unique canal ring, Amsterdam attracts many tourists. The Hague, Delft, Haarlem, Utrecht, Groningen and Maastricht also boast their share of historic buildings, museums, traditions and attractions. Rotterdam is renowned for its strikingly modern architecture, as exemplified by the Erasmus Bridge, known locally as the 'Swan'.





### Gateway to Europe and the rest of the world

Thanks to their location on the estuaries of two major European rivers, the Rhine and the Meuse, the two provinces of North and South Holland are still very important for the Dutch economy. With Rotterdam being Europe's biggest seaport, and Amsterdam Schiphol one of Europe's largest airports, the Netherlands is an important gateway between Europe and the rest of the world.

More about studying in the Netherlands can be found in this video: <https://youtu.be/XNCSTVOcSq8>

To learn more about the city of Maastricht check out [www.visitmaastricht.com](http://www.visitmaastricht.com)



## 2. Money & Finance

### 2.1 The Euro

The Netherlands is one of the European Union member countries that changed its currency to the Euro on January 1, 2002, in accordance with the Treaty of Maastricht. Other countries that have converted to the single European currency are: Andorra, Austria, Belgium, Cyprus, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Kosovo, Latvia, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Portugal, San Marino, Slovakia, Slovenia, Spain and Vatican City. Although the Vatican, Andorra, Monaco and San Marino are not EU member, they have still adopted the Euro due to currency unions with member states. Montenegro and Kosovo (also not part of the EU) have adopted the Euro unilaterally. These countries have the same bank notes but slightly different looking coins. There are seven bank notes: 5, 10, 20, 50, 100, 200 and 500 Euro notes, and eight coins: 1 and 2 Euro coins and 1, 2, 5, 10, 20 and 50 (Euro) cent coins. In the Netherlands 1 and 2 Euro cent coins are no longer in use. However, if you have these type of coins you are still allowed to pay with it. The coins have two faces: the common Euro face showing the amount, and a national face. Although the coins look different, they can be used in any of the countries that have introduced the Euro. € is the symbol of the Euro.

The official abbreviation for the Euro is EUR.

For more information about the Euro please check

[www.europa.eu](http://www.europa.eu)

### 2.2 Commercial banks

On weekdays, most commercial banks are open from 9.00 a.m. to 5.00 p.m. At the Central Station in Maastricht, you will find a so-called Grens Wisselkantoor (GWK) where you can change money. The GWK is open from Monday until Saturday from 10 am to 5 pm.

### 2.3 Your Bank account

If you are staying in the Netherlands for longer than three months, you can open a bank account. Foreign students only need a Dutch bank account when they do not have a SEPA account in another EU country.

#### What is SEPA?

SEPA stands for Single Euro Payments Area and includes all countries within the EU, plus Norway, Iceland, Liechtenstein, Switzerland, Monaco and San Marino.



If you do not have a SEPA-account in an EU country yet, we strongly recommend opening an account as soon as possible upon arrival to facilitate money withdrawals, debit payments, the refund of a possible visa deposit and/or (international) transactions. Please explore all options to find the best fit for you. Dutch banks generally require a BSN (social security number, issued upon registration with your local municipality) to open an account. Each bank may have various additional requirements such as having an address or proof of registration at a university. The biggest ones are:

**ABN AMRO** [www.abnamro.nl](http://www.abnamro.nl)

**Rabobank** [www.rabobank.com](http://www.rabobank.com)

**ING** [www.ing.nl](http://www.ing.nl)

**SNS Bank** [www.snsbank.nl](http://www.snsbank.nl)

**ASN Bank** [www.asnbank.nl](http://www.asnbank.nl)

**Triodos** [www.triodos.com](http://www.triodos.com)

The municipal registration and issue of the BSN may take a while, depending on the time of the year and the city you live in. Between August and December, registration at the municipality may take between four and six weeks. An alternative may be an online bank, as they do not always require a BSN to open an account. You may want to check out:

**Bunq** [www.bunq.com](http://www.bunq.com)

**Knab** [www.knab.nl](http://www.knab.nl)

The bank handling the account of most of the students staying on the basis of a residence permit is:

**ING Bank**

Vrijthof 45 (Mo - Fri 09:00 - 18:00, Sat 09.30 - 16.00).

[www.ing.nl](http://www.ing.nl)

You will need to bring:

- Valid ID (residence permit / passport)
- Address of residence (NL)
- Dutch phone number
- BSN number (if available; this number is mentioned on the letter sent by the Municipality after registration. You should be able to open a bank account without this number)
- Admission letter

## 2.4 Tax Forms

Students living in the Netherlands for more than one year will receive a tax form. In case you have questions about your tax form, you can contact the tax office at the following address:

### Tax office

Terra Nigrastraat 10, 6216 BL Maastricht

tel: 0800 0543

This is a general telephone number of the tax office in Maastricht. You can phone it to ask all your questions (also in English).

## 3. Shops

### 3.1 Opening hours

General shop opening hours in Maastricht are as follows:

Monday	1.00 p.m. - 6.00 p.m.
Tuesday	10.00 a.m. - 6.00 p.m.
Wednesday	10.00 a.m. - 6.00 p.m.
Thursday	10.00 a.m. - 9.00 p.m.
Friday	10.00 a.m. - 6.00 p.m.
Saturday	10.00 a.m. - 6.00 p.m.
Sunday	12:00 p.m. - 5.00 p.m. (Koopzondag)

*From Tuesday until Saturday the shops open between 9.00 a.m. and 10.00 a.m.*

### Koopzondag (= Shopping Sunday)

Shops in the city centre are allowed to open on Sundays from 12:00 noon, with the exception of National Holidays.

