ARRIVAL & ORIENTATION INFORMATION SHEET

<table>
<thead>
<tr>
<th>Course</th>
<th>Dutch Culture and Language Program (DCL)</th>
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<tbody>
<tr>
<td>Dates</td>
<td>Arrival: Saturday the 5th of August 2017</td>
</tr>
</tbody>
</table>

WELCOME TO UTRECHT

Soon, your new adventure in the Netherlands will start! We hope to give you an unforgettable experience in which you will not only contribute to your academic knowledge, but also meet interesting students from all over the world and experience some of the Dutch culture. This document contains useful information to plan your arrival and stay in Utrecht.

We advise you to read this document completely and thoroughly!
Leave one copy at home and take one copy with you abroad.

We look forward to meeting you and hope you will have an unforgettable time abroad!
If you have any further questions, please feel free to contact us.

Kind regards,

The Utrecht Summer School team
info@utrechtsummerschool.nl
+31 (0)30 253 4400

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ABOUT THE PROGRAM

Official UCEAP Arrival Date & Time

Saturday, August 5, 2017
Time: 12 noon – 6 pm
(Your flight should arrive in Amsterdam by 3:00pm!)
Place: Utrecht Summer School Office
Janskerkhof 30-A

Meet & Greet

Date: Saturday, August 5, 2017
Time: 5 pm – 7 pm
Place: Café Broers, Jankskerhof 9

First Day of the course

Monday, August 7, 2017
Time: 10 AM
Place: Janskerkhof 2-3, room 1.17

BEFORE YOU LEAVE

Be at the right place, at the right time!

All participants are responsible for making their own independent travel arrangements to get to Utrecht for the start of the Dutch Culture and Language Program (DCL). The program begins on a set date and at a specific place and time (see above). If you fail to present yourself at the correct location on the established “Official UCEAP Start Date” you are subject to dismissal from the program.

What to Bring

- Valid passport (an ID card is not valid unless you are an EU citizen)
- Cash for your first meals, drinks and transportation (€ 200 should do)
- A converter for European plugs
- Towels (not provided)
- An internet cable (network / UTP cable)

HOW TO GET TO URECHT SUMMER SCHOOL OFFICE

The nearest airport to Utrecht is Amsterdam Schiphol International Airport. If you are flying into Schiphol Airport you will be happy to know that this is one of the easiest airports in Europe in which to find your way around. Everything is in English as well as Dutch. There are a number of ways to reach Utrecht. Before you leave the airport, however, make sure that you have some cash in euros,
so change money if you need to, though it is best to take euros with you from the US. Please make sure that you arrive at our office before 18.00 o’clock

From Amsterdam Schiphol International Airport to Utrecht Central Station

**By Train:** The Dutch railway (NS) train ticket office is located in the main arrival hall of Schiphol Airport right by the large red and white checkered “meeting point.” The ticket office is marked by blue and yellow signs. You need to buy a one-way ticket to Utrecht Centraal. The trains are directly below the main arrival hall, reached by escalator or elevator. Direct trains to Utrecht Centraal depart approximately every 15-30 minutes throughout the day and less frequently at night. Check the yellow departure boards in the main hall. A one-way ticket (*enkele reis*) will cost **€8.70 euros**. It is a short trip to Utrecht, approximately 30 minutes.

On the train, be sure to keep a close watch on your belongings; the trains in and out of Schiphol Airport (like those in and out of Amsterdam Centraal) are frequented by pickpockets and luggage thieves. Serious crime is rare in the Netherlands but opportunistic theft is a common problem for students, especially newly-arrived ones.

From Utrecht Central Station to Utrecht Summer School Office

The Utrecht Summer School office is located in the centre of Utrecht and is accessible on foot or by bus from Utrecht Central Station. Our office at Janskerkhof 30A is a little white building, located next to the entrance of the church "Janskerk" in the centre of the square.

**On foot from Utrecht Central Station**

The Utrecht Summer School is located in the centre of Utrecht, within walking distance of Utrecht Central Station.

- From the station, walk past the Vredenburg
- Follow the Lange Viestraat
- Continue past the Oude Gracht and Neude square to the Janskerkhof
- Janskerkhof 30A is located in the little white building next to the entrance of the church "Janskerk" in the centre of the square.

