



Maastricht University



# Student Handbook

Faculty of Psychology and Neuroscience

# 2016 2017



# Welcome

Welcome to Maastricht and to the Faculty of Psychology and Neuroscience.  
An exciting new start in a new environment and at an international university.  
We are delighted to welcome you!

Surveys consistently show that the programmes of the Faculty of Psychology and Neuroscience of Maastricht University rank among the highest in the Netherlands. Indeed, our programmes have a very innovative curriculum. First, we use problem-based learning as main educational principle. Secondly, we focus on both cognitive and biological perspectives of the psychological processes. We emphasize these perspectives as we firmly believe that they offer the most attractive and fascinating avenues in psychology today. Finally, we aim to provide an international environment for our student population. Each year we receive and send students from/to universities all over the world. The share of international students at our faculty is more than 50% and we look forward to adding you to our international classroom.

At our faculty you will be able to study in a pleasant and inspiring environment. Maastricht itself is a real student city, with almost 16,000 students over a population of 122,000. It is a charming small city, in the centre of the Euregion (Belgium, Germany and The Netherlands). The Faculty building hosts teaching and many high tech laboratory facilities. It is located in the Randwyck area of Maastricht, close to the university hospital and the Faculty of Health, Medicine and Life Sciences. Downtown is only a 10-minutes bike ride away.

This year, you will get the opportunity to broaden and deepen your knowledge of psychology within a vibrant and rich learning environment formed by a socially and culturally diverse community of students and staff. We sincerely hope that the programme you are going to follow at our Faculty will meet your academic expectations and that your stay in Maastricht turns out to be one of the best and unforgettable experiences in your life.

**Anita Jansen**, Dean  
The Faculty Board of the Faculty of Psychology  
and Neuroscience.



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#### List of Keywords and Abbreviations

<b>Ask Psychology</b>	Electronic service centre
<b>EleUM</b>	Electronic learning environment Maastricht University
<b>EO</b>	Education Office
<b>First exam (regular exam)</b>	First opportunity for a student to take an exam.
<b>FPN</b>	Faculty of Psychology and Neuroscience
<b>IRO</b>	International Relations Office
<b>Luna-tik</b>	Study association FPN
<b>Module</b>	Course
<b>My UM</b>	University information system for student administration and personal helpdesk
<b>OXF55</b>	Oxfordlaan 55 (FPN building)
<b>Randwyck</b>	Area in Maastricht where FPN is located
<b>Second exam (re-sit)</b>	Second opportunity for a student to take an exam (in case of non-attendance/failing the first exam).
<b>SSC</b>	Student Services Centre
<b>UL</b>	University Library
<b>UM</b>	Maastricht University (in Dutch: Universiteit Maastricht)
<b>UNS40/50</b>	Universiteitssingel 40/50 (FPN buildings)
<b>Webmail</b>	Maastricht University email



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# 1 The Netherlands and the City of Maastricht

## 1.1 The Netherlands

The Netherlands (in Dutch: Nederland) is the European part of the Kingdom of the Netherlands (in Dutch: Koninkrijk der Nederlanden). The Netherlands is a parliamentary democracy under a constitutional monarch, located in northwestern Europe. It borders the North Sea to the north and west, Belgium to the south, and Germany to the east. The Netherlands is often referred to as Holland, although this is incorrect as it refers to only the provinces of North Holland and South Holland, two of the twelve provinces in the Netherlands. The Netherlands is one of the most densely populated and geographically low-lying countries in the world (its name literally means “Low-lands”) and is famous for its dikes, windmills, wooden shoes (clogs), tulips, bicycles and perceived social tolerance. Amsterdam is the official capital as stated by the constitution, but The Hague is the seat of government, the home of the monarch, and the location for most foreign embassies as well as the International Court of Justice. The English adjective and noun for relating to the Netherlands is “Dutch,” which is also the national language of the Netherlands.

### Population

The Netherlands has a population of 17 million, which is growing annually at 0.43%. More than 40% of the population lives in the two western provinces of North and South Holland. These provinces contain the three largest cities of the country: Amsterdam, Rotterdam and The Hague.

### Language

The official language is Dutch, a Germanic language. Frisian is also spoken in the northeastern province of Friesland. English, German, and French are commonly understood, spoken and taught in the secondary schools. For most people from South Limburg, Dutch is their second language. The dialect Limburgs, an official regional language since 1997, is made up of widely varying dialects, which are not always understood outside their locality.

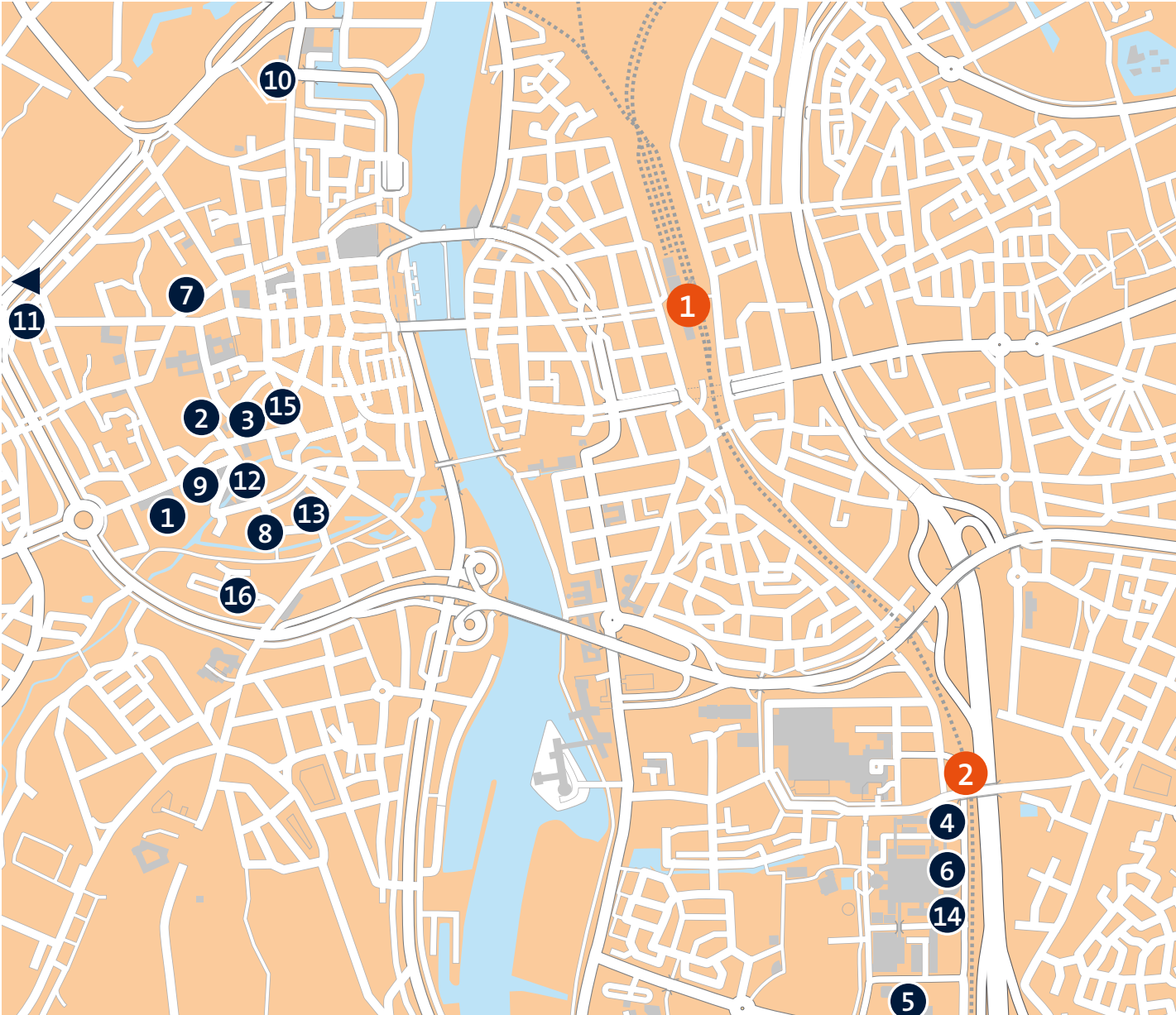
### Religion

About 24% of the population is Roman Catholic. Most Catholics live in the southern Provinces of Brabant and Limburg. Another 11% is Protestant (mostly Dutch Reformed), 6% is Muslim. The royal family belongs to the Dutch Reformed Church. The Netherlands, like many European countries, is a secular society, maintaining the separation between church and state.

### Daylight saving time

The Netherlands uses daylight saving time during the summer months. In Fall, on 30 October 2016, the clock will be put one hour backwards for the end of daylight saving time. In Spring 2017, daylight saving time will start again on 26 March 2017.





- |  |   |
|--|---|
| <b>1</b> Train Station Central   | <b>9</b> Center for European Studies<br>Bondefantenstraat 2   |
| <b>2</b> Train Station Randwyck  | <b>10</b> Maastricht Graduate School of Governance<br>Boschstraat 24  |
| <b>1</b> School of Business and Economics<br>Tongersestraat 53                     | <b>11</b> Main Guesthouse (C/P building)<br>Brouwersweg 100   |
| <b>2</b> Department of Data Science and Knowledge Engineering<br>Tapijn Building Z | <b>12</b> Student Services Centre<br>Bondefanten Learning Spaces<br>Bondefantenstraat 2   |
| <b>3</b> Faculty of Law<br>Bouillonstraat 1–3                                      | <b>13</b> University Library<br>Grote Looiersstraat 17 (Inner city)   |
| <b>4</b> Faculty of Psychology and Neuroscience<br>Universiteitssingel 40          | <b>14</b> Universiteitssingel 50 (Randwyck)   |
| <b>5</b> Oxfordlaan 55   | <b>15</b> International Centre for Integrated assessment and Sustainable Development/<br>Maastricht Science Programme<br>Kapoenstraat 2 |
| <b>6</b> Faculty of Health, Medicine and Life Sciences<br>Universiteitssingel 60   | <b>16</b> Tapijnkazerne<br>Sint Hubertuslaan 12   |
| <b>7</b> Faculty of Arts and Social Sciences<br>Grote Gracht 90–92                 |   |
| <b>8</b> University College Maastricht<br>Zwingelput 4                             |   |



## 1.2 The City of Maastricht

Maastricht is an international city, welcoming people from a wide range of cultures and backgrounds. Home to over 135 international institutes, Maastricht is only a few hours away from European capitals such as Amsterdam, Brussels, Paris, London and Berlin. The city attracts countless foreign visitors for both tourism and business. Combine this with more than 6,500 international students studying at Maastricht University and the Zuyd University of Applied Sciences and you will see why the city has a truly international feel. Maastricht gained international fame as the host of the European Summit in 1991, when the Treaty of Maastricht was adopted as the formal foundation of the European Union. Located in the southernmost tip of the Netherlands, the city has a reputation of feeling a little foreign even in its own country. Many tourists visit Maastricht to go shopping, taste its colourful atmosphere or to visit one of the 1660 monuments. Maastricht, arguably the oldest city in the Netherlands, used to be an industry and trade city. The ceramics, paper and glass industries have dominated the economy of the city for decades and still do to some extent. During the last decade Maastricht has become predominantly a science and service city. Nowadays, the most important industries in Maastricht are the financial and business services industry, trade/hotel and catering industry and the education/health care sector. Although Maastricht is not a very big city (122.000 inhabitants), it is usually bustling with people, many of which are students. There are many museums, shops, bars, cafés, restaurants, clubs, galleries, theatres etc.

### Maastricht area by area

Maastricht is divided into different neighbourhoods. For live images of each area you can visit the website: [www.maastricht360.nl](http://www.maastricht360.nl)

For more information about each down town neighbourhood, go to:

[www.vvmaastricht.nl/en/maastricht/city-districts](http://www.vvmaastricht.nl/en/maastricht/city-districts)



## Main squares

Downtown Maastricht has three main squares. The Vrijthof square is the heart of Maastricht. Even in the 10<sup>th</sup> century this large square was the centre of a thriving St Servaas congregation dedicated to the patron Saint of Maastricht: Sint Servatius. Today the Vrijthof square is dominated by two impressive churches: the St Servaas basilica and the St Jan church. Whenever Maastricht has something special to celebrate, the Vrijthof is the place to be. The Markt (market), the second main square in the centre, is a more down-to-earth version of the Vrijthof, centered around the Town Hall. On Wednesdays and Fridays the market and other vendors erect their stalls around the Town Hall to sell their wares at slightly cheaper prices than in the shops. The third main square is the Onze-Lieve-Vrouweplein (“Square of our Lady”), which is dominated by a romanesque basilica and the adjacent chapel dedicated to Maria. The square is well known for its many restaurants and bars and is a popular place for out-door seating.

## Stokstraat quarter

The Stokstraat quarter, or Stokstraatkwartier, is one of the most exclusive and expensive shopping areas in Maastricht. It has many narrow streets, lovely restored houses and shops, which attracts many tourists and day-trippers. The Romans built their settlement in the first century AD in the Stokstraat quarter. Various Roman ruins, such as the baths and parts of a wall with towers, lie hidden below the surface; although in some places you can still tell where they must have been.

## Jeker quarter

The Jeker quarter is the student part of Maastricht, sometimes called the Quartier Latin of Maastricht. In addition to Maastricht University, other educational institutions such as the Maastricht School of Drama and the Music Conservatory are located here as well. Between the many churches, monasteries, mills and historical buildings, glimpses can be caught of the Jeker river.

## C ramique

C ramique is a modern neighbourhood in Wyck (across the St Servaas Bridge in the direction of the main railway station). Here you will find the Bonnefantenmuseum ([www.bonnefanten.nl](http://www.bonnefanten.nl)) and the Public Library ([www.centreceramique.nl](http://www.centreceramique.nl)).

## Maastricht and surroundings throughout the year

South Limburg is one of the favourite destinations of the Dutch who go on holiday in their own country, drawn here by its natural beauty. Cycling and walking in the hills with their unique flora and fauna are popular pastimes. Almost every town organises its own events throughout the year. [www.vvzuidlimburg.nl](http://www.vvzuidlimburg.nl)

## Climate

The Netherlands has a maritime climate, meaning that the relatively constant temperature of the water moderates any seasonal changes the climate might try to induce on the temperature. The Netherlands depends on an easterly wind (Siberia) for its good, cold, blue skied winters and a southerly wind (Spain) for a nice, dry, sunny summer. But rest assured, such days do occur - and actually quite a few per season. In fact, in Maastricht - being at the southernmost tip of the country - it is usually a few degrees warmer than the rest of the Netherlands.





# 2 Student Services Centre (SSC)

## We are...

The information centre for (prospective) students. SSC has a number of specialised service units for student-related issues.

## We offer...

Answers and solutions to your issues concerning Student Administration, Student Life, Student Support and the Center for European Studies.

## Visit SSC

There is a central information desk in our Visitors' Centre at Bonnefantenstraat 2 where (prospective) bachelor's and master's students can address their questions. Visiting hours are Monday - Friday, 08.30 - 18.00 hrs.

## 2.1 Student Administration

### Admission & Registration Office

The Admission & Registration Office assists (prospective) bachelor's and master's students with their application and registration procedure. They provide information on diploma evaluation, admission procedures, admission requirements such as sufficiency tests for courses and languages and deregistration and graduation. For any questions regarding admission or registration, please contact us via email: [study@maastrichtuniversity.nl](mailto:study@maastrichtuniversity.nl) or contact our call centre via tel.: +31(0)43-388 53 88. You can reach us Monday - Friday, 08.30 - 17.00 hrs.

### Visa Office

The Visa Office obtains, changes and extends visa and residence permits for the purpose of study for prospective and current students.

Email: [visa@maastrichtuniversity.nl](mailto:visa@maastrichtuniversity.nl)

For any questions on visas, residence permits and related items, please visit our website: [www.maastrichtuniversity.nl/visa](http://www.maastrichtuniversity.nl/visa)

### Scholarship Office

Prospective and current students can obtain information about scholarships (UM High Potential scholarships, UFL Scholarships, OTS scholarships, the Erasmus programme, Cultural Agreements, NFP, Financial Aid: CONTACYT, Colfuturo, Jean Monnet, FSA US Loans Programme, Veterans Affairs, PCDL).

Email: [scholarships@maastrichtuniversity.nl](mailto:scholarships@maastrichtuniversity.nl)

For any questions on scholarships or financial aid, please visit our website:

[www.maastrichtuniversity.nl/scholarships](http://www.maastrichtuniversity.nl/scholarships)



### International Service Desk (ISD)

International students can come to the office for off-line practical help with issues that are both academic and non-academic in nature. Common questions about Dutch society, such as housing benefits, municipal taxes, DigiD, student loans, work permits, and housing issues include: What type of health insurance do I need? How many hours can I work in the Netherlands? How can I contact my landlord? And of course: Who can I contact at UM or the municipality for questions.

[www.facebook.com/isdmaastrichtuniversity](http://www.facebook.com/isdmaastrichtuniversity)

Opening hours: Every working day, Room B0.25 SSC 13:00 - 17:00 hrs.

### ISAP- Buddy Programme (ISAP)

UM's Buddy programme (the International Student Ambassador Programme, or ISAP for short) connects new international students with a buddy. When you arrive at the University you will have to adapt to a new environment and you will face a lot of cultural differences. Your buddy will be able to show you all typical Dutch traditions. He or she will explain why things are the way they are in Maastricht. Your buddy will help out with practical issues which are quite simple to them while they can be a huge challenge for a newbie. Most important, ISAP is fun! We organise many events. You'll make friends and get to know the Dutch culture from inside out!

[www.facebook.com/internationalstudentambassadorprogramme](http://www.facebook.com/internationalstudentambassadorprogramme)



## 2.2 Student Life

### INKOM

The INKOM is the general introduction week open to all freshmen of Maastricht University and Zuyd University. The INKOM team organises this introduction week. In five days you will get acquainted with the city that will be your home for the next few years. INKOM 2016: 22 - 26 August.

