THE NETHERLANDS
Semester and Academic Year

2012-2013 Program Guide
The University of California, in accordance with applicable Federal and State law and University policy, does not discriminate on the basis of race, national origin, religion, sex, gender identity, pregnancy,* disability, age, medical condition (cancer-related), ancestry, marital status, citizenship, sexual orientation, or status as a Vietnam-era veteran or special disabled veteran. The University also prohibits sexual harassment. This nondiscrimination policy covers admission, access, and treatment in University programs and activities. Inquiries regarding the University’s student-related nondiscrimination policies may be directed to the campus Equal Employment Opportunity/Affirmative Action office.

*Pregnancy includes pregnancy, childbirth, and medical conditions related to pregnancy or childbirth.
YOUR UCEAP NETWORK

Local UCEAP Support

Campus EAP Office
The Campus EAP Office coordinates recruitment, student selection, orientations, and academic advising; and serves as your primary contact during the application process.

UCEAP Systemwide Office
The UCEAP Systemwide Office establishes and operates programs and coordinates UCEAP administration for all UC campuses from its headquarters in Goleta, California. You will work closely with the following Systemwide Office staff:

Program Advisors provide academic and operational program information to you and your campus as well as administrative support for all aspects of your participation.

Operations Specialists manage the logistics of the program. They coordinate document requirements, visa application instructions, health and safety precautions, acceptance and placement by host institutions, arrival and on-site orientation, and housing arrangements.

Academic Specialists advise on academic policies, review courses taken abroad for UC credit, and document your registration, grades, petitions and academic records.

Student Finance Accountants assist primarily with UCEAP statements, program fee collection, and financial aid disbursements (in conjunction with your campus Financial Aid Office).

Contact Information
Program Advisor
Michele Casey
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Operations Specialist
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UCEAP Online

Bookmark your Participants program page. This resource lists requirements and policies you need to know before you go abroad, including your Predeparture Checklist, UCEAP Guide to Study Abroad, Program Calendar, UCEAP Student Budgets, and payment instructions.

Connect with us! Join our Facebook network via the UCEAP Netherlands page.

Study Center Abroad

The international office staff at your host university and a UCEAP staff member based in Utrecht will help you integrate into the culture and provide assistance with course selection, housing, safety, and other matters.

Phone Number Codes

U.S. international code ............. 011
(dial this to call from the U.S.)
Netherlands country code........... 31
Utrecht city code .................... 030
Maastricht city code.................. 043

Approximate Time Difference

Add 9 hours
ACADEMIC INFORMATION

Overview

Dutch Culture and Language Program
Your semester or year program starts with the Dutch Culture and Language Program (DCL). The DCL is required for all students and will take place in Utrecht and Maastricht. You will attend the DCL that is closest to your host university. In MyEAP, this program is called the Intensive Language Program (ILP), though the Dutch language is actually a minimal component. The DCL runs for approximately two weeks and is intended to acquaint you with the city and learn the Dutch customs and everyday phrases you may encounter while in the Netherlands. Although most coursework is in English, a rudimentary background in Dutch will help you understand the culture and enhance your academic and overall experience. The DCL is worth 3 UC quarter units and must be taken for a letter grade. Further study of Dutch is available at most locations during the term.

Mandatory Orientations Abroad
During the DCL, you will attend an orientation regarding UCEAP academic policies (study lists, courses, grades) as well as local resources for health, safety, and financial matters. After the DCL, you are required to attend your host university orientation. For more information about both orientations, refer to the Arrival & Orientation chapter of this guide.

Notes on Courses & Grades

- Course registration at the host university alone does not constitute UC registration. You must register all host university courses in MyEAP to receive UC credit.
- To receive credit for coursework completed abroad, you must meet the deadline for submitting course information into MyEAP.
- Any requests to make changes to your study list after the deadline must be submitted by petition to the Academic Coordinator in the Netherlands. You will receive a Netherlands Student Handbook with information on how to complete and submit petitions.
- Search the MyEAP Course Catalog for supplemental course information, including important details and restrictions, and a list of courses taken previously by UCEAP students (not an exclusive list of available courses).
- For information about grades, see the Academic Information chapter of the UCEAP Guide to Study Abroad.

Maastricht University
UCEAP offers two student exchange programs at Maastricht University: University College Maastricht (UCM), and Maastricht University School of Business and Economics (MUSBE). Both programs attract highly motivated and ambitious students from all over the world, and both utilize the Problem-Based Learning approach to studying (PBL), but they are distinctly different from each other. UCM is a liberal arts and science college with a close-knit community, and MUSBE is a highly ranked school in Economics and International Business Administration. Although the curriculum at UCM is not as demanding as at MUSBE, students are challenged by both programs and are expected to work hard.
UCEAP STUDENTS SAY...

The PBL system at Maastricht is an intensive form of group learning in which groups of about 15 students and a tutor meet twice a week for two hours to discuss readings. The aim is to prepare you for the ‘real world,’ when you’ll be working with others to accomplish given tasks. The readings and sequencing of PBL sessions are carefully planned to develop knowledge and confidence in your judgment.

Grades are commonly based on a combination of participation, a paper, presentation grades, and a final exam. Papers and presentations are often done in groups of two or three people.

Library & Study Facilities

Maastricht University has a great library with printed and digital resources. The Ecostat, a separate part of the MUSBE collection, includes records of various international organizations as well as annual reports. The library has computer facilities, various study lounges, as well as printers and copiers. You may also utilize the technical libraries at the University of Eindhoven for interlibrary loans or on-site research work. Eindhoven is a 60-minute train ride from Maastricht.

The Problem-Based Learning (PBL) Approach

The courses at Maastricht do not follow a traditional lecture format. The university uses a distinctive Problem-Based Learning (PBL) methodology where you will work in small groups (10–12 students) on tasks (“problems”) and set your own learning objectives based on your background, education, and work experience. Learning in this system takes a thematic, interdisciplinary approach so that both theoretical and practical issues are integrated. PBL is similar to graduate seminar work at UC. It is challenging and requires a combination of individual initiative and collaborative project management.

The core of PBL is the tutorial that meets for two hours twice a week. You will analyze problems from the Block Book, which provides you with tasks and study material, and defines your learning goals. The group will then disperse and you can work to reach these goals individually or with others. In each tutorial meeting, you will discuss the results of your study activities. A tutor (a lecturer or a senior student) also attends the meetings and serves as a subject expert. The tutor may guide the discussion whenever he or she believes this is needed.

PBL requires a great deal of self-motivation, independent study, and group study. You are expected to engage in study for 40 hours a week. Working in tutorial groups demands active participation. The social pressures exerted by group members often stimulate individual students to study diligently. You will learn useful skills, including how to work in teams, lead a group discussion, listen, summarize, and consider the interests and concerns of others.
Coursework
Courses at Maastricht are offered in seven- or eight-week blocks. You are required to register for two blocks each semester with two courses in each block. You can earn a maximum of 6 UC quarter units for each course, or approximately 24 quarter units per semester. Remember to register both blocks in MyEAP.

A Block Book provides tasks and study material. At the end of the block period, faculty review student evaluations and exam results to determine if the designated learning goals have been achieved. If this is not the case, the block is modified and subsequent blocks are adjusted to ensure that students meet the objectives of each block.

You will find that the final exams for Maastricht courses emphasize the entire reading list provided in the Block Book for each course. Many exams test your understanding of complicated theories and models covered only in that reading and not in group projects or discussion. It is common practice for Maastricht students to re-sit exams in which their marks were lower than they had hoped; however, this is not an option if you participate in the fall semester program only, so be prepared to do well on the final exam the first time it is administered. For those who do re-sit exams, note that if the grade of the re-sit is lower than the first try, the lesser grade will still count.