**By bus from Utrecht Central Station**

You can buy a ticket on the bus at the bus driver or make use of the OV Chip Card, which you can buy at the station (read 'Getting Around' for more information). The following buses stop at the bus stop "Janskerkhof":

- line 5 - direction “Voordorp”
- line 8 - direction “Wilhelminapark”
- line 28 - direction “Uithof/P+R”
All of these above mentioned busses depart from the platform called “Jaarbeurszijde” and look like the bus as shown on the picture. We advise you to look for bus 28 from busplatform G1 on Jaarsbeurszijde. From the bus stop it is only 1 minute by foot to our office. Our office is the little white building, located next to the entrance of the church "Janskerk" in the centre of the square.

**ACCOMMODATION AT UTRECHT CAMPUS**

**About the Accommodation**

Due to construction this summer, University College Utrecht students will stay in housing in the city center during the DCL course. The key will be picked up at our office. Upon arrival, you will receive a duvet plus pillow and sheets, pillow cases and a duvet cover. There are no towels, so make sure to bring your own.

You will move into your term housing at UCU on August 18, after the DCL.

**Arrival: Room and Key pick-up**

Utrecht Summer School staff will meet students at the Summer School office. The staff will give you your room keys and instructions to get to your housing. You can pick up your keys on **Saturday, August 5**. Our office is open from **12 noon - 6 pm during the weekend**. You can pick up your keys within these hours.

In order to receive your keys, you will need to sign a contract confirming that you will leave your room clean and complete upon leaving Utrecht.

If your flight is delayed and you arrive at the Summer School Office after 6pm on Saturday, **you cannot pick up your keys**. You can do so on Sunday between 12 noon and 6 pm or on Monday morning (first day of the course) at the office of the Utrecht Summer School. The opening hours on Monday are 9 am - 5 pm. (See below for further information).

**Early Arrival**

If you plan to arrive before the check-in date, we recommend using a hotel or Bed & Breakfast in Utrecht. Remember that Utrecht is very conveniently located in the center of the Netherlands, 30 minutes from Amsterdam Schiphol International Airport. Travel to the historical city center of Amsterdam is an easy commute that takes less than 30 minutes by train with a minimum of four trains each hour. **Please note that neither Utrecht Summer School nor UCEAP is endorsing any hotel or hostel.** This overview is for your information only.
## Budget options (€20-40)

<table>
<thead>
<tr>
<th><strong>Location</strong></th>
<th><strong>Website</strong></th>
<th><strong>Phone</strong></th>
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<tbody>
<tr>
<td>Strowis</td>
<td><a href="http://www.strowis.nl">www.strowis.nl</a></td>
<td>+31 (0)30 238 02 80</td>
</tr>
<tr>
<td>B&amp;B Utrecht City Center</td>
<td><a href="http://www.hostelutrecht.nl">www.hostelutrecht.nl</a></td>
<td>+31 (0)6 504 348 84</td>
</tr>
<tr>
<td>Stayokay Utrecht - Bunnik</td>
<td><a href="http://www.stayokay.com">www.stayokay.com</a></td>
<td>+31 (0)30 656 12 77</td>
</tr>
<tr>
<td>More at Hostelworld.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stayokay Utrecht - Centrum</td>
<td><a href="http://www.stayokay.com">www.stayokay.com</a></td>
<td>+31 (0)30 750 18 30</td>
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## Mid-range options (€80+)

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<th><strong>Location</strong></th>
<th><strong>Website</strong></th>
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<tr>
<td>NH Centre Utrecht</td>
<td><a href="http://www.nh-hotels.com">www.nh-hotels.com</a></td>
<td>+31 (0)30 231 31 69</td>
</tr>
<tr>
<td>NH Utrecht</td>
<td><a href="http://www.nh-hotels.com">www.nh-hotels.com</a></td>
<td>+31 (0)30 297 79 77</td>
</tr>
<tr>
<td>Apollo Hotel Utrecht City Centre</td>
<td><a href="http://www.apollohotelsresorts.com">www.apollohotelsresorts.com</a></td>
<td>+31 (0)30 233 12 32</td>
</tr>
<tr>
<td>Hotel Mitland</td>
<td><a href="http://www.mitland.nl">www.mitland.nl</a></td>
<td>+31 (0)30 271 58 24</td>
</tr>
<tr>
<td>Hotel de Admiraal</td>
<td><a href="http://www.hoteldeadmiraal.nl">www.hoteldeadmiraal.nl</a></td>
<td>+31 30 275 8500</td>
</tr>
<tr>
<td>Hotel Oorsprongpark</td>
<td><a href="http://www.oorsprongpark.nl/site_en/">http://www.oorsprongpark.nl/site_en/</a></td>
<td>+31 30 271 6303</td>
</tr>
<tr>
<td>More at Booking.com</td>
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### Delayed while travelling to the Netherlands

Students who are delayed or who have missed a flight, and are still in the United States can contact Kitty Christen at 805-893-4430 or kchristen@eap.ucop.edu (Monday-Friday, PST, 8AM-5PM). The 24-hour emergency number is 805-893-4762.

