

Welcome to

# Erasmus University Rotterdam!

International Student Handbook 2018 edition



# The Rector Magnificus welcomes you!



Prof. Rutger Engels

## Dear student,

Welcome! As a foreign student, you have made one of the most exciting decisions in your life: leaving your country to study at Erasmus University Rotterdam (EUR). We consider it an honour that you have chosen us to be your partner in laying the foundation of your career. Erasmus University is firmly rooted in Rotterdam and its region. As one of the biggest ports in the world, Rotterdam has a strong international flavour, counting 173 different nationalities.

By choosing our university, you have made the decision to come to Rotterdam and to live in the Netherlands. An educational adventure in itself! My advice: work and study hard, but enjoy your stay in the Netherlands to the fullest. Take the time to experience the city and the Netherlands. They have so much to offer! Any adventure has its challenges. So does studying and living in the Netherlands. A new culture with new customs, a new language, red tape, groceries with strange names, health care, public transport, biking ...

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

You as an international student add a new dimension to our academic community, further enhancing our international reputation. I sincerely look forward to welcoming you at Erasmus University Rotterdam. I wish you a successful stay at our university and a wonderful time in Rotterdam and the Netherlands. Make it happen.

Best regards, **Prof. Rutger Engels**,  
Rector Magnificus Erasmus University Rotterdam

# Contents

## 1 Pre-departure information

Accommodation	5
Immigration procedures	6
Pick up residence permit, tuberculosis check	6
Insurance	7
Finances	8
Costs of living in the Netherlands	8
Travelling from your home country to Rotterdam	9
Travelling from Schiphol Airport to Rotterdam	9
Students under 18	10
Checklists	11

## 2 First days at Erasmus University Rotterdam

Campuses	13
Orientation programmes	14
Registration at City Hall	14
Opening a Dutch bank account	15
Getting a mobile phone or SIM card	16
Checklist	16

## 3 All you need to know about studying here

Dutch educational system	18
Erasmus Student Service Centre	19
Student Information Network Online	19
Language & Training Centre	19
Advice and counselling	19
Working in the Netherlands	20
Student organisations	21
Religious and multicultural associations	22
Erasmus Sport Center	22
International Student Experience Blog & Vlog	23
EUR Student Panel	23

## 4 Rotterdam and the Netherlands

The Netherlands and the Dutch	25
National holidays and celebrations	25
Language	26
Climate	26
Rotterdam	26
Getting around	27
Health	28
Emergencies	29
Shopping, supermarkets and markets	30
Rotterdam Pass: lots of discounts!	30

## 5 Contact / Further information

Faculty information	32
Useful addresses and links	34
Maps	37

# Pre-departure information



“To be entirely honest, the only thing I knew about the Netherlands before applying to Erasmus University was that it’s known for cheese and stroopwafels. Looking back now though, some of these difficult moments have turned into some pretty funny stories and lessons.”

**Sydni American,**  
master student

## Accommodation

Student housing in the Netherlands is not arranged by the university. Finding a room is your own responsibility and can be really challenging sometimes. We therefore advise you to start your search for accommodation as soon as possible, at least three months before you arrive. There are some reserved rooms for 25% of our yearly incoming internationals, but since the amount of reserved rooms is scarce, most students arrange housing via the private market. Visit [www.housing.eur.nl](http://www.housing.eur.nl) to find more information about accommodation providers, Rotterdam’s neighbourhoods, etc. and start your search now.

### Main accommodation options

#### Reserved short stay accommodation: SSH

Erasmus University Rotterdam has reserved almost 500 fully furnished rooms at Rotterdam’s largest provider of student housing, SSH, which can be rented for 12 months or less. The rooms are located on the Woudestein campus or very close to this campus. The monthly rent for most rooms is between €435 and €680 including services.

#### HousingAnywhere

This online housing platform lists the rooms of Dutch students who are temporarily going abroad for their study. The rooms are located all over Rotterdam and are often furnished. The monthly rent for most rooms is between €300 and €800.

#### Private market

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

There are several online platform connecting students and accommodation providers. The rooms are situated all over Rotterdam and the monthly rent varies from €325 to €1,000. You can find more agencies on our website.

#### Temporary accommodation: Stayokay and other hostels

If, for any reason, you cannot move into your accommodation when you first arrive in Rotterdam, or if you have not arranged any accommodation in advance, you can easily book a room in a hostel. Stayokay offers a long stay special for 1 week, 2 weeks or 4 weeks. You can find more information on their website. Other possibilities are ROOM Rotterdam, De Mafkees, King Kong Hostel en Hostel Ani & Haakien.



## Erasmus University College students

For new full degree students of Erasmus University College (EUC), you do not need to arrange housing as EUC has arranged housing for the first 10 months of your study on the EUC campus, which is located in the city centre of Rotterdam. Each EUC student will have their own room with a bathroom, and will share the kitchen area with four other students. More information: [www.eur.nl/euc/student\\_life/housing/](http://www.eur.nl/euc/student_life/housing/).