Course Registration
You will receive an e-mail from the International Officer at your faculty (MUSBE or UCM) with information concerning online registration for courses, deadlines, and procedures. It is important that you make your selection by the deadline; it may be impossible to drop or add courses once the deadline passes.
**Business and Economics Program**

In this program, you will take courses through the Maastricht University School of Business and Economics (MUSBE). MUSBE offers study programs in international management, international economic studies, and international business studies. General coursework is not available. Completion of at least the intermediate micro/macro-economics series is strongly recommended for admission to this program. Math through the level of introduction to calculus is also strongly recommended.

All courses are taught in English. The program provides the means for you to study international business in the European context and develop uniquely marketable skills, such as conference presentation and report writing, which will enhance your future career opportunities. In short, MUSBE is for UC students who are willing to work hard, and it is where they will meet the future leaders in European business and government.

European students rank MUSBE the number one program of its type in Europe. As is to be expected at a premier economics and business school, it attracts an international student body and its courses are challenging. Past UCEAP participants with high UC GPAs have described most courses as extremely demanding and challenging, and they often feel that they learned more in their courses at Maastricht than in UC courses. Many courses require a solid background in quantitative analysis and most demand excellent writing and presentation skills. It is imperative that you check course content and required or expected prerequisites well in advance, since it is rarely possible to change your course registration once the semester has started.

In making course selections, keep the following points in mind:

- The normal workload is four courses per semester over two block periods, and you are required to register for two courses in each block.
- MUSBE uses the following course numbering system for its BA/MA courses: Courses numbered 2xxxB are second-year bachelor’s courses; 3xxxB are third-year bachelor’s courses; and 1xxxM are master’s courses (only available if you already have a bachelor’s degree when you apply to the program).
- Select only the courses for which you meet prerequisites.
- Finance accounting courses in particular and econometrics courses at Maastricht are extremely challenging and often presuppose a solid knowledge of calculus. You are advised against enrolling in such courses at any level unless you major in this field or have enough background to be successful.
- Courses on decision-making and game theory at the faculty are highly quantitative in character.
- Any course requiring economic modeling is likely to have a demanding workload.
University College Maastricht

The University College Maastricht (UCM) offers the opportunity to study in English in the Netherlands at a small liberal arts college that provides a broad perspective on the world and the intellectual tools necessary to analyze contemporary problems in science and society. Classes are small and emphasize independent learning and group process. The approach is interdisciplinary, and students build their own curriculum from courses offered in the sciences, humanities, and social sciences, including practical skills workshops and academic core courses. Classrooms are situated in a 17th-century former monastery amid gardens.

UCM aims to establish a unique intellectual community among its students and faculty and a sense of common purpose through intensive intellectual and social exchange in the liberal arts. The college curriculum and learning environment provide intensive contact among students and teachers. You will be trained in analytical tools and scientific methods and taught to ask fundamental questions about scientific and social issues.

Coursework

Each semester is divided into three course periods. The first two periods are eight weeks each, followed by a four-week project period in January and June. If you are in the fall program, you will participate in the first two periods only, completing your studies in December. If you are in the year program, you may take advantage of the January and June project periods. If you are in the spring program, you may stay for the June project periods. During the regular eight-week periods, students enroll in two courses each period from offerings in the humanities, life sciences, and social sciences. Each course carries a value of 6 UC quarter units. Courses follow the Maastricht ProblemBased Learning (PBL) approach described in this chapter. Small tutorial groups of about 12 students discuss scientific and practical problems prepared by teachers and formulate the learning goals as they develop an understanding of the problem.

While courses require independent reading and group-based problem solving, the demands of studying at UCM typically are similar to what one might expect at the University of California. Assessment is based on your performance in courses, academic skills trainings, and projects. Many courses require papers, group assignments, and presentations. Different forms of examination are used in every course. Some courses may include a final exam. For more information about the university's courses and learning methods, visit the UCM website.

University College Maastricht also offers courses that are designed to teach the academic skills applicable across an array of disciplines. These courses cover research methods, lab skills, argumentation analysis, strategy, and negotiation. Clarify with your UC campus departmental advisor which of these courses might be meaningful for your study plan, since some courses from this group count only toward lower-division UC credit. These courses have a limited value of 2 UC quarter units and cannot be counted as one of your required four courses for the semester.
**Utrecht University**

Utrecht University is committed to its ongoing internationalization process through the encouragement of global exchanges and the restructuring of its programs to accommodate international students. English language curricula at the undergraduate and graduate levels are scheduled to expand steadily over the next few years, potentially enriching the range of UCEAP offerings significantly. UU’s current English language course offerings are found in several faculties, including Humanities (notably in theater, film, television, and women’s studies), the Faculty of Law, the School of Economics, the Social Sciences, and Geosciences, which includes geography. UCEAP students also have taken courses in biology, linguistics, and art history.

In principle, all UU courses are open to you as long as you meet the prerequisites. Many courses are taught in Dutch, and are available only if you are fluent in that language. However, there is a growing selection of courses taught in English.

**Coursework**

You are required to take the normal course load at UU, which is two courses per block. Semesters are divided into two blocks and most courses run for a single block. Each course earns 6 UC quarter units for a total of 24 units per semester. Remember to register courses you take in both blocks on your MyEAP study list.

Courses are listed at three levels: (100) Introductory, (200) Elaborating/Intermediate, and (300) Advanced/Senior, which are dual bachelor’s/master’s-level courses. Courses at higher levels may have prerequisites; however, teachers will waive these if your assessment shows you have already reached the required level in the field.

Courses offered to exchange students at UU can be found on the Utrecht University website.

Each faculty or division has its own website listing courses. The UU website listed above provides you with an overview of the different faculties, and from there on you can navigate to the course offerings.

**Early Exit Courses**

Block two of fall semester stretches into January; to finish exams before the December break, you’ll need to coordinate with Ingrid Dijkstra at region2@qdesk.uu.nl to determine the availability of courses in your field of study that will allow early exams. In the course of May or June, prior to your departure, Ingrid will provide you with a list of courses that offer an early-exit option. Please keep in mind that these are tailor-made solutions and this means *it is your own responsibility* to make arrangements with the lecturer at the start of block 2.
University College Utrecht
UCU currently enrolls a richly diverse population of approximately 650 students from various backgrounds and countries. About one-third of the student body is composed of international students from all over the world. Their common interest is their motivation to learn in an international environment.

Academic Culture
UCU is modeled on American liberal arts colleges such as Smith and Oberlin. Among the special characteristics of UCU are its small classes (a maximum of 25 students), its system of individual advisors called “tutors,” and its informal environment that encourages individual attention and lively intellectual exchange among students and instructors. All courses are taught in English and grading is done using the American letter-grade system. The college specializes in undergraduate teaching and strives to connect rather than isolate fields of study, challenging you to integrate different aspects of your curriculum.

Because UCU is an honors college, Dutch students must pass rigorous entrance exams to be accepted. It is not an understatement to say that UCU provides an intensive study program. Given its small size and residential character, you will quickly get to know other students, so it is a friendly place to reside and study.

Program Description
The program at UCU is recommended for sophomore- and junior-level undergraduates who wish to benefit from a unique opportunity to live and study in Europe in a residential environment. You will live on a small campus separate from the main university. Although students of all levels may find UCU courses interesting, graduating seniors may find the academic environment lacks some of the independence of inquiry and activity that might be expected in senior seminars on the UC campus; the closed social atmosphere may feel somewhat confining for those accustomed to independence and a degree of solitude.