[www.inkom.nl](http://www.inkom.nl) or [www.facebook.com/inkommaastricht](https://www.facebook.com/inkommaastricht)

### Studium Generale

Studium Generale covers a broad spectrum of scientific, social and cultural topics. The programme consists of lectures, debates, lectures series and movies. Studium Generale aims to broaden your horizon and gives insight in current topics. Most of the activities are for free or with a student discount.

Which activities does Studium Generale organise?

- Lectures and debates: on current topics concerning politics, philosophy, health, art, Europe, history, economics, social media, nature, etc. Free admission!
- Monday movie night at Lumière Cinema. Great ambiance, interesting movies and for a sweet student price!
- Short lecture series: in 4 to 6 lectures topics are addressed that contribute to the academic education of students, for example on psychology, human rights, the brain, economics, politics and philosophy.
- PAS Festival 2016: once a year Studium generale organises a Parcours of Art & Science festival in several UM buildings in the inner city. During this festival you can enjoy short lectures, music, art, performances, nice food and good music.

Free admission 8 - 10 September 2016: [www.pasmaastricht.nl](http://www.pasmaastricht.nl)

The activities of Studium Generale are announced in the Studium Generale Agenda, which is distributed within Maastricht University and in various public places, bars, etc. For more information and to subscribe to the newsletter:

[www.maastrichtuniversity.nl/studiumgenerale](http://www.maastrichtuniversity.nl/studiumgenerale)

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

### The Innbetween

The Innbetween (formerly Tafelstraat 13), part of SSC, is the ecumenical chaplaincy in Maastricht. It is open to students of all faiths and offers them many activities concerning ideology, religion, philosophy, ethics, cultural and social developments and personal topics. It is a place where students can broaden their horizon, explore talents and make friends. Activities includes: meditation, cooking, philosophy, city trips, walks and spending a weekend at a convent. Every Thursday there is an international dinner. It is possible to have sessions with a psychologist, and the door is open for everyone who seeks contact with one of the pastors.

Capucijnenstraat 122, Maastricht.

[www.innbetween.nl](http://www.innbetween.nl) or [www.facebook.com/intheinnbetween](https://www.facebook.com/intheinnbetween)

### UM SPORTS

Student sports = UM SPORTS. University sports at their best: affordable, relaxing, open, challenging and international. More information >> See chapter 8 (Sports), or visit: [www.maastrichtuniversity.nl/sport](http://www.maastrichtuniversity.nl/sport)



## 2.3 Student Support

### Student Guidance

Maastricht University has a range of resources and services available for you in times of need. Please find an overview of the services available to you at the Student Services Centre below:

#### Psychological support

We have certified psychologists available who specialise in student needs, for example:

- Study related problems like study stress and fear of failure
- Psychological complaints, such as anxiety, depression, eating disorders, stress-related complaints, lack of confidence or dealing with traumatic experiences.

The student psychologists can help you by means of individual guidance and/or group training/workshops (in Dutch and English). Training courses like Fear of failure, Study Efficacy, Loss and mourning, Assertiveness. Workshops like Stress management, Time management and Mindfulness.

For more information: [www.maastrichtuniversity.nl/studentguidance](http://www.maastrichtuniversity.nl/studentguidance)

Tel.: +31(0)43-388 53 88, email: [studentenpsychologen@maastrichtuniversity.nl](mailto:studentenpsychologen@maastrichtuniversity.nl)

#### Undesirable behaviour (confidential advisor for students)

For advice, support and mediation in case of undesirable behaviour, unequal treatment or conflicts you can contact the confidential advisor for UM students.

For more information: [www.maastrichtuniversity.nl/studentguidance](http://www.maastrichtuniversity.nl/studentguidance)

Tel.: +31(0)6 28 03 50 33, email: [wendy.geijen@maastrichtuniversity.nl](mailto:wendy.geijen@maastrichtuniversity.nl)

#### Study related legal support (student deans)

Student deans can help you if you have questions about:

- Your rights in case of a study delay because of illness, pregnancy, family circumstances or top sports
- Student grants
- Studying with a functional impairment
- Membership of a council, board, committee or membership of the board of a student organisation
- Other questions concerning your rights as a student

For more information: [www.maastrichtuniversity.nl/studentguidance](http://www.maastrichtuniversity.nl/studentguidance)

Tel.: +31(0)43-388 53 88, email: [studentendecanen@maastrichtuniversity.nl](mailto:studentendecanen@maastrichtuniversity.nl)

#### Complaints Service Point (CSP)

Do you disagree with, or feel unduly disadvantaged by a decision taken by Maastricht University (e.g. a decision taken by the Board of Examiners)? The Complaints Service Point (CSP) can help you. The CSP is the central place within Maastricht University where students can submit an objection, appeal or a formal complaint.

For more information and the form for submitting an objection, appeal or a complaint:

[www.maastrichtuniversity.nl/studentguidance](http://www.maastrichtuniversity.nl/studentguidance)

email: [complaintsservice@maastrichtuniversity.nl](mailto:complaintsservice@maastrichtuniversity.nl)

#### Disability Support Office

It is important to Maastricht University that students with a functional impairment can successfully complete their studies with as little hindrances as possible. UM's definition of a functional impairment incorporates all disorders that are of a permanent or temporary character. Amongst these are all motor, sensory or psychological disorders, such as dyslexia, chronic illness, physical complaints, depression and so forth. The Disability Support Office is



available to students (with a functional impairment), prospective students, student counsellors, teachers, parents and others who are interested, and offers:

- Information about studying with an impairment, legal entitlements, (UM-) regulations and external organisations;
- Advice;
- Support (for example, by advising study facilities);
- Help with requesting (education) facilities;
- Assistance addressing complaints and problems with regard to this topic.

If you have a functional impairment or if you sustain an impairment during your study, this could mean that adjustments and facilities are needed in order to reduce study hindrances and delays. If you need specific study facilities, please request them in time via the Disability Support Office. The Disability Support Office closely cooperates with student deans, study advisors, student psychologists and career counsellors. For more information: [www.maastrichtuniversity.nl/disability](http://www.maastrichtuniversity.nl/disability)  
Tel.: +31(0)43-388 52 72, email: [disability@maastrichtuniversity.nl](mailto:disability@maastrichtuniversity.nl)  
Open visiting hours: Monday-Thursday from 11.00-13.00 hrs, Bonnefantenstraat 2.

## UM Career Services

UM Career Services helps students to prepare for their future careers and to make considered study choices. The services include workshops, information, advice, counselling and career events.

### What does UM Career Services offer:

#### Online Career Library

Our website provides the “Online Career Library” including:

- Links to websites which offer information and tips regarding careers, internships and regarding study - both in the Netherlands and abroad;
- E-books on career options and international top employers;
- Country guides offering job search tips and information on living and working in almost 40 countries.

#### Individual guidance

- Quick Career Advice (QCA): short interview to explore your career, ask study questions or to have your CV and letter checked.
- Career counselling: in-depth guidance on all your questions about career and study choices.
- Job interview simulation: one-on-one interview, video-taped and evaluated afterwards, preparing you for a current application.

#### Workshops

A wide range of workshops and lectures such as: Job interview, CV & letter of application, Discover your competences, Networking skills, the Art of choosing, and Employment contract & negotiations. See if you are entitled to a free workshop via their website!

#### UM Vacancy Board

Internships, graduate jobs, student jobs, voluntary work, vacancies for alumni.

#### Career events

Lectures and presentations in cooperation with study associations, alumni and faculties.



All these services are free of charge, with the exception of workshops and the job interview simulation (€15). UM Career Services assists UM students until half a year after graduation. For more information: [www.maastrichtuniversity.nl/careerservices](http://www.maastrichtuniversity.nl/careerservices)  
Tel.: +31(0)43-388 53 88, email: [careerservices@maastrichtuniversity.nl](mailto:careerservices@maastrichtuniversity.nl)  
[www.facebook.com/maastricht.university.career.services](https://www.facebook.com/maastricht.university.career.services)  
[www.linkedin.com/company/um-career-services](http://www.linkedin.com/company/um-career-services)

## Student & Staff Housing

Contrary to many Dutch cities, Maastricht does not have a long waiting list for student and staff housing, making it easier for you to find suitable accommodation.

**Maastrichthousing.com** is the (only) non-commercial and official mediator in long and short stay accommodation for Maastricht University, Zuyd University of Applied Sciences and the Jan van Eyck Academy. It offers one platform that combines the most comprehensive offer of student and staff housing in Maastricht and surrounding areas. Maastricht Housing has a unique partnership with the Housing Corporations: Woonpunt, Maasvallei and Servatius. The most important goal of Maastricht Housing is to help students and employees find affordable and safe housing via one platform accessible from anywhere in the world!

In addition to the offer by the housing corporations, Maastricht Housing is a platform for private landlords and brokers (The private market offers a variety of housing types, both furnished and unfurnished.)

Website [www.maastrichthousing.com](http://www.maastrichthousing.com)

email: [info@maastrichthousing.com](mailto:info@maastrichthousing.com)

Tel +31(0)43 -388 53 00

### Guesthouse/Maastricht Housing (short stay)

Guesthouse is the ideal location for students and staff who search for a furnished place to stay for min 3 up to 12 months. Guesthouse offers single and double rooms and studios at several locations in Maastricht and online reservations. The Guesthouse is ideal for exchange students, but regular bachelor, master students and staff are more than welcome as well. The guesthouse can be reserved from all over the world and works via a first-come-first-serve basis. It's the perfect solution if you want to secure housing well in advance of your stay in Maastricht.

Website [www.maastrichthousing.com](http://www.maastrichthousing.com)

email: [guesthouse@maastrichtuniversity.nl](mailto:guesthouse@maastrichtuniversity.nl)

Tel:+31(0)43 388 59 70

### Sublet

If students want to look for housing on their own they could also refer to 'Housing-Anywhere'. The main concept of this platform is that outgoing students sublet their room for a short period of time to incoming students. This website is free to use and it operates on a student-to-student basis. [www.housinganywhere.nl](http://www.housinganywhere.nl)



## 2.4 Center for European Studies (CES)

If you are a non-EU student who would like to study at Maastricht University for one semester or for a summer programme, you can apply through the Center for European Studies (CES). You can choose from the wide variety of courses that the UM offers. CES is there to ensure full integration into university life and to help you with all kinds of questions you might have, both academic and practical. If you are looking for a fantastic European experience, individual guidance, 24/7 assistance in case of an emergency and help with anything from an airport pick-up to finding a room, CES is the place to be. Bonnefantenstraat 2, Maastricht.

[www.maastrichtuniversity.nl/ces](http://www.maastrichtuniversity.nl/ces)

## 2.5 Visitors' Centre and Information Desk

The Information Desk at the UM Visitors' Centre in the Student Services Centre (SSC) is the first point of contact for current and new students. We provide the following services:

- Help with admission and (re)registration
- Deregistration
- Changing of address
- Payment of tuition fees
- Reimbursement of tuition fees
- Providing proof of payment and proof of enrollment
- Help with Studielink application
- UM cards
- Housing services
- Information on and help with visas, scholarships, bank accounts and (health)insurances
- UM gifts

But the Visitor's Centre is not only open for questions, it is also a place where students gather to have a coffee, read a magazine, enjoy lunch or study. And for the real fans we have the UM gift shop. Sweaters, pens, caps, T-shirts and coffee mugs; you will find the best items! In short: a convenient, friendly and dynamic point with free WiFi, just for you. Come and enjoy it!

You can find the Visitors' Centre in the city centre of Maastricht, Bonnefantenstraat 2. The opening hours are from Monday - Friday 8.30 - 18.00 hrs. You can also contact our call centre: +31(0)43-388 53 88. You can reach us from Monday - Friday 8.30 - 17.00 hrs. You can also contact us via email: [study@maastrichtuniversity.nl](mailto:study@maastrichtuniversity.nl) or consult our FAQ via [www.maastrichtuniversity.nl/studentinfo](http://www.maastrichtuniversity.nl/studentinfo)



# 3 University Library

The Maastricht University Library supports students in achieving their academic goals. You can use state-of-the-art locations with a lot of possibilities for individual or group study, and also an Online Library, available 24/7. A comprehensive collection of academic resources is at your disposal both online and in print. Ask library information experts to assist you with any questions you may have about the collection or make use of customised training programmes and smart services. You can find your library online, including the Online Learning Environment and Student Desktop Anywhere at: [www.maastrichtuniversity.nl/library](http://www.maastrichtuniversity.nl/library)

## Library facilities: a comfortable study experience

You are guaranteed a comfortable study experience in 4 modern library locations: the Inner City Library, the Randwyck Library, the Tapijn Learning Spaces and the Bonnefanten Learning Spaces (at the Student Services Centre). From February 2016 the number of learning spaces will be expanded at the University Sports Centre in Randwyck. In total the library offers approximately 2500 study places. The Inner City and Randwyck locations have plenty of computers, but you can also use your own devices to study. Printing, copying and catering facilities are available at all locations. The University Library has excellent opening hours, 7 days a week. For the Tapijn, Bonnefanten and University Sports Centre Learning Spaces: please bring your own devices and use our WiFi. Check the website for the latest information.

## Library collections: a wealth of academic information

In the library you can find a large collection of books, academic journals, videos, dictionaries, case law and statistics. Whether you are on campus or abroad, our extensive collection of e-journals, e-books and databases are accessible with your UM account and password. All materials related to your course are widely available in the Learning and Resource Collection. Collections are developed in close consultation with faculties (course coordinators and researchers).

## Tailored support for your study programme or research project

As your study or research progresses, the amount of support you need may change. The library offers you training programmes that teach you how to search, analyse, structure and refer to academic information. Ask the Writing Studio staff when struggling with your thesis or writing assignment and call on Peer Point students when you need help finding information. In case you have a general question go to the information desk, ask library staff and students in the front office, or pose your question online using the Ask your librarian tool.

Use the library portal for students during your study at the Maastricht University (UM): <http://onlinelibrary.maastrichtuniversity.nl/library-students>





# 4 Money Matters

## 4.1 The Euro

The Netherlands is one of the European Union member countries that changed its currency to Euro on 1 January 2002. For an overview of countries that have converted to the Euro, please check: [ec.europa.eu/euro](http://ec.europa.eu/euro)

## 4.2 Changing money

The exchange rate (wisselkoers) is updated every day and will be shown wherever you change money. The rate does not vary from one bank to the next, although the charges for changing money may differ. The most common place to change money is a bank or a so-called Grenswisselkantoor (GWK). In Maastricht, you will find a GWK at the central railway station.

## 4.3 Opening a Dutch bank account

Having a Dutch bank account is convenient for a lot of monetary transactions in the Netherlands. If you would like to open a Dutch bank account, ING bank has accounts that cater specifically to students. However, students are free to open an account at any bank in the Netherlands. Each bank has its own requirements and features. Provided you get a so-called 'World Pass', you will be able to withdraw money from any ATM machine in Europe (so not only in the Netherlands). This service is free in all the Euro countries. You can use your Dutch debit card to pay in stores and supermarkets in the Netherlands and even in an increasing number of stores abroad.

## 4.4 Paying for things

There are basically four ways to pay for things:

- In cash
- With a debit card
- With a credit card
- Through electronic banking

Paying in cash is common, although the use of bank cards is increasingly replacing cash payments.



## 4.5 UM Card

Your Maastricht University ID card (UM card) can be used to pay on campus.

No surcharges apply when paying with your UM card. You can use it:

- at a Quick Service Point to pay for printing, copying, scanning and office supplies
- at any of the student restaurants (Mensa), coffee corners or mini markets to pay for food and drinks
- to pay for purchases from candy, coffee and soft drink dispensers on campus

And also:

- at the University Library to lend books
- to park your car at a UM car park
- to access UM buildings outside normal opening hours and to specific areas
- to identify yourself, e.g. at regular printing/copying machines, in combination with your UM SPORTS card or your UM Identity card (during exams)

You can load your UM card in one of the loading units at different locations. There are clear instructions in Dutch and English. You can use a Dutch debit card (pin pas), credit card or Euro's (only at Mensa TS53/UNS40 - they don't accept small change).

Locations where you can charge your UM card:

- BOU1-3 (Bouillonstraat 1-3) Ground Floor
- BON2 (Bondefantenstraat 2) Ground Floor, next to the elevator
- TS53 (Tongersestraat 53) Reception and Mensa
- GG90-92 (Grote Gracht 90-92) Near reception
- GL17 (Grote Looiersstraat 17) Ground floor, entrance and printer area
- DEB1 (Peter De byeplein 1) Reception
- UNS40 (Universiteitssingel 40) Level 1, near reception, entrance Mensa and level 1 near east elevators
- UNS50 (Universiteitssingel 50) Opposite reception on level 1
- UL (University Library) on Level 2
- ZW4 (Zwingelput 4) Ground floor

For more detailed information, please go to: [www.maastrichtuniversity.nl/umcard](http://www.maastrichtuniversity.nl/umcard)



# 5 Student Life

Maastricht is known for its vibrant student life. There are dozens of student associations and organisations devoted to everything from sustainability to sports, and from drama, to music, volunteering, study and partying. Joining one of the many student organisations is a good way to make new friends and a great start to making Maastricht your own. The town itself is the perfect setting for these activities. The many festivals and events held in Maastricht reflect a diversity of cultural influences, from Maastricht's famous annual Carnival to experimental theatre, and from thought-provoking lectures to lively music concerts. People from Maastricht love their city and local culture is rooted in the locals' joie de vivre (a zest for living). Going out to eat or having a drink at one of the many out-door seating areas is a favourite pastime of both students and locals. The city is set against a backdrop of hills, trails and open countryside for sports lovers and nature lovers alike. In the following section you can read all about the many student organisations, initiatives, activities, places-to-be, good and cheap restaurants, cinemas, museums and everything else. In short: your guide to student life in Maastricht.

## 5.1 Getting started

When you are new in Maastricht, it takes time to get settled in. The Student Services Centre (SSC) plays an integral role in providing the services and support that (international) students need to get used to living in Maastricht. Please see Chapter 2 for more information or go to the SSC website: [www.maastrichtuniversity.nl/ssc](http://www.maastrichtuniversity.nl/ssc). In Appendix 2 you will find more online and offline information sources for (international) students.

**INKOM** | Amazing introduction week open to all freshmen of Maastricht University and Zuyd University. In four days you will get familiar with the city that will be your home for the time to come.