### 3.2 Markets

Market days in Maastricht take place twice a week, on Wednesdays and Fridays. On Wednesdays, a large part of the market sells fabrics and clothing, and all other accessories for making your own garments. On Fridays the market is largely focused on food, with a special fish section. Markets are held from 8.00 a.m. until 3.00 p.m. on the Market Square, in front of the City Hall.



Every Sunday morning there is a market at La Batte in Liège (Belgium). This famous street-market stretches over a mile along the Meuse river. The Batte market typically runs from 8.00 a.m. to 2.00 p.m. One can purchase (international) food products, plants, tools, birds, textiles, books, records, all sorts of gadgets, toys and sweets. Here, a boisterous crowd mixing all classes and nationalities stroll in a friendly atmosphere.

### 3.3 Supermarkets

Dutch supermarkets offer a wide range of products. The main national chains are Albert Heijn, Plus, Jumbo, Aldi and Lidl. Albert Heijn and Jumbo sell a lot of different products of the top brands. Prices at Albert Heijn are above average while prices at Jumbo and Plus are average. Aldi and Lidl are the cheapest supermarkets.

#### Supermarkets closest to MSM are:

- **Albert Heijn** (AH), Burgemeester Cortenstraat 8
- **Albert Heijn** (AH), Scharnerweg 110
- **Albert Heijn** (AH to Go), Stationsplein 29
- **Albert Heijn** (AH), Plein 1992 52
- **PLUS**, De Beente 86
- **PLUS**, De Mandel 7.02
- **Lidl**, Baron van Hövellstraat 77-85
- **Aldi**, Volksplein 34b
- **Jumbo**, Roserije 303

### 3.4 Department stores

#### Bijenkorf

Up market department store (Achter Het Vleeshuis 26). Clothes, food, furniture, books, cosmetics, etc.

#### HEMA

Small department store situated in the city center Grote Staat 10 and in the Brusselse Poort 54. Much cheaper than Bijenkorf.

#### IKEA

The most popular furniture chain in Europe is situated in Heerlen Woonboulevard, a quick train ride from Maastricht station. In de Cramer 142, Heerlen.

#### Kwantum

Kwantum, situated in the Brusselse Poort 77 sells lights, mattresses, tables, bed-sheets, etc.

#### Blokker

Sells household items. Blokker is situated in Brusselse Poort, Splitstraat en Plein 1992 and in the city center.

#### Casa

This furniture/novelty/grocery store offers almost anything your heart desires at a very reasonable price. Casa is located at the Mosae Forum.

#### Media Markt

This large electronics store sells nearly everything from DVDs to refrigerators. It is located in Wyck near the Meuse river (Franciscus Romanusweg).

#### Kruidvat

Although not a department store, the Kruidvat is an excellent drugstore to find all kinds of products, mainly related to personal hygiene. There are several shops in Maastricht: Grote Staat, Markt, Mosae Forum shopping center and Wyckerbrugstraat.

#### ETOS

Drugstore where you can buy everything you need for personal hygiene, such as shampoos and deo-dorants, but also cosmetics and over the counter drugs such as painkillers. There are several Etos shops in Maastricht including on: Spilstraat, Scharnerweg, Brusselse Poort and Dorpstraat.

#### Action

Large assortment: decoration, pets, DIY, fashion & household textiles, food & drink, fun & multimedia, cleaning and household products, office & hobby, fun & games, garden & outdoor, personal care and seasonal goods for an extremely attractive price. Located on Scharnerweg 66, Tongerseweg 57 and Burg. Frans Cortenraadstraat 18.

### 3.5 Shopping centers

In addition to the many shops in the city center, Maastricht also has two shopping centers, Entre Deux and Mosae Forum. Both have mostly shops dating back to the end of 2006. Outside the city center, you can find the shopping center Brusselse Poort (Brusselsepoort 65 Maastricht). Maasmechelen Village is a popular shopping center in Belgium. In this outlet center, you will find the biggest and brightest brands in fashion. Prices on collections at Maasmechelen Village outlet are at least 33% lower than those offered on the same collections in boutiques in the previous year. More information about Maasmechelen Village can be found at:

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

Another outlet center is situated in Roermond and can be easily reached by train. It offers big discounts on over 170 designer brands. More information about Designer Outlet Roermond can be found at:

[www.mcarthurglen.com/en/outlets/nl/designer-outlet-roermond/](http://www.mcarthurglen.com/en/outlets/nl/designer-outlet-roermond/)

## 4. Wining & Dining

### 4.1 Dutch eating habits

The Dutch normally take three meals a day. Two meals (breakfast and lunch) are cold and are mainly bread based. Breakfast: bread and butter or margarine, topped with cheese, thinly sliced cold meat, peanut butter or a sweet spread such as jam, honey or chocolate sprinkles. Much the same for lunch with a possible addition of soup, salad or fruit. The evening meal typically consists of potatoes and vegetables combined with a relatively small serving of meat or fish. For dessert, the Dutch generally eat a kind of pudding made with milk or another dairy product. This traditional food is also the most economical in Holland. Vegetables especially are plentiful, of high quality and comparatively cheap. Products that are not cultivated in the Netherlands are available through the European Common Market.

