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ADDRESS AND OPENING HOURS

Main building
Broederweg 15
8261 GS KAMPEN
Tel. 038-447 17 10

Main building opening hours
Monday to Friday 8:15 a.m. – 5:00 p.m.
except on public holidays

Library
Groenestraat 160
Kampen
Tel. 038-447 17 20

Library opening hours
Service desk and general reading room
Monday, Tuesday and Friday 9:00 a.m. – 5:00 p.m.
Wednesday and Thursday 9:00 a.m. – 9:00 p.m.

Service desk closes at 5:00 p.m.

INFORMATION ABOUT TU KAMPEN
READING ROOMS IN THE ‘LINNEWEEVERSGILDEHUYS’

Opening hours
Monday - Friday  9:00 a.m. – 4:45 p.m.

Smoking is prohibited in all Dutch public buildings. This rule also applies to the University and all University properties.

VISITING THE UNIVERSITY OR LIBRARY BY BICYCLE

Should you visit the University or Library by bicycle, please park your bicycle in the bicycle racks in the garden of the main building. Bicycles found secured to any object other than the bicycle racks will be removed by Technical Services.

The gate to the University’s garden closes at 5:30 p.m.

ACCESS TO THE INTERNET

Students will receive a personal account for the TU network at Eduroam. Information and details about this account will be sent by email.

Use of the internet
We strongly recommend that you use Skype or Facetime when contacting family or friends in your home country or abroad. This is much cheaper than using a standard telephone connection.

WiFi is available at the University. At the University, you can use Eduroam. Your username and password will be identical to your University email address and password. You will receive these in the first week of the academic year. We will provide an internet subscription at your place of residence.

PRINTING AND MAKING COPIES

If you wish to use the copier (in the library or the main building of the university), you will need your student card. The receptionist at the library will help you to charge your card before using it for the first time. Prices of copies and prints can be found on our price list, which is available at the library.
As every country has its own habits, it is good to inform you about the Dutch habits regarding indoor living. These habits are connected to the Dutch climate and weather.

**HEAT AND VENTILATION**

In the Netherlands the average room temperature in a living room is set to no more than 20 degrees. If that is too cold, it is best to put on extra clothes instead of turning up the central heating to a higher level as energy is expensive in the Netherlands! Don’t keep windows opened on cold days, just ventilate the living room for a short time. At night you can turn down the heating to about 15 degrees.
It is not usual to heat bedrooms, the hallway or the bathroom, except during a very cold winter (several degrees below zero). Bedrooms require fresh air, at the end of the day you can close the windows in your bedroom. When the temperature is below zero, it might be better to ventilate the bedrooms for a shorter time. In that case it is better to close the windows during the day.

Always ventilate the bathroom after taking a shower. It is important to dry the bathroom as soon as possible in order to avoid mould. It is a good idea to dry the bathroom with a towel after using the shower.

CLEANING

Clean your house on time, especially the kitchen, the toilet and the bathroom. Remove your waste on time (also paper).

Mail
Before you leave for an extended period of time, such as during a holiday, ask someone to collect your mail for you.

YOUR ACCOMMODATION AND TAXES

Municipal Taxes in the town of Kampen
The municipality of Kampen collects a number of taxes, such as domestic waste tax and sewerage tax.

The municipality of Kampen sends a taxing form every year.

These are the taxes that need to be paid on a yearly basis:
- Domestic waste tax, meant to cover the costs for collection and processing of your domestic waste. The amount for this tax is between 100 and 150 euros.
- Sewerage tax, to cover the cost of your connection to the sewerage system.
- Water Board taxes GBLT/ Waterschap Drents Overijsselse Delta (WDO Delta): The Water board is responsible for the maintenance of dikes and dams, water level control, and water quality control, such as purification of wastewater and limiting of discharges into surface water wherever possible.

Rates are subject to annual change.

If you have questions regarding these taxes or invoices regarding these taxes, your buddy can help you.

www.gblt.nl/waterschapsbelastingen
Check your rent contract to see which costs are included!

DIGID

If you go to your City Hall or to the counter of another government organization, in many cases you will have to prove your identity using your ID card, passport or driving license. Over the internet, you can prove your identity by logging in with your DigiD. Government organizations will then know that it really is you they are dealing with. In your case, you will need DigiD to apply for rent benefit and/or child benefit.

You can ask your buddy to help you with the application for (one of) these allowances.

Your DigiD consists of a username and a password of your own choice. DigiD can be seen as your digital signature. With your DigiD you gain access to hundreds of Dutch government websites.

Your username and password are strictly personal. Therefore, make sure that you keep this information confidential and prevent others from misusing it.

No-one is allowed to ask you for your username, password or activation code; neither by email, nor by telephone nor in any other way.

How to apply for your DigiD code?
You can apply for your DigiD code on the website www.digid.nl/en/

You will need the following details:
- your social security number (BurgerServiceNummer, abbreviated: BSN)
- date of birth
- address details: postal code, number
Please do not forget your login details! You will need your user name and password in order to activate your DigiD code!