[www.inkom.nl](http://www.inkom.nl) or [www.facebook.com/inkommaastricht](https://www.facebook.com/inkommaastricht)

**Get Involved! Information Market** | Information market where interested students connect with (student) organisations so they can get involved in Maastricht's student life and local community. [www.maastrichtuniversity.nl/getinvolved](http://www.maastrichtuniversity.nl/getinvolved)

## 5.2 Student organisations

Below is a list of student organisations for you to join. The SSC supports students who want to start their own student organisation. Contact the Student Initiative Helpdesk (SIH) for more information.

### Dutch Student Organisations

There are six big Dutch student organisations in Maastricht whose membership is open to all students: SV Circumflex, MSV Tragos, SV Koko, MSRV Saurus (rowing), CSV Lux ad Mosam (Christian student association) and Onafhankelijk Maastricht (collaboration of independent sororities and fraternities). Their main focus is on organizing social events and activities for their own members. For more information see: [www.maastrichtuniversity.nl/ssc](http://www.maastrichtuniversity.nl/ssc)



## International Student Organisations

**ISN Maastricht** | ISN Maastricht represents international students and provides opportunities for cultural understanding and self-development under the principle of Students Helping Students. Also hosts great parties, cultural trips and more.

[www.isn-maastricht.nl](http://www.isn-maastricht.nl)

**AEGEE** | European student association, focused on cultural integration & exchange, with a relaxed, open and international atmosphere. If you love to travel, this is the place to be. [www.aegEE-maastricht.org](http://www.aegEE-maastricht.org) or [www.facebook.com/groups/aegEemaastricht](https://www.facebook.com/groups/aegEemaastricht)

## Study Associations

Study associations are linked to specific faculties, schools or study programmes. They organise lectures and field trips, offer study book discounts, invite prospective employers and monitor the quality of education. They also organise many fun activities such as city trips, parties and more. For a complete overview see:

[www.maastrichtuniversity.nl/ssc](http://www.maastrichtuniversity.nl/ssc)

## Student representation

At Maastricht University, students have a say in the decision making process. Via annual elections, student representatives get into the University Council and the different Faculty Councils. These councils are advisory boards to the executive board of this University or the Faculties. Dope and NovUM are the largest student representation parties at UM. For more information see: [www.maastrichtuniversity.nl/ssc](http://www.maastrichtuniversity.nl/ssc)

## Make a difference

**Amnesty International Maastricht Students (AIMS)** | Students who organise actions and activities in Maastricht to create awareness on Human Rights issues.

[aims.amnesty.nl](http://aims.amnesty.nl) or [www.facebook.com/joinaims](https://www.facebook.com/joinaims)

**Unicef Student Team Maastricht (USTM)** | Students who organise events to increase awareness about the rights of children and raise money for charity.

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

**United Nations Student Association (UNSA)** | Student organisation, which aims to distribute information on the structure and workings of the United Nations. Well known for its own annual Euro-Mun conference.

[unsamaastricht.org](http://unsamaastricht.org) or [www.facebook.com/UNSAMaastricht](https://www.facebook.com/UNSAMaastricht)

**Enactus** | Entrepreneurial, Action, Us is an international, nonprofit organisation which brings together the leaders of today and tomorrow to create a better and more sustainable world. [enactusmaastricht.nl](http://enactusmaastricht.nl)

**Green Office Maastricht** | The Green Office initiates and coordinates sustainability projects at Maastricht University. The department is run by students and has won several awards in the past years.

[greenofficemaastricht.nl](http://greenofficemaastricht.nl) or [www.facebook.com/greenofficemaastricht](https://www.facebook.com/greenofficemaastricht)

**Oikos** | Oikos Maastricht is one of the leading international student organisations regarding the topic of sustainable business.

[oikos-international.org/maastricht](http://oikos-international.org/maastricht) or [www.facebook.com/oikosmaastricht](https://www.facebook.com/oikosmaastricht)



**Mandrill Cultural & Political Centre (MCPC)** | The Mandril is a non-profit and donation based student initiative that is run by volunteers. Jam-sessions, theater, dance, yoga, workshops, movies, presentations and discussion rounds. Cabergerweg 45, Maastricht.  
[www.facebook.com/MCCMaastricht](http://www.facebook.com/MCCMaastricht)

**Landbouwbelang (LBB)** | Cultural Freezone in Maastricht for music, arts and culture. It is a collective of spaces, entrepreneurship and creative people. It creates space for experimenting, exchanging knowledge and developing sustainable and creative lifestyles. [www.lbbm.nl](http://www.lbbm.nl) or [www.facebook.com/lbbmaastricht](http://www.facebook.com/lbbmaastricht)

**Student Workforce for Sustainability and Development** | Student organisation that focuses on empowerment, environmental sustainability, development, human rights and democracy, creativity, and love for life. Landbouwbelang (Biesenwal 3).  
[www.facebook.com/studentworkforce.maastricht](http://www.facebook.com/studentworkforce.maastricht)

**Ragweek** | Weeklong event, involving all UM student organisations, that aims at raising money for national and international charities. [www.ragweekmaastricht.nl](http://www.ragweekmaastricht.nl)

**Books4Life** | Non-profit second hand book store run by student volunteers: donate a book, buy a book for charity. Grote Gracht 80-82 (FASoS), Maastricht.  
[books4lifemaastricht.wordpress.com](http://books4lifemaastricht.wordpress.com) or [www.facebook.com/books4lifemaastricht](http://www.facebook.com/books4lifemaastricht)

**Serve The City (STC)** | STC Maastricht connects student volunteers with meaningful opportunities to get involved. [www.stcmaastricht.nl](http://www.stcmaastricht.nl) or [www.facebook.com/stcmaastricht](http://www.facebook.com/stcmaastricht)

**Student & Society Initiative (SSI)** | SSI organises various events that break down the wall between university and society in order to stimulate students' civic engagement, social integration, increase understanding between student and citizen, and stimulate the employability of students in this region. [www.facebook.com/studentandsociety](http://www.facebook.com/studentandsociety)

**Refugee Project Maastricht** | The Student and Society Initiative and the InnBetween organise a volunteering project to help refugees in Maastricht.  
[www.facebook.com/refugeeprojectmaastricht](http://www.facebook.com/refugeeprojectmaastricht)

## LGBT Community

**LGBT Student Community Maastricht** | A community of LGBTQI (Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex) students who live/study in Maastricht. They organise various social events, a mentoring program for new students and other activities. [www.lgbtmaastricht.nl](http://www.lgbtmaastricht.nl) or [www.facebook.com/lgbtmaastricht](http://www.facebook.com/lgbtmaastricht)

**COC - Gay and Lesbian Association** | Organisation run by volunteers that promotes lesbian and gay interests, organizes support groups and provide venues where gays and lesbians can meet. [www.coc-limburg.nl](http://www.coc-limburg.nl)

## Religion

For more information about (student) groups of different faith and local religious events. >> [See chapter 9 \(Religion\)](#)

## Sports

For more information about (student) sports opportunities and associations >> [See chapter 8 \(Sports\)](#)



## Culture & Arts

**Studium Generale** | Maastricht University department, which offers a broad programme of lectures and debates, besides all sorts of cultural activities: theatre, pop concerts, world music concerts, comedy shows, student performances etc.

>> See chapter 2 (SSC)

[www.maastrichtuniversity.nl/studiumgenerale](http://www.maastrichtuniversity.nl/studiumgenerale)

**Kumulus** | Kumulus is a private arts school that offers affordable courses in music, art, theatre and dance. [www.kumulus.nl](http://www.kumulus.nl)

## Music

**Tuna Universitaria de Maastricht** | The Tuna de Maastricht is a student association that plays traditional Spanish music. They rehearse, perform and travel around the world. [www.tunademaastricht.com](http://www.tunademaastricht.com) or [www.facebook.com/tuna.demaastricht](https://www.facebook.com/tuna.demaastricht)

**Maastricht University Orchestra** | Amateur symphonic orchestra made up primarily of (international) students and staff of Maastricht University and Zuyd University of Applied Science. [www.um-orkest.nl](http://www.um-orkest.nl) or [www.facebook.com/universiteitsorkest.maastricht](https://www.facebook.com/universiteitsorkest.maastricht)

**University Choir Maastricht** | Choir consisting of approximately 60 to 70 members of all ages, including a diverse group of (non)students and academics. [www.umchoir.com](http://www.umchoir.com) or [www.facebook.com/umkoor](https://www.facebook.com/umkoor)

## Theatre

**Alles Is Drama** | student theatre association that combines passion for theater with the community atmosphere of an association. Every year they organise two till three productions and many different courses in Dutch and English. [www.allesisdrama.com](http://www.allesisdrama.com) or [www.facebook.com/allesisdrama](https://www.facebook.com/allesisdrama)

**Theatre group IMPRO CITIZENS** | For anyone who loves to try out acting. The group is supported by professional actors and people who like the little drama-scenes in life. Landhuis, Biesenwal 3, Maastricht. [hetlandhuis.org/wordpress/172-2/vr-theatre-impro-citizen](http://hetlandhuis.org/wordpress/172-2/vr-theatre-impro-citizen)

## Parties

**Mix and Mingle** | Famous theme parties organised specifically for international students at Maastricht University. [www.facebook.com/mixandmingle](https://www.facebook.com/mixandmingle)

## News & Media

**Breaking Maas** | Student TV.

[www.breakingmaas.nl](http://www.breakingmaas.nl) or [www.facebook.com/breakingmaas](https://www.facebook.com/breakingmaas)

## Public speaking

**Pecha Kucha** | PechaKucha (Japanese for chit-chat) enables you to spread ideas with 20 slides, 20 seconds each, in an informal and inspiring atmosphere.

[www.pechakuchamaastricht.eu](http://www.pechakuchamaastricht.eu)

**Rhetorica** | Inter-faculty debating society. [www.rhetorica-maastricht.nl](http://www.rhetorica-maastricht.nl)



## Languages

**Maastricht University Language Centre** | Our languages, your choice!

You can join all sorts of interesting courses at the Language Centre, from Cambridge English to B@sic Dutch and from Spanish to Effective Presentation Skills. The UM Language Centre serves UM students and staff. All language courses are offered at different levels. For 1<sup>st</sup> year UM bachelor's and master's students the B@sic Dutch courses are free of charge!

- All courses use a practical, communicative approach.
- The focus is on active participation and real-world exercises.
- Attention is paid to cultural aspects
- Special Summer School Courses for prospective students

For a full overview of the courses and their levels, content, fees, starting dates and our special Summer school offer please see [www.maastrichtuniversity.nl/languages](http://www.maastrichtuniversity.nl/languages)

## 5.3 Going out in Maastricht

If you're looking for events calendars or inspiration on what to do with your evenings, have a look at the following websites and apps: WhatsNEXT App, [www.vvvmaastricht.nl](http://www.vvvmaastricht.nl), [mymaastricht.nl](http://mymaastricht.nl) and [www.maastrichtstudents.com](http://www.maastrichtstudents.com)

### Festivals

There are many cultural, fashion, art, design, food and music festivals throughout the year in Maastricht and the surrounding area. For a comprehensive overview, please visit the SSC website: [www.maastrichtuniversity.nl/ssc](http://www.maastrichtuniversity.nl/ssc)

### Museums

**Bonnefanten Museum** | The world famous building of Aldo Rossi. Archaeology, old and modern art. [www.bonnefanten.nl](http://www.bonnefanten.nl)

**Natural History Museum** | The museum outlines the natural history of South Limburg. [www.nhmmaastricht.nl](http://www.nhmmaastricht.nl)

**Museum aan het Vrijthof** | The main focus is '500 Years Made in Maastricht'. [www.museumaanhenvrijthof.nl](http://www.museumaanhenvrijthof.nl)

### Literature & Poetry

**Centre Céramique** | Library, cultural centre, exhibition space... the Centre Céramique is one of the major (literary) hotspots in town. Become a student member for a small fee and borrow books, (sheet) music and more. Free WiFi. [www.centreceramique.nl](http://www.centreceramique.nl)

### Cinemas

**Eurocoop Maastricht** | Eurocoop is Maastricht's main cinema showing all major movie productions in their original language. €5 tickets on Tuesdays. [www.eurocoop.nl](http://www.eurocoop.nl)

**Filmtheater Lumière** | Cult/Art movies, documentaries, international movies. [www.lumiere.nl](http://www.lumiere.nl)

**Pathé Cinema Maastricht** | Newly constructed large movie theatre showing new releases and running student promotions. [www.pathe.nl](http://www.pathe.nl)



## Venues

**Theater aan het Vrijthof** | Beautiful theatre & good shows. Leftover tickets can be bought right before the show for reduced prices. [www.theateraanhetvrijthof.nl](http://www.theateraanhetvrijthof.nl)

**AINSI** | Art-Industry-Nature-Society-Innovation is one of the main venues for dance performances, theatre and jazz concerts.

[www.theateraanhetvrijthof.nl/algemeen/ainsi](http://www.theateraanhetvrijthof.nl/algemeen/ainsi)

**Kumulus Theater** | Part of the Kumulus school for private arts. Herbenusstraat 89, Maastricht. [www.kumulus.nl](http://www.kumulus.nl)

**Muziekgieterij** | Pop concert venue. Visit us for the freshest bands, best concerts and coolest club nights in town.

[www.muziekgieterij.nl](http://www.muziekgieterij.nl) or [www.facebook.com/muziekgieterij](https://www.facebook.com/muziekgieterij)

## Coffee & pie

**Blanche Dael Coffeelovers** | They serve a large variety of very good coffees and they have an excellent lunch menu. [www.coffeelovers.nl](http://www.coffeelovers.nl)

**Piece of Cake** | Delicious home-made pastries, cupcakes and lunch.

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

**Taart** | Coffee, pie, cupcakes, breakfast and champagne - a winning combination.

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

## Lunch & lounge

**Café Ipanema** | In addition to its good breakfast and lunch menu, this café serves fine tapas. [www.ipanema.nl](http://www.ipanema.nl)

**Café Zuid** | Here you can have nice drinks and tapas and they have a wonderful terrace with beautiful views of the Maas river. [www.cafezuid.nl](http://www.cafezuid.nl)

**Deli Belge** | A typically Belgian lunch bar with a menu including over 80 sandwiches and homemade specialties. [www.delibelge.com](http://www.delibelge.com)

**Fresh** | A trendy and relaxing restaurant/bar opposite the SSC.

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

**Mickey Browns** | Health conscious quick bites. [www.mickeybrowns.nl](http://www.mickeybrowns.nl)

## Hip & trendy

**Tapijn** | New brasserie in the trendiest part of town. [www.facebook.com/tapijn](https://www.facebook.com/tapijn)

**De Brandweer** | Creative, inspiring work space for artists, as well as a café and restaurant. Venue for cultural initiatives such as Pecha Kucha night and various markets (vintage, local produce and art). [www.debrandweer.com](http://www.debrandweer.com)

**Marres** | House for Contemporary Culture with exhibitions, lectures, performances and publications. Amazing Mediterranean food at Marres Kitchen. [www.marres.org](http://www.marres.org)

## Bars

**Cliniq** | At night, this is a very popular student bar. During the day you can eat here for a reasonable price. [www.cafecliniq.nl](http://www.cafecliniq.nl)





**John Mullins Irish Pub** | Big Irish Pub with live music and typical Irish stew. Be sure to join the popular Tuesday night pub quiz. Live music on Thursday or Friday.  
[www.johnmullins.nl](http://www.johnmullins.nl)

**The Shamrock** | Popular Irish bar. Here you also have the possibility to play pool, darts or take part in their pub quiz. [www.cafeshamrock.nl](http://www.cafeshamrock.nl)

**Take Five** | A real student café; international lunches and good value for money. Bredestraat 14, Maastricht.

**EDD's** | EDD stands for Eat, Dance Drinks. They have jazz sessions and quiz nights.  
[www.edds-cafe.nl](http://www.edds-cafe.nl)

**De Twee Heeren** | Funky and pop music. It is also a good place to eat.  
[www.detweeheeren.nl](http://www.detweeheeren.nl)

**Allabonneur** | The so-called 'Alla' is a night club/ pub and great place to dance. The 'Alla' opens daily from 0.00 hrs., on Saturday at 23.00 hrs., it is the perfect after-pub nightspot. [www.alla.nl](http://www.alla.nl)

## Restaurants

Maastricht has lots of restaurants to try. Below is a list to get you started. If you take a look at the websites: [www.lestables.nl](http://www.lestables.nl), [www.iens.nl](http://www.iens.nl) and [www.specialbite.com](http://www.specialbite.com), you will find information and ratings on almost all restaurants in Maastricht.

**Café Sjiem** | Bistro where you can eat delicious regional and other dishes with great outdoor seating. [www.cafesjiem.nl](http://www.cafesjiem.nl)

**Gadjah Mas** | One of the best places for Indonesian food, with an excellent price/ quality ratio. [www.gadjahmas.nl](http://www.gadjahmas.nl)

**Grand Café de Perroen** | Different rooms entice its customers with different atmospheres and they serve good food at reasonable prices. [www.perroen.nl](http://www.perroen.nl)

**Ma van Sloun** | This is a very affordable restaurant in a student setting.  
[www.mavasloun.nl](http://www.mavasloun.nl)

**Preuverij** | Reasonably priced dishes for around €7. [www.eetcafedepreuverij.weebly.com](http://www.eetcafedepreuverij.weebly.com)

**Reitz** | Reitz once won the 'best fries in Europe' award and continues to serve fresh, cheap, delicious and undeniably Belgian fries. [www.reitz.nl](http://www.reitz.nl)

**Pet Thai** | Thai restaurant, serving dishes that are the best in its kind. [www.petthai.nl](http://www.petthai.nl)

**Tapas y mas** | Tapas restaurant with great atmosphere, affordable dishes, delicious food and friendly service. [www.tapasymasmaastricht.nl](http://www.tapasymasmaastricht.nl)

**Tokyo** | "All you can eat" sushi. [www.tokyo.nl](http://www.tokyo.nl)

**Witloof** | An excellent Belgian restaurant with good atmosphere and very affordable dishes. Due to its popularity, reservation necessary. [www.witloof.nl](http://www.witloof.nl)



## 5.4 Outdoor

**Thermae 2000** | A natural spa, flowing with natural spring water. [www.thermae.nl](http://www.thermae.nl)  
Located nearby in Valkenburg: Cauberg 25-27 | 6301 BT Valkenburg a/d Geul

**Rock Climbing Gym** | Neoliet rock climbing facilities for different target groups.  
[www.neoliet.nl](http://www.neoliet.nl)  
Located nearby in Heerlen: Sportpark Kaldeborn  
Stadium Course 52-6416 CS Heerlen

**Snow World** | Offers year-round indoor snow-sports. [www.snowworld.nl](http://www.snowworld.nl)  
Located nearby in Landgraaf: Witte Wereld 1, 6372 VG Landgraaf

**St Pietersberg (St Peter hill)** | Has something to offer all nature lovers. Take an afternoon walk, picnic with a view or go on a guided tour through the caves in this nature lovers part of Maastricht. [www.sintpietersberg.org](http://www.sintpietersberg.org)



# 6 Shopping

Generally, all stores have the following opening hours:

Monday:	13.00 hrs. - 18.00 hrs.
Tue. - Wed.:	09.00 hrs. - 18.00 hrs.
Thursday:	09.00 hrs. - 21.00 hrs.
Friday:	09.00 hrs. - 18.00 hrs.
Saturday:	09.00 hrs. - 17.00 hrs.
Sunday:	12.00 hrs. - 17.00 hrs.