Students who are delayed or who have missed a flight, and are overseas can contact the Utrecht Summer School staff at +31 030 253 4400. This number can be reached at any time, but we kindly ask you to call this number only for emergencies outside of working hours (after 5PM).

### Withdrawal Fee

If you cancel your application, the following withdrawal regulations apply:
- If you cancel before the 7th of July 2017, you will have to pay 15% of the full course fee (including housing).
- If you cancel within 4 weeks before the start of the course, you will have to pay the full course fee (including housing).
PRACTICAL MATTERS - GENERAL

Cost of Living

You can expect to spend around €100-150 per week, depending on your lifestyle. To give you an idea of the cost of living in the Netherlands:

- cup of tea or coffee in a café: €2.50
- cheese sandwich: €3.00
- cinema ticket: €10.00
- meal in a low-budget restaurant: €15.00
- local public transportation: €2.70 one way without OV chipcard
- local public transportation with OV chipcard: €0.87 base fare, €0.15 per kilometer

Electricity

Electricity in The Netherlands is 230 Volts, alternating at 50 cycles per second. You will need to bring a voltage converter if you would like to use devices that do not accept 230 Volts at 50 Hertz.

Telephone

Parents often ask students to phone home upon arrival. You should let them know now that you will be preoccupied with getting to your final destination and getting settled in and you may not be able to phone home immediately. However, if you promise your parents that you will call, please do your best to do so as soon as possible!

The network system used in The Netherlands (GSM 900/1000) is compatible with the rest of Europe and Australia, but not with the North American network (where GSM 1900 is used). G3 phones such as iPhones should work fine in The Netherlands.

You can buy a pre-paid mobile phone for around €50,-. A cheaper option would be to buy a local SIM card to use in your own mobile phone. This should cost you from around €5,- and can be bought at mobile shops (e.g. Vodafone, T-mobile, Phone House) or the supermarket (e.g. Albert Heijn). You can top up your SIM card or pre-paid phone by purchasing minutes at a mobile shop or at the supermarket.

Getting Around

OV Chip card (Public Transport Card)

With an OV Chip Card, you can travel by public transport using one card. You use the card by checking-in when you enter the bus and check-out when you have reached your destination by swiping your card past the white panel at the entrance of the bus - or in case you are traveling by metro: at the entrance of the station. The card works like an e-purse: depending on the length of your trip, an amount will be deducted from the balance on your OV Chip Card.
Keep in mind the following while using the OV Chip Card:
- You should always check in and check out. If you forget to check out, a standard amount of €10,- will be deducted from your balance.
- The OV Chip Card is required if you would like to travel by metro and tram (only at buses, you can still purchase a ‘normal’ ticket at the bus driver, but this is a more expensive option).
- You also have to check in and out when you transfer from one modality to another.

For €7.50, you can purchase the OV Chip Card at Amsterdam Schiphol Airport (or any other major train station) at the “Tickets & Service desk” of our national train company “NS” or at one of the yellow ticket machines with the NS symbol. After purchasing the card, you will have to charge your balance. You can charge your card at train stations, in most buses and supermarkets and at selected service desks (e.g. the GVU Service kiosk at the Utrecht Central Station bus platform).

For more information, visit the [website](#) of the OV Chip Card.

**Train**
A very convenient way to get from one city to another in the Netherlands is by train. Dutch trains regularly serve most domestic destinations and are fast and comfortable. The national train company [NS](#) operates most train lines. On their webpage, you can find more information and plan your journey here.

Intercity trains are faster than local trains. When in doubt, you can always ask someone at the ticket office. Almost everyone in the Netherlands speaks English fairly well.

**Bus**
Buses are used for regional transport rather than for long distances, which are better travelled by train. Most destinations in Utrecht can be easily reached by bus. The main bus station can be found next to Utrecht Central Railway station. The public transport company (Qbus) has an information kiosk at the station where you can find the bus schedule and ticket information.

In case you would like to plan your trip or get information while you are travelling, you can call public transport information services at +31 (0)900 9292 or you can visit their [webpage](#).

**Taxi**
If you plan on travelling by taxi, we recommend UTC, Tel. +31 (0)30 230 0400, [www.utc.nl](http://www.utc.nl)
Note that taxi services tend to be quite expensive in the Netherlands.

