



Frequently Asked Questions

Update 17 January 2006

Index

1. Housing.....	2
1.1. My Weenapad key does not work anymore, what can I do ?.....	2
1.2. I have lost my Weenapad key, what can I do ?	2
1.3. I have lost my room / house key (other than Weenapad), what can I do ?	3
1.4. I have a technical problem in my room / unit in Weenapad, what can I do ?.....	3
1.5. I have a technical problem in my room / house other than Weenapad, what can I do ?.....	3
1.6. I have a serious and urgent problem in my room / house other than Weenapad during the night or during the weekend, what can I do ?	3
1.7. Are there any parking spaces at IHS accommodation ?.....	3
1.8. When my course is over and I go home, how can I get my housing guarantee back ?	3
1.9. I want to have a telephone in my room, how can I arrange that ?.....	4
1.10. Where can I buy telephone cards / prepaid mobile phone cards / international calling cards ?	4
1.11. Is there internet in my room in Weenapad?	4
2. Visa / residence permits.....	4
2.1. How can I get my residence permit ?.....	4
2.2. Can I travel while I wait for my residence permit ?	4
2.3. What is a return visa and when/how can I use it ?	5
2.4. Once I have my residence permit, can I travel ?	5
2.5. What is the validity of my residence permit ?	5
2.6. For master participants: when I go to Sweden for the study in Lund, do I need a visa ?.....	6
2.7. Do I need to extend my Dutch residence permit even though I have a Swedish permit ?	6
2.8. Am I allowed to work while I am in The Netherlands ?	6
2.9. Am I allowed to benefit from any social security, or governmental subsidy ?	6
2.10. I want to visit a country outside Schengen, do I need a visa ?	6
2.11. I want my friends or relatives to come and visit me during my studies, is that possible ?.....	6
3. Medical matters / Insurance.....	7
3.1. Where can I find the rules and regulations of the insurance company ?.....	7
3.2. I feel ill, how can I see the doctor ?	7
3.3. I need to go to a hospital, where do I go ?	7
3.4. I need to see a specialist, where do I go ?.....	8
3.5. In case of medical emergency, what do I do ?	8
3.6. I need to go to the dentist, what can I do ?	8
3.7. I need psychological help, what can I do ?	8
3.8. Where can I get medication ?.....	9
3.9. I went to the doctor / pharmacy and I paid the bill in cash. How can I get reimbursement from the insurance company ?	9
3.10. I sent a claim form to the insurance company and they still did not pay. How can I learn what is the status of my claim ?.....	9
3.11. Am I insured while I am in Lund ?.....	9
3.12. Am I insured while I am in my own country for fieldwork ?	9
3.13. Can I increase the coverage / value of my insurance ?	9

4.	Emergencies (other than health problems):.....	10
4.1.	Somebody has stolen some of my belongings, how can I report to the Police ?	10
4.2.	I need the Police / Firebrigade urgently, what can I do ?.....	10
4.3.	For matters other than emergencies, how can I reach the Police ?	10
4.4.	4.4. I have lost my ABN AMRO bank card, what can I do ?	10
5.	I.H.S. / course related facilities	10
5.1.	What are the opening hours of I.H.S. ?.....	10
5.2.	If somebody wants to send mail, what is the best address for them to send ?	10
5.3.	I have lost the key of my I.H.S. locker, what can I do ?	10
5.4.	When my course is over and I go home, what shall I do with my I.H.S. locker key ?	11
5.5.	When my course is over and I go home, what shall I do with my I.H.S. elevator card?.....	11
5.6.	I want to send a fax, where can I send it ?.....	11
5.7.	I want to make photocopies, how can I do that ?.....	11
5.8.	I want to make passport pictures, where can I do that ?	11
6.	Academic disputes.....	11
6.1.	I am a participant of a master course and I have a dispute, what can I do ?.....	11
6.2.	I am a participant of a short course and I have a dispute, what can I do ?	12
7.	Living in The Netherlands / Rotterdam	12
7.1.	Where is the open market ?	12
7.2.	Are there any sportsfacilities at Erasmus University ?	12
7.3.	What are other options to practice any sports ?.....	12
7.4.	I want to travel by public transport within Rotterdam ("RET"), how can I do that ?.....	13
7.5.	I want to travel with discount, how can I get that ?	13
7.6.	I want to travel by train within The Netherlands, how can I find out the train schedules?	13
7.7.	I like to get some information on cultural events or other activities, where can I find it ?	13
7.8.	Why are shops charging different amounts at the cashier than the price label ?	13
7.9.	What is custom in The Netherlands regarding tipping waiters, taxidriviers etc ?.....	14
8.	Finances/allowances.....	14
8.1.	I need to pay a certain amount to IHS, how can I do that ?.....	14
8.2.	I have a debt to IHS. Will I receive my diploma ?	14
8.3.	I have received my PAS (personal allowance sheet). It shows that I will receive an amount from IHS, how do I receive it ?	14
8.4.	I need to open a bank account, what do I need to do ?	14
8.5.	What kind of bank card should I choose ?	14
8.6.	What should I do with the bankaccount after the course ?	15