## 6.1 Supermarkets

Most supermarkets are open Monday through Saturday from 08.00-21.00 hrs, some (such as ALDI) close earlier. There are usually limited hours on Sundays (12.00 -18.00 hrs) and some are closed. Alternative opening hours apply during public holidays. Cash and PIN cards are accepted for payment; credit cards usually are not. Most mid-range to high-end grocery stores have special gluten-free sections and organic/fair trade products and produce.

**Albert Heijn (AH)** | Top-end supermarket with its own brand of organic produce. Brusselse Poort, Helmstraat, Train station, Scharnerweg and Plein 1992.

**ALDI** | Very low-cost supermarket with quality B-brand foods as well as non-food products. Volksplein 34, Roserije 321 and Malbergsingel 54. A new Aldi just opened at François de Veyestraat 3

**Jan Linders** | Comparable to Jumbo. Tongerseweg 57.

**Jumbo** | Mid-range supermarket with a large assortment of products. Cheaper than AH. Brusselse Poort, Market square/Mosae Forum and Franciscus Romanusweg.

**LIDL** | German low-cost supermarket comparable to Aldi. Herculeshof and Baron van Hövelstraat.

**Plus** | Mid-range supermarket with a good selection of organic/local fruit and vegetables. Keurmeestersdreef 111A, De Beente 86 and Clavecymbelstraat 31.

**Yildiz Plaza** | Affordable Turkish supermarket best visited for bulk spices, rice, coffee, tea, nuts, fresh fruits and vegetables, delicious olives, cheese, halal meat, fresh bread and more. Holsteinbastion 49, Maastricht (near Brusselse Poort).

**Amazing Oriental** | Large Asian supermarket underneath Mosae Forum (Market Square). Laag Gubbelstraat 38, Maastricht.

**Estafette** | Eco Supermarket with a large assortment of products and produce. Rechtstraat 48A, Maastricht.



## 6.2 Open air markets

**Weekly city market** | Fresh fruit and vegetables, meats, cheeses, fabrics, fresh fish, flowers, olives, nuts and more. Market Square, Maastricht. Wednesday and Friday 08.00 to 15.00 hrs.

**Organic market** | Organic breads, vegetables, meats, and other sustainable regional products. 't Percée, the little square under the clock on the Stationsstraat, Maastricht. Thursday 13.30 to 18.30 hrs.

## 6.3 Bookstores

**Studystore.nl** | Discounted textbooks, dictionaries, second hand books as well as study materials. Online or via the study associations at each faculty and school. Tongersestraat 12A [www.studystore.nl](http://www.studystore.nl)

**Dominicanen Maastricht** | The Guardian pronounced Dominicanen “the fairest bookshop of the world, a bookshop made in heaven” and we have to agree. Set in a 13<sup>th</sup> century gothic church, it offers a wide selection of books and the biggest stock of books in English in Maastricht. Dominikanerkerkstraat 1, Maastricht. [www.libris.nl/dominicanen](http://www.libris.nl/dominicanen)

**De Tribune** | Voted the best literary bookstore in the Netherlands. Not just for literature though, you can order your textbooks here. Kapoenstraat 8-10, Maastricht. [www.detribune.nl](http://www.detribune.nl)

**Books4Life** | Non-profit second hand book store run by student volunteers: donate a book, buy a book for charity. Grote Gracht 80-82 (FASoS), Maastricht. [books4lifemaastricht.wordpress.com](http://books4lifemaastricht.wordpress.com)

**Marketstuff.nl** | Online platform that offers students the possibility to sell and buy all kinds of student related second hand products. From books, to beds, washing machines to bikes and sport equipment. [www.marketstuff.nl](http://www.marketstuff.nl)

## 6.4 Dutch department stores

**De Bijenkorf** | Premium department store with high-quality products and brand names. Achter het Vleeshuis 26. [www.bijenkorf.nl](http://www.bijenkorf.nl)

**HEMA** | Quality, hip own brand goods at affordable prices. Wide variety of products incl. food. Grote staat 10. [www.hema.nl](http://www.hema.nl)

## 6.5 Shopping Centres

In addition to the many shops in the city centre of Maastricht you will also find two shopping centres: Entre Deux (behind the historic city hall on the Market Square) and Mosae Forum (just off the Vrijthof, next to Dominicanen bookstore).



## Voltage Transformer

European voltage is standardised at 230V (although it is mostly delivered at 220V). Most laptops and cell phones come with a power converter that accepts input voltage of 120-240V. They can be safely used with a simple plug adapter. Small devices such as electric shavers, toothbrushes and sometimes battery chargers require a separate voltage converter (or 'transformer'). Hairdryers require massive amounts of energy and can therefore only be used with a heavy duty power converter - our advice is to leave them at home and buy a new one upon arrival.

Plug adapters and power converters can be purchased at electronic stores in down town Maastricht, such as HandyMan in the Nieuwstraat 17, Grootaers Electronics at the Mariastraat 23B or MediaMarkt at the Franciscus Romanusweg 2.



# 7 Communication

## 7.1 Dutch Language

Even though most Dutch people speak English, you will find an overview of some key words and phrases in Dutch below. See also: [www.smartphrase.com](http://www.smartphrase.com)

1, 2, 3, 4, 5	één, twee, drie, vier, vijf
6, 7, 8, 9, 10	zes, zeven, acht, negen, tien
allergic to	allergisch voor
beer, wine, liquor	bier, wijn, likeur
beans	bonen
bread	brood
butter	boter
bus stop	bushalte
could you tell me..	kunt u mij vertellen
carrot	wortel
cheese	kaas
cookies	koekjes
dentist	tandarts
doctor	dokter
enjoy your meal	eet smakelijk
eggs	eieren
endive	andijvie
good	goed (about food "lekker")
good afternoon	goedemiddag
good evening	goedenavond
good morning	goedemorgen
goodbye	tot ziens
hamburger meat/minced meat	gehakt (rund/varken)
hospital	ziekenhuis
ill	ziek
I am sorry	neemt u mij niet kwalijk / 'sorry' / pardon
I love you	ik hou van jou
magazine	tijdschrift
may i have the bill please?	mag ik de rekening alstublieft?
may i order?	mag ik bestellen?
milk	melk
newspaper	krant
no	nee
no entry	verboden toegang
no parking	niet parkeren
open, closed	open, gesloten
orange	sinaasappel
pharmacy	apotheek
peanut butter	pindakaas
pepper	peper
pineapple	ananas
police, fire department	politie, brandweer
post office, bank	postkantoor, bank
potatoes	aardappelen





salt	zout
see you later	tot straks
sick	misselijk
station	station
sugar	suiker
tea, coffee	thee, koffie
thanks	bedankt
tasty	lekker
there you are/please	alstublieft
what, where, when	wat, waar, wanneer
yes	ja

## 7.2 Phones

Making a phone call in or to the Netherlands is quite simple. Here are the basic rules for recognising phone numbers. A typical phone number in Maastricht looks like this: +31(0)43-329 17 82

Country code: +31 (the Netherlands), Area code: (0)43 (Maastricht), Number: 329 17 82.

In order to dial this number from WITHIN the Netherlands, you would leave out the country code (+31) and include the zero: 043-329 17 82. To dial this number from OUTSIDE the Netherlands, start with two zeros, and then dial the country code, and SKIP the zero in brackets: 0031 43-329 17 82. These rules are the same for mobile phones, where a number would read: +31(0)6-2435 86 36.

### Decoding phone numbers

- +31** Any number starting with 0031 is a phone number in the Netherlands
- +32** Any number starting with 0032 is a phone number in Belgium
- 043** All numbers with a 043 area code is a Maastricht land line
- 06** All numbers starting with a 06 are mobile phone numbers
- 0900** These numbers will sometimes charge you extra for calling.  
A recording will tell you before you are connected how much you will be charged each minute for calling that number.
- 0800** These numbers are free, but if you call from a mobile it may still cost you minutes, so be careful.

**Note:** All phone calls (including local calls) cost money. Moreover, local calls, regional calls or calls to mobile phones and international calls all have different rates.



If you are abroad and make a call with your Dutch mobile phone, you will have to pay additional roaming charges (also for data usage in case you go online), so please be careful!

#### Providers

There are many different providers. KPN, Vodafone and T-Mobile are among the biggest. For the best international deals, we recommend getting Lebara.

#### Simcards

You can get free Lebara simcards via student organisation ISN (formerly ESN).

#### Calling credit

In case you have a prepaid or sim-only plan (so just the Dutch phone number and no set monthly expenses) you will have to purchase calling credit ('top-up'). You can buy credit online, at the check-out lane of most supermarkets and at any tobacco shop.

## 7.3 Email/Internet

#### Free WiFi

There are ten free WiFi hotspots in the city centre, meaning that a large proportion of the main squares (Vrijthof, Markt, OLV-Plein, Amorsplein) and surrounding streets offer free wireless internet. Stationsplein (the square in front of the station), part of the City Park, and the square outside restaurant D'n Awwe Stiene also have free WiFi. In Randwyck, the public areas around the Health Campus and the Maastricht University Medical Centre, as well as the Forum side of the MECC also have free WiFi. Free WiFi Maastricht is accessible for everyone, with no charge and no password.

Maastricht University and the Guesthouse offer free internet; Maastricht city library Centre Céramique also offers free use of a high speed wireless internet connection. Bring your own laptop to enjoy the benefits of access to the library's database and working at a quiet work station. You do not have to be a member of the library. Many bars and café's offer free WiFi. You can check your email at the university or via webmail: <https://webmail.maastrichtuniversity.nl>

## 7.4 Post packages

If you would like to send mail, packages or luggage you can use various postal and delivery services, from PostNL (the original Dutch postal services, now privatised) to other companies such as DHL, DPD, GLS and Kiala. PostNL and DHL will actually pick up packages at home (you pay €2.50 extra).





**Post NL Service Points**

Spar Eussen, Ruttensingel 160-A, Maastricht

Primera Kalimero, Brusselse Poort 26, Maastricht

Ako, Muntstraat 17, Maastricht

Jumbo Maastricht, Mosae Forum, Laag Mosae Forum 5, Maastricht

The Readshop, Stationsstraat 60, Maastricht

Albert Heijn, Scharnerweg 110, Maastricht

Albert Heijn, Brusselse Poort 45, Maastricht

Sending international mail with PostNL is divided according to destination: within Europe or the rest of the world. It is possible to send your packages with a Standard Service, a Priority Service or an Extra Fast or Extra Secure Service. The cost and time for your package to arrive depends on the destination and on the chosen service. There are special low rates if you would like to send your books (2-5 kg). Please refer to PostNL for more information.

## 7.5 Important phone numbers

<b>112</b>	General emergency number for alerting police, fire department and ambulance
<b>0900-8844</b>	General police number (not urgent)
<b>0900-9292</b>	Information on public transport in the Netherlands, including door-to-door itineraries
<b>0900-9296</b>	Information on international train travel
<b>1888</b>	Directory enquiry
<b>1889</b>	International directory enquiries
<b>0800-0101</b>	Request collect call from the Netherlands to a phone number abroad



# 8 Sports

For those of you who do not get enough exercise riding your bicycles to and from the university, UM SPORTS organises a comprehensive sports programme to suit the needs and wishes of all students. Whether you want to exercise for recreation, relaxation or to train for an event this university offers numerous possibilities for active participation in team or individual sports. Through UM SPORTS you can involve yourself in as much physical activity as you would like for very reasonable fees.

The best place to start is at the UM SPORTS website ([www.maastrichtuniversity.nl/sport](http://www.maastrichtuniversity.nl/sport)) or at the UM SPORTS desk at University Sports Centre, where you can get more in-depth information about the sports facilities and activities available to students.

## 8.1 University Sports Organisation

To best understand which sports programmes are offered by the University, it is good to have an understanding of how the sports organisation is structured. There are three levels: UM SPORTS, the Student Sports Associations (SSA) and Sports council MUSST.

### Student sports = UM SPORTS

UM SPORTS is the central university department and responsible for the sports programme at UM. Yearly, about 6.500 (among which 5.500 students) members workout or play sports on a regular basis. Activities are spread throughout the Maastricht area, but you will find a lot of them at University Sports Centre in Randwyck. The indoor sports facility opened it's doors in 2016. Showcasing a Gym, Major Sports Hall, Spinning Studio, Climbing Wall, Squash courts, Exercise Hall, Exercise Studio and a Body & Mind studio. You can also study in the Learning Spaces or have a drink or quick meal in Sports café Time Out. The office as well as the service desk is also located at University Sports Centre, P. Debyeplein 15 in Maastricht. Please check the website for opening hours: [www.maastrichtuniversity.nl/sport](http://www.maastrichtuniversity.nl/sport) All activities of UM SPORTS require a UM SPORTS membership which you can buy at the UM SPORTS desk or at the UM SPORTS web shop. You can also follow UM SPORTS on Facebook: [www.facebook.com/umsport](http://www.facebook.com/umsport)

### Student Sports Associations (SSA)

There are 26 Student Sports Associations (SSA) with sports varying from Lacrosse to Soccer and Dancing to Swimming. The total number of members for all these associations is around 1700. These associations, along with sporting events, also organise activities and parties to build their sporting community. They also organise all kind of activities and parties.

The various UM Students Sports Associations organise their own hours. These time slots are for their members only. In September most Students Sports Associations organise introduction weeks, so interested students can get acquainted with the various programmes. To become a member of a Student Sport Association, students first need a Sports membership.



## MUSST

Sports council MUSST (Maastricht University Student Sports Trust) is the umbrella organisation for all Students Sports Associations (SSAs) in Maastricht. MUSST supports these associations with subsidies, counsel and promotional efforts. In addition, MUSST organises all sorts of events, either in Maastricht or on a national level. Examples are the Sportsweek, the Maascup, the Student Wintersport, the Batavierenrace and the Great Dutch Student Championships.

Members of the student sport associations can apply at MUSST for subsidies with respect to the participation in (international) tournaments. Individual athletes (non-members of one of the 23 associations) can apply for subsidies concerning NSK's and GNSK's (Dutch Students Championships and Great Dutch Student Championships). MUSST can help you with any questions you might have about any Student Sports Association: [www.musst.nl](http://www.musst.nl)

## 8.2 Sports Programmes

### University Sports and membership UM SPORTS

You are a member once you have a UM SPORTS membership: 'Sign-Up', 'Sports', or 'Gym'. The 'Sports' membership gives you access to several sports activities; all 'walk in' activities are free of charge. Some of the 'walk-in' activities included in this membership are: badminton, spinning, basketball, aerobics, circuit training, floorball, volleyball, clubpower (body pump), indoor soccer, handball and zumba. To use the gym - unlimited access - at University Sports Centre you need a 'Gym' membership. Want to try first? Buy a €7.50 Try Out Gym or Try Out Sports. We will refund the amount if you become a member.

Other activities are available for a limited number of participants and therefore are offered as a sign-up activity. These activities last 7 or 14 weeks and you have to sign-up and pay an extra fee. Examples are: boxing, fencing, judo, tennis, martial arts, modern dance, pilates and yoga. Depending on the time of purchase, you have two options for the duration of your membership:

- A regular membership: for the (rest of the) academic year (valid until 31 August)
- A semester membership (September-January)

Memberships always start on the first (1<sup>st</sup>) of the month in which you purchase your membership. To give you an idea: the 'Sports' membership costs €75 and the combination of a Sports & Gym will cost €165 for the entire academic year.

Note that at UM SPORTS there is no entrance fee and no notice period at the end of your contract. For the most up-to-date prices, please check the website:

[www.maastrichtuniversity.nl/sport](http://www.maastrichtuniversity.nl/sport)

Memberships are for sale at both the UM SPORTS web shop and at the UM SPORTS desk, where you can register for a course as well. Information on all sports activities offered and organised by UM SPORTS can be found on the website

[www.maastrichtuniversity.nl/sport](http://www.maastrichtuniversity.nl/sport) Follow UM SPORTS on Facebook:

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



## Private Sports Clubs

There are many other gyms and/or sport associations. As a general rule such gyms and/or sport associations are more expensive than UM SPORTS, but they are open to students and eager for new members. Other gyms and/or sport associations are too numerous to name here. If you are looking for a specific sport, ask at the UM SPORTS desk or search online, and keep your eyes open for posters and promotions. Most activities are also offered through the UM SPORTS programme.

## Sports Facilities

### Swimming Pool

With a UM SPORTS membership you can obtain a special deal for 10 entries at the Geusseltbad swimming pool. Please check the UM SPORTS website or contact the swimming pool for more information on lessons and other activities.