- You will need help in order to create a DigiD code. The application procedure is only available in Dutch.
- www.digid.nl/en/

RENT BENEFIT INFORMATION

BELASTINGDIENST (TAX AUTHORITIES)

You can apply for a benefit online via www.belastingdienst.nl (the Dutch tax revenue authority) at the Mijn toeslagen-section. It is advised that you do this together with your buddy. You can submit your application for rent benefit after three months, because you have to show bank statements from the last two months proving that you pay the rent in accordance with the lease contract. You will need the documents mentioned below:

- a copy of your passport
- a copy of your residence permit
- a copy of your rent contract Specification of service costs (see information above)
- two recent bank statements or digital statements from internet banking showing that you have indeed paid rent for the accommodation (name and bank account number of the account holder must be clearly visible)
- two recent salary slips. Instead of this you can submit a copy of your enrolment at the TU Kampen (a copy of your student card)

If the paid rent is higher than the amount mentioned in the rent contract, you should add a copy of the letter stating the rent increase.

You only need to apply for a benefit once. As long as you meet the conditions, the benefit will be paid to you each year. You should submit any changes in your situation within 4 weeks or discontinue the benefit if you are no longer entitled to it, or you might have to pay back (large) amounts later. You can apply for rent benefit for a specific year up to 1 September of the following year. For example, you can apply for a benefit for 2018 until 1 September 2019.

Submit changes in time!

You are responsible for reporting changes in your life. For instance, if you or your wife get a job and your joint income changes, or if you move to another accommodation and you pay a different rent.

You have to report changes within 4 weeks at Mijn toeslagen. You will then receive a new advance decision. If you are not entitled to rent allowance anymore you have to terminate your allowance at Mijn toeslagen. You can terminate at any time - failing to report changes can result in having to pay back large amounts later on.

ENERGY COSTS

The energy supply (gas / electricity) is privatized in the Netherlands. The main suppliers in the Netherlands are the following companies: Essent, Nuon and Eneco. If you receive a letter with one of these names on it, it could be an invoice. It is very probable that these letters are written in Dutch, so ask your buddy for translation.

You will have to pay the ‘Termijnbedrag’ (amount of money you have to pay each month) on a monthly basis. This amount is an advance monthly payment of the expected annual energy bill. At the end of the year, the supplier calculates the amount of energy used by you and the costs. You then either have to pay extra or will be reimbursed. A new monthly amount will then be estimated.

You will receive an annual statement once a year. This statement shows how much energy you have used during the past 12 months, and it informs you whether you have to pay extra. This bill is called Jaarafrekening (annual statement).

www.gaslicht.com/energienota
WATER

In the Netherlands, good quality water is provided at a reasonable price to the entire population. Water from the taps is clean and you can safely drink it. The water supply is privatized, too.

You will have to pay a monthly amount or a three-monthly amount in advance after receiving a so-called ‘Termijnfactuur’ (= bill for one term).

Once a year, you will be required to provide the details of your water consumption measured by your water meter. On the annual statement (Periodeafrekening) the term bills will be compared to your actual water usage. If you have used less, money will be returned to you. If you have used more water, you will have to pay extra.

You can pay the invoice by direct debit collection or you can pay after receiving the term bill. This term bill can be sent by regular post or by email.

Check your rent contract to see if costs for water are included.

MOVING TO ANOTHER ACCOMMODATION

If you move to a different accommodation, you must inform the City Hall of Kampen not later than 5 days after your move. You can do this online with the help of your DigiD code or you can make an appointment online at www.kampen.nl/verhuizen/verhuizing-doorgeven.

WASTE DISPOSAL

For environmental reasons, it is important to separate waste as much as possible before disposal (esp. plastic and glass – see below). A large category of the waste is collected separately by the municipality. For instance, waste that is harmful to the environment, such as small chemical waste, or domestic waste that can be recycled.

The municipality collects and processes waste. You will have to pay domestic waste taxes on an annual basis. Domestic waste tax consists of a standard charge and a variable tariff. The variable part depends on how often you dispose waste. Some categories of waste will be collected for free.

www.mijnafvalwijzer.nl

Underground containers for unsorted or remaining waste

For some time now, the municipality of Kampen has placed underground containers for unsorted remaining waste. These containers have an opening for 60 litres. Possibly the size will change to 40 litres before the end of 2017. From 2018 on you can use your grey household container, if you still have one, for the collection of plastics, metals and drink cartons. In order to use the underground container for unsorted remaining waste, you will need a waste pass. Your waste pass can be used for two underground containers. Ask your buddy where those containers are located. Should one of the containers report a failure, you can deposit your waste in the other underground container. You have to pay a small amount every time you use your waste pass.

Waste app

For your convenience, you can download the Afvalwijzer-app (waste-app) on your smartphone. This app provides a customized waste overview. With this app you can also receive a notification on the night before or on the morning of the collection day. This notification will be sent at about 7:00 p.m. or at 7:00 a.m. This way you can never forget a collection day.

Main categories of waste

- Vegetables, fruit and garden waste (GFT) (free)
- Paper (free)

Waste paper and cardboard can be recycled. You can deposit your waste paper in the container for this special purpose. You can find the collection days on the website www.mijnafvalwijzer.nl. If you have a lot of paper to dispose of, you can bring the paper to Recycling Kampen.
Plastic (free)
The municipality collects plastic packaging materials, metal packaging and drink cartons (PMD) as this can be reused. So please deposit those materials in the special PMD-container or PMD bags. They will be collected once every two weeks without cost. Bags for PMD waste can be obtained at the City Hall for free.