You will select your courses from the college's offerings. You are required to take four courses per semester. Each course earns 6 UC quarter units for a total of 24 units per semester.

Coursework
Courses are available through the following departments:

- **Humanities**: philosophy, religious studies, art history, performing arts, Dutch, history, linguistics, and literature
- **Science**: mathematics, chemistry, neuroscience, pre-med courses, physics, astrophysics, and biology (few labs)
- **Social Science**: geography, economics, sociology, cultural anthropology, law, psychology, and political science

Generally, it is recommended that you choose courses that are at the 200 and 300 level. With approval from the International Officer and your tutor, you may enroll in a maximum of one course at Utrecht University if it is relevant to your academic work and fits into your UCU course schedule. All courses are taught in English.
University College Utrecht also offers academic core courses that are designed to teach the academic skills applicable across an array of disciplines. These courses cover research methods and statistics, writing and composition, argumentation analysis, statistics, and foreign languages. Clarify with your UC campus departmental advisor which of these courses might be meaningful for your study plan, since some courses from this group count only toward lower-division UC credit.

You will be able to access course information for the coming academic year by May on the UCU website. Upon making your course selection on the UCU application form, be sure to list alternatives in addition to your course preferences in case the courses you have picked are not offered during your term of study.
EXTENDING UCEAP PARTICIPATION

UCEAP encourages you to extend participation. If you are enrolled in a fall program, you have the option to extend your participation to the full year once you are abroad. If you are considering extending, notify the Campus EAP Office before departure for your program and complete a Departmental and College Preliminary Approval to Extend (DPA) form to expedite the process.

Approval of extension is based on a number of factors, including academic performance and available space at the host university. The request must also be supported by the Academic Coordinator in the Netherlands, your UC campus faculty advisor, department head, and dean or provost.

If you complete a DPA before departure, you must submit a Request for Final Approval to Extend to UCEAP by November 1. If you do not complete a DPA, you will need to submit a Petition to Extend form by the deadline. This can take up to six weeks to process.

Once your extension is approved, UCEAP will notify your UC campus registrar, Financial Aid Office, and Campus EAP Office. For information about the steps you need to take with regard to finances, see the Extension of Participation chapter in the UCEAP Guide to Study Abroad.

Residence Permit Extension

If you extend your participation, you will need to apply for an extension of your residence permit at least four weeks before it expires. Extensions currently cost €150. If you anticipate extension, it is less expensive to apply for a residence permit for the entire academic year than to apply for a residence permit for the fall and pay the additional fee to extend the permit to the year.
CULTURAL AWARENESS

Educate Yourself

Get acquainted with European affairs, the Netherlands, and Dutch culture before you leave the U.S. Travel guides and travel-related websites such as Lonely Planet or urbanlowdown.com are excellent resources. Past UCEAP participants recommend Lonely Planet's Shoestring Guide to Western Europe and Michelin the Green Guide: Netherlands.

Keep up with current events by reading articles in newspapers, magazines, and journals. You can read about European current events in papers such as the Financial Times, The Economist, and the New York Times. The BBC website is another excellent online source.

You will also need to understand the local culture and history. Soldaat van Oranje (Soldier of Orange), a 1977 film about the student resistance movement in World War II, and Het Meisje met het Rode Haar (The Girl with the Red Hair) are both recommended.

Recommended Reading

de Rooi, Martijn


Israel, Jonathan


Janin, Hunt and Ria van Eil


Sbragia, Alberta, ed.


Slive, Seymour

Dutch Painting 1600–1800, New Haven: Yale University Press, 1995. An authoritative study of the most important period of one of Europe's greatest art traditions.
Improve Your Language Skills

Many people in the Netherlands speak excellent English, and English is the language of instruction for all courses in both University Colleges (Utrecht and Maastricht) and at Maastricht University (MUSBE). At Utrecht University, many courses are taught in English, but most are still taught in Dutch.

You will have a better range of educational opportunities and will better adjust to your new environment if you learn some Dutch before departure—at least enough to read signs, understand numbers, ask directions, etc. You may want to use language CDs or take a course if one is available. The Dutch Culture and Language course prior to the start of the semester familiarizes you with the basics of the language.

Social Conduct

Many people believe that the Netherlands has a tolerant culture by reputation, but this is changing rapidly. Most Dutch look down upon drug use and alcohol abuse.

You may find Dutch people initially reserved toward strangers. This should not be interpreted as unfriendliness. The Dutch are not unfriendly, although it is usually up to someone else to break the ice. It may take a while to adjust to the Dutch culture. As in any foreign country, remember that you are the guest; you are not there to change or judge the local customs and culture.

The Dutch respect the privacy of others. Neighbors, for example, will not introduce themselves to the newcomer who just moved in. They wait to be invited for coffee, and they leave the newcomer alone. The stranger must make the first move.

The following are a few tips to keep in mind:

- When a Dutch person answers the phone, he/she says his/her own name. You must always announce yourself when speaking on the phone: “Hello, you are speaking with So-and-So,” or, “Hello, this is Jane. Is John available?”
- People shake hands and introduce themselves when entering a room. Many women kiss each other on the cheeks as well.
- Dutch people expect promptness, and a small gift is customary when visiting someone’s home (flowers or a bottle of wine are typical).
- The Dutch are straightforward, even blunt, and they are accustomed to far less personal space than are Americans.
- On your birthday, you bring cake for your colleagues or housemates.
Drug Use

The use of marijuana and hashish (soft drugs as denoted by the Dutch Narcotic Act) is legal in regulated coffee shops throughout the country. It is important to note, however, this use is not tolerated on the street or in any other public establishments. It is forbidden in university-sponsored housing and past students have been evicted for drug use. This violation of host university and UCEAP regulations may result in dismissal from UCEAP. Be aware of the consequences of your actions.

The use of hard drugs is not tolerated anywhere and possession carries strong penalties. Be especially careful to never leave the Netherlands with any amount of “legal” pot or hash in your possession as the United Nations Drug Convention prosecutes any possession and there will be jail time in Germany, France, or Belgium.
ARRIVAL & ORIENTATION

Travel Documents

Dutch law requires that everyone carry official identification at all times (a passport or national ID card, not a driver’s license). Additional info about passports, visas, and other required documents is provided in the UCEAP Guide to Study Abroad and in the online UCEAP Predeparture Checklist.

Residence Permit

U.S. citizens must apply for a residence permit to study in the Netherlands. The fee for the student residence permit is currently €600. If you are a citizen of Switzerland or any European Union member state, you will not need a residence permit. If you are a citizen of one of these countries—or a dual national—UCEAP urges you to enter the Netherlands on your non-U.S. passport. If your U.S. passport is stamped on entry, you will need to apply for the residence permit despite your dual national status.

The online UCEAP Predeparture Checklist includes information on what you must organize and submit in order to obtain a residence permit. Instructions vary by city. You will apply for the residence permit through your host university in the Netherlands. They will contact you via e-mail with detailed instructions. You must respond to them in a timely manner.

The residence permit is a legal document required to study in the Netherlands. It does not entitle you to stay in the Netherlands for reasons other than study (such as work). Failure to obtain the permit is a violation of Dutch law and UCEAP’s agreements with the Dutch host institutions and can result in expulsion from the program. Grades will not be given to students who fail to comply! The Dutch Alien Police visit residence halls to check on compliance; failure to produce adequate documentation will result in a fine, deportation, and/or restrictions on future entry to the Netherlands.

Authorization for Temporary Residence (MVV) or Visa

Citizens of the U.S., Australia, Canada, Iceland, Japan, Monaco, New Zealand, Norway, South Korea, Switzerland, or any European Union member state do not need an Authorization for Temporary Residence (MVV) or visa before entering the Netherlands.