1. Housing

1.1. My Weenapad key does not work anymore, what can I do ?

Reply: Please take your key to Stadswonen (Struisenburgdwarsstraat 109, 3063 BT Rotterdam, www.stadswonen.nl, Telnr 010 – 4028200, open Monday-Friday 10:00-18:00) and they will fix it for you. Please bring your passport for identification.

1.2. I have lost my Weenapad key, what can I do ?

Reply: Please go to Stadswonen for a new key. Costs are around 11.34 euro (this amount is subject to changes by Stadswonen) which you need to pay there. They do not accept cash, only PIN bankcard or creditcard). Please bring your passport for identification.

1.3. I have lost my room / house key (other than Weenapad), what can I do ?

*Reply: please contact Mr Ruud Frank (room J7-01/course bureau)
Telnr 010 – 4021586*

1.4. I have a technical problem in my room / unit in Weenapad, what can I do ?

*Reply: please contact the student warden Ms Parmelia Hussain Weenapad
161 –165, Telnr 010 – 8001500.*

1.5. I have a technical problem in my room / house other than Weenapad, what can I do ?

*Reply: please contact Mr Ruud Frank (room J7-01/course bureau)
Telnr 010 – 4021586*

1.6. I have a serious and urgent problem in my room / house other than Weenapad during the night or during the weekend, what can I do ?

Reply: if it is something which cannot wait till the next (working) day (such as problems with severe water leakage, electrical wiring that may cause fire etc), then please call the owner or their service department.

1.7. Are there any parking spaces at IHS accommodation ?

Reply: No, we strongly discourage participants to bring their own car. There is no garage or guarded parking space at IHS accommodation. Also at IHS/Erasmus Campus there is no opportunity for parking, except paid parking which is quite costly. Around the houses are parking spaces but these are quite often paid parking so you have to park your car at the outskirts of the city centre. Unfortunately experience has showed that often cars with foreign license plates are targets for thieves.

1.8. When my course is over and I go home, how can I get my housing guarantee back ?

*Reply: in case of **Weenapad**: please make an appointment with the student warden Parmelia Hussain who will check your room before departure and if everything is okay she will return the guarantee to you.
in case of accommodation **other than Weenapad** Mr Ruud Frank Frank (room J7-01/course bureau) Telnr 010 – 4021586 will check your room before departure and if everything is okay he will return the guarantee to you.*

1.9. I want to have a telephone in my room, how can I arrange that ?

Reply: The phone lines at Weenapad are not operated by I.H.S. but by telephone operator TTG. You can apply by visiting their website www.studenttelefonie.nl. For all details please visit their website.

There is a plug in your room but no telephone, you have to buy a telephone by yourself. For participants who stay at private houses (accommodation other than Weenapad) there is no possibility for a phone. Many participants purchase a mobile phone upon arrival anyway.

1.10. Where can I buy telephone cards / prepaid mobile phone cards / international calling cards ?

Reply: you can buy cards for using the public phones at most tobacco shops. Please note that the public phones are green, they are from fixed network operator "KPN".

At these tobacco shops and at most supermarkets you can also buy prepaid cards for mobile phones (T-Mobile, Vodafone, etc)

For international (discount) calling cards you can go to the "GWK" at Central Station, the Chinese shop at the "Doelen" complex, and at the numerous telephone shops (usually not the "branded" shops from mobile phone operators but at the so-called "bel-huizen", places where you can call at discount rates).

1.11. Is there internet in my room in Weenapad?

Reply: yes, there is an internet connection in the room.