Glass (free)
Glass containers are mainly located near the shopping centres and near houses. You can deposit your glass in the glass container during the day. Clear and coloured glass should be separated.

Small chemical waste (free)
Small chemical waste can be delivered at Recycling Kampen, for example: paint, batteries, oil products, left over medicines, needles and frying fat. It is also possible to make an appointment with the ‘chemical car’ (chemokar), which can pick up your small chemical waste at home. For this, make an appointment at the Client Contact Centre (Klant Contact Centrum KCC) tel. 14038 (After the ‘beep’ just say ‘Kampen’, and you will be put through to the City Hall of Kampen.

Textile (free)
Old clothes and shoes can be reused as well. Textile will be collected for free by Kringloop Kampen. Sometimes charity organisations collect textile at homes. You can bring your textile to Kringloop Kampen yourself or deposit it in a special container for textile at supermarkets. This concerns all kinds of textile, including worn and torn textile, but it should not be dirty. Examples: curtains, sheets, stuffed toys.

In the municipality of Kampen the following organisations collect textile:

- **Kringloop Kampen** every two weeks at your home. Collections days are mentioned in the waste calendar, [www.mijnafvalwijzer.nl](http://www.mijnafvalwijzer.nl)
- **Association ‘Horse riding for Disabled’ East** (Paardrijden Gehandicapten Ooste VPGO) collects once a year in a special bag delivered at your home in the Autumn
- **Salvation Army** (Leger des Heils) ReShare has containers at the supermarkets. And they collect at home once a year in the Spring
- **DMWReco** has containers at supermarkets.

**You are not allowed to deposit:**
- wet and oiled textile or textile soiled by paint, duvets, pillows, matrasses, mats, carpets, skates and clogs, balls of wool and yarns (you can deposit this at Kringloop Kampen).

Bulky waste
Bulky waste does not fit into domestic waste bags or waste containers. You can bring your bulky waste to Recycling Kampen yourself. But it is also possible to ask the municipality of Kampen to come and collect your bulky waste. Costs will be € 24.50 call-out charge and € 1.40 for every 10 kilos of waste. For bulky garden waste you only pay the call-out charge of € 24.50. The municipal collection day for bulky domestic waste is Tuesday. The collection day for bulky garden waste is Friday. Prices mentioned are subject to change (rates of 2017).

Bulky waste can be brought to Recycling Kampen. This concerns non re-usable bulky waste or waste in big quantities, like garden waste or waste of consumer goods. You can also bring equipment like refrigerators, TV’s, and household appliances. Their website: [www.recyclingkampen.nl](http://www.recyclingkampen.nl) shows opening hours and costs. Disposal of garden waste is free.

Re-usable stuff can be brought to Het Goed/Kringloop Kampen. They are allowed to collect this or to come and pick up your stuff at home. You can make an appointment.

- **Recycling Kampen**, Haatlandhaven 16, 8263 AS Kampen
- **Kringloop Kampen**, Trekvaart 33, 8271AA IJsselmuiden

**Disposal charge**
When you buy a new, similar appliance e.g., a TV, the store often takes the old one off your hands for free, because disposal charge (verwijderingsbijdrage) is included in the price.

- **www.kampen.nl**
MEDICAL EMERGENCIES

In the case of an emergency, call 112 for an ambulance. Accident and emergency care is available at the hospital (Spoedeisende Hulp - SEH), or you can go to first aid EHBO (Eerste Hulp Bij Ongelukken).

Try calling your GP first in the case of urgent matters, as they can alert the hospital that you are coming and inform them about the treatment you may need. If your GP is not available, then you should call the medical centre (huisartsenpost) in Zwolle in case the matter is something that can be dealt with without involving hospital care.

Call 112 for police, fire brigade or ambulance in case:
- of fire / smoke / explosives
- of a serious car / work accident
- someone is attempting to steal / damage a vehicle or property
- you or people nearby you are trapped / injured / unconscious / bleeding / suffocating
- you witnessed an attempted suicide

Police for general matters that are not urgent: 0900-8844
HEALTH INSURANCE

Information about the different types of health insurances can be found on our website (Studying in Kampen > Practical Issues > Insurance and health care).

en.tukampen.nl/portal-informatiepagina/insurance-and-health-care

GENERAL PRACTICE

Information about health & safety
General practitioners are your first point of contact for healthcare in the Netherlands, as they provide referrals to all specialists and, if necessary, to hospital. A doctor or GP is called ‘huisarts’. It is best to register yourself at a GP. In many cases you can download a form from the practice's website. First you have to check if a doctor is taking patients, as his practice may already be full. Please ask International Office to check for you.

Making appointments with a doctor or General Practitioner (GP)
You can call your GP directly to make an appointment, or many practices have a consultation hour (spreekuur), usually early in the morning, when you can speak to your doctor without an appointment. You may also be able to consult the doctor (or assistant) over the phone in connection with simple questions.

Some GPs also make house calls, usually after hours or during a specifically allotted time.

If your doctor is away, they will leave a message on the answering machine giving the number of another doctor and possibly the number of the emergency doctor’s service. The service will give you the name and number of a doctor on duty near you, or have the doctor call you.

The other option is to call the medical centre in Zwolle (huisartsenpost).

When visiting a medical centre or GP, always take your insurance policy with you.