Geusseltbad, Discusworp 4, 6225 XP Maastricht [www.geusseltbad.nl](http://www.geusseltbad.nl)

### UM SPORT activities

Aerobics	Cycling	Mindfulness	Streetdance
Aikido	Fencing	Modern Dance	Swimming
Athletics	Field Hockey	Mountain biking	Tai Chi
Badminton	Fitness/Gym	Outdoor Soccer	Tennis
Ballroom Dance	Floor ball	Pilates	Triathlon
Basketball	Frisbee	Power Kick	Volleyball
Bootcamp	Gymnastics	Rowing	Workout Mix
Boxing	Handball	Rugby	Wu Shu
Capoeira	Horse back riding	Running Training	Yoga
Circuit training	Indoor Soccer	Sailing	Zumba
Climbing	Judo	Slacklining	Club Power/Body Pump
Korfbal	Karate	Spinning	Table tennis
Conditioning Training	Lacrosse	Squash	

## 8.3 Competitive Sports

Students who compete as professional athletes are sometimes eligible for Top Sports benefits. This generally means that these students will have the opportunity to arrange their academic schedule around their training schedule to some extent, as well as get access to some extra sports facilities.

For more information, visit [www.maastrichtuniversity.nl/sport](http://www.maastrichtuniversity.nl/sport) and follow the link: Top sport and study. Even if you are NOT a professional athlete, any student entering a sporting tournament can apply for subsidy through MUSST ([www.musst.nl](http://www.musst.nl)) to help with registration and transportation costs.



# 9 Religion

Maastricht is historically a Catholic city and many of the UM buildings (*hello*, former convent UCM) and religious traditions are rooted in that past. Nowadays, there are many different religious communities and places for worship. If you would like to have more information about where to go in Maastricht for religions of any kind, you can contact:

**The Innbetween** | The Innbetween (formerly Tafelstraat 13), part of SSC, is the ecumenical chaplaincy in Maastricht. It is open to all students of all faiths and offers them many activities concerning ideology, religion, philosophy, ethics, cultural and social developments and personal topics. It is a place where students can broaden their horizon, explore talents and find friendship. Activities includes: meditation, cooking, philosophy, city trip, walks and spending a weekend at a convent. Every Thursday there is an international dinner. Sessions in collaboration with a student-psychologist are possible, and the door is open for everyone who seeks contact with one of the pastors. Capucijnenstraat 122, Maastricht. >> See chapter 2 (SSC) [innbetween.nl](http://innbetween.nl) or [www.facebook.com/intheinnbetween](https://www.facebook.com/intheinnbetween)

## 9.1 Christianity

**Onze Lieve Vrouw Kerk (OLV square)** | Roman Catholic Mass in English at 5pm every Saturday in the crypt (entrance is via the altar at the church).

**Sint Servaas Procession** | Maastricht honours its patron saint St. Servatius on the first Sunday after the 13<sup>th</sup> of May with a religious procession that starts at the Saint Servatius Basilica and ends at the Onze Lieve Vrouwe 'Sterre der Zee' chapel.

**All Saints Maastricht** | Christian community, part of the Diocese in Europe (Church of England), and comprised of Christians from a variety of national and denominational backgrounds. [www.allsaintsmaastricht.nl](http://www.allsaintsmaastricht.nl)

**Damascus Road International Church** | English-language international church in Maastricht experiencing life in relationship with Jesus and each other. [www.damascusroadic.com](http://www.damascusroadic.com) or [www.facebook.com/damascusroadinternationalchurch](https://www.facebook.com/damascusroadinternationalchurch)

**C.S.V. Lux ad Mosam** | Christian student organisation. [www.luxadmosam.nl](http://www.luxadmosam.nl) or [www.facebook.com/luxadmosam](https://www.facebook.com/luxadmosam)

**Innbetween Prayer Room** | Capucijnenstraat 122, Maastricht

**Innbetween Evening Prayer** | Every first Monday of the Month. 18.30 hrs. at the Onze Lieve Vrouwekerk.



## 9.2 Judaism

**IJAR-Maastricht** | Jewish student organisation.

[www.facebook.com/pages/ijar-maastricht/596195043789252](https://www.facebook.com/pages/ijar-maastricht/596195043789252)

**Synagogue Maastricht** | The website (in Dutch and English) for Jews living in Maastricht is filled with calendars of classes, synagogue services, festivals and holidays and current news. Capucijnengang 2, Maastricht. You can contact Rabbi Schapiro via the website. [www.joodsmaastricht.nl](http://www.joodsmaastricht.nl)

## 9.3 Islam

**el-Fath Mosque** | Mosque with services in Arab and Moroccan Arab. Sint Lucasingel 70, Maastricht (close to the Brusselse Poort mall).

**Tevhid Cultural Centre & Mosque** | Cultural centre, prayer room, small shop with Turkish products, fresh produce and halal meat and kebab take-away. Weustenraadstraat 24, Maastricht (next to the El Fath Mosque).

**Muslim Prayer Rooms** | Within the UM, we have three prayer rooms open to all students. UM Health Campus (Randwyck): UNS60: room M1.11 (for men), UNS60: room M2.09 (for women) and DEP25 AzM: ground floor, next to the Nuclear Medicine Department.



# 10 Health Care

## 10.1 General Practitioners ('huisarts')

In case of minor or non-urgent medical problems in the Netherlands, you first go to a General Practitioner ('huisarts'). General Practitioners can be visited during consultation hours, mostly between 08.00 and 17.00 hrs., after making an appointment by telephone. We strongly advise you to register with a General Practitioner close to where you live as soon as you can. There is no registration fee and you are free to choose your own General Practitioner. The advantage of registration is that you have your own doctor who knows and manages your medical file (health problems and medicine). In the Netherlands you are not permitted to go directly to the hospital (unless it is an emergency). If treatment by a specialist is needed, you should first consult a your General Practitioner, who will give you a referral letter. If you don't have a Dutch health insurance, you will need to pay directly at the reception desk of your Doctor's practice. You will get a receipt of payment to declare these costs at your own health insurance in your home country. This also applies if you are registered with a General Practitioner. For more information or to find a General Practitioner in Maastricht, please visit [www.zio.nl/informatie-voor-studenten](http://www.zio.nl/informatie-voor-studenten) This also applies if you are registered with a General Practitioner.

### **After-hours General Practitioner service: only for urgent medical attention**

Do you need emergency attention outside of regular office hours? General Practitioners in Maastricht and surroundings share duties after working hours at the central 'After-hours General Practitioner service' (Huisartsenpost) in Maastricht. The costs are higher if you go to the After-hours General Practitioner service and you might have to wait for quite a while (depending on the urgency and the care you need). The Huisartsenpost Maastricht & Heuvelland is located next to the Emergency Room (Spoedeisende Hulp) of Maastricht University Hospital (azM). Follow the traffic signs to 'azM Spoedeisende Hulp'.

Opening hours: Monday to Friday from 17.00 to 08.00 hrs. Holidays: open 24 hours.

P. Debyelaan 25, 6229 HX Maastricht, Tel.: +31 (0)43-387 77 77

More information: [www.hapmaastricht.nl](http://www.hapmaastricht.nl) or [www.zio.nl/informatie-voor-studenten](http://www.zio.nl/informatie-voor-studenten)

### **General Practitioners (near Guesthouse locations):**

#### **C. Wijnands and Th. van der Waart (Maastricht East)**

Marconistraat 1, Maastricht, Tel.: +31(0)43-363 74 33

#### **Huisartsenpraktijk Nijst & Haesen (near Guesthouse Annadal)**

Annadal Becanusstraat 15, Maastricht, Tel.: +31(0)43-328 52 85

#### **Huisartsenpraktijk De Poort (near Guesthouse Annadal)**

Becanusstraat 15, Maastricht, Tel.: +31(0)43-347 55 50

#### **Huisartspraktijk Céramique Bastiaens (near Guesthouse Heugemerweg)**

Avenue Céramique 155, Maastricht, Tel.: +31(0)43-321 62 68



**Huisartsenpraktijk Wyck-C eramique (near Guesthouse Heugemerweg)**  
PJM van de Berg: Clermontlunet 3a, Maastricht, Tel.: +31(0)43-321 28 79

**Medisch Centrum Mosae Forum (near Mosae Forum)**  
Heg, Reitz: Gubbelstraat 6B, Maastricht, Tel.: +31(0)43-321 23 09

**Swijgman huisartsenpraktijk (near Vrijthof)**  
H. Swijgman: Kapoenstraat 23, Maastricht, Tel.: +31(0)43-321 10 21

#### REMEMBER

- Always call first to make an appointment
- Take a copy of your European Health Insurance Card (EHIC) (or other proof of Health Insurance) with you, when you go to see a doctor.
- Take money with you to pay for the consultation. Sometimes the proof of insurance is not sufficient.
- If you have to pay for the consultation right away, you can claim it from your health insurance afterwards.
- Always make sure that you get a receipt of payment!

#### EMERGENCIES

In case of an emergency, call the national **EMERGENCY NUMBER 112**. Here they will inquire whether you need an ambulance, the police or the fire department and will connect you to the right department. If you need the police but it is not an emergency, please call 0900 8844.

## 10.2 Medication

### Pharmacy (apotheek)

The family doctor can recommend medication and give you a prescription (in Dutch: recept). Prescription drugs are bought at a pharmacy. In addition, pharmacies also sell over the counter (non-prescription) drugs, vitamins, medical supplies etc.

#### Pharmacies:

**Mediq Apotheek Annadal (near the Guesthouse)**  
Becanusstraat 15, Maastricht, Tel.: +31(0)43-310 01 62 (Mon-Fri 08.00-17.30 hrs.)

**Apotheek Wijck (near Heugemerweg)**  
Wyckerbrugstraat 10, Maastricht, Tel.: +31(0)43-321 36 25 (Mon-Fri: 08.30-18.00 hrs. and Sat: 10.00-14.00 hrs)

**Mediq Apotheek Straver (near Majellastraat)**  
Akersteenweg 88, Maastricht, Tel.: +31(0)43-361 28 29 (Mon-Fri: 08.00-22.00 hrs. and Sat: 08.30-17.00 hrs.)

**Apotheek Schoepp Mosae Forum (city centre)**  
Gubbelstraat 4, Maastricht, Tel.: +31(0)43-310 03 70 (Mon-Fri: 08.30-18.00 hrs. and Sat 09.00-17.00 hrs.)

**Apotheek Maastricht UMC+ (at the hospital, near the main entrance)**  
P. Debyelaan 255, Maastricht, Tel.: +31(0)43-387 17 50 (24 hours/7 days a week)





### Drugstore (drogisterij)

A drugstore does not sell prescription drugs but handles over the counter remedies such as throat lozenges, syrups, homeopathic medicines and pain relievers, as well as toiletries, cosmetics, cleaning supplies etc. Dutch drugstore chains are Kruidvat and Etos. You can find them in the centre of Maastricht and at the Brusselse Poort mall.

## 10.3 Hospital ('ziekenhuis')

There are many good hospitals in the Netherlands, all with the latest technologies. Eight of them are university hospitals. The difference between university hospitals and other hospitals is that on the whole, more research is carried out at university hospitals so that they can be more up-to-date on recent medical developments. The hospital in Maastricht is a university hospital (Academic Hospital Maastricht), also called Maastricht UMC+:

### Maastricht UMC+

P. Debeyelaan 25 (near MECC), Maastricht, Tel.: +31(0)43-387 65 43

## 10.4 Dentist ('tandarts')

If you have dental problems, you can contact one of the following dentists, or look in the phone book or online for other suggestions:

### Bolwerk Tandartsen (City centre)

Sint Servaasbolwerk 2, Maastricht, Tel.: +31(0)43-321 81 62

### Dental Clinics Maastricht

Emmaplein 10, Maastricht, Tel.: +31(0)43-325 15 45

### Tandartsenpraktijk O.T. Menger (near the Central Station)

Stationsstraat 46, Maastricht, Tel.: +31(0)43-321 34 76

If you need to see a dentist after opening hours (Mon-Thu from 17.00-08.00 hrs. or in the weekend from Fri 12.00 hrs. onwards), please call: 0900-424 34 34. You will have to pay cash for these emergency visits.

**Please note:** Not all medical insurances cover dental costs, so please check this before you make an appointment.

## 10.5 Physiotherapist

You do not need a referral from a General Practitioner to see a physiotherapist. You can just call for an appointment. Please check with your health insurance if they reimburse the costs, if you have the receipt.



**Fysiotherapie Ceramique**  
Duitse Poort 11, Maastricht  
Tel.: +31(0)43-351 05 01  
[www.fysiotherapieceramique.nl](http://www.fysiotherapieceramique.nl)

You can find a list of all the physiotherapists in Maastricht online.

## 10.6 Psychologists and psychiatric help

### Student psychologists

May be consulted in case of personal problems. >> [See chapter 2 \(SSC\)](#)

### RIAGG Maastricht

Regional Institute for Ambulatory Mental Health  
Parallelweg 45-47, Maastricht, Tel.: +31(0)43-329 96 99

## 10.7 Studying with a disability, chronic illness or dyslexia

It is important to Maastricht University that students with a functional impairment can successfully complete their studies without too much delay. >> [See chapter 2 \(SSC\)](#)

## 10.8 Confidential advisor

The Executive Board of Maastricht University actively pursues a policy against undesirable behaviour at the workplace and in the study environment. Undesirable behaviour includes matters such as sexual harassment, aggression, violence and bullying, and discrimination. The confidential advisor is there to provide assistance and support to people who are troubled by undesirable behaviour of others. The individual who reports such should have the opportunity to end it, if necessary with external help. The confidential advisor is the person who gives guidance to a complainant who wishes to take her/his complaint further. The confidential advisor acts only with the consent of the complainant.

### Wendy Geijen

Confidential advisor for students  
Bondefantenstraat 2, room B1.23, Tel.: +31(0)6-2803 50 33  
Email: [vertrouwenspersoon@maastrichtuniversity.nl](mailto:vertrouwenspersoon@maastrichtuniversity.nl)

## 10.9 Alcohol and drug addictions

### CAD (Centre for Alcohol and other Drugs)

Offers help with addictions  
Stationsstraat 33, Maastricht, Tel.: +31(0)43-321 32 15





# 11 Drugs

## 11.1 Drug policy

### Coffee shops

The government is terminating the 'open door' policy that has been pursued by coffee shops. The objective is to combat the nuisance and crime associated with coffee shops and the sale of drugs. Coffee shops must become smaller and focus on the local market. This policy is also aimed at making Dutch coffee shops less attractive to drug users from abroad.

### New rules on cannabis and coffee shops

To combat drug-related crime and nuisance, a new toleration rule was introduced on 1 January 2013: only 'residents of the Netherlands' are permitted to visit coffee shops and purchase cannabis there. A resident of the Netherlands is someone who lives in a Dutch municipality and is registered there.

### Coffee shop owner responsible for checks

Coffee shop owners are required to check that all those admitted to the shop, and allowed to purchase cannabis there, are residents of the Netherlands aged 18 years or older. They should check these facts, for instance, by asking the person to produce a valid identity document or residence permit, in combination with an extract from the municipal population register.

**Please note:** the above information is subject to change. For the most up-to-date policy including possession charges, please always refer to [www.government.nl/issues/drugs](http://www.government.nl/issues/drugs)

Please also take into account the drug policy of the Guesthouse UM: Dealing in and possession of soft drugs and hard drugs is forbidden and shall lead to immediate eviction of the guests and an end to their contract. The Guesthouse UM will also notify the police.

## 11.2 Smoking Ban

Smoking of tobacco (cigarettes, cigars and pipes) is prohibited in bars, restaurants and public areas all over the Netherlands.



# 12 On the move

## 12.1 The bicycle

If you really want to sample Dutch life and get around quickly and easily, make sure you buy a bicycle. Get one just like the Dutch use as a serious form of transport: a sturdy, no-nonsense bicycle, preferably not too expensive so that if it gets stolen you won't be too heartbroken. Be sure to buy a good solid lock and fix your bicycle to an immovable object, in order to discourage bicycle-thieves. In fact, most Dutch students spend more money on the locks than on the bicycle itself.

### Buying a second hand bicycle

Most students buy second hand bicycles; prices vary greatly. Although second hand bicycles are not easy to get, you can try one of these addresses in Maastricht:

**Courtens Bike Sports:** [www.courtensbikesports.nl](http://www.courtensbikesports.nl)

**De Fietsedokter:** [www.defietsedokter.nl](http://www.defietsedokter.nl)

**Quaaden Rijwiel- en Bromfietsenhandel:** [www.quaadenrijwielhandel.nl](http://www.quaadenrijwielhandel.nl)

**Rijwielhandel George Walstock:** [www.walstock.nl](http://www.walstock.nl)

**Aon de Stasie Tweewielerspecialist:** [www.aondestasie.nl](http://www.aondestasie.nl)

You can also ask your fellow students if they happen to have any spare bicycles, which is not uncommon.

**A word of advice:** if you have to leave your bicycle at the station overnight do not park it on the premises, since this is the most common place for it to get stolen. Instead, park it indoors at the bicycle garage "Aon de Stasie Tweewielerspecialist", which is near the central railway station, and simply pick up your bicycle upon return. Check: [www.aondestasie.nl](http://www.aondestasie.nl) for rates and opening hours.

### Bicycle theft

If your bicycle gets stolen, you should report it to the police. Once you have the official police report you can visit the police station every last Saturday of the month to see if they have found your bicycle. If the police do not retrieve your bicycle, you have the opportunity to buy one of the other bicycles that were stolen, retrieved by the police but not picked up by the owner. These bicycles can be bought at a very low price.

### Bicycle laws

**General bicycle laws:** Please note that the laws for cyclists in the Netherlands are quite strict. Although there are many bicycle facilities such as bicycle lanes on the streets and bicycle parkings, you are advised to pay attention to the road signs. Do not drive against traffic on one way streets; you will get a fine (one-way streets that are nevertheless accessible for bicycles are clearly labeled as such). Make sure your brakes and lights work to avoid a fine.

**Specific regulations for Maastricht:** In the city centre and at the central railway station you are only permitted to park your bicycle in the provided racks. There are more than 5000 public racks throughout the city centre as well as five supervised bicycle parks where you can park your bicycle for 50 cents a day. If you park your bicycle anywhere else there is a risk that it will be removed and confiscated. If you want to check whether your bicycle is confiscated you can contact Gemeente Maastricht. Also please note that it is not allowed to cycle in the pedestrian area of the city centre.