2. Visa / residence permits

2.1. How can I get my residence permit ?

Reply: you can only get a residence permit when you entered into The Netherlands based on a "M.V.V." (so not on a tourist visa). After your arrival you have to register at the City Hall (usually IHS staff will register all master participants at once). The City Hall will provide new forms which you need to fill in, plus some extra documents that you need to provide. These forms you have to return to the Course Bureau who will take care that it is delivered to the Aliens Police/Immigration Ministry (IND). The whole procedure may take some time, but the "official" period is "within 6 months". All official communication from the Ministry or Municipality will be sent to your registered address in Rotterdam. The permit has to be picked up in person, at the City Hall.

2.2. Can I travel while I wait for my residence permit ?

Reply: you are supposed to stay in The Netherlands while you wait for the outcome of the application for your residence permit. Please refer to "return visa".

2.3. What is a return visa and when/how can I use it ?

*Reply: If you have a visa for the Netherlands only, or for “Netherlands + 1 transit Schengen” (a so-called **D visa**), **you cannot travel to any other country**. The same applies for people with a **D+C visa single (or 1) entry**. In order to travel to another country, you will need a return visa in order to get into The Netherlands after your journey. Of course you have to check the visa requirements for the country that you would like to visit, for example at the country’s Embassy in The Netherlands.*

*If you have a **D+C visa multiple entry**, you are free to travel within and outside Schengen countries for the duration of **90 days** (of course, you would have to find out for yourself if you need a visa for a country outside Schengen). You will always be allowed into the Netherlands again. No return visa required in this case. So, if your visa was stamped on, for instance, 1 October 2005 (please check to dates in your passport, it is different for everybody), it will expire on 29 December 2005, taking 90 days into account. **This means that, if you are re-entering the Netherlands after this date, even if you have a D+C visa multiple entry, you will also need a return visa.***

The U.K. is not a Schengen country, but it is EU. The same rules as above apply here, if you have a D+C multiple entry visa, you are allowed back into the Netherlands. However, many nationalities need visa to enter the U.K., so please contact the British Consulate about that matter.

A general matter: If you are not sure if you need a visa for, for instance, Belgium, France, or any other country, please contact the Embassy concerned.

When your application for residence permit has been filed at the City Hall you will get a sticker in your passport “Verblijfsaantekening Algemeen”. This means your stay in the Netherlands is legal until your application for a residence permit has been approved or until the date that is mentioned on the sticker in your passport. This means your stay in the Netherlands is legal until this date. If you haven’t received a decision on your residence permit before this date, you will have to contact the IND, who will provide you with a new sticker. Please note that this sticker does not say anything about travelling in/out of the Netherlands, it is just about your status here.

2.4. Once I have my residence permit, can I travel ?

Reply: yes, the residence permit serves as a visa to travel into any Schengen country. For non-Schengen country you need to apply for a visa (most notably: United Kingdom, Switzerland).

2.5. What is the validity of my residence permit ?

Reply: the residence permit is valid for one year only and has to be extended for the remainder of your course. Please note that if your passport is valid less than a year the expiry date of your passport will be the validity of your permit, so take care that your passport has been extended recently.

2.6. For master participants: when I go to Sweden for the study in Lund, do I need a visa ?

Reply: yes, IHS will take care of the application of your Swedish permit. This means that you have to fill in forms, and hand over your passport to the Swedish Embassy for about a week. The Swedish permit will be valid till the end of the thesis period, and can be used to travel in and out of Schengen countries.

2.7. Do I need to extend my Dutch residence permit even though I have a Swedish permit ?

Reply: yes, the Swedish permit is depending on the validity of your Dutch permit but the Swedish permit will expire at the official closing date of the course. If you would need to stay in The Netherlands longer than the expected end of the course (so for example you must stay to finish your thesis), you can only do that by extending your Dutch permit.

2.8. Am I allowed to work while I am in The Netherlands ?

Reply: For short course participants this is not possible. For master course participants it is allowed to work according to your residence permit but under strict conditions. Firstly, your employer needs to apply for a working permit for you, secondly, you are not allowed to work more than 10 hours per week and finally, the work cannot be a "real" job, but only "incidental". Please note that if you have a "real" job it is a violation of your "title" to be here, namely to study. The Immigration Ministry can put you and I.H.S. in big trouble. Furthermore, if you have a job you are obliged to take a more elaborate health insurance (around 90 euro per month for the medical part only!!), on top of your normal IPS insurance, and you are liable for income tax.

2.9. Am I allowed to benefit from any social security, or governmental subsidy ?

Reply: no, as you are here for a temporary stay you are not entitled to any social security allowance or subsidy (for example rental subsidy).