Practice opening hours
Weekdays 8:00 a.m. – 5:00 p.m.
Closed for lunch: 12:00 p.m. – 13:30 p.m.

LIST OF PRACTICES IN THE CITY OF KAMPEN

Amarant
- Tormentil 2, 8265 DN Kampen
- Practice A. Boers 038-331 24 59
- Practice R.G.J. Klein Overmeen 038-332 30 59
- Practice J.G. Westerink and M.H. Luinge 038-331 35 30
In case of emergency dial 1 in options menu

Appel & Hutter
- Vloeddijk 69, 8261 GE Kampen
- Dr R. Bruintjes and L. Bruintjes-Kolleman 038-333 26 96
- Dr J. Posthouwer 038-331 20 05
- Dr M. Blom 038-331 39 27
In case of emergency during opening hours call 038-3869985 (Bruintjes + Posthouwer) / 038-3330311 (Blom)

Hanzepraktijk
- Oostzeestraat 46 (second floor), 8262 ES Kampen
- Dr K.C.P. Roest-Brouwer and Dr A.J. van den Noort
In case of emergency dial 1 in options menu

Stienstra & Van Veen
- Oostzeestraat 44, 8262 ES Kampen 038-331 41 08
In case of emergency dial 1 in options menu

Weers
- Silene 2, 8265 GZ Kampen
- Dr R.M. Weers 038-331 58 81
- Dr E.D. Dijkstra-Weers 038-331 58 81
In case of emergency dial 1 in options menu

In case of absence / after working hours / weekends
In case of absence of a GP because of holidays you can call 038-477 80 88. You will be automatically connected to the practice on duty.

After 5:00 p.m. and at weekends you can call:
Huisartsenpost Zwolle (medical post) 0900-333 63 33
Dokter van Heesweg 2, 8025 AB Zwolle

Also for urgent matters between 5:00 p.m. and 8:00 a.m.
www.dehuisartsenpost.nl
More information can be found on
huisartsenkampen.nl

Ebbingepoort
- 1e Ebbingestraat 18, 8261 XC Kampen
- Dr R. Bruinjtes and L. Bruinjtjes-Kolleman 038-331 25 10
- Dr J. Posthouwer 038-331 20 05
- Dr M. Blom 038-331 39 27
In case of emergency during opening hours call 038-3869985 (Bruinjtjes + Posthouwer) / 038-3330311 (Blom)
HOSPITAL ZWOLLE - ISALA

In the past, Kampen had its own hospital, but now the hospital for this area is located in Zwolle.

Some English leaflets are available at www.isala.nl/patienten/folders/english-leaflets.

Isala Zwolle, main entrance
- Dr. van Heesweg 2, 8025 AB Zwolle
Directions: when in Zwolle, follow the signs ‘H Isala’ to the Dr. Van Heesweg and take the main entrance.

When you visit the specialist at the hospital, make sure to take with you:
- a valid passport
- the referral form from your GP
- a survey of your current medication. You can get this information from your pharmacy
- current insurance details (insurance pass or health insurance policy).

MEDICAL CLINIC OF KAMPEN - ISALA

Instead of a hospital, Kampen has an outpatient clinic where several specialists are working and where you can visit the laboratory for instance for a blood test. Visiting the laboratory requires a referral from your GP.

Isala Kliniek Kampen
- Engelenbergplantsoen 7, 8266 AB Kampen

Opening hours
Clinic 8:00 a.m. – 5:00 p.m.
Laboratory 8:00 a.m. – 4:30 p.m.

When you visit the specialist at the clinic in Kampen, make sure to take with you:
- a valid passport
- the referral form from your GP
- a survey of your current medication. You can get this information from your pharmacy
- current insurance details (insurance pass or health insurance policy).

PHARMACIES (APOTHEEK)

Apotheek Ebbingepoort
- 1e Ebbingestraat 19, 8261 XC Kampen 038-331 24 75
- www.acy.nl

Opening hours
Monday till Thursday 8:00 a.m. – 6:00 p.m.
Friday 8:00 a.m. – 17:00 p.m.
Saturday 11:00 a.m. – 1.00 p.m.

Online registration forms are available on the website.

In case of urgent need during the weekend or at night
Spoed apotheek Zwolle (emergency) 038 424 54 74
- Dr. Van Heesweg 2 (main entrance, right side behind the Central desk), 8025 AB Zwolle

DIRECTIONS when in Zwolle, follow the signs ‘H Isala’ to the Dr. Van Heesweg and take the main entrance. The Spoed apotheek is located right behind the Central desk.

Opening hours
Working days 5:00 p.m. – 08:00 a.m.
On weekends and holidays: 24 hours a day
You can also obtain medicines here without prescription. In that case please visit before 11:00 p.m.
Always take your valid insurance pass, passport and debit card with you!
Apotheek Flevowijk
- Lelystraat 80, 8265 BE Kampen 038-337 14 00
- www.flevowijk.nl

Opening hours
Monday to Friday 8:00 a.m. – 6:00 p.m.
On Friday evenings from 6:00 p.m. – 7:00 p.m. and on Saturdays from 11:00 a.m. – 13:00 p.m.

In case of urgent need or during the weekend or holidays: visit Sped Apotheek Zwolle (see above).
Online registration forms available on the website.