## Housing allowance

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

## Immigration procedures

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

To find out if you need an entry visa and/or a residence permit, check the Nuffic student visa wizard: [www.studyinholland.nl/practical-matters/get-prepared](http://www.studyinholland.nl/practical-matters/get-prepared).

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

- Proof of sufficient financial means;
- Copy of a valid passport;
- Copy of your residence permit or visa (if you are currently living in another EU country).
- More information: [www.eur.nl/immigration](http://www.eur.nl/immigration).

## Pick up residence permit, tuberculosis check

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

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



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

**Zsuzsi** Hungarian/American,  
master student

# Insurance

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

## AON Insurance

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

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

If you already have insurance, please check whether your insurance covers the complete period of your stay abroad, and what type of coverage it consists of. In our experience most foreign insurances do not sufficiently cover medical expenses in the Netherlands (e.g. due to the relatively high costs for medical care in the Netherlands), and an extra insurance package is required.

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

## Types of health insurances

### Private healthcare insurance

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

### European Health Insurance Card (EHIC)

(Please note: EHIC is not a regular health insurance)

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

### Basic health insurance (Basisverzekering)

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

## Healthcare allowance

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

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

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

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

# Finances

## Costs of living in the Netherlands

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

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

Accommodation (furnished, including (shared or individual) utilities)	€500 - €600
Insurance	€65
Books and study materials (may vary per study programme)	€150
Daily expenses (food, drinks, clothes, going out, public transport, etc.)	€350

Other (non-recurrent) expenses:

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

The average prices of a number of items:

Cup of tea or coffee in a café	€3.00
Cheese sandwich	€4.00
Beer	€2.50
Meal in a typical student restaurant	€12.50
Cinema ticket	€10.50
Hairdresser (cut and blow-dry)	€25 - €60

## Scholarships & grants

Erasmus University Rotterdam offers a couple of scholarships and grants to international students. Find the complete overview of financial aid possibilities on our [website](#).

We also recommend that you try to obtain financial support from your home institution, government agencies in your home country or international organisations.

## Other websites

Were you unable to find a scholarship or grant on our website? Visit the Netherlands Student Grantfinder ([www.grantfinder.nl](http://www.grantfinder.nl)) or the European Scholarship Portal ([www.scholarshipportal.com](http://www.scholarshipportal.com)) website to find possible alternatives.



## Student Loan

Dutch students and other European students might be entitled to a loan from the Dutch Education Executive Agency ([DUO](#)).







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

**Paulina** Polish, exchange student

## Travelling from your home country to Rotterdam

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

### By plane

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

### By train

You can reach Rotterdam by train from many directions. For more information, please refer to the Dutch international railway company's website: [www.nshispeed.nl/en](http://www.nshispeed.nl/en).

### By bus

Rotterdam has a bus terminal, near the central train station. Eurolines' coaches connect Rotterdam with over 500 towns and major cities across Europe and Morocco. More information: [www.eurolines.nl/en/](http://www.eurolines.nl/en/). Also visit the FlixBus website for more information on traveling to popular national and international cities. [www.flixbus.nl](http://www.flixbus.nl)

### By car

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

### By boat

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



## Travelling from Schiphol Airport to Rotterdam

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

### Pick-up service

The EUR can help you to find the way to Rotterdam by train or bus. Keep an eye on our website where and when you can meet us at the airport: [eur.nl/orientation](http://eur.nl/orientation).

### By train

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



The trains to Rotterdam CS (Central Station) leave every 15 or 30 minutes (or every hour during the night), depending on the time and the day. The train journey takes about an hour and the ticket prices can be found on [www.ns.nl/en](http://www.ns.nl/en).

### By taxi

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



## Students under 18

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

### Immigration procedure

You may have to take a notarised letter and a full birth certificate to the embassy or consulate, if you need to apply for an entry visa and residence permit. Ask the embassy or consulate you will visit if it is necessary to bring these documents.

### Credit card and opening a bank account

Generally, you are not allowed to apply for a credit card in the Netherlands if you are under 18. If one of your parents has a credit card, ask the bank in your home country if they offer the option of applying for a 'partner credit card'. If you wish to open a bank account in the Netherlands, one of your parents must co-sign the agreement. It's also possible (as a minor) to open a bank account on campus, during one of our One Stop Shops. Find more information on our website: [www.eur.nl/orientation](http://www.eur.nl/orientation).

### Medical release form

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



### Alcohol and smoking

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

# Checklists

## Things to do before departure

### Essential

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

### Optional

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

## Things to pack before departure

### Essential

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

### Optional

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

# **First days at Erasmus University Rotterdam**



## Campuses

Erasmus University Rotterdam is a home base for around 28.000 students, of which around 5.000 are international students, and every year the numbers are increasing. In order to prepare this campus for the future, ambitious construction plans have been implemented the past few years.