## 12.2 Public Transportation

### Trains

The Netherlands has a dense railway network that offers frequent service as well as the quickest way to travel between city centres. The carriages are modern and clean and the trains usually run on time. On the train you have a choice of carriages: first or second class, which is indicated with a large 1 or 2 painted on the outside of each wagon. First class costs about 50% more and gives you a slightly larger seat in a compartment that is less likely to be full. Smoking is not allowed on any train, and is also prohibited in the station and on the platforms, although there are special zones on the platform where smoking is permitted; these zones are indicated by a tall pillar, containing ash trays and the words “rookzone”. Anyone caught smoking outside these zones will get a fine. There are several silence compartments on the train where you are not allowed to talk loudly or make phone calls. These are indicated by signs on the windows and are easily recognisable.

### Travel information

Transportation companies provide frequent bus and tram services. Amsterdam and Rotterdam also have subways (called: ‘metro’). From Maastricht you can go by train to practically any destination in the Netherlands. Some destinations can be reached directly from Maastricht; for other destinations you have to transfer to another train at a station. Information about departure times of the public transportation can be found on the website: [www.9292.nl/en](http://www.9292.nl/en). Information about departure times of trains going to and leaving from Maastricht and ticket prices can also be found on the website of the Dutch Railway (‘NS’): [www.ns.nl/en](http://www.ns.nl/en) you can also download the apps for NS reis and 9292. On the website [www.holland.com/global](http://www.holland.com/global) you can find tips for interesting places to go in the Netherlands.

### OV-chipkaart

The ‘OV-chipkaart’ is a new means of payment for the public transport system. The smart card is the size of a bank card and contains an invisible chip. The OV-chipkaart can be loaded with credit in Euros with which you can travel anywhere within the Netherlands. There are personal, anonymous, and disposable cards. The disposable card can be purchased at the station vending machine. The anonymous OV-chipkaart can be bought at the ticket office and vending machines at the station. These cards allow the holder to travel immediately. The personal OV-chipkaart can be purchased from your public transport company or the OV-chipkaart Customer service department 0900-0980 (€0,10 p.m.). For more information: [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl)



## 12.3 Travelling abroad

### International Trains

If you want to explore the rest of Europe, there are several opportunities to do so in an economical way: if you want to travel in several countries within Europe ask for Interrail ([www.ns.nl/en](http://www.ns.nl/en)) or Eurail ([www.eurail.com](http://www.eurail.com)). Both websites have interesting offers for travelling through Europe.

One specific ticket that deserves mentioning is the Belgian Go Pass for people under the age of 26, which is a very cheap and efficient way to travel through Belgium. The Go Pass costs €50,- and is valid for 10 single trips between any two Belgian train stations (except border stations). The Go Pass can only be purchased at Belgian train stations, so from Maastricht take the train to Liège and buy it there.

Extra note concerning travelling abroad: once you have obtained your residence permit (if you need one) you can travel freely in the Schengen countries (Belgium, the Netherlands, Luxembourg, Greece, France, Germany, Spain, Portugal, Austria, Italy, Denmark, Finland, Iceland, Norway and Sweden). However, as long as you do not have your residence permit, it is wise to check whether you might need a visa before you want to travel.

### Airlines

When travelling around Europe by airplane you can fly from a number of nearby airports. In the Netherlands: Maastricht-Aachen Airport, Eindhoven, and a bit further away Amsterdam and Rotterdam; in Belgium: Liege, Brussels-Charleroi and Brussels; in Germany: Cologne, Düsseldorf and Düsseldorf-Weeze. There are several budget airline companies that offer cheap flights, for example:

#### Budget airlines

Air Berlin: [www.airberlin.com](http://www.airberlin.com)

Brussels Airlines: [www.brusselsairlines.com](http://www.brusselsairlines.com)

Easyjet: [www.easyjet.com](http://www.easyjet.com)

German Wings: [www.germanwings.com](http://www.germanwings.com)

Jetairfly: [www.jetairfly.com](http://www.jetairfly.com)

Ryanair: [www.ryanair.com](http://www.ryanair.com)

Transavia: [www.transavia.com](http://www.transavia.com)

Tuifly: [www.tuifly.com](http://www.tuifly.com)

Vueling: [www.vueling.com](http://www.vueling.com)

Wizzair: [www.wizzair.com](http://www.wizzair.com)

#### Popular search engines

Skyscanner: [www.skyscanner.net](http://www.skyscanner.net)

Drungli: [www.drungli.com](http://www.drungli.com)

Low cost Airlines: [www.lowcostairlines.nl](http://www.lowcostairlines.nl)

Google Flights: [www.google.com/flights](http://www.google.com/flights)

### ISIC Card

If you travel outside of the Netherlands and want to be eligible for certain student discounts your UM card will often not be enough to identify you as a student, and an International Student Identity Card is often required. For more information on how to apply for an ISIC card go to [www.isic.org](http://www.isic.org)



## 12.4 Renting a car

When travelling through Europe it is also possible to rent a car. Some car rentals in Maastricht:

**Adrem:** [www.adremlimburg.nl](http://www.adremlimburg.nl)

**Hertz:** [www.hertz.nl](http://www.hertz.nl)

**Avis:** [www.avis.nl](http://www.avis.nl)

**Sixt:** [www.sixt.nl](http://www.sixt.nl)

**Europcar:** [www.europcar.nl](http://www.europcar.nl)

## 13.5 Driving your car

### Some points of advice:

- Drive on the right hand side of the road;
- Parking violations are punished rather severely: look for signs that say “betaald parkeren” (paid parking) or a blue sign with a white P in the middle;
- All occupants of a vehicle car **MUST** wear a seatbelt;
- Using your cell phone in the car while driving is only allowed as long as it’s hands-free;
- There is no ‘turn on red’!

### Traffic Signs

In general, blue signs tell you what is OK and red signs warn you of a restriction. A red circle indicates that something is forbidden and a red triangle tells you something about the road conditions. A yellow or orange diamond indicates that you are on a road with priority.

### License

To drive a car in the Netherlands you must have a valid license - recognised by Dutch law -, be aged 18 or older, have third party insurance and drive a registered vehicle. Once you are a resident of the Netherlands, after a certain period of time you cannot drive a car (in the Netherlands) registered in another country anymore. You then need to exchange your current driving license or apply for a new Dutch driving license. ‘Drivers in international traffic’, which are essentially tourists or short-term visitors (e.g. exchange students), are non-residents on the Dutch roads and do not need a Dutch driving license.

Car insurance and service can be arranged through:

**ANWB** Wycker Brugstraat 24, Maastricht (Wijck), Tel.: +31(0)88-269 34 50, [www.anwb.nl](http://www.anwb.nl)

## 13.6 Taxis

All regular Dutch taxis use meters and all charge roughly the same rate. When you get into the taxi to start your journey, the meter will already show a balance of several euros. This ensures the driver of a minimum fare. Only for very long distances it is sometimes possible to negotiate a fare. Otherwise you pay what the meter indicates. It is customary to give taxi drivers a tip, by rounding up the amount payable. If you need a taxi you either call (see numbers of Maastricht Taxi-services below) or go to a taxi stand where taxis wait. Taxi stands can be found for example at the market, the Vrijthof or at the train station in Maastricht.

**Taxi Centrale Frenske:** Tel.: +31(0)43-363 63 62, [www.taxi-frenske.nl](http://www.taxi-frenske.nl)

**Taxi Brull:** Tel.: +31(0)43-343 00 00, [www.brull.nl](http://www.brull.nl)



# 13 Legal Matters

## Student Law Office Maastricht

The Student Law Office Maastricht is an organisation meant for students and run by students. If you need legal assistance, they can help you for free:

Bonnefantenstraat 2 (Room C-1.07), 6211 KL Maastricht

Tel.: +31(0)43-388 53 46, email: [srb@maastrichtuniversity.nl](mailto:srb@maastrichtuniversity.nl)

For more information: [www.studentenrechtshulp.nl/srhen](http://www.studentenrechtshulp.nl/srhen)

## Housing Helpdesk

Problems with your deposit or renting contract? Paying too much rent or service costs? Or is your student house badly maintained? Students with questions about their rights and responsibilities as a tenant can receive advice and guidance from the Housing Helpdesk.

[www.housinghelpdesk.com](http://www.housinghelpdesk.com) or [www.facebook.com/housinghelpdesk](https://www.facebook.com/housinghelpdesk)

Email: [info@housinghelpdesk.nl](mailto:info@housinghelpdesk.nl)

# 14 Working in The Netherlands

If you are going to be staying in the Netherlands for more than a few months, you may want to get a job to support your activities and make some money. Although the Dutch system for applying for work is complicated, it is not impenetrable if you understand some of the basics.

## 14.1 Who is allowed to work?

If you are from the EU/EEA (but not from Croatia) or from Switzerland, you are free to work without restrictions. If you are from Croatia, or from a country outside the EU/EEA or Switzerland, there are some restrictions if you want to take a job next to your studies. You need a permit and you can only work for a maximum of ten hours a week or, instead, you can work full-time during the summer months of June, July and August. For more information about working in the Netherlands please visit: [www.studyinholland.nl](http://www.studyinholland.nl)

## 14.2 Insurance

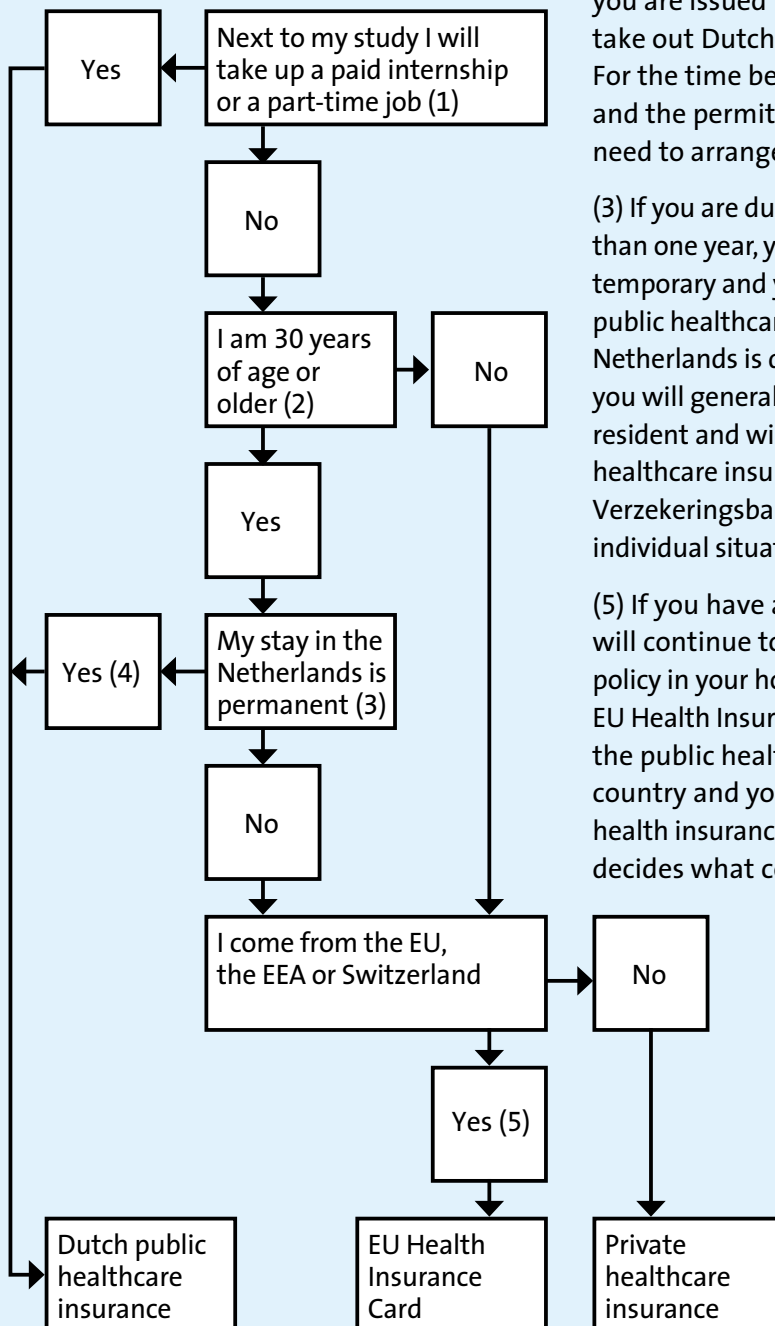
Under the Health Insurance Act (“Zorgverzekeringswet”) all residents and/or employees in the Netherlands are obliged to take out health insurance. Every health insurance company in the Netherlands has a legal obligation to accept anybody who applies for insurance. For the so-called Basic Insurance (“Basis Verzekering”) you will have to pay a premium to the insurer. This is known as the nominal premium. Whether a foreign student is obliged to take out the Basic (health) Insurance under the Health Insurance Act depends on the residence purpose and/or employment situation. The flow chart gives you an indication. Note that according to the law temporary residence is seen as a period of less than three years; this means that e.g. exchange students do not have to take out this Basic Insurance, even if they are over 30 years of age.





## Healthcare insurance for international students in the Netherlands

This factsheet explains what international students in the Netherlands must do to be properly insured. For some students, this means that they are obliged to take out a public healthcare insurance policy (in Dutch: Basisverzekering). For the others, there are alternative, less expensive options.



(1) Employment (i.e. part-time job or internship): If you have a part-time job alongside your studies or a paid internship, your stay in the Netherlands is classified as not being solely for study purposes. As an employee/intern, you are required to take out Dutch public healthcare insurance. Whether or not you pay taxes is irrelevant.

(2) People under the age of 30, who are in the Netherlands solely for study purposes do not need to take out Dutch public healthcare insurance.

(4) If you are a non-EU/EEA resident and you are staying for longer than three months, you are required to apply for a residence permit. Once you are issued this permit, you are obliged to take out Dutch public healthcare insurance. For the time between applying for the permit and the permit actually being issued you will need to arrange an alternative form of insurance.

(3) If you are due to stay in the Netherlands for less than one year, your stay is generally classified as temporary and you will not need to take out Dutch public healthcare insurance. If your stay in the Netherlands is due to last longer than one year, you will generally be classified as a permanent resident and will need to take out Dutch public healthcare insurance, unless the Dutch Sociale Verzekeringsbank (SVB) decides that your individual situation qualifies as being temporary.

(5) If you have an EU Health Insurance Card, you will continue to be covered by your insurance policy in your home country. You can only get an EU Health Insurance Card if you are insured under the public healthcare scheme in your home country and your stay abroad is temporary. The health insurance provider in your home country decides what constitutes a temporary stay.



The ONLY exception to the rule is if you get a temporary job as an exchange student: in that case you HAVE to take out the Basic Insurance (Dutch law requires all residents to have health insurance). Even if you decide to keep your private insurance policy, as a part-time employee you must pay into the national scheme. The size of the monthly contribution depends on your income. As an employee you will also be insured against the consequences of an accident while at work. Other contributions that will be deducted from your gross wages support the systems that provide disability pay and unemployment benefits. In principle, the employer is obliged to deduct these ‘social security contributions’ from your pay before you get it. When in doubt on whether the new Health Insurance Act applies to you, please contact the Dutch Health Care Insurance Board, Tel.: +31(0)20-797 85 55.

### 14.3 BSN

BSN is short for Burger Service Nummer, which translates as ‘citizen service number’. The BSN is equivalent to a social security number: a unique registration number for every citizen, used in contacts with any government service.

Various people may ask for your BSN. If you have a job, your employer will need to know your BSN. Insurance companies may also ask for your BSN-number. When registering with your local municipality, you are automatically issued a BSN. Your local town hall will most likely send you a letter to confirm all your personal details listed in their administration. This letter will also mention your BSN.



## 14.4 Finding a Job

Due to a relatively high unemployment rate, the competition for jobs in the Netherlands is somewhat tight. However, foreign students often have distinct advantages in certain areas, particularly in language capacity, that make them desirable workers. There are basically two ways to search for a job. The first and most obvious is to approach companies personally and offer them your CV. This direct search method works well for large companies, such as the Mercedes-Benz Customer Assistance Center, which hires many UM students.

The second way is through an ‘uitzendbureau’ (temporary job agency). These companies are in the business of connecting workers with employers searching for their particular skills. Maastricht has over a dozen uitzendbureaus. Many of them are concentrated on Grote Gracht, a street between the Vrijthof and the Markt. Also, the UM uitzendbureau InterUM specialises in finding students jobs in and around the University.

The first step to getting a good job is having a good CV. You can have your CV checked by booking an appointment for a Quick Career Advice at the Career Services of Maastricht University. UM Career Services also offers a vacancy database where you can search for different kinds of jobs (Internships, graduate jobs, student jobs, voluntary work, vacancies for alumni). For these and other career related services such as workshops, career events, individual guidance or the Online Career Library, please surf to the website of UM Career Services, [www.maastrichtuniversity.nl/careerservices](http://www.maastrichtuniversity.nl/careerservices) You can also visit an uitzendbureau or check out the advice on [www.expatica.com](http://www.expatica.com)

## 14.5 Contact Information

**InterUM BV** | University employment agency  
Tongersestraat 22A, Maastricht, Tel.: +31(0)43-388 26 88, [www.interum.eu](http://www.interum.eu)

**Randstad Callflex** | Specialised in temporary jobs in native languages  
Wycker Brugstraat 28, Maastricht, Tel.: +31(0)43-329 17 00, [www.randstad.nl](http://www.randstad.nl)

**Mise en Place** | Job agency for students working in the service industry specialised in hospitality and event jobs. Spoorweglaan 7, Maastricht, Tel.: +31(0)43-350 01 44, [www.miseenplace.eu](http://www.miseenplace.eu)

**UM Career Services** | Student Services Centre  
Bondefantenstraat 2, Maastricht, Tel.: +31(0)43-388 53 88,  
[www.maastrichtuniversity.nl/careerservices](http://www.maastrichtuniversity.nl/careerservices)

**Creyf's Uitzendbureau** | Stationsstraat 31, Maastricht, Tel.: +31(0)43-325 66 27,  
[www.creyfs.nl](http://www.creyfs.nl)



# 1 Appendix

## Official Institutions

In order to make your way safely through Dutch bureaucracy, here are a few places and definitions that could prove useful.