Plenty of other foods are available as well, as a result of the historical link between the Netherlands and Indonesia, and the presence of many ethnic groups. Dutch tastes are becoming more international all the time: rice and pasta dishes are now standard in most Dutch homes. You will find imported tropical food, vegetables and fruit sold in many shops,



whereas tropical cooking ingredients can be found at special (mostly) East-Asian grocery shops called “Toko”. There are also several shops with Turkish or North African owners that sell meat that is prepared and handled according to the Islamic beliefs.

#### Some addresses in Maastricht:

- Toko Bandung, Akersteenweg 78
- Amin Markt, Boschstraat 87
- Afrikana, Grote Gracht 55
- Le Souk, Maastrichter Heidenstraat 4
- Amazing Oriental, Laag Gubbelstraat 38
- Persia, Boschstraat 103
- San-Wah, Sint Antoniuslaan 37
- Mosae Turquoise, Laag Mosae Forum 15 (Turkish shop)

Lekkerbekje  
Mosselen  
Stampopot  
Stroopwafels

Uitsmijter

Oliebollen

Ontbijtkoek

*Fried fish (mostly whiting)  
Mussels, a particular kind of shell-fish caught in the North Sea  
Mashed potatoes mixed with vegetables, served with meat  
A waffle made from two thin layers of baked dough with a caramel-like syrup filling in the middle.  
Sandwich with ham or bacon and two fried eggs  
Fried balls of dough, similar to doughnut, sometimes made with apples and currants, traditionally eaten on New Year’s Eve.  
A Dutch spiced cake. Rye is its most important ingredient, coloring the cake a light brown. It is often spiced with cloves, cinnamon, ginger, succade and nutmeg.*

## 4.2 Typical Dutch Food

Dutch	English		
Appelflap	<i>Pastry with pieces of apple</i>	Pannekoek	<i>Large pancake covered with powdered sugar, jam or syrup</i>
Boerenkool met worst	<i>Green cabbage, mashed potatoes and sausage</i>	Slavink en rode kool	<i>Balls of minced beef rolled in bacon with red cabbage and potatoes</i>
Bitterballen	<i>crunchy deep-fried meatballs typically containing a mixture of beef or veal (minced or chopped), beef broth, butter, flour for thickening, parsley, salt and pepper.</i>	Vlaai	<i>Typical (fruit) pie from Limburg</i>
Drop	<i>Licorice: a black, chewy kind of candy with a sweet and/or salty taste. You can buy it in hundreds of different types. None of them taste as the ones you can get outside the Netherlands</i>	Zuurkool	<i>Sauerkraut usually mixed with mashed potatoes served with a large smoked sausage</i>
Erwtensoepp / Snert	<i>Famous Dutch pea soup for cold winter days (main course)</i>	Zuurvlees / Zoer vleisj	<i>Sour Beef Stew. Typical Limburg dish</i>
Flensjes	<i>Very small thin pancakes</i>		
Hagelslag	<i>A very Dutch product, used abroad only as cake decoration, but the Dutch eat it on sandwiches. They come in chocolate and many other flavors.</i>		
Hollandse Nieuwe / Maatje	<i>Fresh raw herrings</i>		

## 5. Travel & Transport

### 5.1 Bicycles

Cycling is the cheapest and most popular form of transport in the Netherlands. It is especially useful for short distances and around town. There are many shops in Maastricht that sell both new and second-hand bicycles. If you are thinking of purchasing a bicycle it might be wise to buy an inexpensive second-hand one, as the rate of bicycle theft is very high in this country. You can find them at second-hand bicycle shops, or at the bicycle parking garages near the main railway station (Centraal Station). Search on Facebook, there are several groups via which people in Maastricht sell second hand bikes. When you buy a bike, make sure that its lights work and that it has a sturdy lock (slot). Even better is to buy a chain and padlock so you can fasten your bicycle to something when you park it. Secure parking for bicycles is available at several places in Maastricht. Here is a short listing, but you can also look for the signs “rijwielstalling” or “fietsenstalling”:

#### Swapfiets

Swapfiets is a company where you can lease a bicycle. For a fixed price a month you get a Swapfiets bicycle and the company ensures your Swapfiets bicycle always works. If your Swapfiets bicycle is broken, a Swapfiets employee will come over to swap your broken bicycle for another, working one. Small repairs can be carried out on location. You can find the Swapfiets shop near Maastricht’s main railway station (Centraal Station). Find more information here: <https://swapfiets.nl>

#### Rijwielshop ‘Aon de Stasie’

Stationsplein 26, Maastricht (roofed).  
Opened Monday to Friday from 7.00 a.m. until 10.00 p.m. On Saturdays and Sundays from 9.00 a.m. until 9.00 p.m.

**Kesselskade Maastricht** (roofed). Only bicycles.  
Opened from Monday - Wednesday from 7.00 a.m. until 7.00 p.m. Thursday from 7.00 a.m. to 10.00 p.m., Friday and Saturday from 7.00 a.m. to 00.00 a.m. and

Sunday from 11.00 a.m. to 00.00 a.m. and on Sunday from 11.00 a.m. until 1.00 a.m.