### Woudestein campus

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

More information: [www.eur.nl/english/campus\\_facilities](http://www.eur.nl/english/campus_facilities).

### Erasmus Medical Center

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



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

### Erasmus University College

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

### International Institute of Social Studies

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

## Orientation programmes

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

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

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

### Eurekaweeek (only in the summer)

The official introduction week (20-23 August) of Erasmus University Rotterdam. Get acquainted with your university, the city and student life, as well as with students from your study. There will also be a practical information session specifically for new international students.

### ESN Introduction Days

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

### Faculties' Orientation Programmes

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

### One Stop Shop

Take care of practical matters before classes start, such as registering at the City Hall, arranging your healthcare insurance and opening a bank account. You can arrange almost everything here in one go. The International Office EUR organises several One Stop Shops in the winter and summer. Make sure to register on our website: [www.eur.nl/welcome](http://www.eur.nl/welcome).

### Official Welcome Ceremony

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

### EUR Buddy Programme

The EUR Buddy Programme aims to help new students establish a social network from day one. Do you want help with practicalities or integration? Don't hesitate to request an EUR Buddy! Your EUR Buddy will help you to set up your (student) life in Rotterdam. Apply for a buddy [here](#).

## Registration at City Hall

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

The following documents are required for the registration:

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

In order to register, you can visit our One Stop Shop on campus. The City Hall will visit the campus that day to help you with the registration. In any other case, you must make an appointment with the City Hall in advance yourself. More information on the One Stop Shop: [eur.nl/orientation](http://eur.nl/orientation).

## Opening a Dutch bank account

You can open a Dutch bank account at several banks or at the One Stop Shop on campus.

The three most well-known banks are ABN AMRO, ING and Rabobank. Below you can find information about each bank.

Bank	Cost	Necessary Documents	Account Activation	Bank Card
ABN AMRO	€1.40 per month	<ul style="list-style-type: none"> <li>Valid passport or ID</li> <li>Letter of acceptance from EUR</li> <li>Proof of residence</li> </ul>	Immediately	3-4 working days
Rabobank	€1.40 per month	<ul style="list-style-type: none"> <li>Valid passport or ID</li> <li>Proof of enrolment at the EUR</li> <li>BSN-number*</li> </ul>	Immediately	5 working days
ING	€4.35 every 3 months	<ul style="list-style-type: none"> <li>Valid passport or ID</li> <li>Proof of enrolment at the EUR</li> <li>BSN-number* (if available)</li> </ul>	Immediately	With BSN: immediately Without BSN: within a week

\*BSN-number is the Dutch citizen number.



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

**Bhagalakshmi** Indian, master student

## Wi-fi

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

## Getting a mobile phone or SIM card

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

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

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

## Checklist

### Things to do upon arrival

#### Essential

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

#### Optional

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





**All you need to know  
about studying here**



## Dutch educational system

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

### Dutch grading system

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

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

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

### Comparing your marks

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

### Dutch teaching methods

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

### Problem-based learning

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



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

### Interaction in class

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

## Learning the language

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

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

Dutch universities give students a 'binding study advice'. At Erasmus University Rotterdam, this specifically means that new Bachelor's students are obliged to obtain all 60 ECTS credits out of a possible 60 in their first year (this is not applicable to exchange students). [More information](#).

## Erasmus Student Service Centre

The ESSC provides students with information on student registration, finances, making appointments with counsellors and various other services. If you have any questions that do not relate to your study programme, you can contact the ESSC. More information: [www.eur.nl/english/essc/](http://www.eur.nl/english/essc/). Use their website, Whatsapp (+31-(0)623372156) or Facebook to ask your questions.

## International Office EUR

The International Office EUR is there to help you prepare, settle down and succeed in the best way possible - academically and personally. Wondering about immigration, your financial situation, traveling to Rotterdam, orientation activities or going abroad on exchange? We can advise you on everything, and more. Check out our website and don't hesitate to contact us if you have questions: [www.eur.nl/internationaloffice](http://www.eur.nl/internationaloffice).

## Student Information Network Online

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

## Language & Training Centre

The Language & Training Centre (LTC) offers Chinese, Dutch, English, Italian and Spanish language courses. Some courses like Arabic, Japanese and Russian are offered as double-level courses, once a year. German and French courses are offered by: Alliance Française and Goethe Institut. If you want more information about their offer please visit [www.eur.nl/ltc](http://www.eur.nl/ltc) or contact them via [ltc@eur.nl](mailto:ltc@eur.nl)

Other activities offered by the LTC are:

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

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

## Advice and counselling

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

### Study advisor

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

### Student counsellor

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

## University psychologist

It is not uncommon for students to experience problems during their studies. This is sometimes caused, for example, by having to adjust to independent living, relationships that are not going well or events that are difficult to cope with.