### Aliens Police

The Aliens Police deal with Immigration procedures and controls. Although they used to distribute residence permits and work permits, they are now primarily focused on immigration controls. The Aliens police are not involved in registration, or other licenses or permits. For registration with the city, you must go to the Gemeente Maastricht. For residence permit issues and visas please check UM's visa office via [visa@maastrichtuniversity.nl](mailto:visa@maastrichtuniversity.nl)

### ANWB

ANWB is a nationwide organisation that offers technical assistance to car drivers. If you plan to drive in The Netherlands or own a Dutch car, you must buy a membership before receiving services. ANWB does NOT deal with licenses or driving permits for internationals. This is done by the Gemeente Maastricht (City Hall Maastricht). [www.anwb.nl](http://www.anwb.nl)

### Dutch Tax Office ("Belastingdienst")

Information about Dutch Taxes. Address: Terra Nigrastraat 10, Maastricht. Tel.: +31(0)800-05 43.

### City Hall Maastricht ("Gemeente Maastricht")

City Hall Maastricht deals with a wide variety of legal and bureaucratic issues. The most common for students are registration at the city and driver's licenses. They do not issue residence permits! Address: Mosae Forum 10 (at the market), Maastricht. Tel.: +31(0)43-350 40 40. [www.gemeentemaastricht.nl](http://www.gemeentemaastricht.nl)

### Tourist Office ("VVV")

The VVV provides tourist information and some travel advice. They will be able to help in finding your way around Maastricht, onto busses, to cultural events or with anything tourist-related. Kleine staat 1 (Het Dinghuis) and Wycker Brugstraat 24, Maastricht. [www.vvvmaastricht.nl](http://www.vvvmaastricht.nl)



# 2 Appendix

## Social Calendar 2016 - 2017

In addition to the Academic Calendar, Maastricht University also has a full and exciting Social Agenda. Below you will find a calendar to help you organise your social time throughout the year.

	31 October 2016	<b>Halloween (not a day off)</b>
	5 December 2016	<b>Sinterklaas (not a day off)</b>
	4 May 2017	<b>Memorial Day</b>
	24 December 2016 - 1 January 2017	<b>Christmas Holiday (Christmas 25 - 26 December)</b>
	1 January 2017	<b>New Year's Day</b>
	27 February - 3 March 2017	<b>Carnival break (Carnival 26 - 28 February)</b>
	14 - 17 April 2017	<b>Easter break (Easter: 16 - 17 April)</b>
	27 - 28 April 2017	<b>King's Day break (King's Day 27 April)</b>
	5 May 2017	<b>Liberation Day</b>
	25 - 26 May 2017	<b>Ascension break (Ascension 25 May)</b>
	4 - 5 June 2017	<b>Pentecost</b>



September						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

October						
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

November						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

December						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

January						
M	T	W	T	F	S	S
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2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February						
M	T	W	T	F	S	S
			1	2	3	4
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

March						
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April						
M	T	W	T	F	S	S
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May						
M	T	W	T	F	S	S
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

July						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

August						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



# 3 Appendix

## Information Sources

Our university is committed to support its (international) students both inside and outside the classroom. Below you can find a list of online and offline information sources that will help make your stay in Maastricht a great one.

**Student Services Centre** | The SSC offers a number of services and support with regard to admission and registration, visa and scholarships, student guidance, student housing, sports, culture and spiritual guidance. Bonnefantenstraat 2, Maastricht. Tel.: +31(0)43-388 53 88, email: [study@maastrichtuniversity.nl](mailto:study@maastrichtuniversity.nl)  
[www.maastrichtuniversity.nl/ssc](http://www.maastrichtuniversity.nl/ssc)

**International Service Desk (ISD)** | The ISD at the SSC offers off-line help for international students with finding a job, housing, (healthcare) insurance, benefits from the Dutch governance, reading Dutch documents, filling out forms and many other issues. [www.facebook.com/ISDmaastrichtuniversity](http://www.facebook.com/ISDmaastrichtuniversity)

**MyMaastricht.nl** | Online portal designed by students for international students divided into two useful sections: 'Get settled' (with information about finances, health care, housing and transportation) and 'Go Explore' (with current events and sports & activities).  
[www.mymaastricht.nl](http://www.mymaastricht.nl) or [www.facebook.com/mymaastricht](http://www.facebook.com/mymaastricht)

**MaastrichtStudents.com** | A website for current and prospective students to get an idea of how it is to study in Maastricht. It includes blogs by current students, upcoming events, news, a list of student organisations and more.  
[www.maastrichtstudents.com](http://www.maastrichtstudents.com) or [www.facebook.com/maastrichtstudents](http://www.facebook.com/maastrichtstudents)

**International Student Ambassador Programme (ISAP)** | ISAP pairs current UM students with newcomers to help them navigate their immersion into Dutch society and Maastricht university life.  
[www.facebook.com/internationalstudentambassadorprogramme](http://www.facebook.com/internationalstudentambassadorprogramme)

**Information Desk** | Each Faculty and School has its own information desk (Bureau Onderwijs) where you can ask about Faculty related issues. Questions about course schedules, departments, rules and regulations within the Faculty can be asked at the information desk or online.

**EleUM** | EleUM (Blackboard), used throughout the university, contains constantly updated information and announcements for students.  
[www.maastrichtuniversity.nl/eleum](http://www.maastrichtuniversity.nl/eleum)



# 1 Maastricht University and The Faculty of Psychology and Neuroscience

## 1.1 Maastricht University

Maastricht University is the youngest and most international university in the Netherlands (founded in 1976) and currently has over 16,000 students and 4,000 teaching and administrative staff members. Almost 45% of the students and more than 30% of the teaching staff of Maastricht University come from abroad. Almost all programmes are taught in English and European and international themes are deeply rooted in research and education. The university has six faculties: Health, Medicine and Life Sciences, Law, Arts and Social Sciences, Business and Economics, Humanities and Sciences and Psychology and Neuroscience.

The educational programmes offered at Maastricht University have two unique features: Maastricht University was the first Dutch institution to adopt a so-called 'Problem Based Learning' (PBL) approach to teaching in all of its educational programmes. The PBL method has an interdisciplinary character. This means that the programme is not based on separate subjects, but on integrated theoretical and practical problems. These problems are arranged around themes and studied in modules/courses. By working in groups and individually on these problems and cases, students discover those areas where their knowledge is lacking. Specialists, staff and teaching material, especially developed for the system, are at their disposal. However, students must make an effort themselves: the Maastricht system is 'student-centered' rather than 'teacher-centered'.

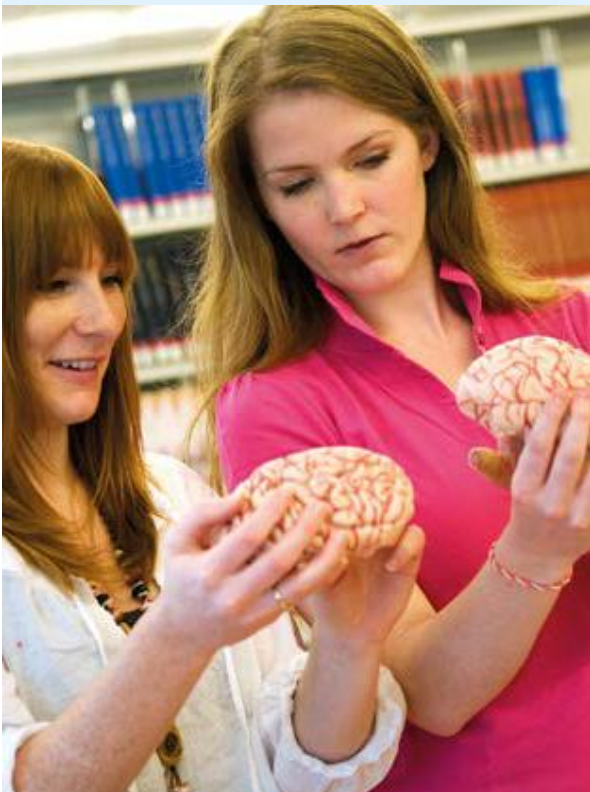
Secondly, all educational programmes of Maastricht University have a strong international perspective. The development of the European Common Market, the changing relations between Western Europe and Central and Eastern Europe, the increasing interdependence between East and West and North and South, and the development of technology and communication have all contributed to the gradual transition of the world into 'one global society'. Today's students, the professionals of tomorrow, must therefore be prepared to function in a highly internationalized environment. They not only need a basic understanding of international developments in their field of study, but also an understanding of social and cultural differences.

## 1.2 Faculty of Psychology and Neuroscience

Since its foundation in 1995, the Faculty of Psychology and Neuroscience (FPN) has developed a strong cognitive and biological profile. It offers both a Dutch taught and an English taught Bachelor's programme, as of this academic year an English taught Bachelor's programme and three English taught Master's programmes, two of which are selective two-year Master's programmes; the Master of Forensic Psychology and the Research Master of Cognitive and Clinical Neuroscience. The FPN Graduate School is responsible for the education of FPN's PhD students. In line with the UM strategy,



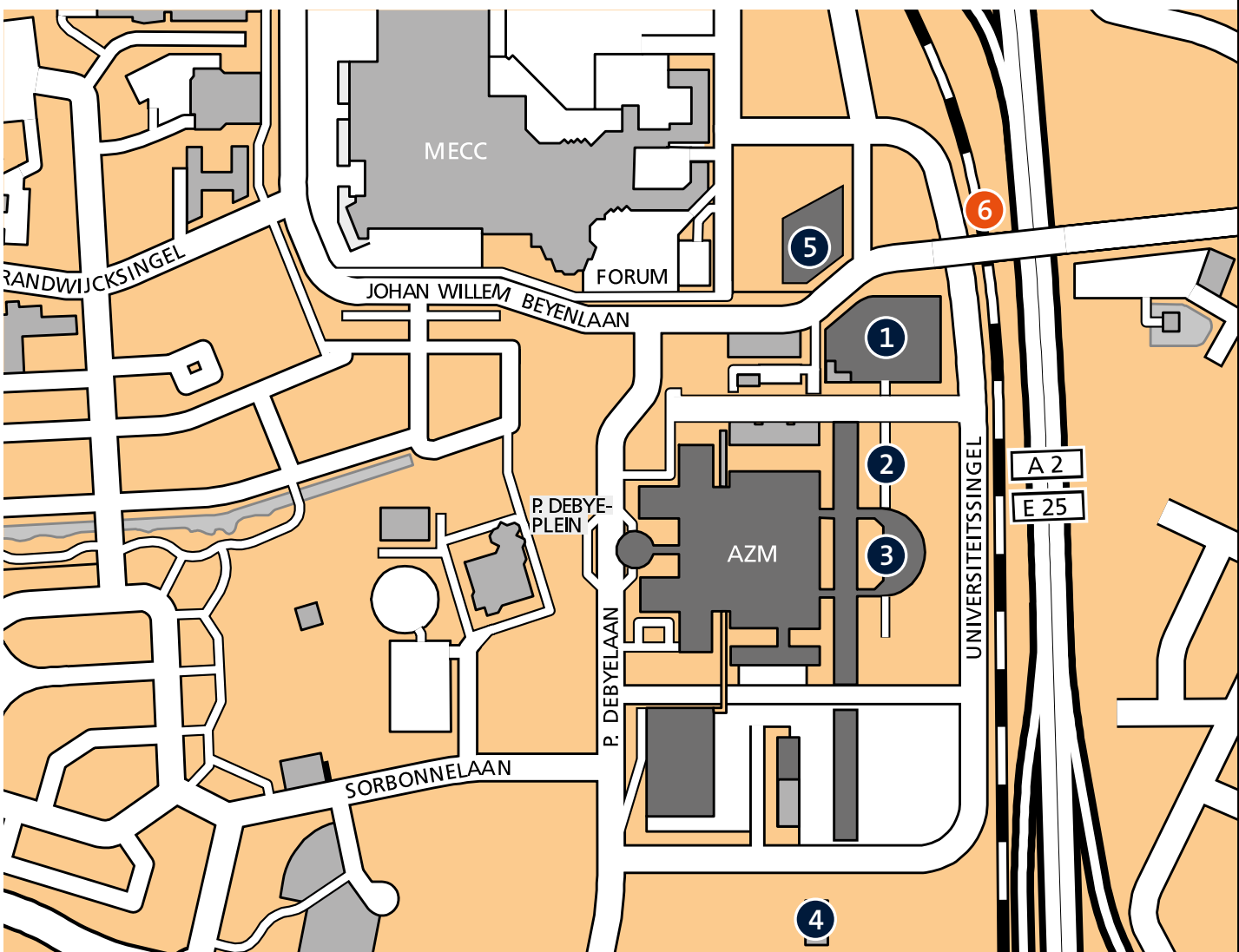




# Plan

Maastricht University  
Faculty of Psychology and Neuroscience (FPN),  
Universiteitssingel 40 East (UNS40), 6229 ER Maastricht  
P.O. Box 616, 6200 MD Maastricht  
[www.maastrichtuniversity.nl/fpn](http://www.maastrichtuniversity.nl/fpn)

- 1 Universiteitssingel 40 East (UNS40)
- 2 Walking Bridge between UNS40 and UNS50
- 3 Universiteitssingel 50 (UNS50)
- 4 Oxfordlaan 55 (OXF55)
- 5 Maastricht School of Management (END150MSM)
- 6 Randwyck Train Station



FPN aims to impart knowledge via problem based and research based education with the goal to develop those graduates who display a high degree of potential. FPN considers Problem Based Learning (PBL) an excellent didactic concept for its programmes as it fosters critical, research-minded development of students. In several rankings, FPN's programmes are among the top three Psychology programmes in the Netherlands.

FPN staff conduct top-quality research on selected themes in cognitive and biological psychology within five internationally oriented research lines:

- 1) Clinical Psychological Science;
- 2) Cognitive Neuroscience;
- 3) Neuropsychology and Psychopharmacology;
- 4) Work and Social Psychology;
- 5) Methodology and Statistics.

## 1.3 Information sources

After successful registration as a UM student, you will receive your UM ID and a password. This information will be sent to you via your personal e-mail, prior to the start of the academic year. With your ID and password you get access to the information systems of the University, such as EleUM and the My UM portal.

### AskPsychology

The website AskPsy provides information about the faculty of Psychology and Neuroscience, from the available facilities to formal procedures. Questions for the Education Office can be send via the contact page. [www.askpsy.nl](http://www.askpsy.nl)

### EleUM

EleUM is the electronic learning environment for students of Maastricht University and gives you information about the modules/courses you attend. Here you will find all necessary materials to take the module/course (for example the link to the e-reader, data, old exams), and announcements from the course coordinator or your tutor. Some modules/courses have communities for tutorial groups where each individual group can work on tasks and learning goals, or group assignments. Please see [eleum.maastrichtuniversity.nl](http://eleum.maastrichtuniversity.nl)

### My UM Portal/Student Portal

The My UM Portal is the university information system for student administration. The Faculty uses the MY Um Portal for the appropriate administration of modules/courses, examinations, and results. Please visit [studentportal.maastrichtuniversity.nl](http://studentportal.maastrichtuniversity.nl)

You can consult My UM for checking your timetable as well as your academic results, booking or cancelling exams, making room bookings, manuals and many other things. Time tables will become available approximately 2 weeks before the start of a new course. Please note that timetables are subject to change before or during the course, so check My UM and your time table on a regular basis for possible changes.



**E-mail**

As soon as you have received your UM ID and password, make sure to regularly check your Maastricht University e-mail account as official university correspondence will be sent to your UM email-account.

**The Faculty of Psychology and Neuroscience external website**

The FPN website contains general information about the Faculty, research conducted at the Faculty and general information for students. Under the heading prospective students you will find the web catalogue with detailed information about the modules/courses of the selected programme. [www.maastrichtuniversity.nl/fpn](http://www.maastrichtuniversity.nl/fpn)

**The Faculty of Psychology and Neuroscience exchange website**

The FPN Exchange website contains information for (prospective) exchange students at FPN. [www.maastrichtuniversity.nl/fpn/exchange](http://www.maastrichtuniversity.nl/fpn/exchange)



## 2 Student support

### The Education Office

The Education Office is responsible for the organisation and coordination of all the education related activities within the Faculty. Please note that matriculation and payment of tuition fees is handled by the Student Services Centre (SSC), not the Education Office.

### The Service Desk

The Service Desk of the Education Office is responsible for direct communication with the students concerning all matters that are in the domain of the Education Office. For information about the modules/courses you take, exams, schedules, grade overviews and so on you can check your MyUM or turn to the Service Desk. Visiting hours Service Desk: Monday-Friday from 10 a.m. to 3.30 p.m. The Service Desk is located on the first floor of the Universiteitssingel 40 building. Tel.: +31(0)43-388 40 20 or email via [www.askpsy.nl](http://www.askpsy.nl)



## The International Relations Office (IRO)

The International Relations Office (IRO) is responsible for all incoming and outgoing exchange students and interns.

### Merlijne van Overbruggen

Coordinator international relations office.

### Ellen Blaauw

International relations officer.

Main contact for incoming exchange students/interns.

Walk-in hours for incoming exchange students/interns: Monday-Friday between 10-11 a.m. (please come to the Service Desk of the Education Office)

Appointment for outgoing exchange students/interns: Tuesday and Thursday between 10-11 a.m. Sign up through the Service Desk.

## Student advisors

The student advisors can give personal advice and counselling in case of study delay due to illness or other personal circumstances. The FPN student advisors are:

**Gerda Galenkamp, Aimée Coenen, Marin Been.** All conversations with the student advisor are strictly confidential. If necessary, the student advisor may refer to others or mediate between student and Faculty. In case of study delay or if, for whatever reason, the study has come to a deadlock, students should contact the student advisor as soon as possible. Appointments with the student advisors can be made via the Service Desk.