Citizens of any country not listed above, must apply for the MVV prior to departure. Notify UCEAP of your country of citizenship to initiate the visa application process. The processing period can take three months; in some cases it may take longer. Your host university in the Netherlands will assist with the MVV process. You will need the MVV to obtain the mandatory residence permit in the Netherlands.

The MVV has to be picked up at the Dutch consulate in the United States before departure to the Netherlands. If you don’t have a valid MVV at the time you go through Dutch customs, you will not be allowed into the country.
Packing Tips

Essential
- Raincoat
- Warm coat
- Scarves, hats, and gloves
- Clothing that can be layered
- Sturdy walking shoes
- Bath towel(s)
- Prescription medication
- Residence permit documents

Optional
- One dressy outfit for formal occasions
- Warm pajamas
- Electrical converter and adapter plug
- Any sports attire you may need
- Small, lightweight gifts (for new friends)

Climate

The Netherlands has a temperate climate similar to the American Northwest. Summers in the Netherlands tend to be cool but pleasant, and winters are very cold and wet with occasional snow showers. The weather changes frequently and a sunny morning can change in a few hours to a cold and wet afternoon.

During the fall and spring the temperature ranges from about 40ºF to 60ºF during the day. A warm raincoat or jacket over a sweater should be warm enough for most days. Light snowfall can occur between November and March. From December to February the weather is windy, cold, and damp. Spring is beautiful, with flowers and blossoming trees everywhere, starting with crocuses in February. From June to August expect some hot and humid days. (Over 77ºF is considered hot.)

Clothing

You will need warm clothes for wet, cold weather. A good winter coat with a scarf is standard attire during the winter. Warm winter clothes and sturdy walking shoes are available in the Netherlands, but they can be expensive. Fashion is overall fairly casual on campus.

Electrical Appliances

The voltage in Europe is 220–240 rather than the standard U.S. 110–120 volts. Most electrical sockets have round holes (this varies throughout Europe). Note that many laptops and other electronics, such as MP3 players and digital cameras, are already dual-voltage (110V-240V) and do not need a converter. Check your power supply pack for acceptable voltage. You will need only an adapter plug for dual-voltage items to use the outlets. If you have a grounded (three-prong) plug, you might invest in a combination surge protector/adapter plug. One model that is available at many travel stores is the EuroSurge, which fits Dutch outlets and can handle two U.S. three-prong plugs. Every semester, students blow the fuses in their rooms and damage their computers, cameras, etc., by mistakenly plugging them into a converter. UCEAP advises you to leave your hair dryer and curling iron at home and buy them locally to avoid electrical problems.
When traveling, always carry your passport, visa, ticket, prescription medications, and money. Never put valuables in your checked luggage.

Insurance for Personal Possessions

The UCEAP Insurance Plan includes a personal property benefit. Review the plan carefully prior to departure and determine if it provides enough coverage to suit your needs. Consider also that your parents may already have insurance coverage for personal possessions. Find out if their insurance will cover your items while in transit and while abroad, and also inquire about deductibles.

You may decide to purchase additional coverage, especially for items of high value such as a computer or camera. If you decide to do so, it is best to obtain insurance before departure because most theft occurs in the airport or while moving into housing. The host university does not protect student belongings—even in university accommodations.

You are responsible for your own personal property. You can safeguard your belongings from damage or theft by locking your room and securing money, travelers checks, jewelry, passport, and other possessions.

Use logical precautions to safeguard valuables; for example, avoid wearing expensive clothing or jewelry and going to questionable parts of the city, especially at night or when alone. Your vulnerability can be minimized if you are conscious of your actions and appearance. Be cautious about inviting casual acquaintances home.

Independent Travel to the Netherlands

You must make and pay for your own travel arrangements to the Netherlands, even if you are on financial aid. The Financial Aid Office will not do it for you. If you are not a U.S. or EU citizen, you may be required to purchase a round-trip ticket in order to obtain a residence permit. U.S. citizens do not need to purchase round-trip airline tickets. When purchasing a round-trip ticket, make sure it has an open return or one that allows changes to the return date for a relatively low fee.

You must attend the Dutch Culture and Language Program. The Official Arrival and Start Date for your program is located in the program calendar on the Participants page on the UCEAP website. If you fail to appear on the Official Arrival and Start Date, you are subject to dismissal from the program (Student Agreement, Section 10). You will find detailed arrival information on the Arrival Information Sheet in the online Predeparture Checklist.

The start date of the program can change due to unforeseen circumstances. You are responsible for making modifications in your travel itinerary to accommodate such changes. UCEAP is not responsible for any unrecoverable transportation charges you may incur for travel arrangements. In order to be kept informed of program changes, update MyEAP with any changes in your address, telephone number, or e-mail address.

Travel Tips:

- See your Predeparture Checklist for detailed arrival information.
- Note the start date and time before purchasing an airline ticket.
- Purchase a changeable airline ticket.
- Always personally carry your valuables when traveling (passport, visa, ticket, prescription medications, money)—never pack in your checked luggage.
- Confirm your flight schedule with the airline twice; about two weeks before departure and again at least 48 hours prior to departure (flights are often changed or canceled).
Financial Aid Students
Your financial aid package is based partly on the UCEAP Student Budget for the program. The estimated round-trip airfare is based on the cost of a changeable student fare to the Netherlands. If your independent travel costs are greater than the airfare estimate in the UCEAP Student Budget, notify your financial aid counselor. Neither UCEAP nor the Financial Aid Office can guarantee that the additional cost will be funded by financial aid.

Mandatory Orientations Abroad
During the Dutch Culture and Language Program (DCL), you will attend a mandatory orientation regarding UCEAP academic policies (study lists, courses, grades, etc.). You will also learn about local resources for health, safety, and financial matters. After the DCL, you are required to attend your host university orientation as listed in your program calendar.
Local Transportation

Travel within the Netherlands

Bicycles are the most common mode of transportation in the Netherlands. You can buy a secondhand bike for approximately €50 to €100. Budget additional money to purchase two locks. Bicycle theft is common, and two locks are necessary. Supervised parking areas for bikes (fietsenstalling) are usually available at train stations (where many thefts occur).

Bicycles have the right-of-way except when there is a clear stop sign or when coming from a residential area with restricted speed limits and speed bumps. Be mindful that streets are narrow and cars drive quickly through winding medieval streets, so take serious safety precautions at all times.

You may want to buy an ov-chipkaart at the bus station for travel by bus, train or tram. This is the most convenient way to get around. See the [OV-chipkaart](https://www.ov-chipkaart.nl) website for more information including step-by-step instructions. Another good website for travel information is [Journeyplanner](https://www.journeyplanner.nl).

The public transportation system in the Netherlands is reliable. There is a good public bus system and an excellent rail system. Buy a discount card for the railway system. The cost is approximately €55, and it will provide you with a 40 percent reduction on train travel. During July and August, the reduction is valid all day, but beginning in September the reduction is only valid after 9 a.m. on weekdays and all day on weekends. This card enables you to take up to three other people along at the discounted rate when you travel in a group. The DCL may require train travel for some assignments. You are not eligible for a Dutch student public transportation card (OV card); you can only purchase a general reduction card.

Trains run frequently to the big cities. Between midnight and 6 a.m., a night train runs between Rotterdam, The Hague, Amsterdam, and Utrecht. All Dutch trains are nonsmoking, and smoking is restricted in all stations. There are both first- and second-class tickets; a first-class ticket costs about 40 percent more than a second-class ticket. A seat cannot be guaranteed during rush hour, even in first-class compartments.
FINANCIAL INFORMATION

Understanding Your Finances
Understand the cost of your study abroad experience before departure. The following list outlines just a few of the many things you will need to know before departure.