Often it is not exactly clear whether study-related or personal difficulties are the cause or the consequence of the problem. One thing is clear: a vicious cycle has been created. The university psychologists can help to break this cycle, their goal is to help students resolve problems that prevent them from focusing on their studies.

## Careers advisor

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

## Studying with a disability

If you would like more information about facilities and accommodation for students with impaired mobility, or would like to discuss personal functional disabilities

– such as dyslexia, a physical handicap, a chronic and/or psychological disorder which could affect your performance as a student – then please contact a staff member via the ESSC. You might be eligible for help. For more information check our [website](#).

## Confidential counsellor

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

## Making an appointment

You can schedule an appointment with one of the counsellors/psychologists through the [website](#).

## Working in the Netherlands

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

## Non-EU/EEA students

Students from outside the EU/EEA with a valid residence permit are allowed to work up to a

maximum of 16 hours per week throughout the year, or full-time during the months June, July and August. Your employer will need to apply for a work permit before hiring you.

Non-EU/EEA students are allowed to do internships, as long as the internship is relevant.

## EU students

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

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

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

## Erasmus MC students

If you are going to study at Erasmus MC, we recommend you to take into account that the study load can be intensive. Therefore, it might be difficult to have an extra job alongside your studies.



## Student organisations

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

### ESN Rotterdam

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

Don't miss any of the weekly ESN events by subscribing through their Facebook page: [www.facebook.com/ESN-Rotterdam-110483115720622/](https://www.facebook.com/ESN-Rotterdam-110483115720622/).

### Erasmus Pride

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

### Study associations

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

### SG Erasmus

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



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

**Laura** Australian, exchange student



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

**Fabian German**, bachelor student

## Religious and multicultural associations

Pastors from various churches work together in the student rectory. The student pastor makes time available to discuss the philosophy of life, ethical issues and personal questions about life; these discussions are strictly confidential. More information: <https://www.bisdomrotterdam.nl/voor-parochies/jongeren/studenten>

On the Woudestein campus, a meditation room is located in the Tinbergen Building (HT), the opening hours are: 7.30 am - 9.30 pm. This room is meant for everyone: student and workers, visitors and passersby, despite your philosophy about life, your opinion about life or your religious affiliation.

## Erasmus Sport Center

Over 50 different sports, professional instructors and trainers, 23 different student sport associations and all this at very reasonable prices! The Erasmus Sport Center on Woudestein campus has a large venue for all kinds of indoor sports, training halls, a dance studio, indoor cycling studio, five squash courts, a state of the art gym and six outside tennis courts. In co-operation with student associations, the Erasmus Sport Center also offers numerous outdoor sports (soccer, lacrosse, waterpolo, rugby, and field hockey to name a few).



The Erasmus Sports pass comes in different types, which you can buy online at: [www.erasmussport.nl](http://www.erasmussport.nl) or at the service desk. Be aware of their co-operation with ESN Rotterdam, with whom they have developed custom-made deals for international students.

## Elite sports

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

## International Student Experience Blog & Vlog

What is it like being a student at Erasmus University Rotterdam (EUR)? What kind of adventures are there to seek abroad? EUR students give you a look into their lives and share their experiences with you in their blogs and vlogs. [Find out what they've been up.](#)

## EUR Student Panel

The EUR Student Panel aims to provide Dutch and international students with a platform for sharing experiences and ideas with each other and with university staff. Topics previously addressed included the welcome pages for new internationals, career services and housing for international students. For more information about the panel, please send an email to [gatheuring@eur.nl](mailto:gatheuring@eur.nl)



# Rotterdam and the Netherlands





## The Netherlands and the Dutch

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

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

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

## National holidays and celebrations

1 January 2018	<b>New Year's Day</b>	5 May 2018	<b>Liberation Day</b> (not an official holiday). Celebrated to mark the end of the occupation by Nazi Germany during World War II.
30 March 2018	<b>Good Friday</b> (not an official holiday) Religious holiday for Christians, commemorating the crucifixion of Jesus Christ.	10 May 2018	<b>Ascension Day</b> Religious holiday for Christians, commemorating the ascension of Jesus Christ into heaven.
1 April 2018	<b>Easter Sunday</b> Religious holiday for Christians, commemorating the resurrection of Jesus Christ.	20 May 2018	<b>Pentecost – Whit Sunday</b> Religious holiday for Christians, 50 days after Easter, celebrating the descent of the Holy Spirit upon Jesus Christ's disciples.
2 April 2018	<b>Easter Monday</b>	21 May 2018	<b>Pentecost Monday – Whit Monday</b>
27 April 2018	<b>King's Day</b> Celebration of the birthday of King Willem-Alexander, as a day of national unity. On this day, a lot of people wear orange clothes, wave flags and drink beer. Others will hold or visit rummage sales in the streets.	5 December 2017	<b>Sinterklaas</b> (not an official holiday) Sinterklaas, the original version of Santa Claus, is celebrated in Flanders and the Netherlands. Loosely based on Saint Nicholas, this fictional character arrives each year from Spain to hand out presents and sweets to children.
4 May 2018	<b>Remembrance Day</b> (not an official holiday) The 'Dodenherdenking' is held for those who fought and died during World War II, or in later combat or peacekeeping operations. Throughout the country two minutes' silence are observed at 20.00.	25 December 2018	<b>Christmas Day</b>
		26 December 2018	<b>Second Christmas Day – Boxing Day</b>
		31 December 2018	<b>New Year's Eve</b> (not an official holiday)