**Bicycles**
Practically everyone in the Netherlands owns a bike. Because of the flat landscape, a bicycle is an ideal means of transportation. Within the city it is by far the best and cheapest way to travel. Be sure to invest in a good lock as well, otherwise your bike may be stolen. Never buy a (stolen) bike from someone on the street. This is illegal in the Netherlands.
**Museum Card**

To make sure that you will enjoy all the Netherlands has to offer, you will receive a museum card upon arrival. With this card, you will have free entrance (or a discount) to almost all museums in the Netherlands. This includes well-known museums like the Rijksmuseum and the Anne Frank House. More information about the museum card can be found on Wikipedia: [http://en.wikipedia.org/wiki/Museumkaart](http://en.wikipedia.org/wiki/Museumkaart)

**Directory**

For an overview of many useful addresses, have a look at our [online directory](#) for the Utrecht area.

**In Case of Emergency**

In case of accidents or sudden illness requiring immediate action, call the general emergency number 112 (24 hours a day) or the Emergency Service at the hospital nearest to your home. For less urgent (non-medical) matters you call the police at +31 (0)900 8844. During day time you can ask your course coordinator for advice.

For summer school-related issues, you can also call the Utrecht Summer School office at +31 (0)30 253 4400. You can reach this number during daytime (9am till 5pm) Monday-Friday. **(24/7), please use this number after 5 PM only in case of emergency!**

**General Practitioner**

The General Practitioner administers first line, primary care. Patients cannot consult a hospital specialist without a required referral. Please note that international patients are required to pay in cash. The GP can be consulted after you have made an appointment by telephone or during their consulting hours. House calls (in Dutch: visite) are kept to a minimum as they are more expensive. You will need to pay cash, unless you have a European Health Insurance Card.

If you are looking for a doctor, you can go to the general practitioner. This practice is located on the Uithof in the “Casa Confetti” building and in the city centre, Nobelstraat 2a, above ‘Train More’. They have online services; it is possible to make an appointment online. You can also go to Symphony, a health care center located close to the Uithof. You can find an overview of several practices throughout the city in our [online directory](#).

**Weekend and Night Services**

If you need medical assistance outside of your doctor’s office hours, you can contact a Huisartsenpost. Please call: +31 (0)900-4501450. A group of GPs share weekend duty and take turns being on call.
Orientation meeting

There will be a mandatory orientation during the DCL. During this session you will receive important information on academics (transferring credit, enrolling with UC and study list registration, etc.) and information on Dutch academic culture. You will receive more information about this via e-mail prior to your departure.

Contact Details

Utrecht University is located all over the city of Utrecht. For all your questions, you can stop by the Utrecht Summer School office, which is located in the city center.

**Utrecht Summer School Office**
Janskerkhof 30a
3512 BN Utrecht
The Netherlands

**Opening hours Utrecht Summer School Office**
- Saturday and Sunday: 12 noon – 6 pm
- Monday to Friday: 9 am – 5pm

**Phone**
+31 (0)30 253 4400 *(After 5pm, please use this number only in case of emergency!)*

Computer Facilities

Each student will receive a computer account. You also have unlimited access to the extensive computer facilities at the University Library in the city centre and at the Uithof. If you need to print something you can pay with a pre-paid chip card which can be purchased in the library and other university buildings.

There is internet available via Ethernet cable in most student residences/ hotels. To make use of this, we advise you to bring an internet cable (UTP network cable).

Library

The Utrecht City Campus has a library in the city centre and at the Uithof. The library offers an extensive collection of literature, computer facilities and study areas. You are not allowed to borrow books from the library but feel free to stay a bit longer and do your readings on the spot.

Meals

Meals are not included in the course fee. Student cafeterias are mostly closed during summer time, but the student rooms that we offer have a residence kitchen where you can find everything you need to cook a nice meal.
**GENERAL CONTACT DETAILS**

Utrecht Summer School

**Visiting address**
Janskerkhof 30a
3512 BN Utrecht
The Netherlands

**Postal Address**
Utrecht Summer School
PO BOX 80125
3508 TC Utrecht
The Netherlands

**Phone**
+31 (0)30 253 4400

**E-mail**
info@utrechtsummerschool.nl

**Facebook**
You might want to join the DCL Facebook Group. This is a great way to get in touch with other students who will be in Utrecht during the summer and to stay informed about social activities.

**Useful Addresses**

For an overview of many useful addresses of for example banks, restaurants and grocery stores, have a look at our [online directory](#) for the Utrecht area.

**Emergency**

**General Emergency number: 112 (24 hours a day)**

Utrecht Summer School: +31 (0)30 253 4400 (available 24/7 during the summer; [after office hours only in case of emergency](#))