**Market Maastricht** (roofed). Only bicycles.

Opened from Monday - Saturday from 7.00 a.m. until 9.30 p.m., Thursday until 10.00 p.m. On Shopping Sundays opened from 11.00 a.m. until 7.00 p.m.

**Parking garage Vrijthof Maastricht** (roofed).

Only bicycles. Monday - Wednesday from 7.00 a.m. until 0.00 a.m., Thursday and Friday from 7.00 a.m. until 1.00 a.m., on Saturday from 7.00 a.m. until 2.30 a.m. and on Sunday from 7.00 a.m. until 1.00 a.m.

#### Flat tyre? Don’t panic!

All bicycle parks (except the one underneath the Vrijthof square) are equipped with bicycle repair kits provided by the ANWB (Royal Dutch Touring Club). This contains everything you need to get your bicycle back on the road again quickly. You can make use of the contents of the kit free of charge.

Source: [www.maastrichtbereikbaar.nl](http://www.maastrichtbereikbaar.nl)

In Maastricht it is forbidden to park bicycles outside the designated areas (secure or non-secure). Bikes that are not parked in a designated bicycle parking may be removed by the municipal authorities.

#### Traffic Rules for Cyclists

In the Netherlands people drive on the right hand side of the road. Every cyclist is expected to obey the traffic rules. Many city streets have special bicycle lanes, and separate bicycle paths run parallel to larger roads. Traffic lights have special signals for cyclists. You can therefore ride a bicycle quite safely even though there is a lot of traffic. As a rule, cars that are turning across your path are supposed to stop for you, but it is wise to watch out. You should also signal with your arm if you are planning to turn right or left. You can be fined for riding at night without lights and for cycling under the influence of alcohol.



## 5.2 Driving a car

When driving a car you have to take the following rules into account:

- Drive on the right hand side of the road
- Wear your seatbelt; it is mandatory in all seats of the car.
- While driving it is only allowed to use your cell-phone in hands-free mode.
- Be aware that parking violations are punished severely.
- Make sure you pay in case of paid parking (betaald parkeren). Don't park in places for licencees (vergunninghouders). You risk receiving a fine.
- Petrol is rather expensive in the Netherlands.

As a temporary resident you may use your own national driving license as long as you are from one of the approximately 160 countries that are party to an international convention. If your license would be very unfamiliar to a Dutch policeman, however, it is helpful to have an international license to use alongside your national one. For more information, ask at the driving license department of the municipal offices (gemeente: afdeling rijbewijzen) or call the Netherlands Vehicle Authority (RDW) at: 088 008 74 47, press 8 for menu in English. Opening times: Monday - Friday 8.00 a.m. - 5.00 p.m. This number charges 0.10 Euro per minute.

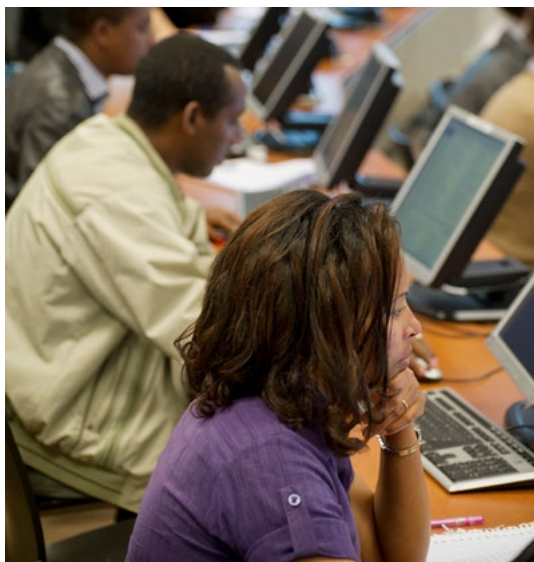
If you would like to change your driver's license into a Dutch one, please note the following:

You have 6 months time in order to change your driver's license into a Dutch one, as in the first half year you are allowed to drive in the Netherlands. After 6 months, you are not allowed to drive with your national driving-license anymore. You can switch your national license to a Dutch license if you are qualified to do so. You can check this at [www.rdw.nl](http://www.rdw.nl) and you can also find instructions there on how to change your license.

When you are not qualified to exchange you license you can take the standard theory and practical test at the CBR. [www.cbr.nl](http://www.cbr.nl)

## 5.3 Public transport

You will find that you can live very easily in the Netherlands without a car. Trains, busses and in a number of cities also trams and metros, run with high frequency. The public transportation network in this densely populated country extends to every corner. You can reach even the smallest village by a combination of train and bus. **Please note that it is mandatory to wear a face mask when taking part in the public transportation.**





### OV-chipkaart

The OV-chipkaart is a single card for all the public transport (train, bus, tram or metro) in the Netherlands. The OV-chipkaart is the new means of payment for the public transport system in the Netherlands. The smart card is the size of a bank card and contains an invisible chip. The OV-chipkaart can be loaded with credit in Euros with which you can travel anywhere within the Netherlands.

**Note:** in this paragraph you will find some general information about the OV-chipkaart. Please consult the official OV-chipkaart site [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl) for further information. This website also shows short films on how to use the OV-chipkaart.