The Netherlands has a culture of openness and tolerance towards the rest of the world and towards each other. This attitude is reflected both in business and in social life. Most people know the Dutch as down-to-earth and direct in their communication, which might be considered rude to others sometimes, although never intended that way by the Dutch.

Other characteristics and habits the Dutch are often portrayed with: complaining about public transportation and the weather on a regular basis, eating dinner at 6 o'clock precisely and not being that enthusiastic about unexpected house visits.

## Language

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

## Climate

The Netherlands has a typical 'marine climate'. In summer, fine, hot weather may last for weeks, but the weather can just as easily be cool and unsettled. In winter, spells of cold weather lasting from a week to two months or more may cause rivers and canals to freeze, but in mild winters this may not occur at all. Rainfall is well distributed over the year. The average daily temperature in January is around 5°C and in June around 20°C.

## Rotterdam

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

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



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

**Parikrama Nepalese, bachelor student**



## Culture

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

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

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

## Getting around

### Bicycles

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

### Public Transport

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

#### Public transport chipcard

In order to use public transport in the Netherlands, you need a public transport chipcard (Dutch: openbaar vervoer chipkaart, OV-chipkaart). A personalised or anonymous card, that can be used multiple times, costs €7.50. It is possible to rent an anonymous OV-chipcard from ESN Rotterdam. You have to pay a €10 deposit, which you will get back once you leave Rotterdam and return the OV-chipcard. You can order the personalised OV-chipcard on the OV-chipcard website. More information: [www.ov-chipkaart.nl/home-1.htm](http://www.ov-chipkaart.nl/home-1.htm).

#### In Rotterdam

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

#### Train

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

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



### Cars

With such a good public transport infrastructure in the city, we advise you not to bring your car into Rotterdam's city centre, where parking or a parking permit is very expensive. However, you might sometimes need or want to hire a car. Through StudentCar, you can rent a car by the hour and pick up the car from Woudestein campus. More information: [www.studentcar.nl](http://www.studentcar.nl).

# Health

## General practitioner

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

**Tip:** Before making an appointment, check your insurance policy to inquire which treatments are fully or partial covered by your insurance to avoid unexpected costs afterwards.

The university has made arrangements with the following general practitioners:

Students living in Kralingen:	<b>Dr. C.H. Baar-Poort / Dr. F.E.E. van der Does</b> Noordeinde 97 Tel: + 31 (0)10 412 24 30 Entrance hours: 7.45 - 8.15, or call to make an appointment
	<b>Huisartsenpraktijk Kralingen (Dr. T.J. Schenk)</b> Oudedijk 60U Tel: + 31 (0)10 452 78 78 Call to make an appointment
Students living in Rotterdam Zuid:	<b>Gezondheidscentrum Afrikaanderwijk</b> Maashaven Oostzijde 155 Tel: + 31 (0)10 485 41 11 Emergency: + 31 (0)10 485 68 59 Call to make an appointment

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

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

### Pharmacy and chemist

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

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

### Hospitals

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

### Dentist

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

#### Tandartsenpraktijk Strevelsweg

Strevelsweg 121

Tel: + 31 (0)10 485 92 06

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

#### Mondzorgcentrum Noordereiland

De Ruyterstraat 4-6

Tel: + 31 (0)10 414 12 00

To make an appointment you can call between 10.00 - 17.00

#### Tandartspraktijk Uys

Terbregtseweg 6

Tel: + 31 (0)10 413 28 93

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

### Physiotherapist

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

## Emergencies

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

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

### Emergency

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

EUR emergency number	+31 (0)6 40 84 78 82
International Institute of Social Studies	+31 (0)70 426 04 60



## Shopping, supermarkets and markets

### Shopping

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

### Supermarkets

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

### Markets

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

## Rotterdam Pass: lots of discounts!

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



# Contact / Further information



## Faculty information

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

### Erasmus Medical Center

Tel: +31 (0)10 704 35 24

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

### Erasmus School of Economics (ESE)

#### Exchange programmes

Tel: +31 (0)10 408 13 80

Email: [exchange-students@ese.eur.nl](mailto:exchange-students@ese.eur.nl)