2.10. I want to visit a country outside Schengen, do I need a visa ?

Reply: once you have a residence permit you can go in and out of the Schengen countries, but in order to enter for example the U.K. or Switzerland you need a visa. In that case you usually need to apply for a visa at the Embassy of the country concerned. We can assist you by providing a letter in which we state that you are registered as a student, but the application procedure has to be done by yourself.

2.11. I want my friends or relatives to come and visit me during my studies, is that possible ?

Reply: if somebody wants to visit you then this person has to apply for a tourist visa by him/herself. Only thing we can do is to provide a letter in which we state that you are registered as a student here. If you are living in I.H.S. accommodation and you want this person to stay in your room, please contact I.H.S. to see if it is possible.

3. Medical matters / Insurance

3.1. Where can I find the rules and regulations of the insurance company ?

Reply: please check the booklet that you received together with the insurance policy or check their websites. For IPS you can check the conditions at

https://www.acesecure.co.uk/common/docs/ips_nl/05=309.1_p03_p42.pdf

For Aon you can check the conditions at:

https://www.myaon.nl/fellows/en/html/Algvoorwaarden_uk.pdf

Please check the conditions carefully. Usually the insurance company does not cover (amongst others) existing health problems (including illnesses such as malaria – even if it first appears in The Netherlands) and treatment that can wait till you get return to your own country.

3.2. I feel ill, how can I see the doctor ?

Reply: please call Dr Hekman for an appointment (tel 010 –4363265, address St. Mariastraat 75,3014 SH Rotterdam - tram 7 direction Spangen). Please call between 08:00-10:00. In the weekend or after office hours you can contact “Huisartsenpost Sofiahof” (telnr 010 – 4669573, address Anna van Westrienenstraat 1 (near junction Schieweg/Gordelweg - tram 5 direction Schiebroek). Please note this is only for after 17:00 + weekend: on appointment only / payment must be done immediately in cash.

3.3. I need to go to a hospital, where do I go ?

Reply: You can go to:

Dijkzigt Academic Hospital

Dr Molewaterplein 40 (at metrostop “Dijkzigt” direction Marconiplein, tram 8 direction Spangen) Telnr 010 – 4639222

St Franciscus Gasthuis

Kleweg 500 (tram 5 direction Schiebroek)

Telnr 010 – 4616161

Alarm number of the insurance company Lippmann / IPS: 070 – 3145014

Alarm number of insurance company Aon: 070 – 3306010 (or e-mail address Aon.cons.hague@aon.nl)

Please note that you can only go to the hospital in case of an emergency (up to the judgement of the insurance company), such as after an accident, heartattack etc.

The rules and regulations of the insurance company are quite restrictive on the use of hospitals, so unless you are dealing with the above cases please check the matter with the insurance company first. For all other medical matters you have to

see the family Doctor first. He will give you a reference note (“verwijsbriefje”) for the hospital. Without this note or without this urgency the insurance company does not reimburse your claim.

3.4. I need to see a specialist, where do I go ?

Reply: you can only go to the specialist if you have a reference note (“verwijsbriefje”). Without this note the insurance company will reject your claim instantly. Further the rules and regulations of the insurance company are quite restrictive on the use of specialists, therefore please check the matter with the insurance company first.

3.5. In case of medical emergency, what do I do ?

Reply: if you need an ambulance please call 112 (free of charge)

3.6. I need to go to the dentist, what can I do ?

Reply: dental care is only covered for emergency aid (i.e. broken tooth, tooth-ache, loss of fillings) but not for cavities, not for hygienists or for regular check-ups!!). Please check the conditions of the insurance company (for IPS: insurance company Lippmann tel 070 – 3028598, insurance company Aon: 070 – 3306010). The insurance may ask for a statement from the dentist that your treatment was necessary under the insurance conditions, so please ask the dentist for such statement on the invoice.

We do not have a regular dentist so only thing you can do is find a dentist who is willing to help you, usually against cash payment. Dental care is very expensive so please consult the dentist about the costs before starting any treatment. For urgent dental treatment please call the Central Dental Service 010 – 4552155. Another possibility is dentist Smit address Mathenesserlaan 192, telnr 010 – 4361604. According to our last information a visist costs around 20 euro, making a photo around 50-70 euro, and drilling, filling etc can get into the tens or hundreds of euro’s so please make sure about the costs before you take any action.