Detailed information on the following topics can be found in the Money Matters chapter of the UCEAP Guide to Study Abroad:

- Contact information for finance questions
- How to estimate the cost of your program
- Budget instructions and information
- How to and who can make payments to UCEAP
- UCEAP student account information
- Banking before and after arrival
- Fees and penalties
- Loan information
- How financial aid works while abroad (how do I get my financial aid from my home campus and how are my fees paid?)
- Various forms (e.g., direct deposit, etc.)

MyEAP Student Account
Your MyEAP Student Account is similar to your UC campus financial account. It will be available as soon as you are selected for your program in MyEAP. You can make payments through this account using e-checks or credit cards (MasterCard, American Express, or Discover). The fees that you owe UCEAP will be applied to your account after your program predeparture withdrawal date, which is listed in MyEAP. For the amount due to UCEAP prior to fees being posted on your account, refer to the UCEAP Student Budget Payment Vouchers. Program fees are subject to change.

UCEAP Student Budget
Carefully review your UCEAP Student Budget. Your UCEAP Student Budget lists the fees you will pay to UCEAP and an estimate of the personal expenses you will need to plan for. It does not include the cost of recreational travel or personal entertainment. Review your UCEAP Student Budget frequently. The Payment Vouchers are on the second page of the UCEAP Student Budget.

Instructions
- Download and print your UCEAP Student Budget and Payment Vouchers.
- Note the deadlines on the Payment Vouchers.
- Give the UCEAP Student Budget and Payment Vouchers to the person responsible for paying your UCEAP bills. Sign this person up for Third Party Authorization so they can make payments online.

For further information see the Money Matters chapter of the UCEAP Guide to Study Abroad and the Money Matters tab of your Participants Portal. If you will be receiving financial aid, see also the UCEAP Financial Assistance web page.
Most countries in Europe use the euro (€) for currency. More information about the euro is available at the European Central Bank website.

Handling Money Abroad

**Initial Expenses**

It is a good idea to have $400 exchanged into euros (in various denominations) prior to departure so you can get familiar with the currency and pay for incidental costs, such as snacks, the train reduction card, and bus or taxi fares.

Additionally, make sure that you have a bank balance in the U.S. of at least $1,000, so that you can pay your first month’s rent, obtain books for classes, and manage other expenses. Ask your bank what the daily withdrawal limit is and what the fees are.

**Banking & ATMs**

You may be able to open an account with the Dutch bank, ING. If you are staying for the academic year, you should be able to open an account with the Dutch bank, Rabobank. You’ll receive details during the DCL and/or from your host university in the Netherlands (each partner has different agreements with the banks).

It may take some time to get your account set up; therefore, you will need to rely on your U.S. bank account and use your ATM card to access funds from home. ATMs are the best way to access funds while you are abroad.

- Due to fraud, some banks have blocked ATM cards when used abroad, suspecting that they were stolen.

Inform your bank that you will be studying abroad and confirm that you will be able to withdraw cash with your ATM card in Europe. Generally, a four-digit PIN will work throughout Europe. It is best if your card is affiliated with Visa or MasterCard so that you can obtain cash advances if an ATM does not work.

**Commercial Exchange Companies**

These exchange offices, often at the border or in airports and larger train stations, allow you to change money, obtain cash advances using credit cards, or cash travelers checks and Eurocheques. GWK, as they are called, has many locations throughout the Netherlands, mostly at railway stations. Regular hours are Monday through Saturday, 8 a.m. to 8 p.m. Sunday hours may be shorter, or they may be closed the entire day. The branches at the Central Station in Amsterdam and at Schiphol Airport are open from 10 a.m. until 6 p.m.

**Credit Cards**

Credit cards are not commonly used in smaller stores or restaurants in the Netherlands (unless it is a chain establishment from the U.S. or the United Kingdom). Supermarkets do not accept credit cards. Be prepared for this and carry cash with you at all times.

Though procedures vary, you can usually arrange to receive cash advances on credit cards. Check with your credit card company to find out what services are offered and where, and what the fees are.
Travelers Checks
You may want to take about $200 in travelers checks, preferably in euro denominations, for emergencies. Note that travelers checks are not accepted at most stores and restaurants and are not recommended for general use. For a small fee, travelers checks can be exchanged at banks.

Wire Transfers
Most of the larger Dutch post offices (postkantoren) can receive Western Union wire transfers. You will need identification, however, so always keep a copy of your passport secure and separate from your other financial documents and cards.
COMMUNICATIONS ABROAD

Mail
Packages should be properly labeled in order to avoid delays and steep customs fees. UCEAP strongly discourages shipping laptops and other expensive electronic goods unless the package is accompanied by a customs waiver (see below). Packages that arrive without a customs waiver and are valued at more than €45 will be held and taxed. Clearly label noncommercial goods worth less than €45 appropriately as follows:

- Used personal American goods
- American goods for personal temporary use while in the Netherlands
- Exchange student supplies
- Small gifts

Do not inflate the value of package contents for insurance purposes. Customs fees will be based on the declared value of the goods. The key is to inform Dutch customs that the package contains goods for personal and temporary use and that the declared value is reasonable.

The EU has a regulation that says most customs taxes and commercial taxes for student goods can be waived. Typically, used items are not taxed, but new items might be taxed. Student goods include uitzet (personal items like clothing and bedding) and school requisites (laptops, calculators, dictionaries), new or used without a limit. Such items may be shipped several times per academic year.

To avoid expensive customs fees, contact the International Office at your host university for a copy of the current customs waiver form. Complete this form, enclose a note listing the contents of the shipment, and attach a signed proof of enrollment at the Dutch educational institution (EEG regulation 1983 nr. 918/83, PPEG 83 L105, article 2526).

Maastricht Business/Economics Mail
You may send mail prior to the program start date to:

Maastricht University
School of Business and Economics
International Relations Office
Attn: [Student’s Name]
Postbus 616
6200 MD Maastricht
The Netherlands

University College Maastricht Mail
You may send mail and small packages prior to the program start date to:

Ms. Ina Engelen, International Relations Officer
Attn: [Student’s Name]
Postbus 616
6200 MD Maastricht
The Netherlands
University College Utrecht Mail
After the DCL, you will receive a personal campus mailbox address; however, packages cannot be sent to that mailbox. Have packages sent to:

University College Utrecht
[Student’s Name]—UCEAP
Campusplein 1
3584 ED Utrecht
The Netherlands

Utrecht University Mail
You can have mail sent to your address after you arrive and move into your accommodations.

International & Local Calls

- **Approximate time difference:** add 9 hours

You are advised to have a cell phone while in the Netherlands. Aside from being the most convenient way to communicate, they are particularly useful for emergencies. If you own a smartphone, check with your provider about using it abroad. There may be inexpensive options available.

Prior to departure, you can obtain an MCI, Sprint, or AT&T international calling card to facilitate communication with the U.S. These cards enable you to connect with an English-speaking operator. Investigate the possibilities before departure and shop for the best services and rates.

You can make long-distance phone calls from a post office. A clerk will direct you to a booth, and you pay the amount due when the call is finished (the disadvantage is that long-distance calls are the least expensive in the evening, during the weekend, and on official holidays—hours when the post office is closed).

You can also use the Internet to make phone calls at inexpensive rates. One popular provider is **Skype**. SkypeOut is a service through which students or parents can charge an account to make calls to regular landlines and cell phones. **Google Voice** is another option for Internet calls offering competitive rates.

You can call the U.S. from the Netherlands by dialing 001+area code + phone number.