Apotheek De Wetering
- Silene 2A, 8265 GZ Kampen 038-332 25 50
- wwwACY.nl

Opening hours
Monday to Friday 8:00 a.m. – 6:00 p.m.
On Friday evenings from 6:00 p.m. – 7:00 p.m. and at Saturdays from 11:00 a.m. – 1:00 p.m.

In case of urgent need or during the weekend or holidays: visit Sped Apotheek Zwolle (see above).
Online registration form available on the website.

Apotheek Brun Aqua
- Oostzeestraat 40, 8262 ES Kampen 038-331 25 25
- wwwACY.nl

Opening hours
Monday to Friday 8:00 a.m. – 6:00 p.m.
On Friday evenings from 6:00 p.m. – 7:00 p.m. and at Saturdays from 11:00 a.m. – 1:00 p.m.

In case of urgent need or during the weekend or holidays: visit Sped Apotheek Zwolle (see above).
Online registration form available on the website.

DENTIST PRACTICES

Dentistry is privatized in the Netherlands and not covered by basic insurance policies (except for children up to 18 and specialist dental care, such as surgery).

It is not necessary to subscribe to a dentists practice if you have basically healthy teeth. For a consultation you must make an appointment by telephone. When visiting a dentist always take your health insurance policy or pass with you. Be aware that you have to pay for the consultation in cash.

It is important to get an original invoice or bill from the dentist practice after a consult. You will need this for reimbursement of the money when you submit a claim at the health insurance company.

Tandartspraktijk Carsouw
- Koornmarkt 16, 8261 JX Kampen 038-333 34 77
- www.tandartspraktijkcarsouw.tandartsennet.nl

Tandartspraktijk Rooker
- Europa-allee 8-B, 8265 VB Kampen 038-331 52 88
- www.tandartsrooker.nl

Tandartspraktijk Blauwhof
- Vloeddijk 80, 8261 GE Kampen 038-331 34 29
- www.tandartspraktijkblauwhof.nl

Tandartsenpraktijk A. Bosch
- Ratelaar 23, 8265 CV Kampen 038-331 41 88
Tandartspraktijk Van de Beek
Vloeddijk 61-1, 8261 GD Kampen 038-332 32 35

Tandheelkundig zorgcentrum Kampen (TZK)
Orkestlaan 150, 8265 RC Kampen 038-333 61 40
www.tandzorgkampen.nl

Tandartspraktijk J.F. Nettekoven
Dravik 28, 8265 EW Kampen 038-331 30 75

Hanze Tandartsen
Penningkruid 26, 8265 EX Kampen 038-303 25 67
www.hanzetandartsen.nl

Urgent cases
The emergency service is in place at night, during the weekends and holidays. In cases of accidents, subsequent bleeding or serious toothache you can call the central number: 06-535 37 73 (between 5:00 p.m. and 8:00 a.m.) You will hear the name of the dentist on duty.

You can also find the dentist on duty on the website: www.tandartsinkampen.nl and click ‘dienstregeling’.

www.tandartsinkampen.nl

Costs
Be aware that you have to pay for your consultation in cash. But in many cases you can get a reimbursement from your health insurance. Coverage depends on type of health insurance you have.

If you have a Dutch basic health insurance, costs for children up to 18 will be covered, adults can take out an additional dentists insurance. However, if you don’t have many problems with your teeth, it is often cheaper to pay dentist costs yourself.

Check the conditions of your health insurance to see which costs are covered

The Dutch maternity system is quite unique. It is a tradition of free choice of place of birth including home birth. The midwife will discuss all options and give information about (dis)advantages of the options. After the delivery it is possible to get maternity care at home.

If a woman becomes pregnant she can make an appointment with the midwife practice of Kampen after 6 weeks of pregnancy, tel. 038-333 23 61 between 9:00 a.m. and 12:00 a.m. (on working days).

The first pregnancy check-up will be planned between 8 and 12 weeks of pregnancy and will take about 50 minutes. Next check-ups during the pregnancy will take about 10 minutes.

You can inquire at your insurance company for a maternity package. Costs are covered by the private basic health insurance.

Costs
It depends on your type of health insurance whether costs for maternity care and delivery are included or not. Basic health care includes these costs, but for maternity care and a hospital delivery without medical need a personal contribution (eigen bijdrage) will be required. This is a percentage or a standing charge. For public basic health care this amounts to € 250,- in 2017. When you have a private (international) basic insurance a personal contribution is not required for a hospital delivery.
Some private health care insurances (like GFI) do not cover pregnancy during the first year of your stay in the Netherlands. Check the brochure from your health insurance company about coverage during your first year of stay or for when you already have stayed longer than one year in the Netherlands.

Verloskundigenpraktijk Kampen
Gezondheidscentrum ‘De Hanze’
Oostzeestraat 36, 8262 ES Kampen
(first floor at the end of the hallway, left side)
www.verloskundigenkampen.nl

For all medical and non-medical questions you can contact the midwife on duty daily through consultation by telephone between 1:00 p.m. and 1:30 p.m. or between 7:00 p.m. and 7:30 p.m., tel. 06-531 092 81

Delivery, emergency, in case of concern
Tel. 06-531 092 81 – 24 hours a day.

Always take your health care insurance policy with you when visiting midwife or hospital.