### Which card?

You may choose between a personal, anonymous and disposable card.

- Apply for the personal OV-chipkaart online: [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl)
- Get an anonymous OV-chipkaart at the counters of public transport companies, vending machines at the station or supermarkets.
- Purchase a disposable card at the station vending machine.

You can load travel credit or products onto the OV-chipkaart; without these, you cannot travel using the OV-chipkaart. Travel products are, for example, single but also season tickets. You can load these

onto your card at the station vending machine, or at your public transport company's ticket office. You can load travel credit onto your card using your bank card and PIN code at a vending machine or ticket office. If you have a personal OV-chipkaart, you can also select the auto-reload option, to ensure you always have enough OV-chipkaart credit to be able to travel. Orders from the web shop have to be loaded on the OV-chipkaart at a pick-up device.

### Checking in and checking out

At the start of your journey, you can check in at the gate by holding your OV-chipkaart up to the screen. The sound and light signal indicates that your card has been read. At the end of your journey, you can check out by holding your card up to the gate screen. The sound and light signal once again indicates that your card has been read.

### Transfer

Checking in and out is required when you transfer from any form of transport to another, except when you transfer from one train to another within the same company (e.g. NS, Arriva). It is important to check out as more money might be taken from card.

### Trains

The Netherlands has as dense railway network that offers frequent service, as well as the quickest way to travel between city centres. The carriages are modern

and clean and, although many Dutch people complain about delays, the trains usually run on time. On the train you have a choice of carriages: first or second class, which is indicated by a large 1 or 2 painted on the outside of each wagon. First class costs about 50% more and gives you a slightly larger seat in a compartment that is less likely to be full. Smoking is not allowed on any train station. Anyone caught smoking will receive a heavy fine.

From Maastricht you can travel by train to practically any destination in the Netherlands. Some destinations can be reached directly from Maastricht; for other destinations you have to transfer to another train at a station. Information about the departure times of trains going to and leaving from Maastricht can be found on the websites: [www.ns.nl](http://www.ns.nl) in Dutch and English, [www.9292.nl](http://www.9292.nl) (this site also gives information about bus, tram and metro schedules). On the website [www.holland.com/global](http://www.holland.com/global) you can find tips for interesting places to visit in the Netherlands.

### Taxis

All regular Dutch taxis use meters and all charge roughly the same rate. When you use a taxi, the meter will already show a balance of several Euros. This ensures the driver of a minimum fare. Otherwise you pay the price indicated by the meter. It is customary to give taxi drivers a tip, by rounding up the amount to be paid. If you need a taxi you can either call or go to a taxi stand where taxis are stationed. Taxi stands can be found for example at the market square or the train station in Maastricht. Please note that taxis in the Netherlands are quite expensive!



## 6. Sports

Maastricht offers many resources for those of you who enjoy sports.

### 6.1 Sport & fitness centers

Maastricht University has agreed to open its sport facilities to MSM students. It is possible to get a \ membership card that gives you admission to:

#### UM Sports

This sports center is located near the hospital. For further details on the membership procedure and available facilities, call the sports center at: +31(0)43 38 85 311. P Debyeplein 15, 6229 HA Maastricht.

Other well known sports centers in Maastricht are Il Fiore, Mac Sports (located in city center) and Pelikaan.





## 7.2 Swimming pools

Not too far from MSM you can find:

### Geusseltbad Maastricht

This swimming pool opened in May 2013 offers a wide variety of pools and activities. For details on opening hours, lessons, etc check out their website. Discusworp 4, 6225 XP Maastricht.

[www.geusseltbad.nl](http://www.geusseltbad.nl)

### Zwembad Mosaqua

Here you find indoor and outdoor pools, sunbathing lawns, waterslides, whirlpools, steam cabins and a snack bar. This swimming pool is located outside Maastricht but you can go there by car or bus (line 350). Landsraderweg 11, Gulpen. [www.mosaqua.nl](http://www.mosaqua.nl)

## 7. Social and Cultural activities

### 7.1 Tourist information

#### The VVV Tourist Office Maastricht

The address for everything you need to know about sightseeing and recreation in and around the city, as well as in the rest of the Netherlands and some of the neighboring countries. The VVV sells a wide variety of articles, including: street plans and maps; road, biking and hiking maps; books and booklets about Maastricht and Limburg; postcards; ties; t-shirts etc. The VVV is situated in the main shopping street (Kleine Staat), in the old Court of Justice of Maastricht.

The opening hours are:

Monday	1:00 p.m. - 6:00 p.m.
Tuesday	10:00 a.m. - 6:00 p.m.
Wednesday	10:00 a.m. - 6:00 p.m.
Thursday	10:00 a.m. - 9:00 p.m.
Friday	10:00 a.m. - 6:00 p.m.
Saturday	10:00 a.m. - 6:00 p.m.
Sunday*	from noon

[www.vvvmaastricht.eu](http://www.vvvmaastricht.eu)



## 7.2 Travelling abroad

Those of you who want to travel abroad during the weekends are strongly advised to contact the consulate or embassy of the country concerned well in advance, in order to enquire about the papers and conditions that are needed to get a visa (in case a visa is needed).