#### Master and Pre-Master programmes

Tel: +31 (0)10 408 13 80

Email: [master-info@ese.eur.nl](mailto:master-info@ese.eur.nl) (master)

Email: [premaster@ese.eur.nl](mailto:premaster@ese.eur.nl) (pre-master)

#### International Bachelor programmes

Tel: +31 (0)10 408 13 80

Email: [internationalbsc@ese.eur.nl](mailto:internationalbsc@ese.eur.nl)

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

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

#### History and Arts & Culture Studies

Tel: +31 (0)10 408 28 74

Email: [international@eshcc.eur.nl](mailto:international@eshcc.eur.nl)

Email: [exchange.hc@eshcc.eur.nl](mailto:exchange.hc@eshcc.eur.nl) (exchange)  
[www.eshcc.eur.nl/english/welcome](http://www.eshcc.eur.nl/english/welcome)

#### Media & Communication

Tel: +31 (0)10 408 12 48

Email: [ibcom@eshcc.eur.nl](mailto:ibcom@eshcc.eur.nl)

Tel: +31 (0)10 408 22 71 (exchange)

Email: [exchange@eshcc.eur.nl](mailto:exchange@eshcc.eur.nl) (exchange)  
[www.eshcc.eur.nl/english/welcome](http://www.eshcc.eur.nl/english/welcome)

### Erasmus School of Law (ESL)

Tel: +31 (0)10 408 9764

Email: [informationdesk.llm@law.eur.nl](mailto:informationdesk.llm@law.eur.nl) (master)

Email: [internationaloffice@law.eur.nl](mailto:internationaloffice@law.eur.nl) (exchange)  
[www.eur.nl/esl](http://www.eur.nl/esl)

### Erasmus University College (EUC)

Tel: +31 (0)10 408 90 00

Email: [euc@eur.nl](mailto:euc@eur.nl) (bachelor)

Email: [exchange@euc.eur.nl](mailto:exchange@euc.eur.nl) (exchange)  
[www.eur.nl/euc](http://www.eur.nl/euc)

### Faculty of Philosophy (FW)

Tel: +31 (0)10 408 89 98

Email: [schots@fwb.eur.nl](mailto:schots@fwb.eur.nl)

[www.eur.nl/fw/english/exchange](http://www.eur.nl/fw/english/exchange)



**Erasmus School of Social and Behavioural Sciences**

International Bachelor in Psychology

Email: [bachelor.psy@essb.eur.nl](mailto:bachelor.psy@essb.eur.nl)

International Bachelor in Management of International Social Challenges

Email: [bachelor.socialchallenges@essb.eur.nl](mailto:bachelor.socialchallenges@essb.eur.nl)

International master programmes

Email: [master@essb.eur.nl](mailto:master@essb.eur.nl)

For information about incoming or outgoing exchange: [exchange@essb.eur.nl](mailto:exchange@essb.eur.nl)

For any practical non-study related questions you can contact our Student Life Officer via [studentlifeofficer@essb.eur.nl](mailto:studentlifeofficer@essb.eur.nl)

[www.eur.nl/essb/](http://www.eur.nl/essb/)

**Institute of Health Policy and Management (ESHPM)**

Tel: +31 (0)10 408 85 75

Email: [esc@eshpm.eur.nl](mailto:esc@eshpm.eur.nl)

[www.eur.nl/eshpm](http://www.eur.nl/eshpm)

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

Tel: + 31 (0)10 408 98 25

Email: [admission@ihs.nl](mailto:admission@ihs.nl)

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

**International Institute of Social Studies (ISS)**

Tel: +31 (0)70 426 04 60

Email: [studentoffice@iss.nl](mailto:studentoffice@iss.nl)

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

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

Exchange programmes

Tel: +31 (0)10 408 19 84

Email: [intoffice@rsm.nl](mailto:intoffice@rsm.nl)

[www.rsm.nl/international-exchange](http://www.rsm.nl/international-exchange)

International Business Administration (IBA)

Tel: +31 (0)10 408 95 91

[www.rsm.nl/bsciba](http://www.rsm.nl/bsciba)





## Useful addresses and links

### Erasmus University Rotterdam (4 campuses)

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

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

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

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

### Rotterdam and Tourist Information

City Hall – Stadhuis  
 Coolingsingel 40, Rotterdam  
 Tel: 14 010  
<https://www.rotterdam.nl/>

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

Netherlands Board of Tourism  
[www.holland.com](http://www.holland.com)