When calling to the Netherlands, you need to dial the country code first (31), then the city code without the 0, and then the extension. Do not forget to dial out of your country first (dial 011 if you call the Netherlands from the U.S.).

All phone numbers in the Netherlands consist of ten digits. The first three or four numbers starting with a 0 are the city code, which you only need to dial when you are calling a city you are not in. The last six or seven numbers are the extension.

All cell phone numbers start with 06, followed by eight digits. When calling from abroad to a cell phone, omit the 0 before the 6.

For collect calls, dial 0800-0101 (free), ask for a collect call, and then give your number and the number to be called.
To reach an international operator, make a collect call, or dial toll-free to a number outside the Netherlands, dial 0800-0410; to speak to a local operator or make a collect call within the Netherlands, dial 0800-0101.

You also have the option of purchasing a prepaid phone card to make long-distance and local phone calls from public and private phones.

**Maastricht**
Students studying in Maastricht will receive a pre-paid cell phone upon arrival at the DCL. You will receive full instructions and detailed information at that time. Pay phones are available in the university residences and at the faculty buildings. There are no individual phones available in the rooms.

**University College Utrecht**
Many of the housing units have a shared phone, but you cannot automatically call off campus with these phones. To place outgoing calls, you will need a calling card with an access number in the Netherlands. Receiving calls is free of charge. You can buy calling cards at stores near campus.

**Utrecht University**
Phones are generally not available in the university housing, but you will most likely have Internet access.
Computer Access & Use

Maastricht
All buildings in the Guesthouse have Internet access, and much of it is wireless. Specific information will be available from the Guesthouse.

University computer facilities are a distance from the Guesthouse. Given the amount of work required in the Maastricht programs, a laptop can be indispensable.

The Maastricht University Intranet e-mail account is the only method used to communicate important academic matters, such as lecture and exam times. Thus, it is imperative that you check your Maastricht University e-mail account and mailbox frequently. Failure to use the Maastricht Intranet to obtain updates can have serious negative consequences on your academic experience.

Maastricht University School of Business and Economics: You will have access to university computers. Advanced computer equipment is widely available and you will be given an e-mail address. You can also check this via the MU Blackboard system called ELEUM; once you have applied online and receive your ID and password, you can access ELEUM and explore the information provided.

University College Maastricht: UCM has its own facilities, which include an up-to-date computer room where you can work on your papers or go online. You can also access ELEUM, the electronic learning resource of the university.

Utrecht
University College Utrecht: All of the academic buildings and housing at UCU have computer and printing facilities. You will receive a personal e-mail account. The computer facilities are open from 8:30 a.m. until 1 a.m. daily. There are approximately 200 computers available for use on campus.

All rooms are wired with data ports that can be utilized for a quarterly fee. It is not necessary for you to bring a laptop, but if you prefer to work in your room, you can. Utrecht relies heavily on a local campus Intranet for disseminating critical information about classroom schedules and exams. You need to immediately learn how to navigate the campus Intranet and should check it on a daily basis.

Utrecht University: Computers and printing facilities, open daily in the summer and through the evenings during the academic year, are available on both campuses of the university. You will be given a SOLIS-mail account that enables remote access to libraries, all campus information systems, and online course environments such as “Workspaces.”
You are responsible for all room and board costs during the regular term in the Netherlands. You must make your own housing payments (even if you are on financial aid).

**Housing & Meals**

**DCL Housing**

**Maastricht Students**
The Dutch Culture and Language Course (DCL) will take place in Maastricht. Your housing during the DCL will be prearranged by the Center for European Studies (CES) at the Guesthouse, in a building for international students. Guesthouses have fully equipped shared kitchens and most are located near large grocery stores. Towels, sheets, pillows, and blankets are not included, but can be purchased at the Guesthouse office for about €50 (they are yours to keep).

**Utrecht Students**
The Dutch Culture and Language Course (DCL) will take place in Utrecht. UU students will be housed in a dorm for international students. Accommodations will be furnished, bedding (but not towels) will be provided, and provisions will be made for basic cooking and laundry. The bedding you receive is yours to keep and take with you when you go to your term housing. Kitchens and baths will be shared. There is Internet connection, but the service may be limited. There are no phones available.

UCU students will live on the UCU campus in a residence hall. See information on the next page.

**Maastricht Term Housing**

You will remain in your DCL housing at the Guesthouse throughout your term in Maastricht. Details will be sent to you via e-mail directly from CES.

**Q: What are the accommodations like? Will I have a roommate?**

**A:** Some accommodations have a large shared room attached to a private kitchen. Other rooms are single and share a common kitchen area. There are common living rooms and lounges, and corridors of students share bathrooms. Most rooms are not equipped with phones; however, most have Internet connections (the rooms without Internet connections are less expensive). Accommodations vary in size. The number of people living in one location and their nationalities will vary. The number of people that share the kitchen and bathroom areas will also differ. Some buildings are older than others and furnishings and communal facilities may vary, though all locations do have washing machines. These differences have no influence on the price.

**Q: Do I have to pay out of pocket? Will there be deposits?**

**A:** Your housing cost is included in your UCEAP fees. There is no deposit.

**Q: Are there any withdrawal fees I should be aware of?**

**A:** Withdrawal fees will be applied for withdrawals occurring after 8 weeks prior to the DCL start date. Room cancelation fees are low if you cancel early.

**Q: How far will my accommodations be from classes and the center of town?**

**A:** The university offers accommodations in several Guesthouses located throughout the city, some closer to the university than others. Most are located in the city center, and the longest you would have to commute would be about 25 minutes by bicycle.
Q: Can I live with my spouse and/or children while in Maastricht?
A: You cannot rent space in a university Guesthouse with a spouse and/or dependents; you must seek independent accommodation. The International Student Office can provide a list of commercial housing agencies.

Q: What are my options for meals?
A: Guesthouses have fully equipped shared kitchens, and most are located near large grocery stores. University cafeterias are located conveniently near university accommodations.

The School of Business and Economics has its own restaurant. It serves hot meals and an array of fresh sandwiches and soups at noon and dinner time (no hot meals on Friday).

UCM does not have a cafeteria in its building. If you are a UCM student, you can use the School of Business and Economics cafeteria.

University College Utrecht Term Housing
You will live on campus in a residence hall in a unit with 6 to 12 Dutch and international students. You are required to live on campus and will be automatically placed in a university dormitory. You will be assigned to a single room, but may request a double room. Each unit has shared bathrooms and a living room. The rooms are furnished, but you will supply your own bedding. You may buy a bedding package from the landlord. The bedding package costs about €64 and contains a duvet, duvet cover, pillow, pillowcase, fitted sheet, and flannel under-sheet. You can also buy one or more of the items listed above separately. You do not have to make arrangements in advance; the landlord will have the bedding package available when you check in. You will need to supply your own towels. There is a phone for incoming calls only (outgoing calls require a calling card). All rooms are equipped with Internet connections.

The campus dining hall provides breakfast, lunch, and dinner for students and faculty.

Q: Do I have to pay out of pocket? Will there be deposits?
A: You are responsible for the cost of all room and board during the program. You will be billed directly by the UCU office; if you are a fall student, expect to receive a bill in June/July, and if you are a spring student, expect to receive a bill in November/December. Payments can be made per semester or in monthly installments. You can also pay bills by credit card, although there is a service fee for doing so. You may be asked for a key deposit of €25.

A few weeks after the semester has ended, an inventory will be taken of your room. Cleaning fees and any costs to repair damage to the unit will be equally divided between all the tenants (fall, spring, and year students) and billed after the academic year has ended (so fall students may receive a bill after the spring semester).

Q: How far will my accommodations be from my classes?
A: UCU has its own campus, so residence halls and academic buildings are never more than a two-minute walk from your dorm.