3.7. I need psychological help, what can I do ?

Reply: For psychological help you can visit the Family doctor who can recommend you to go to a specialist. Other option is the Erasmus University Psychologist/Counsellor but only for IHS master course participants, not the participants of short courses (short course participants are not registered at the Erasmus University). You can find the University Psychologist/Counsellor in Erasmus main building room AB-21, tel 010 – 4081132. (Mon-Friday 0900-12:00, 13:00-17:00). E mail: universiteitspsychologen@oos.eur.nl

3.8. Where can I get medication ?

Reply: The Family Doctor can give a prescription for medication. The insurance company can only re-imburse based on this prescription. If you buy for example painkillers in a supermarket or drugstore the insurance company will not reimburse. Addresses of pharmacies:

*Pharmacy near Dr Hekman: Erasmus Apotheek
Westkruiskade 21a (tram 7 direction Spangen)
Telnr 010 – 4129331*

*Walenburg Apotheek
Schieweg 6 (tram 5 direction Schiebroek, tram 3 direction Kleiweg)*

3.9. I went to the doctor / pharmacy and I paid the bill in cash. How can I get reimbursement from the insurance company ?

Reply: please fill in a claim form from the insurance company and send it to them by mail together with the original bill (not a copy).

3.10. I sent a claim form to the insurance company and they still did not pay. How can I learn what is the status of my claim ?

Reply: for the IPS insurance, please call the number of ACE Insurance that is mentioned on top of the claim form (010 – 2893540) and check about the status of your claim. For Aon, please call 070 – 3306010.

3.11. Am I insured while I am in Lund ?

Reply: yes, you are.

3.12. Am I insured while I am in my own country for fieldwork ?

Reply: according to the conditions you are insured for a consecutive period of 4 weeks while visiting your home country. If your fieldwork lasts longer, and you need medical attention, please see to it that the invoices are within a period of 4 weeks time. In any case it is better if you contact I.H.S. to check what you should do.

3.13. Can I increase the coverage / value of my insurance ?

Reply: yes, this is possible (for example if you want to insure an expensive laptop, film- or videocamera). Usually the insurance asks for sending an original receipt as proof of the high value. They will calculate a new premium amount. Any higher premium costs are for your account of course.

4. Emergencies (other than health problems):

4.1. Somebody has stolen some of my belongings, how can I report to the Police ?

Reply: please go to the Police at address Doelwater (left hand side of the City Hall, Coolsingel) to report. You always need this report in order to make a claim to the insurance company.

4.2. I need the Police / Firebrigade urgently, what can I do ?

Reply: please call 112.

4.3. For matters other than emergencies, how can I reach the Police ?

Reply: Please call at telnr 0900 – 8844.

4.4. 4.4. I have lost my ABN AMRO bank card, what can I do ?

Reply: in order to block your bankaccount and/or report theft/loss, please call the following numbers (24 hrs per day). When you call you enter into an automatic program, first press “1”, then it asks for your bankaccount number, please press the digits.

The telephone number: 0900 – 0024 (local tariff) , from abroad you have to call 0031 10 24 11 720.

5. I.H.S. / course related facilities

5.1. What are the opening hours of I.H.S. ?

Reply: I.H.S. is open on weekdays only (not in the weekend), from 08:00 – 21:30. The PC's are working till 21:00, the alarm is switched on at 21:30 so you have to leave the building before that time. If the security company will catch you they may give you a penalty related to the costs they have made.

5.2. If somebody wants to send mail, what is the best address for them to send ?

Reply: apart from your home address in Rotterdam, you can mention IHS Address: Postbox 1935, 3000 BX Rotterdam-The Netherlands.

5.3. I have lost the key of my I.H.S. locker, what can I do ?

*Reply: please contact Mr Ruud Frank (room J7-01/course bureau)
Telnr 010 – 4021586.*

5.4. When my course is over and I go home, what shall I do with my I.H.S. locker key ?

Reply: please clean your locker and leave the key in the lock.

5.5. When my course is over and I go home, what shall I do with my I.H.S. elevator card?

Reply: together with the clearance check of your room you can discuss how and when to return your elevator card and how you can get your guarantee back (usually same time).

5.6. I want to send a fax, where can I send it ?

Reply: you can send faxes destination within The Netherlands at the Erasmus Copy Center (Drukkerij) located at CT-21 (at the end of the shopping street in the basement of the main building). Some post-offices do have faxes, but not all of them. Unfortunately at IHS we do not assist in sending faxes. Option is to scan your document and to send it to the addressee by e-mail.