## Introduction week (Introweek)

The FPN bachelor's, master's and exchange programme starts with an introweek which starts on Monday 29 August 2016. Please note that the introweek is not optional, it is part of your curriculum. This week entails both academic and social activities (including a mandatory PBL, library and EleUM training). More information about the programme will be sent to all students early August. Questions?

E-mail to [introweek-fpn@maastrichtuniversity.nl](mailto:introweek-fpn@maastrichtuniversity.nl)

*\* The introweek for Spring 2016 exchange students starts on Tuesday 31 January 2017.*

## Student Services Centre (SSC)

The Student Services Centre is the contact point when it comes to registration (tuition fee payment, certified hard copy diploma), visa and residence permit, accommodation, sports, special lectures, student guidance, career Services, studying with a disability, and more. Master's students who have questions about their registration at Maastricht University (e.g. tuition fee payment, diploma) must contact the Student Services Centre.

Student desk, Bonnefantenstraat 2

E-mail: [study@maastrichtuniversity.nl](mailto:study@maastrichtuniversity.nl)

[www.maastrichtuniversity.nl/ssc](http://www.maastrichtuniversity.nl/ssc)



# 3 Education and examinations

## 3.1 Education

The Problem Based Learning (PBL) meetings are the core activity of the FPN study programme and are the driving force for learning. Students work in small groups actively seeking practical solutions to scientific and real-world problems. PBL typically requires the active involvement of the students to solve problems in small groups with the assistance of an experienced tutor. It has been shown that recollection of acquired knowledge and use of that knowledge in practice can be superior to acquiring knowledge through lectures only. In addition, students acquire the attitude of a scientist-practitioner in PBL since the interaction with peers and the method used to solve a problem is similar to the processes used in carrying out successful research. The knowledge that is acquired in the PBL approach is not obtained in a passive and often superficial way, but rather with a particular problem in mind, i.e. actively and interactively. The tutor supports the group and is considered to be a facilitator rather than a teacher since the group must identify problems and also find ways in which to solve them in an independent manner.

In order to get acquainted with PBL characteristics principles, you will get a special PBL training during the introduction week. All new students are required to attend this compulsory training. The Faculty incorporates the 'international classroom' concept of Maastricht University as a relevant element, since our students come from different backgrounds and have to learn and communicate in teams. Interaction with students from different cultures, experiences and traditions impacts the education of each person.

## 3.2 Teaching methods

As a rule modules/courses include the following elements: tutorial group meetings, lectures and practicals. Students have to register themselves for the modules/courses and exams of the programme they follow. Students meet once, twice or three times a week in tutorial groups. Group size is limited to 10 to 12 participants. The tutor's task is to coach the group which entails support to facilitate student interaction and helping students identify the knowledge they need to solve the problem. After leaving the tutorial group, students undertake their own study of the issues they have identified. The course manual includes suggested readings, but the student is free and even encouraged to conduct his/her own literature search in addition to the suggested reading. The PBL process is completed when students report what they have learned at the next tutorial group meeting. The tutorial groups change every module/course which means that you meet and co-operate with different students every 7 or 8 weeks. Traditional front-of-class lectures will accompany the tutorial group meetings. These lectures are meant either to introduce a scientific topic or to deepen the knowledge gained from literature study and provide compelling case examples. In many modules/courses, guest lecturers from other universities or from the practical field will give a talk about their field of expertise.

Apart from tutorial group meetings and lectures, most modules/courses include practical training as well. Practical require a different teaching format. They offer hands-on training: students practice cases during class and practice other cases as homework. They will receive feedback on their homework.



### 3.3 Attendance

You are obliged to attend tutorial group meetings and are expected to participate actively. The minimum percentage of tutorial group meetings that must be attended is 85% for each module/course in the bachelor that consists of at least 7 meetings, or 100% for a course that consists of 6 or less meetings. The minimum percentage of tutorial group meetings that must be attended is 70% for each course in the master, research master and forensic master. Practicals, skills labs, workshops and master classes have a different compulsory attendance. For specific information about the attendance rules, always consult the Examination and Education Regulations of your study programme. The Rules and Regulations can be found on [www.askpsy.nl](http://www.askpsy.nl)

A student who arrives more than 10 minutes after the official starting time of the meeting shall be considered not to have attended. The tutor registers your presence. By signing the attendance list during the last meeting of the module/course you can check whether your presence was registered correctly.

### 3.4 Course manuals and e-readers

Each module/course uses a so-called course manual. The manual contains all information regarding the module/course: the teaching staff, the subject of the module/course, the knowledge that the student must have acquired by the end of the module/course, the skills that will be taught during that period and the compulsory and recommended literature. Apart from the course manual, each module/course provides students with an online e-reader. The e-reader contains scientific literature recommended by the course coordinator, such as articles from scientific journals and/or chapters from books.

### 3.5 Requirements for passing a module/course

**1. Having met the attendance requirements as described in 3.3 and in the Rules and Regulations.** ([www.askpsy.nl](http://www.askpsy.nl)). In case you have missed just one meeting more than the required minimum number, you can apply in the bachelor for a ‘catch-up’ assignment by filling in the ‘Application form catch-up assignment’ which can be downloaded from [www.askpsy.nl](http://www.askpsy.nl). This request has to be made within two weeks after the end of the module/course. Only three catch-up assignments can be granted per student per year. If an assignment is granted, submitted in time and passed, the requirement for attendance is met. In the Master programmes it is not possible to apply for ‘catch-up’ assignments.

**2. At least a grade of 5.5 (Bachelor)/6.0 (Master’s) or higher for the course exam.** On a 10-point scale, the exam score must be at least 5.5 (Bachelor)/6.0 (Master’s) in order to pass the exam. When the score is 5.4 (Bachelor)/5.9 (Master’s) or lower, the student has failed the exam. In this case the student has the possibility to take a second exam. For each course one second exam is scheduled per year.

Please consult Examination and Education Regulations of your study programme ([www.askpsy.nl](http://www.askpsy.nl)) with regard to the rounding off of grades.





### 3. A 100% attendance for the practical(s).

Most practical meetings will involve writing a report or a paper. The student must pass this report or paper to pass the practical part. When the report or paper is not passed, the student will be given the opportunity to revise it. A report can be rewritten only when it has been turned in before the deadline and a serious attempt has been made, but has failed.

When a student has passed the exam, the transcript can still show a fail for a particular module/course, because either requirement 1 or 3 or both are not met. Make sure all three requirements have been met to avoid failing a module/course.

## 3.6 Course evaluations

FPN continuously monitors the quality of education. Aspects such as academic quality of the curriculum, the quality of teaching, the quality and quantity of staff, students' study load and student selection are subject to periodic evaluation. All module/course are evaluated on a yearly basis by students of the FPN. After completion of a course, students are asked to evaluate this module/course by means of an electronic or paper questionnaire. You will receive the electronic questionnaire request via e-mail after the end of the module/course.

## 3.7 Examination

### Exams

The method of exam differs per module/course.

You can only attend a course or exam with a valid registration. You have to book and cancel your courses and exams yourself. Course and exam booking is only possible during the UM booking periods. Please consult the academic calendar ([go.askpsy.nl/ac](http://go.askpsy.nl/ac)) for an overview. These booking rules are not applicable for exchange/double degree students. A student who fails the first exam has one opportunity to do a re-sit (second exam) in the same academic year. It is not allowed to take a re-sit for a module/course that is already awarded with a pass/passing grade.

The exam results will be processed and published 15 working days after the exam. The Course coordinator will often post the preliminary results on EleUM. It takes a few more days for your official results to be visible in your academic work at My UM.

### Education and Examination regulations

Each programme has its own Education and Examination regulations. These regulations define the rights and obligations of students registered for that specific programme. The Board of Examiners is responsible for matters related to the Education and Examination regulations. The Education and Examination regulations on your programme can be found on [www.askpsy.nl](http://www.askpsy.nl). You can make an appointment with the Board of Examiners through the FPN Service Desk.



**Grading system**

Dutch grades are awarded on a scale from 1 to 10. Grades from 1 to 5.4 (Bachelor)/5.9 (Master's) indicate a FAIL. Grades from 5.5 (Bachelor)/6.0 (Master's) to 10 indicate a PASS.

1 Very bad	6 Sufficient
2 Bad	7 Ample sufficient
3 Low	8 Good
4 Insufficient	9 Very good
5 Almost sufficient	10 Excellent

**Right of inspection**

Students have the right to review a written exam. The course coordinator is responsible for the announcement and organisation of the exam review. The review is either mentioned on the front page of the exam or on the list of results on EleUM.

**Right of appeal**

In case a student does not agree with a decision by the examiner and the Board of Examiners he or she can lodge an appeal through the Complaint Service Point of the UM within six weeks after the decision is announced.

**Fraud/plagiarism**

FPN has a very strict regulation concerning fraud, including plagiarism. If the Board of Examiners ascertains that in the course of any form of testing a student made use of illicit aids, texts or notes, or makes or made use of electronic aids or means of communication, communicated or tried to communicate with fellow student without the permission of an invigilator copied or tried to copy or gave somebody the opportunity to copy or committed any other form of fraud, which includes also plagiarism, the Board of Examiners can declare the result of the relevant test invalid for the student concerned. The Board of Examiners can furthermore reprimand the student or exclude the student from (further) participation in one or more parts of the study programme for a period of one year at most. In case of fraud, the Board of Examiners will apply the fraud regulation, as laid down in the Rules and Regulations. This fraud regulation also specifies what is understood by fraud. The faculty uses anti-plagiarism software to keep students from copying texts from other people. We recommend you to carefully read the information concerning fraud and plagiarism in the Education and Examination regulations on [www.askpsy.nl](http://www.askpsy.nl).

## 3.8 Code of Conduct

The Faculty of Psychology and Neuroscience (FPN) hosts a large number of students, both Dutch and international. FPN regards behaviour in compliance with its core values as being of great importance. A Code of Conduct has been developed to ensure a good and productive study environment and to avoid undesirable and unwanted situations. You can find the Code of Conduct on [www.askpsy.nl](http://www.askpsy.nl).



# 4 Student Facilities

## UM-card

At the start of the introduction week you will receive your UM-card and a Certificate of Enrolment.

### You need your UM-card:

- To borrow books at the University Library
- To identify yourself during exams
- To make photocopies and print-outs at the copy machines

### Loss of UM-card or Certificate of Enrolment

If you are having problems with your UM-card or in case of loss or theft, please report to the UNS40 reception at the main entrance, Level 1 or contact the Service Point through: Tel.: +31(0)43-388 2002, e-mail: [servicepoint-fd@maastrichtuniversity.nl](mailto:servicepoint-fd@maastrichtuniversity.nl)

## University Library (UL)

The UL has two locations, one of which is located at the UNS50, the other in the inner city (Grote Looiersstraat 17). The UL is open seven days a week. The library's book and journal collections, in both electronic and hardcopy form, are built up in close consultation with faculty researchers and tutors. The electronic collection is easily accessible via the internet. Important features of the library are its learning and resource centres.

These are unique facilities that support the Problem Based Learning (PBL) methodology used at Maastricht University. They are home to selected, not-for-loan reference books relevant to each programme, and an assortment of different study places (two-person places, group rooms, study cells and individual study places, both with and without computers and/or laptop outlets). The digital library, which is accessible from anywhere at any time, offers digital collections, a virtual information desk ('Ask your librarian'). Detailed information about the University Library can be found on the website:

<https://www.maastrichtuniversity.nl/about-um/service-centres/university-library>

## Wireless Network

Maastricht University offers students to connect to the university network (MAASnet) and the internet. A secure wireless network has been installed in nearly all UM buildings. To make use of the WiFi facilities, you must first connect to the WiFi Network Eduroam, the education network for mobile and international students. For an overview of the hotspots for wireless internet within other education organizations go to:

[www.internetvergelijken.com/faq/universiteits-hotspots](http://www.internetvergelijken.com/faq/universiteits-hotspots)

Via <https://www.maastrichtuniversity.nl/support/ict-facilities> you will find information about the general UM ICT facilities such as: computer network UM, working at home, support facilities, educational support, free software and computer access.

## Photocopy facilities

Maastricht University has the print facility (Ricoh myPrint) which allows you to print from the (student) workstation, your own laptop or (home) PC and your smartphone or tablet. For more information check

<https://www.maastrichtuniversity.nl/support/ict-services/manuals/manuals-myprint>



## Study materials

Course materials will be provided via EleUM. Study books can be borrow from the University Library or can be purchased via the StudyStore.

If you are a member of the FPN student association Luna-tik, you can purchase your study books at a 10% discount through Luna-tik.

## Mensa

The Mensa is UM's student and staff restaurant. The Mensa offers a broad assortment of food and drinks. In addition to snacks, salads, drinks and cold meals students can choose between two hot meals and a vegetarian dish every day. Except on Fridays there is also the possibility to have a hot meal in the evening.

Opening hours: Monday-Thursday: 10.00-19.00 hrs. Friday: 10.00-16.00 hrs.

Hot dishes are served from 11.30-14.00 hrs. and 16.30-19.00 hrs.

## Bakery Café

Left hand sided of the main entrance of the Universiteitssingel 40 the Bakery Café offers a large choice of coffee's as well as sandwiches and pies.

## Lockers

Lockers can be found on the ground floor of the UNS40 and near the University Library. The lockers can be used free of charge. To use a locker you have to make up your own PIN code. Make sure you clear your locker at the end of the day, because the lockers will automatically open in the evening.



# 5 Information for incoming exchange students only

The International Relations Office (IRO) is your main point of contact before, during and after your exchange period at the Faculty of Psychology and Neuroscience (FPN). If you have any questions that cannot be answered by the Service Desk, specific questions related to your exchange programme or personal matters, feel free to contact the IRO through: Tel.: +31(0)43-388 40 31 / 19 20, e-mail:

[iro-incoming-fpn@maastrichtuniversity.nl](mailto:iro-incoming-fpn@maastrichtuniversity.nl)

Walk-in hours: Monday-Friday: 10–11 a.m. (come to the Service Desk of the Education Office). For more information refer to our website: [www.maastrichtuniversity.nl/fpn/exchange](http://www.maastrichtuniversity.nl/fpn/exchange)

## Courses

Exchange students can choose courses from the English-taught Bachelor's in Psychology programme. Detailed information about the course registration procedure, course offering, requirements/restrictions, etc. can be found on the FPN exchange website.

## Second exams (= resits)

A student who fails the first exam has one opportunity per academic year to take a resit. Please note that it is only possible to take part in the regular second exam at FPN. It is not possible to take resits at any other location than FPN. You should therefore always take the resit periods into account when planning your exchange period. Furthermore, it is not allowed to do a second exam for a module/course that is already awarded with a pass/passing grade (see chapter 3.5 for rules and regulations).

## Check your attendance!

It has occurred that (exchange) students did not receive credits for a module/course because they did not meet the attendance requirement for tutorial/practical meetings. Please note that it is your own responsibility to sign the attendance list during each practical meeting and after the last tutorial meeting of each course! (see chapter 3.5 for the complete attendance rules)

## Transcript of records

The courses you followed and the grades you obtained will be listed on an official transcript of records. An electronic version of your transcript of records will be sent to your home university's IRO and you. One original hard copy will be sent to your home university, only upon request. The transcript of records will be sent within approximately 2-3 months after completion of your exchange period. Please bear in mind that once you have been registered for a course it will appear on your transcript unless you cancel this course before the course registration deadline. Also, if you did not cancel the course and decide not to take the exam, the course will appear on your transcript with an "NG", which means "no grade". It is not possible to have fail grades removed from your transcript. You can check your results yourself through My UM > courses > Academic Work. Please make sure to check your results on a regular basis. If you see any irregularities, please contact the IRO as soon as possible. Your My UM account (access to e-mail and My UM) remains valid for about 60 days after your registration expires.



# Academic year 2016-2017



**INKOM Maastricht University**  
22 - 26 August 2016



**Education periods**  
*(including the deadline for course registration and Takes Exam Only)*

Semester 1

Period 1: 5 September - 28 October 2016

*Course Registration 31 July 2016*

Period 2: 31 October - 23 December 2016

*Course Registration 18 September 2016*

Period 3: 9 January - 3 February 2017

*Course Registration 13 November 2016*

Semester 2

Period 4: 6 February - 7 April 2017

*Course Registration 4 December 2016*

Period 5: 10 April - 9 June 2017

*Course Registration 26 February 2017*

Period 6: 12 June - 7 July 2017

*Course Registration 23 April 2017*



**Booking windows to register resits or cancel exams.** Note: you have to book for the period in which the resit takes place.

Period 1: 26 September - 2 October 2016

Period 2 Bachelor: 21 - 27 November 2016

Period 2 Master's: 6 - 10 February 2017

Period 3: 9 - 15 January 2017

Period 4: 6 - 12 March 2017

Period 5: 1 - 7 May 2017

Period 6: 3 - 5 July 2017



**(Public) Holiday, no courses**

Christmas: 26 December 2016 - 6 January 2017

Carnival Break (27 February- 3 March 2017)

Good Friday: 14 April 2017

Easter Monday: 17 April 2017

King's Day & Bridging Day: 27 - 28 April 2017

Liberation Day: 5 May 2017

Ascension Day & Bridging Day: 25 - 26 May 2017

Pentecost: 5 June 2017

Summer: 10 July - 1 September 2017



**Introweek FPN**

29 August - 2 September 2016



**Exam periods**

Semester 1

Period 1: 24 - 28 October 2016

Period 2: 19 - 23 December 2016

Period 3: 30 January - 3 February 2017

Semester 2

Period 4: 3 - 7 April 2017

Period 5: 6 - 9 June 2017

Period 6: 3 - 7 July 2017



**Resits**

Period 1 Bachelor: 9 - 11 January 2017

Period 1 Master's: 30 January - 3 February 2017

Period 2 Bachelor: 10 - 13 April 2017

Period 2 Master's: 20 - 24 February 2017

Period 3: 10 - 13 April 2017

Period 4: 10 - 14 July 2017

Period 5: 10 - 14 July 2017

Period 6: 7 - 11 August 2017



**Public Holiday, not a day off**

Halloween: 31 October 2016

Sinterklaas: 5 December 2016

Memorial Day: 4 May 2017



August						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

September						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

October						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

November						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

December						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

January						
M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

March						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

July						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

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