Q: Can I live with my spouse and/or children while in Utrecht?
A: No, spouses and children cannot be accommodated in the university residence halls.
Q: What are my options for meals?
A: All housing units have kitchenettes that contain a hotplate, a microwave, a coffee maker, and a refrigerator where you can prepare simple meals. The campus dining hall provides breakfast, lunch, and dinner for students and faculty. Brunch is served on weekends. Meals are served during the semester, but not during winter break or after the end of the second semester. The Dining Hall always serves a vegetarian option and will take any dietary restrictions into account upon request.

Utrecht University Term Housing

Housing is offered through the housing bureau Short Stay Solutions (SSH). There are different student housing locations throughout the city. Some are located in the city center, others just outside the center or in the suburbs. There is also a dorm on the De Uithof campus. You will be living with other international or Dutch students in shared housing and will share common facilities such as the kitchen, living room, and bathroom. You can request a single or double room.

Q: How do I obtain housing?
A: After you have been accepted by Utrecht University, you will receive information from your UU contact person regarding the application procedure for housing. You will receive access to an online database of all available accommodations from which you can select a preference. Short Stay Solutions will accommodate your preference when possible. Utrecht University cannot guarantee the availability of housing. The number of reserved rooms is limited and is offered on a first-come, first-served basis. If you apply on time, your chances of finding accommodations are good. Note that the rental conditions for this type of accommodation are strict; rental periods are always for a fixed period of time, and early cancelation of the rental contract is not permitted. The reservation will be confirmed approximately two to three weeks before your arrival, and you will receive all the details regarding the address and rental period, rent and deposit, and owner of the property or his caretaker.

Q: Do I have to pay out of pocket? Will there be deposits?
A: You are responsible for all room expenses, and these must be paid directly to Short Stay Solutions. The first month’s rent and a deposit (usually one month’s rent) must be paid in advance, usually within 2 weeks of making the reservation. If you are a financial aid student, you are responsible for paying for your housing even if your financial aid has not yet been disbursed. Plan ahead for this.

Q: How do I obtain my key for my accommodations in Utrecht?
A: About a week before your arrival, you will contact Short Stay Solutions to arrange a time and place for signing the rental agreement, paying the rent and deposit, and obtaining the key. This is usually done in the office of Short Stay Solutions, which is located on the De Uithof campus. Upon receiving the key, you will need to show a proof of payment of the first and the last month’s rent.
Q: How far will my accommodations be from my classes?
A: This depends on where you will be housed and the location of your classes. If you are taking classes in the faculties of Humanities, Law, and Economics, your classes will be held in the city center. If you are taking classes in other faculties, your classes will be held in De Uithof. Housing accommodations in De Uithof are De Bisschoppen and Cambridgelaan. De Uithof is a 15-minute bike ride from the city center. Ina Boudier Bakkerlaan (IBB) is located in between De Uithof and the city center. Baden Powellweg is located 10 minutes from the city center, 20 minutes from De Uithof. Kruisstraat is located in the city center. Note that there are more locations than the ones mentioned in this guide. The following locations are not recommended by UCEAP due to the distance: Grote Trekdreef, which is located in the suburb Utrecht Overvecht; housing located in the suburb Kanaleneiland; and housing called Warande, which is located in Zeist, a small town near Utrecht.

Q: Can I live with my spouse and/or children while in Utrecht?
A: It is not possible to bring your spouse or children into the housing provided through Short Stay Solutions.

Q: What are my options for meals?
A: All housing facilities are accommodated with kitchens, cutlery, and cooking utensils. Supermarkets and stores are usually nearby. On the De Uithof campus, there is a student cafeteria where you can go for lunch or dinner.

Meals
In the Netherlands it is customary to have cold meals for breakfast and lunch and a hot meal for dinner. In common kitchens, there may be a cooking schedule. Students often take turns cooking a hot meal. This way of cooking is inexpensive because everyone who attends dinner shares in the cost of the meal. If you decide to cook a meal for the corridor, you have to buy and pay (in advance) for the food yourself. At the end of the month the expenses are divided and paid. The refrigerator and cupboard are also shared. Be sure to label the food you store in the kitchen.

Dinner is often the best time for socializing, so you are advised to have your meals together with Dutch students. It will enable you to learn more about Dutch life and make friends. However, you are not obligated to have your meals together and you can always prepare your own meals if you like.
**EXTRACURRICULAR ACTIVITIES**

**Get Involved**
Participating in extracurricular cultural and social activities while abroad is an excellent way to meet people, improve your language skills, and integrate more fully into the community.

Join sports, musical, theater, or arts groups; volunteer at local organizations; attend lectures and receptions held in academic and community circles; and get the most out of your time abroad.

Opportunities are not limited to those mentioned in this guide. UCEAP participants have enjoyed joining dance, music, and theater groups; intramural sports teams; and clubs devoted to Ultimate Frisbee, climbing, and publishing.

Your host university can provide information about cultural and social events.

**Maastricht**
The city of Maastricht embraces opportunities for students to participate in sports. The Maastricht University sporting agency manages various facilities and organizes training sessions, lessons, and events. If you have a sports card, you can participate in these activities whenever available.

**Utrecht**
University College Utrecht has a variety of extracurricular activities on campus and encourages exchange students to participate. There is a large student sports center about ten minutes from the campus as well as numerous student sports clubs in the city.

UCU students will receive a student card, which provides access to libraries, computer facilities, and discounts on sports and cultural events.

Utrecht University students can use the student sports center mentioned above, as well as the cultural center, which is located in the city center. With a UU student card, you can get discounts on extracurricular activities and access to libraries and computer facilities.

**Local & International News**
You can easily keep up with U.S. news as the Dutch media are internationally oriented. Numerous foreign stations can be received through cable television and radio. The majority of films shown in movie theaters are from abroad and national newspapers give a great deal of space to international news. International newspapers and magazines are available at some bookshops, and newspapers generally are available in the reading rooms of public libraries.

The main Dutch newspapers are *NRC Handelsblad*, *De Volkskrant*, *De Telegraaf*, and *Trouw*. *NRC Handelsblad* is a serious newspaper of record; as is *De Volkskrant*, which is read by many students. *De Telegraaf* has the widest circulation and often publishes sensational stories. *Trouw* is a respectable daily that originally served readers in the Protestant community, but nowadays is read by a wider public.

Weeklies that provide general information and news commentaries are *Vrij Nederland*, *HP/De Tijd*, and *Elsevier’s Weekblad*. *Vrij Nederland* offers a weekly overview of cultural activities.

English language weeklies such as *Time* and *Newsweek* are readily available, as is the *International Herald Tribune*. British newspapers such as the *Guardian* are also available at newsstands at the Central Station and around Wilhelmina Park.
In addition to the following sections, read the Health chapter of the UCEAP Guide to Study Abroad.

Access the U.S. Centers for Disease Control and Prevention (CDC) Travelers’ Health web page for additional travel health information.

Medical Services
If you feel sick or have a medical emergency, contact the International Student Office of your university immediately. Your host university will have lists of doctors who have worked with international students in the past. They can recommend a clinic to visit and make arrangements with your professors if extended absence from class is expected.

In the Netherlands, minor medical problems are handled by a general practitioner (GP), not at a hospital. You will need to see a GP for a referral before seeing a specialist.

While the UCEAP travel/emergency assistance provider, Europ Assistance, can arrange for direct payment for eligible services, Dutch general practitioners do not accept direct payment through foreign insurance. You will be required to pay at time of service and submit a claim for reimbursement through Europ Assistance. If you have a Dutch bank account, Europ Assistance can deposit the funds in your bank account; otherwise, the insurance company will issue a refund check in U.S. dollars and mail it to your U.S. address.