### Housing

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

## Other organisations: insurance, finances & immigration

<p>Employee Insurance Agency (UWV) Schiekade 830, Rotterdam Tel: + 31 (0)10 850 22 20 <a href="http://www.werk.nl">www.werk.nl</a> (only in Dutch)</p>	<p>Tax Office – Belastingdienst Rotterdam Laan op Zuid 45, Rotterdam Tel: 0800 05 43 <a href="http://www.belastingdienst.nl">www.belastingdienst.nl</a></p>
<p>Aon Students Insurance <a href="http://www.aonstudentinsurance.com">www.aonstudentinsurance.com</a></p>	<p>Immigration and Naturalisation Service (IND) Tel: 0900 123 45 61 <a href="http://www.ind.nl/en">www.ind.nl/en</a></p>
<p>Dienst Uitvoering Onderwijs Tel: + 31 (0)50 599 77 55 <a href="http://www.duo.nl">www.duo.nl</a></p>	<p>Nuffic Kortenaerkade 11, Rotterdam Tel: + 31 (0)70 426 02 60 <a href="http://www.nuffic.nl/en">www.nuffic.nl/en</a></p>

## Hospitals in Rotterdam

Centre District	
<p>Erasmus MC 's Gravendijkwal 230, Rotterdam Tel: + 31 (0)10 704 07 04 <a href="http://www.erasmusmc.nl">www.erasmusmc.nl</a></p>	<p>Havenziekenhuis (also Travel Clinic) Haringvliet 2, Rotterdam Tel: + 31 (0)10 404 33 00 <a href="http://www.havenziekenhuis.nl">www.havenziekenhuis.nl</a></p>
Centre/North District	East District
<p>Sint Franciscus Gasthuis Kleiweg 500, Rotterdam Tel: + 31 (0)10 461 61 61 <a href="http://www.sfg.nl">www.sfg.nl</a></p>	<p>IJssellandziekenhuis Prins Constantijnweg 2, Capelle a/d IJssel Tel: + 31 (0)10 258 50 00 <a href="http://www.ysl.nl">www.ysl.nl</a></p>
South District	
<p>Maasstad Ziekenhuis Maasstadweg 21, Rotterdam Tel: + 31 (0)10 291 19 11 <a href="http://www.maasstadziekenhuis.nl/english">www.maasstadziekenhuis.nl/english</a></p>	<p>Ikazia Ziekenhuis Montessoriweg 1, Rotterdam Tel: + 31 (0)10 297 50 00 <a href="http://www.ikazia.nl">www.ikazia.nl</a></p>

Health	
Emergency telephone number: 112	Local police, non-emergency: 0900-8844
General practitioner's office after working hours and during the weekend	
<b>Emergency General practitioner</b> Huisartsenposten Rijnmond (SFG, IJsselland, R'dam Zuid, Ruwaard, Hellevoetsluis) <a href="http://huisartsenpostenrijnmond.nl">huisartsenpostenrijnmond.nl</a>	<b>Municipal Public Health Authority</b> GGD Schiedamsedijk 95, Rotterdam Tel: + 31 (0)10 433 99 66 <a href="https://www.ggdrotterdamrijnmond.nl/">https://www.ggdrotterdamrijnmond.nl/</a>
Transport	
Dutch Railways	<a href="https://www.ns.nl/en">https://www.ns.nl/en</a>
Public Transport planner	<a href="https://9292.nl/en">https://9292.nl/en</a>
Public Transport Rotterdam	<a href="https://www.ret.nl/en.html">https://www.ret.nl/en.html</a>
Schiphol airport	<a href="https://www.schiphol.nl/en/">https://www.schiphol.nl/en/</a>
Schiphol taxi	<a href="http://www.schipholtaxi.info/english/index.html">www.schipholtaxi.info/english/index.html</a>
Route planner	<a href="http://routenet.nl">routenet.nl</a> <a href="http://maps.google.nl">maps.google.nl</a>

More information on studying in NL	
Study in Holland	<a href="http://www.studyinholland.nl">www.studyinholland.nl</a>
Undutchables	<a href="http://www.undutchables.nl">www.undutchables.nl</a>
NL Planet	<a href="http://www.nlplanet.com">www.nlplanet.com</a>
Expatica	<a href="http://www.expatica.com">www.expatica.com</a>
Holland Handbook	<a href="http://www.xpat.nl">www.xpat.nl</a>
I am expat in the Netherlands	<a href="http://www.iamexpat.nl">www.iamexpat.nl</a>