Please check the websites of health institutions of the countries you are traveling to. Make sure you always have the latest information regarding the Covid-19 Pandemic. Also check the Dutch RIVM website to know what you need to do upon return in the Netherlands. [www.rivm.nl](http://www.rivm.nl)

### Usually the following items are required:

- Passport
- Residence permit or visa for the Netherlands (stated in your passport)
- MSM letter or recommendation (photocopy)
- Health insurance policy
- 2 or 4 passport sized photographs

## 7.3 Must sees in Maastricht and surrounding

### Maastricht Casemats

Between 1575 and 1825, a network of underground passageways or mine galleries was created on the western side of Maastricht. During times of siege, these tunnels were used to approach and surprise the enemy from under the ground.

[www.maastrichtunderground.nl](http://www.maastrichtunderground.nl)

### Bookstore Dominicanen

This bookstore is situated in a 700 year's old converted Dominican church in Maastricht and is one of the most beautiful bookstores in the world.

Dominicanerkerkstraat 1, [www.libris.nl/dominicanen](http://www.libris.nl/dominicanen)

### Valkenburg aan de Geul

Nice small touristic marlstone town, situated at about 10 kilometers from Maastricht. [www.vvvzuidlimburg.nl](http://www.vvvzuidlimburg.nl)

### Guided tour caves Sint Pietersberg

Guided tours are organized at regular times throughout the year in the caves beneath Sint Pietersberg Hill. These caves may be entered only under the supervision of an experienced guide. You can also request a private tour with your own guide.

[www.maastrichtunderground.nl](http://www.maastrichtunderground.nl)





### River cruises

Rederij Stiphout arranges a large number of scheduled cruises that sail according to a fixed timetable.

[www.stiphout.nl](http://www.stiphout.nl)

### Labyrinth / 3 Land Point (Drielandenpunt) Vaals

Vaals is the place where three countries meet: the Netherlands, Belgium and Germany. The Drielanden-punt (3 Land Point) is located at the top of the Vaalser Berg (323 meters).

### Heuvelland

This undulating landscape hides many dreamy villages and towns set against a backdrop of green meadows and colorful orchards.

[www.vvvzuidlimburg.nl](http://www.vvvzuidlimburg.nl)

### City walking tour

A (guided) tour of the city is a must. Stories, anecdotes and background information make history come alive. The guide will lead you to the most beautiful spots in the historic centre, including the Stokstraat district, the Onze Lieve Vrouweplein square and basilica, the town ramparts, the park, the Jeker district, and the Vrijthof square with the monumental St. Janskerk (Church of St. John) and the St. Servaas Basiliek (Basilica of St. Servatius).

## 8. Religion

The Netherlands is a tolerant nation in which all the major religions are represented. Every individual is free to practice his religion or conviction and has the right to change his or her religion.

About 24% of the population are Roman Catholics, 6% Protestants and 5% are Muslims, 2.5% has another conviction and 51% claim to practice no religion or to have no religious conviction.

Although modern Dutch society is not very much concerned with religion and few Dutch people identify themselves with an organized religion, you will see many churches and other places of worship throughout the country and you will have plenty of opportunities to practice your own religion if you so wish. If you would like to have more information on religious centers in Maastricht, you can contact:

### The InnBetween

This center, located at Grote Gracht 74, 6211 SZ Maastricht, is an Ecumenical meeting point for students studying at various institutes in Maastricht. Meetings are held regularly, and consist of discussion groups focusing on various topics such as philosophy, literature, religion, ethics, theater, etc. Once a month a meeting is held for foreign students, during which one of the guests shares information on socio-economic aspects of his/her country.

The center creates an informal atmosphere for a chat and/or drink with fellow students.

Grote Gracht 74, 6211 SZ, Maastricht

T: +31(0)6 839 223 30

email: [info@innbetween.nl](mailto:info@innbetween.nl)

<http://innbetween.nl>

Names and contact details for some of the religions are:

### Christian Faith

Both the Catholic and the Protestant Churches have appointed chaplains for foreign and post-graduate students in the Netherlands. Two of them are available on a part-time basis for MSM.

Their addresses are:

St. Bernardusstr. 1, Maastricht, T: +31(0)43 32 51 839 or  
Tafelstr. 13, Maastricht, T: +31(0)43 32 15 651

Mass is said in English in the Roman Catholic Church “Onze Lieve Vrouw Basilica”, situated in the center of town (Onze-Lieve-Vrouwe-Plein 7), each Saturday at 5.00 p.m. Protestants are welcome at the St. Jan’s Church, near the Vrijthof Square, every Sunday morning from 10.00 a.m. to 11.30 a.m. Note that this service is not in English.

### Damascus Road

The Damascus Road International Church is located in the Stay Okay Hostel.

Maasboulevard 101, Maastricht.

T: +31(0)6 266 73 880

### Islamic Faith

Tevhid is a Turkish Cultural Center that also houses a mosque. For more information you can contact Mr. A. Ozdemir. Address: Weustenraadstraat 24, Maastricht, T: +31(0)43 35 40 840.

### Jewish Faith

The address of the Dutch Israel synagogue is: Capucijnengang 2, Maastricht.