UCEAP Insurance and claim forms:
Review the UCEAP Insurance Plan before departure. Under the terms of the policy, you must pay for medical services at the time they are rendered and file a claim to be reimbursed. Always get a receipt from the doctor or pharmacy. Itemized bills must be submitted with the claim form. Keep photocopies of all documentation you submit in case the claim gets lost in the mail. Claim forms are available on the Participants section of the UCEAP website.

Counseling Services
Maastricht
Student counselors are available for a wide range of mental health issues. You can make appointments through the Student Service Center, located at the Service & Information Desk, Bonnefantenstraat 2. Visit the Maastricht Student Service Center website for more information.

Utrecht
In addition to the excellent counseling resources available at De Uithof, private counseling is also available. If you are a UCU student, you can consult with your tutor.
Prescription Medications
Pharmacies (Apotheek) are widely available but Dutch pharmacies will not dispense drugs based on a U.S. prescription. You will need a prescription from a doctor licensed to practice in the Netherlands.

Some commonly prescribed medications in the U.S. are not available in the Netherlands (e.g., any ADHD medications that contain amphetamines) and cannot be mailed into the country. Do not have medications shipped to you; they will be confiscated by customs. Carry an adequate supply of prescription drugs in their clearly-labeled original container in your carry-on luggage. Carry a letter from your physician describing the medical condition, and any prescription medications, including generic names, as some drugs are subject to confiscation by local custom agents. You can take this letter to a Dutch doctor who will assess whether the same medication can be prescribed.

You are responsible for researching any medications that are prescribed for you. Before departure, call the University of California travel assistance provider, Europ Assistance, on the dedicated UC phone line at (866) 451-7606 or e-mail ops@europassistance-usa.com

Students with Disabilities
Dutch law guarantees equality and the right to access for people with disabilities. Information is available in Dutch on the Ministry of Public Health website.

Maastricht
Maastricht has an office called the Service Desk Disability Management that works with students who have physical limitations, dyslexia, or other problems. This office can make special arrangements for access to buildings, extra help during the study period, etc. Contact the office prior to the start of the semester to discuss the possibilities (via the UCEAP Systemwide Office).

You can make an appointment with the information desk of Student Affairs (Bonnefantenstraat 2):

E-mail: stud.decanaat@ssc.unimaas.nl or handicap@ssc.unimaas.nl
Phone: (31 43) 388 5273

Utrecht
UCU is wheelchair accessible, but there are limited resources for accommodating other disabilities. Utrecht University does have additional special services. If needed, local staff can assess individual cases to determine what can be arranged in cooperation with the local Disability Coordinator.
In addition to the following sections, read the Safety chapter of the UCEAP Guide to Study Abroad.

Your Role in Minimizing Risk
The risk of violent crime towards Americans is low throughout most of the Netherlands, and the U.S. Embassy is unaware of tourist/visitors being targeted, other than petty crimes. Although it remains rare, some increase in violent crime has occurred throughout the Netherlands, mainly in the cities of Amsterdam and Rotterdam.

Petty crime is common. Pickpockets, purse snatchers, and thieves target individuals in metropolitan areas such as Amsterdam and The Hague (Den Haag). Most crimes are committed by gangs of youths between the ages of 12 and 18. Passport, identity, and plane ticket theft is also common. Carry copies of important documentation, not originals.

UCEAP makes every reasonable effort to provide a safe environment for participants and offers counsel on potential risks and necessary precautions. Maximizing health and safety while abroad requires your cooperation with UCEAP. Safety issues will be discussed at the orientation at the beginning of your program. Until then, keep up with the latest news in the Netherlands and take steps to increase your security awareness. Take time before departure to improve your personal security—things are not the same everywhere in the world.

Preventing Theft
Most crime in the Netherlands, as in Europe generally, is directed against property. Bicycle theft is common.

Keep all valuables—especially wallets, passports, and credit cards—in buttoned or zippered pockets, money belts, or fastened bags while walking about major cities, especially in tourist areas or at festivals. Your actions and appearance can minimize the risk of becoming a victim. Never leave bags, backpacks, or cases unattended.

Be cautious about inviting casual acquaintances home. Burglary is on the rise in the student residences. Be sure to lock your room doors and windows, and keep valuable items in locked drawers or closets. If you take valuable items abroad, such as a laptop or an expensive camera, make sure that the personal property benefit of the UCEAP Insurance Plan offers adequate coverage for your items.

Demonstrations
Demonstrations are commonplace in the Netherlands and may range in number from a few demonstrators to several thousand. Prior police notice is required for public demonstrations, and police oversight is routinely provided. Nonetheless, even demonstrations intended to be peaceful can turn confrontational and possibly escalate into violence. We urge you to avoid areas of demonstrations if possible, and to exercise caution if near one.

Transportation & Road Safety
Road conditions are superb and are comparable to the best roads in other western European countries. Travel in, around, and between cities is possible.
via a highly developed national public transportation system, an extensive system of bike paths, and by automobile on a modern highway system. The rail network, which is about 70% electrified, is efficient and connects all towns. Intercity and local trains run at least every 30 minutes on all principal routes. Rail and bus timetables are integrated, and there is a common fare structure throughout the country. Rail network information is available online.

Intercity travel by road is relatively safe in comparison to some other European countries.

Bicyclists and pedestrians should be particularly cautious during the winter months, when paths, roads, and especially bridges can be icy and extremely slippery.

Taxi service in the Netherlands is safe but expensive. Trams and buses are both convenient and economical, but are often frequented by pickpockets. For more information about travel in Holland, visit the website of the Dutch Board of Tourism and Conventions.

Fire Safety
All businesses in the Netherlands are required to take measures to avoid potential fire hazards. How you react in the event of fire depends on how well you have prepared for a fire emergency.

Make sure you are familiar with:
- The host university’s alarm number
- Evacuation protocols
- Floor-plans of the building(s)
- Locations of fire-extinguishers and the fire alarm-buttons
- Escape routes and emergency exits

Read more in the Fire Safety section of the UCEAP Guide to Study Abroad.
Emergency Contacts

What Is an Emergency?
An emergency is a serious, unexpected, and often dangerous situation requiring immediate action. The following are considered emergencies:

- Any life/death situation
- A traumatic event requiring immediate assistance
- An arrest
- Civil unrest or natural disaster in the host country

In an Emergency
Contact local emergency services first and then contact the following:

If you are in the U.S.
- During office hours (8 a.m.–5 p.m. Pacific Time): Contact your Operations Specialist at the UCEAP Systemwide Office
- After office hours: Call the 24-hour emergency phone number at (805) 893-4762

If you are abroad
Carry the local emergency contact information at all times.

If you need immediate emergency assistance, call 112 for Police, Ambulance, Fire Department

If necessary, call the emergency number of the U.S. Consulate General in Amsterdam: 31 (0) 70 310 2209

U.S. Consulate General in Amsterdam
Museumplein 19
1071 DJ Amsterdam
The Netherlands

Business Hours: M–F, 8:30 a.m.–5 p.m.
Phone: (011-31) 020-575-5309
Fax: (011-31) 020 575 5330
After-Hours Emergency Phone: (011-31) 070 310 2209
E-mail: USCitizenServicesAms@state.gov
Web: amsterdam.usconsulate.gov

If you have a health, travel, or safety emergency and do not have access to local or UCEAP representative emergency information, contact the UCEAP travel assistance provider, Europ Assistance, available 24/7:

- Call international collect: 1+202-828-5896
- Call within the U.S.: 1+866-451-7606
- E-mail: ops@europassistance-usa.com