MATERNITY CARE
On the website of Verloskundigenpraktijk Kampen you can find a list of Maternity Care Agencies:
Home > Contacten > Kraamzorginstellingen
www.verloskundigenkampen.nl/contacten/kraamzorginstellingen/

Costs
Which costs are covered depends on your type of health care insurance. Please check your insurance. For maternity care a personal contribution (eigen bijdrage) is required for private and public health care, this is about € 4.30 per hour in 2017.
POLICE

Stationsplein 6, 8267 AB Kampen
(near railway station Kampen)

Opening hours
Monday till Thursday 9:00 a.m– 5:00 p.m.
Friday 9:00 a.m. – 9:00 p.m.
Saturday 9:00 a.m. – 5:00 p.m.

Police for general matters that are not urgent: 0900 - 8844

Urgent matters: 112
Many of our international and Dutch students attend the Reformed Church (Liberated) at Kampen North:

**Eudokiakerk** – GKV Kampen Noord

- Wederiklaan 54, 8265 DD Kampen  
  - 038-33 162 73

**Services:** There are worship services every Sunday at 9:30 a.m. and 4:30 p.m. English translation is provided in the morning service.

- Babysitting for children up to 6 years is offered every Sunday at 9:30 a.m.
- Every Sunday, a children's club is organized, one week for children from 4-6 years and the other week for children from 7-9 years. Once a month, on a Sunday evening, a club for teenagers (children >10) is organized.
- **Every Tuesday evening, free meals are offered at ‘De Eetkamer’ [(www.facebook.com/eetkamerkampen/?fref=nf)](www.facebook.com/eetkamerkampen/?fref=nf). You are welcome at 5:30 p.m., and dinner will start at 6:00 p.m.**

- The Eudokia Church organizes bible study groups for international women every week. In these meetings, they discuss parts of Scripture. These meetings are also social gatherings and are a great way of making new friends.
- The church has also appointed an elder for the internationals in the church. At the moment, Prof. Barend Kamphuis is appointed. If you decide to become a member of the church he will visit you in order to make your acquaintance.

The Reformed Church (Liberated) also has another congregation in Kampen:

**Bazuinkerk**

- Cello 1, 8265 RL Kampen

**Services:** Worship services at 9:30 a.m. and 4:30 p.m.

**International Worship Service**

- De Schalmei, Triangel 1, Kampen

**Services:** Every Sunday at 4:00 p.m. Organized by the following churches: PKN IJsselmuider, PKN Kampen, Gereformeerde Gemeente, GKV Kampen-Zuid and the Eudokiakerk.

- Translation in Russian, Arabic, Farsi, Chinese, Urdu and English, sentence by sentence. If necessary, the organization can arrange translation in another language as well. During the service Christian songs in various languages will be sung and Scripture will be read in several languages. There is a children’s program.

- Many refugees from the area attend these international services.

**SCHOOLS**

**PRIMARY SCHOOL**

In the Netherlands, it is **mandatory for children from 5 years and older** to go to school. Once children are four years old, they are allowed to go to school every day. Almost all children in the Netherlands go to school at the age of 4.

**De Mirt**

Right next to the Eudokiakerk, there is a primary school called the Mirt.  

- [www.demirt.nl](http://www.demirt.nl)

Most children of the international students go to this school. Because of this, the school has some experience with children with different cultural backgrounds. If you have children from the age of 4 or older, you can register your child for school with this form:  


It is important to apply as early as possible after your arrival (you can also apply before you come to The Netherlands). You can always ask your buddy to help you.
TRAVELLING

TRAVELLING BY TRAIN
You can get information about current sales promotions concerning train tickets on the website:

- goedkoptreinkaartje.com

It is a survey of train tickets offered at a discount at shops like Blokker, Albert Heijn, Kruidvat, HEMA, Jumbo, Etos, DEEN or websites like Actievandedag.nl, Socialdeal, Spoordeelwinkel and so on. Unfortunately the information is only in Dutch, so do not hesitate to ask your buddy or somebody else to help you.

Another interesting website:

- www.treinreiziger.nl

When you click the button ‘Treinkaartjes’ (at the top centre of the page) the next page will show you ‘Gedkoopste treinkaartjes’. You can mention the place of departure (‘Van’) and the place of destination (‘Naar’), the date, the number of passengers and you can click to say if you are looking for a single trip (‘Enkele reis’) or a same-day return trip (‘Dagretour’). This site also offers price reductions. The site is only available in Dutch. Ask your buddy for help.

Be aware that Kampen has two railway stations: Kampen and Kampen-Zuid. In most cases you will travel to railway station Kampen, because this is the most convenient connection.

TRAVELING BY CAR
If you have a car, or if you wish to have a car, you can find information regarding the validity of your driver’s license in The Netherlands and other information on this website:

- www.rdw.nl/information-in-english/driving-licence

When you are in the Netherlands with a visa you are allowed to travel in the Schengen area. You can find out which countries are Schengen countries online:


When travelling abroad in the Schengen area you will need a Travel Insurance, unless you already have a Student Travel Insurance. In some European countries tourists who need health care are sometimes brought to private health clinics, who charge higher rates.

When travelling outside of Schengen area you may need a visa. Especially when travelling to North-American countries, Switzerland, Japan or a few South-American countries you will have to arrange supplementary health insurance, as the costs of health care in those countries are much higher than in the Netherlands.