For more information please visit their website:

[www.joodsmaastricht.nl](http://www.joodsmaastricht.nl)

### Jehovah’s Witnesses

Kingdom Hall

Bemelergrubbe 7, Maastricht

Contactperson: Mr. E.L.H. Claessens

T: +31(0)43 36 31727

## 10. Holidays & Festivities

- Sinterklaas: 5 - 6 Dec 2021
- Christmas 25 -26 Dec 2021
- New Year’s Day: 1 January 2022
- Carnival: 27 February to 2 March 2022
- Good Friday: 15 April 2022
- Easter: 17 - 18 April 2022
- Liberation day: 5 May 2022
- Ascension Day: 26 May 2022
- Whit Sunday: 5 June 2022
- Whit Monday: 6 June 2022

### Sinterklaas

Through the centuries “Sinterklaas” (St. Nicholas) has been considered the patron saint of children. According to legend, St. Nicholas saved his town from starvation and he is said to have revived three dead children. Celebrated on 5 December, Sinterklaas is one of the highlights of the year, especially for children. The children are told that Sinterklaas brings them presents every year on his birthday if they behave well. Therefore he can be considered as the Dutch “counterpart” of Santa Claus. Traditionally, Sinterklaas lives in Spain and travels to our country by boat, accompanied by several Moorish servants, all called Pieten. He makes an entrance on his white horse, and his arrival is always accompanied by an official ceremony, which is broadcasted on TV. Sinterklaas is not only a holiday for children: also grown-ups like to participate in the fun. This is often done by means of a gift (serious, silly or, often, homemade - the latter called a “surprise”) which is offered together with a humoristic poem.





### Carnival

The Dutch either love it or hate it. Those who live in the southern provinces (especially Noord Brabant and Limburg) love it and celebrate it with passion. Virtually all businesses close in a three-day celebration of life, spring, beer and friendship, though in the province of Limburg there is an added element of poking fun at the government and politics. People get dressed up and go from café to café, singing songs, dancing and drinking. There is no need to be afraid of Carnival being a local festivity to which strangers are not accepted: as long as you dress up (preferably also paint your face) you are more than welcome. Go to a shop called In 't Panhuis (address: Markt 74 in Maastricht) or Karnavalswierts (address around Carnival: shopping mall 't Loon in Heerlen [www.karnevalswierts.com](http://www.karnevalswierts.com)) for your own dazzling carnival outfit.

Carnival is the biggest event of the year in Maastricht and as a foreign student you should not miss it!

### King's Day

Koninkinnedag or Queen's Day was a national holiday in the Kingdom of the Netherlands until 2013 (celebrated on 30 April), Koninkinnedag was Queen Beatrix's official celebration day. From 2014 onward, the holiday is to be known as Koningsdag or King's Day following the investiture of Willem-Alexander as king of the Netherlands on 30 April

2013. It is to be celebrated on Willem-Alexander's birthday, 27 April.

### Dutch Memorial Day

Remembrance of the Dead ("Dodenherdenking") is held annually on May 4 in the Netherlands. It commemorates all civilians and members of the armed forces of the Kingdom of the Netherlands who have died in wars or peacekeeping missions since the outbreak of World War II. Traditionally, the main ceremonies are observed in Amsterdam at the national monument on Dam Square. This public ceremony is usually attended by members of the cabinet and the royal family, military leaders, representatives of the resistance movement and other social groups. At 8.00 p.m., two minutes of silence are observed throughout the Netherlands.

### Liberation Day

Liberation Day ("Bevrijdingsdag") is celebrated each year on 5 May, to mark the end of the occupation of the Netherlands by Nazi Germany during World War II. On this day, flags are flown full-mast and the streets take on festive appearance. The big event of the day in many Dutch towns is an open air pop festival featuring top acts. In the evening, there is an official, televised concert at the Amstel Bridge in Amsterdam, attended by the King and government ministers.

## 10. Dutch habits and language

### 10.1 The Dutch and their habits

#### In general the Dutch:

- are direct
- are informal
- show little respect for hierarchy and ranks
- are economical and talk a lot about money
- are pleasant, open minded and tolerant
- dress rather casual
- are pragmatic and have a no-nonsense mentality
- are not too polite and diplomatic
- speak out their minds and do not avoid confrontations
- are bureaucratic and approach everything methodically

#### And did you know that:

- The Dutch often take a coffee break
- The Dutch tend to hang a birthday calendar on the inside of the toilet door
- The Netherlands has more bicycles than inhabitants
- The Dutch do not like to stand out in a crowd (reflected in the famous expression “doe maar gewoon dan, doe je al gek genoeg” meaning “just act normal, then you act crazy enough”)
- This low profile attitude completely changes during international soccer tournaments involving the Dutch team when everything in the Netherlands

turns orange, including the Dutch themselves. This also completely changes during the three crazy days of Carnival when everything becomes red, green and yellow and people disguise themselves.

- The Dutch complain a lot, especially about the weather
- The Dutch like to go on camping pulling their own caravan or folding trailer
- The Dutch have to check their agenda first before going on a dinner or a drink together

These are only a few of the Dutch habits and characteristics. You certainly will experience some more during your stay in the Netherlands.

You know you have lived in the Netherlands when...