5.7. I want to make photocopies, how can I do that ?

Reply: you can get a copy card from the library. For more advanced copying (color etc) you can go to the Copy Shop at Erasmus University CT-21 (at the end of the shopping street in the basement of the main building), or you can go to for example "Kinko's" near Churchillplein (Coolsingel 207, tel nr 010 – 7507800).

5.8. I want to make passport pictures, where can I do that ?

Reply: you can make pictures in shops in the City Center but usually that is quite costly. You can take pictures in an automatic cabine that is usually much cheaper (around 5 euro). There are cabines at Central Station (at right side of central hall) and at the Erasmus University in the "shopping street" underneath the main building (C-building). Please note that for your residence permit you need to make a picture that shows both ears (so not the side of your face), and a distance of 2 cm from ear to ear. This you had better do in a photo shop, there are some shops around the City Hall that know what is required.

6. Academic disputes

6.1. I am a participant of a master course and I have a dispute, what can I do ?

Reply: If students disagree on academic issues they should try to discuss the matter with the relevant module lecturer first. In case the issue is not solved it has to be brought to the attention of the relevant Programme Manager, who will try to solve the issue to the satisfaction of the parties involved. For masters appeal is possible at the Academic Committee. The decision of the Academic Committee is binding. For the HDM/Housing masters this role is taken up by the

Steering Committee.

Other disputes including financial disputes related to the programme can be discussed with the Programme Manager. The Programme Manager will recommend a solution. If the participant disagrees, he./she can file a written complaint with the Academic or Steering Committee. They will analyse the issue and come to a decision. Their decision is binding.

In the case of I.H.S., after (and only after) you have tried these possibilities you can contact the I.H.S. Ombudsman for mediation and to take an independent look at your case. Central point of registration is Mr Wouter Weerheijm (Course Bureau) who will pass the issue to the right person. For financial/logistic issues this Ombudsman is Mr Nico van der Windt, for academic/content related issues it is Mr Forbes Davidson. If there is conflict of interest others may serve the function.

6.2. I am a participant of a short course and I have a dispute, what can I do ?

Reply: If students disagree on academic issues they should try to discuss the matter with the Course Manager. The Course Manager will recommend a solution.

After (and only after) you have tried this possibility you can contact the I.H.S. Ombudsman for mediation and to take an independent look at your case. Central point of registration is Mr Wouter Weerheijm (Course Bureau) who will pass the issue to the right person. For financial/logistic issues this Ombudsman is Mr Nico van der Windt, for academic/content related issues it is Mr Forbes Davidson. If there is conflict of interest others may serve the function.

7. Living in The Netherlands / Rotterdam

7.1. Where is the open market ?

Reply: the open market is on Tuesdays and Saturdays at the square of "Blaak". They sell a variety of goods such as meat/fish/fruit/vegetables but also clothes, furniture etc. Usually around 16:00 most of the salesmen start to break up their stands.

7.2. Are there any sportsfacilities at Erasmus University ?

Reply: the master course participants get an Erasmus student card. With this card you can buy a "sportscard" that is valid for an academic year. You can buy this card at the Sportscentre at the Erasmus Campus. Short course participants unfortunately cannot get this sportscard.

7.3. What are other options to practice any sports ?

Reply: I.H.S. regularly organizes indoor soccer matches Friday night at the Erasmus Sportscentre. If you don't like soccer Rotterdam has a variety of other sports to offer, though mostly you have to join a sportsclub. Swimming however can be done

at one of the city's swimming pools, also in the city centre near Weenapad and/or I.H.S.. Then there is of course always the park to jog around...

7.4. I want to travel by public transport within Rotterdam ("RET"), how can I do that ?

Reply: within the City you have to use either a so-called "strippenkaart" or a monthly card. The strippenkaart can be purchased at supermarkets or kiosks, or at the train or metro stations (for a single fare you can buy a ticket in the tram or bus). You always have to punch one strip + one strip per zone (so within the Centre of Rotterdam it is 1 + 1 = 2 strips). It is easier to buy a monthly card at the Central Station for about 30 euro. Please bring your passport and a passport picture. For more info please check : http://www.ret.rotterdam.nl/ret_eng/home_x.html

7.5. I want to travel with discount, how can I get that ?

Reply: unfortunately there is no student discount for public transport. For the train you can buy a discount card ("Voordeelurenkaart") for 49 euro per year which is valid for one year. It is only applicable for off-peak hours, but gives you 40% discount. For tram/bus/metro you can buy a monthly card at the Central Station. It costs about 30 euro for one month travel within one zone. Please bring your passport and a passport picture.