- Check your insurance policy to see if supplementary insurance is required!
SHOPS AND MARKETS

In the Netherlands many shops and stores are closed on Sundays. In bigger cities like Zwolle several shops are open once a month on Shopper’s Sunday (koopzondag), usually a Thursday or Friday evening.

The weekly evening for late shopping (koopavond) in Kampen is on Friday. Many shops are then open till 9:00 pm.

SUPERMARKETS KAMPEN

Coop
Small supermarket with limited range of products
H. van Viandenstraat 50

Jumbo
Hanzeplein 27, Kampen (large supermarket)
Penningkruisd 25, Kampen

Albert Heijn
Lovinkstraat 20-22, Kampen
Meeuwenweg 19, Kampen

Aldi
Zambonistraat 4f, Kampen
Industrieweg 2a, Kampen
Budget supermarket (originally German) offering a limited range of products

Lidl
Hanzeplein 29, Kampen
Budget supermarket (originally German), offering a limited range of products

Opening hours
Usually 8:00 a.m. – 6:00 p.m., Jumbo is open till 9:00 p.m.
Supermarkets are closed on Sundays!

WEEKLY MARKET IN KAMPEN

You can visit the weekly open air market of Kampen each Monday morning for different goods, such as groceries, fruit, herbs, fish, fabrics, clothes, shoes, bread and cheese.
Time: 8:00 a.m. – 1:00 p.m.
Nieuwe Markt

Toko Zwolle: Thien Hung Asian Supermarket
Rembrandtlaan 11, 8021 DC Zwolle
Opening hours: Monday to Friday: 9:00 a.m. – 6:00 p.m.
Saturday: 9:00 a.m. – 5:00 p.m., Sunday: closed.

Korean Toko: Mom in the Kitchen, Korean/East Asian grocery & lunch
Kostverlorenhof 18, 1183 HE Amstelveen

DRUGSTORES (DROGISTERIJEN)

These stores sell non-prescriptive medication, toiletries, cosmetics and baby essentials. They can also advise you on medications and minor ailments such as colds and flu.

Kruidvat
Penningkruit 34, Kampen
Dr. Damstraat 115, Kampen
Oudestraat 86-88, Kampen

Trekpleister
Oudestraat 107, Kampen

DA drogist
Oudestraat 80, Kampen

Etos
Oudestraat 39, Kampen

DIO drogist
Lovinkstraat 24, Kampen
NON-FOOD SHOPS

**Action** (non-food discounter)
- Zambonistraat 4d, 8263 CE Kampen

**Opening hours**
- Monday – Thursday: 9:00 a.m. – 6:00 p.m.
- Friday: 9:00 a.m. – 9:00 p.m.
- Saturday: 9:00 a.m. – 5:00 p.m.

Decoration, toys, fashion & bed linen, office & hobby, multimedia, personal care, food & drinks, cleaning & housekeeping, do it yourself, garden & animal.

**Blokker**
- Oudestraat 40, Kampen
  - Household articles and appliances, decoration

**HEMA**
- Oudestraat 33-37, Kampen
  - Before 10:00 a.m., breakfast can be bought at the lunchroom of HEMA for € 2.00 a person.
  - This includes a fresh croissant with strawberry jam and a fresh baguette with an omelette made of free-range eggs, a glass of fresh orange juice and a cup of coffee of your choice.
  - Between 4:00 p.m. and 6:00 p.m. you can also buy a so-called ‘4 uurtje’: a cup of coffee or a cup of tea including a small pastry of your choice (4 different kinds) for € 2.00.

**CLOTHING SHOPS**

Inexpensive, also children’s wear: Hema (see above) and C&A
- Oudestraat 5, Kampen

BOOKSTORES

**Evangelical Bookstore De Rank**
- Oudestraat 17, 8261 CC KAMPEN

**The Read Shop Bos**
- Oudestraat 41-43, 8261 CD Kampen

SECOND HAND STORES

**Kringloop Kampen**
- Trekvaart 33, 8271AA IJsselmuiden
- [www.kringloopkampen.nl](http://www.kringloopkampen.nl)
  - For clothes, domestic appliances, furniture, lamps, books, electrical and electronic appliances.

**Kringloop Felix**
- Veldoven 9, 8271 RT IJsselmonde
  - 06-40531174
  - [www.kringloopfelix.nl](http://www.kringloopfelix.nl)
  - For clothes, domestic appliances, furniture, lamps, books, electrical and electronic appliances.

**Jan Post Hal** (Stichting Helpende Hand aan Roemenië)
- Ambachtsstraat 2-4, 8263 AK KAMPEN
  - Second hand furniture

**Kringloop Waypoint**
- Oudestraat 136, Kampen
  - Revenues from this second hand clothing shop will be used for working on prevention and care of addiction in Kampen.

**Opening hours**
- Tuesday till Thursday: 10:00 a.m. – 5:30 p.m.
- Friday: 10:00 a.m. – 9:00 p.m.
- Saturday: 10:00 a.m. – 5:00 p.m.

**Arpé Kampen**
- Hofstraat 55, Kampen
  - White and brown goods, like refrigerators, microwaves, washing machines or TV-sets. Slightly damaged or second hand.