- You have a bike
- If you want to have a drink with a Dutch friend, you first need to make an appointment with him/her.
- You have stopped eating warm lunch and just eat bread instead
- You no longer pay with cash but use your own pin card instead
- You think 15°C is warm
- You know winter stops in May, and not March as everywhere else
- You don't even bother to ask “do you speak English?”, you just speak English right away
- You always check the weather before leaving home
- You start liking “dropjes” (licorice candies)







- Being tall gets a new meaning
- You have the AH bonus card
- You aren't surprised anymore that the disco closes at 4
- You start wearing orange during soccer events, even when you're not Dutch
- You think you understand why they don't serve coffee at coffee shops
- Only one piece of 'vlaai' will not do, you have to eat two

## 10.2 Legislation and drugs

### Drug policy

The Dutch approach to combating drug abuse is perhaps the most misunderstood aspect of life in the Netherlands. The aim, as in many countries, is to reduce addiction to hard drugs and the crime associated with it. In the Netherlands, one way of achieving this has been to separate the markets for hard and soft drugs. The theory is that if soft drugs are brought out into the open and away from the criminal dealers, their use is far less likely to lead to hard drug addiction. Young people are free to try smoking a joint if they wish; they can do it openly and without coming into contact with criminals.

The statistics show that under these circumstances most young people do not form a habit. Addiction to heroin and cocaine is actually on a decline in the Netherlands, where it is a crime to sell hard drugs but addiction is treated as a health problem.

### Coffeeshops

A coffeeshop is a place where the sale of soft drugs for personal consumption by the public is tolerated by the local authorities. They are not allowed to sell alcohol or hard drugs. In the Netherlands, the selling of cannabis is “illegal, but not punishable”; so the law is not enforced in establishments following these nationwide rules:

- no advertising
- no hard drug sales on the premises
- no sales to persons under the age of 18
- no sales transactions exceeding a quantity of 5 grams
- no public disturbances

As of May 2012, only residents of the Netherlands are allowed to buy soft drugs from coffeeshops. Dutch residents who want to buy soft drugs need a so-called weed pass (wietpas). Effectively this means that non-residents are in most municipalities no longer able to purchase soft drugs in the Netherlands.



## Smoking Ban

Although not related to drugs it is good to know that from July 1, 2008 smoking has been banned in restaurants, cafés, bars, nightclubs. Separate smoking areas are still allowed, as long no drinks or food are served. Public buildings and public transport have been smoke-free since January 1, 2004.

## 10.3 Useful Dutch words

Yes	<i>Ja</i>
No	<i>Nee</i>
Good morning	<i>Goedemorgen</i>
Good afternoon	<i>Goedemiddag</i>
Good evening	<i>Goedenavond</i>
Hello	<i>Hallo</i>
Goodbye	<i>Tot ziens</i>
See you later	<i>Tot straks</i>
Thank you	<i>Dank u</i>
You're welcome	<i>Graag gedaan</i>
There you are/please	<i>Alstublieft</i>
1,2,3,4,5	<i>Een, twee, drie, vier, vijf</i>
6,7,8,9,10	<i>Zes, zeven, acht, negen, tien</i>
Food	<i>Eten</i>
Hungry	<i>Honger</i>
Thirst	<i>Dorst</i>
Beer	<i>Bier</i>
Wine	<i>Wijn</i>
Liquor	<i>Likeur / alcohol</i>
Tea	<i>Thee</i>
Coffee	<i>Koffie</i>
Enjoy your meal	<i>Eet smakelijk</i>
Good	<i>Goed (or lekker, when applied to food:)</i>
I am sorry	<i>Neemt u mij niet kwalijk/"sorry" or pardon</i>
Could you tell me..	<i>Kunt u mij misschien zeggen...</i>
What, where, when	<i>Wat, waar, wanneer</i>
May I have the bill please?	<i>Mag ik de rekening alstublieft?</i>
May I order?	<i>Mag ik bestellen?</i>
Open, closed	<i>Open, gesloten</i>
No entry	<i>Verboden toegang</i>
No parking	<i>Niet parkeren</i>

Bus stop	<i>Bus halte</i>
Pharmacy	<i>Apotheek</i>
Doctor	<i>Dokter</i>
Family Doctor	<i>Huisarts</i>
Insurance	<i>Verzekering</i>
Health insurance	<i>Ziektekosten verzekering</i>
Sick	<i>Ziek</i>
Nurse	<i>Verpleegster</i>
Medicine	<i>Medicijn</i>
Drug store	<i>Drogist</i>
Pain	<i>Pijn</i>
Dentist	<i>Tandarts</i>
Toothache	<i>Tandpijn, kiespijn</i>
Post office	<i>Postkantoor</i>
Bank	<i>Bank</i>
Station	<i>Station</i>
Police	<i>Politie</i>
Fire department	<i>Brandweer</i>
Hospital	<i>Ziekenhuis</i>
Newspaper	<i>Krant</i>
Magazine	<i>Tijdschrift</i>
Pay	<i>Betalen or afrekenen</i>
Money	<i>Geld</i>
Stolen	<i>Gestolen</i>
Lost (something is missing)	<i>Verloren or kwijt</i>
Lost (you are lost)	<i>Verdwaald or de weg kwijt</i>
Car trouble	<i>Autopech</i>
Drivers license	<i>Rijbewijs</i>
Accident	<i>Ongeluk</i>
Right (turn)	<i>Rechts(af)</i>
Left (turn)	<i>Links(af)</i>
Straight	<i>Recht(door)</i>
Forbidden	<i>Verboden</i>
Mandatory	<i>Verplicht</i>

See also [www.speaklanguages.com](http://www.speaklanguages.com)



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