7.6. I want to travel by train within The Netherlands, how can I find out the train schedules?

Reply: please go to the site of the Dutch railways (english language) at <http://www.ns.nl/servlet/Satellite?cid=1075985690180&pagename=www.ns.nl%2FPage%2FSuperHomepageEnglish&c=Page>

7.7. I like to get some information on cultural events or other activities, where can I find it ?

Reply: try the website www.dnd.nl, or check websites such as the Tourist Information www.vvv.rotterdam.nl/uk/ or www.roundabout.nl.

7.8. Why are shops charging different amounts at the cashier than the price label ?

Reply: As you may have noticed, there are coins of 2 and 1 euro, and of 50, 20, 10, 5, 2 and 1 cents. Many shops (especially supermarkets) have abandoned the usage of the coins of 1 and 2 Euro-cents. Amounts will be rounded off in figures of 5 or 10 cents. The reason is that the shops need to go to the bank often to get their new reserve of 1 and 2 cent coins, and it takes a lot of time at the counter/cashier of the shop to pay exact amounts, so people are waiting long time. It means that when you have to pay in cash, for example if the price of a product is 7.52, you only have to pay 7.50. If the price of a product is 4.98 you pay 5.00. So sometimes you win, sometimes you lose, so it does not matter.

This is just for cash payment, if you pay by PIN/bank/credit card, you pay for the exact amount.

7.9. What is custom in The Netherlands regarding tipping waiters, taxidrivers etc ?

Reply: contrary to for example the United States where giving tips to waiters or taxi-drivers is considered part of their normal income, in The Netherlands this is not the case. If you are satisfied with the service in a bar or restaurant you can give a tip, usually a 50 cents coin, or a euro. Usually a 5% amount is considered maximum.

8. Finances/allowances

8.1. I need to pay a certain amount to IHS, how can I do that ?

Reply: you can pay in cash at the Finance Department. Bills of 200 and 500 euro will NOT BE accepted. In general, bills of 100 euro are not appreciated in stores. IHS prefers bills of 50 euro or smaller.

You can also pay by bank transfer to: I.H.S., P.O.Box 1935, 3000 BX Rotterdam, The Netherlands, bankaccountnumber 42.60.37.944, swift code ABNANL2R. When you transfer an amount please give a description.

8.2. I have a debt to IHS. Will I receive my diploma ?

Reply: You will only receive your diploma when all debts are settled.

8.3. I have received my PAS (personal allowance sheet). It shows that I will receive an amount from IHS, how do I receive it ?

Reply: Master participants will get it transferred to their bankaccounts as soon as you have informed IHS about your bank account number. Short course participants will receive a cheque which you can cash at the ABN AMRO bank branch at Coolsingel (City Centre).

8.4. I need to open a bank account, what do I need to do ?

Reply: if you are here for over one year (masters) you can open a bank account (the bank will check your passport for a visa). Best place to go is the ABN AMRO branch at the Erasmus Campus. Please bring your passport and a letter from IHS course bureau in which it is mentioned that you are registered as a master student.

8.5. What kind of bank card should I choose ?

Reply: The best card is called "Wereldpas". This card can be used abroad (for example in Lund when you are on fieldwork). You can ask the bankemployee which card will be the most suitable card for you, but if you want to use it abroad this is the

best card. Please ask for it specifically, otherwise you have to pay extra charges later if you want to change the type of bank card.

8.6. What should I do with the bankaccount after the course ?

Reply: At the end of the course you have to close your bank account at ABN AMRO. You have to handover your card and inform them what you want do with the balance. They prefer to transfer it to another bank account in your home-country (if possible). It is not possible to keep the bank account, because you do not have a fiscal number (we call that a 'sofi-number' in Dutch).

You have to close the bank account in person preferably. This can be done at all branches of ABN AMRO, also on Coolsingel.

When you visit ABN AMRO, always bring your identification with you (passport etc). If you have questions at the end of the course concerning this matter, please contact Finance Department.

Things/dates/addresses/rules are subject to change. No rights can be derived from the above information.

For all matters you can always go to the Course Bureau J7-01 to ask any question.....