LIBRARY

**Openbare Bibliotheek Kampen**
(Public Library Kampen)
- Oudestraat 216, 8261 CA KAMPEN
- [www.bibliotheekkampen.nl](http://www.bibliotheekkampen.nl)
  - A limited number of English books are available.
HOLlIDAYS

In the Netherlands, there are several holidays. Some of them are days off and others are not. You can find more information on the following website: www.iamexpat.nl/expat-info/dutch-holidays. You can find the dates of the holidays on this website. We will include some information about two special moments in the year in this document too.

King’s day – April 27th
- King Willem-Alexander, King of the Netherlands, Prince of Orange, celebrates his birthday on April 27. This day is a day-off for all citizens. Many public institutions will be closed on this day.
- Throughout the country many festivities are held, flea markets are especially popular but also games for children.
- The programme for Kampen can be found on the website of the Kamper Oranjevereniging: www.kamperoranjevereniging.nl
- On April 26 a parade with Chinese lanterns will be held at about 9:00 p.m. in the evening in which many school children will participate and several music bands.
- A visit to Amsterdam (with a huge flea market) or Den Haag is also a nice idea, if you don’t mind a huge crowd. In IJsselmuiden you can visit a flea market as well.

Remembrance Day – May 4th and Liberation Day – May 5th
- The Netherlands is the only country in Europe that commemorates the victims of the Second World War and celebrates its liberation on two separate but consecutive days. We remember the Dutch victims of wartime violence on 4 May, and on 5 May we celebrate our freedom.
- On 4 May the Netherlands is silent for 2 minutes at 20:00 in commemoration of the dead. King Willem-Alexander and Queen Máxima attend the national ceremony at the monument on the Dam in Amsterdam. Local ceremonies are organized too. At 18:00 the flags go half-mast. At 20:00 a ceremony at the monument will be held at de la Sablonièrekade.
- On May 5 we celebrate our freedom. Many music festivals in cities throughout the country are organized. Some people have a day-off, every 5 years everyone has a day-off (2020).
- More information can be found at: www.4en5mei.nl/english
- The programme for Kampen can be found on https://Kampen.Online

THINGS TO DO / LEISURE

You will find a great variety of entertainment and activities in Kampen. There is the possibility for the spouses of international students (and also for the students themselves) to participate in a course to learn Dutch. This course costs 50 euro. If you are interested you can ask your buddy and/or the International secretary: Jolanda van Gelder or Klaas Vroom.

Movie Theatre Movie Unlimited Kampen
- Hofstraat 118, 8261 BP Kampen 038-333 88 62
- kampen.movieunlimitedbioscopen.nl
For up to date opening hours: check the website. The same goes for the prices of the tickets.

Children’s farm Cantecleer (kinderboerderij)
- Buitensingel 3, Kampen 038-332 36 18

Opening hours
Monday till Saturday 9:00 a.m. to 5:00 p.m.
Closed on Sundays.
Lunch: 12:30 p.m. -1:30 p.m. (You may visit but there will be less people around for information)
At the children’s farm one can increase awareness and knowledge of farm animals, farm life and experience the rhythm of the seasons by means of an educational programme.
Cantecleers Breakfast  
Every Friday morning from  
8:00 a.m. – 11:00 a.m. at € 1.50 per person.  
www.cantecleer.com

Children’s Playground ‘De Speelpoort’  
Engelenbergplantsoen 5, 8266 AB Kampen  
www.despeelpoort.nl  
During opening hours there will be a supervisor.

Opening hours  
Standard play season is from April up to and including  
September: Mo-Tu-Thu 15:30 p.m. – 5:00 p.m.  
We-Fr-Sa: 1:30 p.m. – 5:00 p.m.  
During holidays: Mo-Sa 1:30 p.m. – 5:00 p.m.  
October and Autumn Holidays:  
Mo, Tu, Thu closed  
We, Fr, Sa 1:30 p.m. – 5:00 p.m.

Swimming pool ‘De Steur’  
Burg. Berghuisplein 2, 8261 DD Kampen 038-331 68 84  
receptie.desteur@sportfondsen.nl  
Recreational swimming, swimming lessons for children, several swimming sports, swimming with babies and toddlers.

Tariffs  
Recreational swimming € 5.40 per person (during holidays € 5.90), children up to 3 years € 4.40.  
Other tariffs: see website.  
For opening hours see website:  
www.desteur.nl

Quintus Kampen  
Vloeddijk 38, 8261 GC Kampen 038-33 71 200  
info@quintuskampen.nl  
Quintus is a centre for art and art education with more than 100 courses and workshops for children, teenagers and adults, schools, businesses, organisations and institutions.  
Lessons in the field of music (playing musical instruments), fine arts (such as drawing, painting, modelling), dance, theatre etc.

Opening hours  
Mo-Fr 9:00 a.m. – 10:00 p.m.  
Administration to be contacted by telephone from  
9:00 a.m. – 12:30 p.m. and 13:00 p.m. – 5:00 p.m.  
Closed on school holidays and public holidays.  
For tariffs see website  
www.quintuskampen.nl

SOCCER CLUBS  
DOS Kampen  
www.doskampen.nl

VV Kampen  
www.vvkampen.nl

GYMNASTIC CLUBS  
Wilhelmina  
www.wilhelmina-kampen.nl

ATHLETICS  
AV Isala ’96  
www.avisala96.nl