# Maps

Erasmus University Rotterdam  
Woudestein campus



Erasmus University  
Rotterdam  
Erasmus MC campus



# Directions to entrances and Reception desks

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

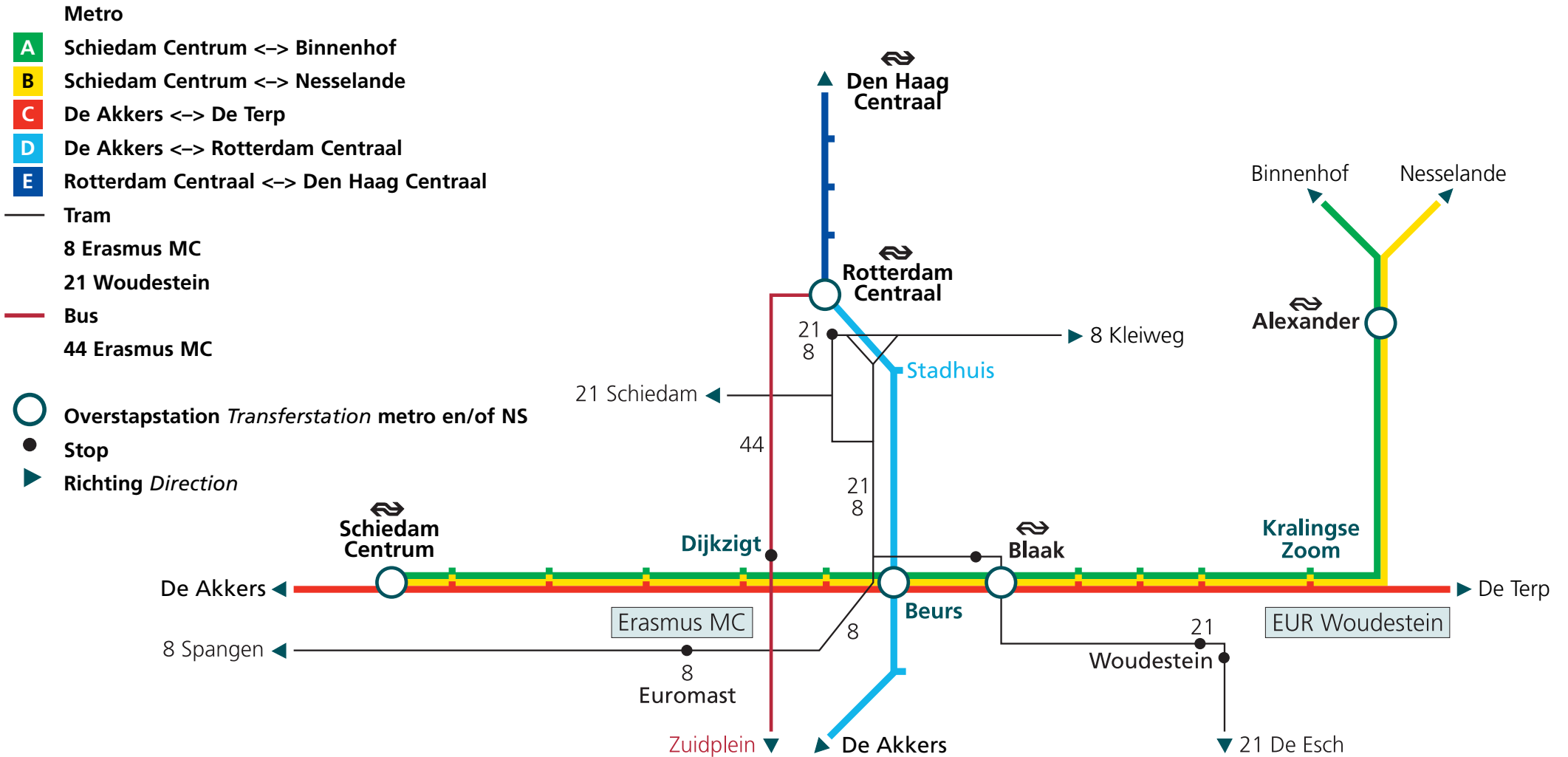
- Walking route to entrances and Reception desks
- Reception/Information desk
- Reception/Information desk Education Center (2<sup>nd</sup> floor, Fe-209)
- Erasmus MC (main entrance) – Kiss & Ride
- Erasmus MC Wytemaweg (entrance)
- Erasmus MC Museumpark (entrance)
- From car parking garage Westzeedijk**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



Rotterdam



Public transport in Rotterdam





# Metro in the Rotterdam area



# The Netherlands





## Colophon

June 2018. 'A handbook for new international students' is a publication of the International Office Erasmus University Rotterdam.

**Design:** Ontwerpwerk

**Editor:** Rose Korver and Jenny Venhuizen

**Photography:** Image bank Erasmus University Rotterdam (Eric Fecken, Michelle Muus, Paula Delfos) and Martin Blok

**Disclaimer:** The information provided in this handbook was correct at the time of publishing, but may be subject to subsequent change. Erasmus University Rotterdam reserves the right to make changes affecting policy, fees or any other matter mentioned in this handbook without further notice.

## Disclaimer

Parts of this text are taken from the Rotterdam School of Management handbook for new students. Used with the kind permission of Recruitment & Admissions (BSc and MSc), RSM, Erasmus University.

© 2018 Erasmus University Rotterdam

All rights reserved. No part of this publication may be reproduced, stored in a computerised database or published in any other form, electronically, mechanically, by photocopying or by recording in any other way, without the prior written permission of the publisher.

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

 [/EurCentralInternationalOffice](https://www.facebook.com/EurCentralInternationalOffice)